

**§ 166A-19.14. Priority consideration of North Carolina-based companies when addressing public health emergencies; NC 2-1-1 system.**

(a) Priority Consideration. – During a public health emergency, the Department of Health and Human Services and the North Carolina Division of Emergency Management within the Department of Public Safety shall first consider North Carolina-based companies that can provide mobile response units with capabilities to reach rural areas of the State. Operations that shall be considered include patient testing or sample collections, feeding operations, triage facilities, and other operations where it is necessary to deliver mobile services to individuals.

(b) NC 2-1-1 Cooperation. – In response to disaster declarations or declared states of emergency, the Division and all other responding and coordinating State agencies shall first consult with the nonprofit organization or other entity operating the NC 2-1-1 system and consider using the NC 2-1-1 system when planning any new or expanded customer service, awareness, education, or other assistance initiative, campaign, or program involving telephonic or text communications to individuals in the State affected by the disaster declaration or declared state of emergency. Nothing in this subsection shall be construed to mandate any State agency use of the NC 2-1-1 system for these purposes. (2020-3, s. 3C.2(a); 2022-74, s. 19E.1(a).)