

STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN
GOVERNOR

DEVPUTTA SANGVAI
SECRETARY

October 1, 2025

SENT VIA ELECTRONIC MAIL

Mr. Brian Matteson, Director
Fiscal Research Division
Suite 619, Legislative Office Building
Raleigh, NC 27603-5925


Dear Director Matteson:

Session Law 2015-286, Section 3.1 requires the Department of Health and Human Services to submit an annual report to the House Committee on Appropriations, the House Subcommittee on General Government, the Senate Committee on Appropriations, the Senate Appropriations Committee on General Government and Information Technology, the Joint Legislative Oversight Committee on Information Technology, the Fiscal Research Division, and the Office of State Budget and Management on the use of mobile communication devices. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

Signed by:


on behalf of Devdutta Sangvai
33023E3C927E460...
Devdutta Sangvai
Secretary

WWW.NCDHHS.GOV

TEL 919-855-4800 • FAX 919-715-4645

LOCATION: 1915 HEALTH SERVICES WAY • RALEIGH, NC 27607

MAILING ADDRESS: 2001 MAIL SERVICE CENTER • RALEIGH, NC 27699-2000

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STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

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SENT VIA ELECTRONIC MAIL

The Honorable Ralph Hise, Chair
Senate Appropriations Committee
North Carolina General Assembly
Room 300A, Legislative Office Building
Raleigh, NC 27603

The Honorable Michael Lee, Chair
Senate Appropriations Committee
North Carolina General Assembly
Room 523, Legislative Office Building
Raleigh, NC 27603

The Honorable Brent Jackson, Chair
Senate Appropriations Committee
North Carolina General Assembly
Room 2022, Legislative Building
Raleigh, NC 27601


Dear Chairmen:

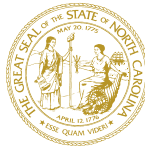
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SENT VIA ELECTRONIC MAIL

The Honorable Ted Alexander, Chair
Senate Appropriations Committee on
General Government & Information Technology
North Carolina General Assembly
Room 621, Legislative Office Building
Raleigh, NC 27603

The Honorable Carl Ford, Chair
Senate Appropriations Committee on
General Government & Information Technology
North Carolina General Assembly
Room 625, Legislative Office Building
Raleigh, NC 27603

The Honorable Bobby Hanig, Chair
Senate Appropriations Committee on
General Government & Information Technology
North Carolina General Assembly
Room 629, Legislative Office Building
Raleigh, NC 27603

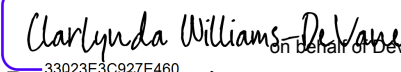
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October 1, 2025

SENT VIA ELECTRONIC MAIL

The Honorable Ralph Hise, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina General Assembly
Room 300-A, Legislative Office Building
Raleigh, NC 27603

The Honorable Jake Johnson, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina General Assembly
Room 529, Legislative Office Building
Raleigh, NC 27603

The Honorable Matthew Winslow, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina General Assembly
Room 1326, Legislative Building
Raleigh, NC 27601

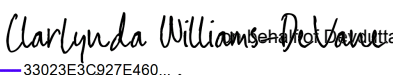
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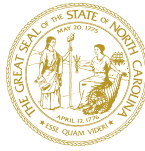
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October 1, 2025

SENT VIA ELECTRONIC MAIL

The Honorable Dennis Riddell, Chair
House Appropriations Committee on
General Government
North Carolina General Assembly
Room 419B, Legislative Office Building
Raleigh, NC 27603

The Honorable Donnie Loftis, Chair
House Appropriations Committee on
General Government
North Carolina General Assembly
Room 608, Legislative Office Building
Raleigh, NC 27603

The Honorable John Torbett, Chair
House Appropriations Committee on
General Government
North Carolina General Assembly
Room 538, Legislative Office Building
Raleigh, NC 27603


Dear Chairmen:

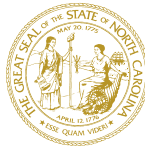
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October 1, 2025

SENT VIA ELECTRONIC MAIL

Ms. Kristin Walker
State Budget Director
Office of State Budget and Management
Room 5200, Administration Building,
Raleigh, NC 27603-8005

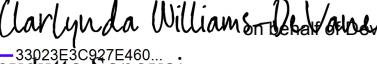
Dear Director Walker:

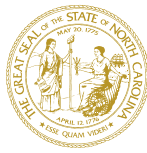
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The Honorable Donny Lambeth, Senior Chair
House Appropriations Committee
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603

The Honorable Dean Arp, Senior Chair
House Appropriations Committee
North Carolina General Assembly
Room 307A, Legislative Office Building
Raleigh, NC 27603

