Every year, the N.C. Department of Health and Human Services (DHHS) receives, processes, and fulfills thousands of public records requests from various constituencies. The policy of DHHS is to comply with all public records requests to the fullest extent allowed by law.

N.C. Gen. Stat. § 132-6.2 authorizes an agency to charge a fee when a request is made for copies of public records. The agency is allowed to charge the actual cost of duplication. A special service charge can be added to any request which requires extensive use of information technology (IT) resources or extensive clerical or supervisory assistance by agency personnel.

The following costs represent the charges that are to be used for State Fiscal Year 2014-15:

**Copies of Paper Documents:**

- Paper, 8.5” x 11” $0.04
- Paper, 8.5” x 14” $0.04

**Cost of Reproducing Electronic Records and Databases:**

- Blank CD-R $0.15
- CD Jewel Case $0.26

Public records requests using IT resources may incur a charge for the IT personnel costs required to fulfill the request plus the actual cost of any supplies. These requests include, but are not limited to, email correspondence compiled by agency IT personnel and a copy of a complete database or specific data fields therein. The IT personnel costs will be billed to the requestor in fifteen (15) minute intervals at $11.28 per fifteen (15) minutes or $45.10 per hour. For work performed by a contractor, the actual cost incurred by the agency will be billed to the requestor.

**Cost for Extensive Requests:**

Public records requests reviewed on a case-by-case basis. Many requests vary in scope and breadth, involve different divisions and staff, and require different approaches and resources. In some cases, a public records request requires extensive resources to fulfill.

A public records request is considered extensive when one or more custodian(s) of records would be required to spend more than thirty (30) minutes cumulative to locate, copy, and re-file the records requested. In such cases, DHHS may impose a special service charge, in addition to the actual cost of duplication, for the cost of agency personnel time required to fulfill the request.

If a public records request cannot be filled with existing staff in a timely manner, then a temporary employee may be hired by the agency to fulfill the request. The requestor will be billed for the actual cost incurred for the work.