

DHHS POLICIES AND PROCEDURES

Section IV:	General Administration
Title:	Governor's Correspondence
Current Effective Date:	8/1/05
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Purpose

The purpose of this policy is to provide a standardized format and procedure for preparing correspondence for the North Carolina (NC) Office of the Governor.

Policy

It is the policy of the Department of Health and Human Services (DHHS) that The Office of Citizen Services (OCS) handles/processes all correspondence to the NC Governor.

Implementation

When correspondence is received by OCS, it is evaluated and actions are taken to address the issues that are included in the correspondence. Correspondence is logged in the office database and if specific complaints are voiced against the DHHS, the correspondence is logged as an ombudsman case. Whether a general inquiry for information or a complaint that becomes an ombudsman case, all correspondence is tracked until the correspondence is complete, ensuring all inquiries receive complete feedback and the best customer service. Specific detailed information is provided to the division/facility/school regarding requirements for completing the response. The division/facility/school is given 10 working days to submit a response to OCS. The four (4) types of control letters are:

1. Responses to correspondence that requires the signature of the NC Governor;
2. Responses to correspondence that requires the signature of the DHHS Secretary;
3. Responses to correspondence that may be responded directly by the designated DHHS divisions/facilities/schools; and
4. Responses to correspondence that may be responded directly by OCS. For correspondence that requires the signature of the NC Governor, the response prepared by the division/facility/school is sent to OCS for review and upon approval, submitted to the NC Governor's Office for review and signature. If corrections are necessary, OCS returns the correspondence to the division/facility/school for revision. After corrections or revisions are made by the division/facility/school, the correspondence is resubmitted to OCS for review. Once approved, the original is forwarded to the NC Governor's Office for the Governor's signature. After forwarding the approved response to the NC Governor's Office, the inquiry/case is closed by OCS. The NC Governor's Office sends

the signed original to the customer and a signed copy to OCS.

For correspondence that requires the signature of the NC Governor, the response prepared by the division/facility/school is sent to OCS for review and upon approval, submitted to the DHHS Secretary's Office for review and signature. If corrections are necessary OCS returns the correspondence to the division/facility/school for revision. After corrections or revisions are made by the division/facility/school, the correspondence is resubmitted to OCS for review. If no corrections are needed, the inquiry/case is closed by OCS. The NC Governor's Office sends the signed original to the customer and a signed copy to OCS and/or the division/facility/school responsible for handling the correspondence.

For correspondence that may be responded to directly by the designated division/facility/school, the response prepared by the division/facility/school is approved by OCS. The division/facility/school sends the signed original to the customer and a copy of the original response to OCS. The inquiry/case is closed by OCS.

For all correspondence directed to the NC Governor, OCS tracks geographic origin of the correspondence, customer's name, age, sex, issue, and referral source. Information that is tracked is compiled into a monthly statistical report for the NC Governor's Office, DHHS Secretary, DHHS Deputy Secretary, DHHS Executive Management and every division/facility/school within DHHS. Reports are used to note the most prevalent issues, trends, and hot topics, and reports play a key role in developing and changing programs' policy.

Reference

Office of Citizen Services

For questions or clarification on any of the information contained in this policy, please contact [The Office of Citizen Services](#). For general questions about department-wide policies and procedures, contact the [DHHS Policy Coordinator](#).