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Next Review Date: 6/24

Last Reviewed: 6/21

Review Responsibility: Director of SACWIS Administration

### **FCCS PROCEDURE**

**NO.: 12E.6**

**SUBJECT: REQUESTING ACCESS TO SOCIAL  
SECURITY NUMBERS (SSN) IN SACWIS**

**Approved by: Executive Council**

**Effective Date: February 25, 2010**

**Date(s) of Revision: Apr 1, 2013; Aug 2, 2016; Jun 16, 2021**

**Responsible for Implementation: All Staff**

### **Requesting Access to Social Security Numbers (SSN) in SACWIS**

As part of an ongoing effort to secure confidential personal information maintained in SACWIS, Social Security Number (SSN) is masked throughout the SACWIS application. This functionality was released for production on December 17, 2009. To ensure SSN access is available to staff when warranted, a security role of "Social Security Number (SSN) Administrator" was implemented.

This SSN Administrator security role allows for the ability to access and view SSNs for all persons currently receiving Agency services. In addition, there are five types of assignment rights enabling a user to view a person's SSN within the application:

- 1) Provider assignment
- 2) Case assignment
- 3) Adopted Child assignment
- 4) AA/SAMS Subsidy Children assignment
- 5) State Employee assignment

The goal is to ensure the security of the role is maintained and access is provided only for those who truly have a business need for it. Please keep in mind that when a case worker is assigned to a case they automatically have the security to see the SSN.

**Procedures:**

The procedure is essentially the same as it is for requesting any additional security role in SACWIS (See 12E.2 Requesting Additional Security Roles in SACWIS) with the exception that ODJFS has limited the number of staff to whom we may grant this particular role.

- 1) The worker's supervisor requests additional role(s) by emailing their request to [ITServiceDesk@fccs.us](mailto:ITServiceDesk@fccs.us).
  - a) The request should include an explanation of why the worker needs the additional security role.
- 2) The requestor's email will generate an "Incident". IT staff will then forward the request to the SACWIS Administrator team for processing.
- 3) The FCCS SACWIS Administrator will review the request to ensure it complies with all governing policies.
- 4) The FCCS SACWIS Administrator will ask the State to grant the privilege.
- 5) The FCCS SACWIS Administrator will notify the worker and their supervisor when/if the security role has been granted.
- 6) FCCS SACWIS Administrator will enter notation in Service Now as to when IT can close the INC.