The Honorable Kyle Hall, Senior Chair
House Appropriations Committee
North Carolina General Assembly
Room 305, Legislative Office Building
Raleigh, NC 27603

The Honorable Larry Strickland, Senior Chair
House Appropriations Committee
North Carolina General Assembly
Room 304, Legislative Office Building
Raleigh, NC 27603

The Honorable Hugh Blackwell, Chair
House Appropriations Committee
North Carolina General Assembly
Room 541, Legislative Office Building
Raleigh, NC 27603

The Honorable William Brisson, Chair
House Appropriations Committee
North Carolina General Assembly
Room 405, Legislative Office Building
Raleigh, NC 27603


The Honorable Erin Paré, Chair
House Appropriations Committee
North Carolina General Assembly
Room 637, Legislative Office Building
Raleigh, NC 27603

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**NC Department of Health and Human Services Annual Report on Mobile Electronic Communications Devices
As Required by S.L. 2015-286, Section 3.1 (2025)**

Session Law 2015-286, Section 3.1, Reduce State Agency Mobile Device Reporting Frequency, requires each agency to report annually on the following items:

(1) Any changes to agency policies on the use of mobile devices: The current Mobile Device Management Policy for the NC Department of Health and Human Services (NC DHHS) can be found here: https://policies.ncdhhs.gov/wp-content/uploads/NC-DHHS-Mobile-Device-Management-Policy_2025.pdf. The current Acceptable Use for DHHS Resources Policy can be found here: <https://policies.ncdhhs.gov/wp-content/uploads/Acceptable-Use-for-DHHS-Information-Systems-v2024.pdf>.

(2) The number and types of new devices issued since the last report: DHHS has canceled/disconnected 116 Aircards and/or Tablets, 43 Feature Phones and 5 Pagers since the last report. DHHS has added 3749 Smart Phones and 3 Other/Unknown devices since the last report. Some of these apparent changes may be due to a device type being updated or corrected within the data sources (see Note 1). These changes represent a net increase in spending of approximately **\$681,522.60 per year**.

(3) The total number of mobile devices issued by agency: DHHS has issued 11,340 mobile electronic communications devices.

(4) The total cost of mobile devices issued by the agency: Based on August 2025 usage data for cellular phones, air cards and tablets obtained via the Department of Information Technology (DIT) contract and billed by DIT, AT&T FirstNet and other devices' cost reported by DHHS' divisions, offices, and facilities, DHHS' total annual cost for mobile electronic communications devices is approximately **\$4,225,991.16**.

(5) The table below summarizes the number and cost of each mobile device type issued by DHHS.

Type of Mobile Electronic Communications Device	Number of Mobile Electronic Communications Devices	Total Monthly Fixed Costs for Mobile Electronic Communications Devices	Total Monthly Variable Costs for Usage and Fees for Devices (See Note 2)	Total Monthly Fixed and Variable Costs	Total Annual Fixed Cost for Mobile Electronic Communications Devices (See Note 3)	Total Annual Variable Costs for Usage and Fees for Devices	Total Annual Fixed and Variable Costs
Air Card/Mobile Internet (see Note 1)	3,535	\$ 118,086.60	\$ 118.21	\$ 118,204.81	\$ 1,417,039.20	\$ 1,418.52	\$ 1,418,457.72
Pager	660	\$ 4,696.42	\$ -	\$ 4,696.42	\$ 56,357.04	\$ -	\$ 56,357.04
Cellular Phone	435	\$ 7,384.55	\$ 2,028.46	\$ 9,413.01	\$ 88,614.60	\$ 24,341.52	\$ 112,956.12
Smart Phone	6,707	\$ 213,920.05	\$ 5,858.04	\$ 219,778.09	\$ 2,567,040.60	\$ 70,296.48	\$ 2,637,337.08
Other or Unknown	3	\$ 73.60		\$ 73.60	\$ 883.20	\$ -	\$ 883.20
Total	11,340	\$ 344,161.22	\$ 8,004.71	\$ 352,165.93	\$ 4,129,934.64	\$ 96,056.52	\$ 4,225,991.16

Notes:

(1) Current data sources do not consistently distinguish between Air Cards, Hot Spot devices or Tablets/Laptops utilizing mobile data. Some devices reported as Air Cards or Hot Spots may be Tablets, and vice versa.

(2) Monthly Usage and Fees vary from month to month for each device. The monthly and annualized costs included in this report are based on August 2025 billing data and other devices' costs reported by DHHS' divisions, offices, and facilities.

(3) Annual Totals are based on multiplying the pertinent Monthly Totals by twelve months.