

ORC: 2151.421; 5101.13,
5101.131; 5101.132;
5101.133; 5153.16;
OAC: 5101:2-33-22; 5101:2-33-70
CFSR:
Board:
Other: _____

Review Date: 9/23
Last Review Date: 9/20
Review Responsibility: Director of Information Technology, Director of PID, and Director of Data Management

FCCS PROCEDURE

NO.: 12E.03a

SUBJECT: How to Gain Access to Restricted Intakes/Cases in SACWIS

Approved by: Executive Council

Effective Date: 09/19/08

Date(s) of Revision: Jul 12, 2010; Apr 1, 2013; May 24, 2016; Sep 1, 2020

Responsible for Implementation: All Staff

For the purpose of this policy, a ‘worker’ is defined as an employee, temporary worker, contract worker, UPP student, or any other person doing work on behalf of the agency.

Professionalism in SACWIS

The agency expects that dealings between workers, management and clients will be characterized by mutual respect for personal dignity, honesty and integrity. In an effort to promote and contribute to the effective conduct of public business and effective social service delivery, and to promote cooperation and harmony in worker relations, workers are expected to conduct themselves with professionalism commensurate with a public agency. Therefore, workers shall refrain from researching information in the SACWIS system for personal knowledge or to research case information if they are not currently, directly involved in providing services on those intakes/cases.

How to Gain Access to Restricted Intakes/Cases in SACWIS

- 1) There are three different ways to gain access to a restricted case and each is described below. When a worker needs to view/edit a restricted intake/case they shall adhere to the following rules and procedure.

2) Rules

- a) A supervisor may assign a worker to a restricted case they manage based on their best judgment and/or consultation with their AD or Director.**
- b) Only an AD or Director or above may authorize a worker to restrict/un-restrict cases, or to have view-only access to restricted cases.**
- c) A case may be temporarily un-restricted to allow workers to complete specific data entry tasks for that case.**
- d) An intake/case shall not be un-restricted in order to grant access to a worker who is the reason the intake/case was restricted. (NOTE: The reason for restriction can be determined by finding the activity log (AL) that specifies the person for whom the intake/case was restricted.)**

3) Procedure

- a) If a worker needs *long-term access to an open, restricted case to complete their work* (ex. eligibility specialist), they should be assigned to the case in SACWIS.
 - i) To request assignment to the case, a worker shall submit their request to the supervisor who manages the case. Alternatively, the supervisor may assign the worker without a request if they know they will need their assistance.**
 - ii) The supervisor who manages the case shall make the assignment to the case unless they have concerns, which they can discuss with their AD or Director prior to making the assignment.****
- b) If a worker needs long-term access to a closed, restricted case to complete their work (ex. Legal Production of Documents), they should request their supervisor to un-restrict the case. After completion of the request, the worker should promptly request the supervisor to restrict the case again.**
- c) If a worker may need *short-term, view-only access to any restricted case in SACWIS as part of their general job duties* (ex. case**

reviewers, deceased child reviewers, etc.), they should request the SACWIS restricted case view-only privilege.

- i) To request this security privilege, a worker's AD or Director shall submit a request to the SACWIS Administration team in writing requesting this privilege.
- ii) The SACWIS Administration team shall grant the security privilege based on the written authorization.
 - This security privilege grants the worker view-only access to all restricted intakes/cases, indefinitely.
- iii) This security privilege shall remain in effect until one of the following happens:
 - The worker's supervisor submits a request in writing to the SACWIS Administration team to revoke the privilege.
 - The worker changes roles at the agency.
 - The worker terminates their job with FCCS.

d) If a worker needs *short-term, edit access to a restricted case in SACWIS to complete a specific task*, their AD or Director may authorize the worker's supervisor (ex. Data Management or Kinship supervisor) to temporarily un-restrict cases as needed.

WARNING: This approach un-restricts the case so that ALL workers could see it before re-restricting it, so this approach should be used with caution.

- i) To request this security privilege, a worker's AD or Director shall submit a request to the SACWIS Administration team in writing requesting this privilege. Please specify:
 - Whether or not the supervisor will be assigned to the cases they will be temporarily un-restricting.
 - Whether or not the privilege applies to closed cases.
- ii) The SACWIS Administration team shall grant the security privilege based on the written authorization.
 - This security privilege grants the supervisor the right to restrict or un-restrict intakes/cases, indefinitely.

- iii) This security privilege shall remain in effect until one of the following happens:
- The supervisor's supervisor submits a request in writing to the SACWIS Administration team to revoke the privilege.
 - The supervisor changes roles at the agency.
 - The supervisor terminates their job with FCCS.
- iv) The worker who needs temporary edit access to a case to complete a task shall ask their supervisor to temporarily un-restrict the case.
- v) The supervisor shall temporarily un-restrict the case so that the work can be completed and then immediately re-restrict it as soon as the work is done.