



North Carolina Department of Health and Human Services
Division of Medical Assistance

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

May 10, 2011

Dear County Director of Social Services:

Re: Appropriate Data Access for Volunteers and Interns

Attention: Program Managers, Supervisors, and Security Officers

The purpose of this letter is to clarify the appropriate data access to assign to volunteers and interns who work with income maintenance and/or child welfare programs.

Federal agencies have specifically denied our sharing any/all IRS/SSA data (electronic or paper) with workers who are volunteers or interns. This is prohibited by statute and is not something they can waive regardless of the situation. Please ensure this information is disseminated to ALL appropriate staff and ensure that they give no access and share no data with anyone who is not a county employee (for IRS data) or a county employee or an authorized contractor (for SSA data). Both federal agencies have explicit policy that indicates improper disclosure will result in the state no longer having access to the data. The ramifications of that to the citizens would be felt quickly in the realm of social services.

With regard to accessing state data systems, program managers and security staff must utilize the following rules:

Volunteers

Income Maintenance Works – No access to ANY data systems.

Child Welfare Work – No access to ANY child welfare data systems.

Interns

Income Maintenance Work – Inquiry only to EIS and/or Food Stamp Information System (FSIS), the Low Income Energy Assistance Program (LIEAP), the Crisis Intervention Program (CIP), the Employment Programs Information System (EPICS), the Enterprise Program Integrity Control System (EPICS), and the Services Information System (SIS).

Child Welfare Work – Inquiry and/or update to child welfare data as appropriate for job duties. Systems include Central Registry, Child Placement and Payments System, and the Services Information System (SIS).



All volunteers and interns must receive privacy and security training, sign the memorandum of understanding, and be supervised closely to ensure proper procedures are followed related to privacy and security issues.

If you have any questions concerning the information in this letter, please contact the Division of Medical Assistance, Eligibility Information Systems Unit at (919) 855-4000, or the Division of Social Services, Information Support Unit at (919) 733-8938.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director
Division of Medical Assistance

Sherry S. Bradsher, Director
Division of Social Services

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