

**10A NCAC 67A .0103 STANDARDS FOR OFFICE SPACE AND FACILITIES**

This Rule sets forth requirements for office space, equipment, and facilities for county departments of social services, including agency suboffices. These requirements are in addition to State, county, or municipal building codes. Standards for office space and facilities shall comply with the Federal Confidentiality of Information requirements as set forth in 45 CFR 164.500, which is hereby incorporated by reference, including subsequent amendments and editions, and can be obtained free of charge at <https://www.ecfr.gov>.

- (1) Identification of Office. All social services offices shall be marked and identifiable in the community as a social services agency, as described in 45 CFR 205.170, which is incorporated by reference with subsequent amendments and editions and available free of charge at <https://www.ecfr.gov>, as follows:
  - (a) Each office shall be identified by an outside sign visible from the road or street.
  - (b) If the office is housed within a public building occupied by other agencies or units of government, the agency shall be listed on a building directory in a manner similar or equal to that accorded every other agency.
- (2) Requirements for Physical Plant. Buildings housing social services agencies shall meet the following requirements:
  - (a) Buildings housing social services agencies shall be certified to be in compliance with state and local fire and building codes.
  - (b) All buildings for which site clearance began before June 3, 1977, shall meet the equal access provisions specified in Section 504 of the Rehabilitation Act of 1973 as amended.
- (3) Requirements for Space. The minimum square footage for each employee shall be as follows:
  - (a) Staff Who Interview Clients In Their Offices 80
  - (b) Supervisors 80
  - (c) Management 96
  - (d) Staff Members Not Required to Conduct Interviews In Their Offices 56
- (4) Requirements for Privacy:
  - (a) Private offices shall be required for the county director and each supervisor.
  - (b) Private offices or interviewing room shall be available to all staff who interview clients.
- (5) Requirements for Waiting Room and Reception Area. County department of social services shall be arranged to provide a waiting room to accommodate the people availing themselves of its use each day. A separate area is required for the receptionist.
- (6) Requirement for Conference Room. A conference or staff training room with seating capacity to accommodate people in attendance for meetings and training sessions.
- (7) Requirement for Storage Space and Confidentiality of Records. Space shall be provided for locating files and records, supplies, and forms as follows:
  - (a) Files and supplies shall be accessible and convenient to staff responsible for their maintenance, use, and protection.
  - (b) Files and records shall be protected from fire, other damage and theft.
  - (c) Access to confidential information shall be limited to authorized personnel only as approved by the director or his or her designee.
  - (d) Space shall be available for storing janitorial and maintenance supplies and equipment.
- (8) Requirement to Provide Office Space for Persons Who Periodically Visit the Agency on DSS Related Business. Office space shall be provided to persons who visit the agency on DSS related business.
- (9) Requirement for Equipment. Furnishings and equipment such as, desk, chair, phone, and computer shall be provided to enable staff to perform its duties.

*History Note: Authority G.S. 108A-80; 143B-153; 45 CFR 205.170(a)(b); 45 CFR 164.500; Eff. April 1, 1978; Amended Eff. May 1, 1990; May 1, 1988; Readopted Eff. September 1, 2019.*