



Administrative Policies and Procedures: 7.20

Subject:	Access Rights Guidelines for Clerical and Administrative Employees
Authority:	TCA 37-5-105 (3); 37-5-106
Standards:	None
Application:	To All Department of Children's Services Employees
Policy Statement:	
The Department of Children's Services (DCS) clerical and administrative employees may be granted access rights to TFACTS with approval of their immediate Supervisor.	
Purpose	
To provide guidelines for granting "read/write" access rights to clerical and administrative employees.	
Procedures	
A. Requesting, approving and granting data system access rights for clerical and administrative staff	<ol style="list-style-type: none"> 1. Requesting access rights Requests for "read/write" access will be made to the appropriate Division Director or Supervisor and must include a justification for required access. 2. Approval of access rights <ol style="list-style-type: none"> a) Upon approval, the appropriate Director or Supervisor must submit a request to the appropriate Executive Director, Regional Administrator or Youth Development Superintendent as applicable for final approval. b) After final approval, the request will be submitted back to the applicable Director or Supervisor and entered into the Remedy On-Line System (ROLS) system for access rights to be granted. Access rights may be approved and applicable employee notified through the established ROLS process. 3. Denial of access rights If access rights are denied, the Supervisor or Director and requestor will be notified in writing by the staff denying the access and will include the reason access was denied.

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B. Special review and approval	1. All documentation required to be entered into the data system by clerical or administrative staff must be reviewed and approved by the requesting staff prior to entering it in the data system and approved by the Supervisor by signature and date. 2. The method or process to accomplish the review and approval process described above is at the discretion of the region/office/facility.
C. Removing access rights	When the access rights are no longer needed or employee leaves, the appropriate Supervisor or Director will request through the ROLS process to have the access removed.
D. Confidentiality and violation of this policy	DCS employees are prohibited from releasing any information either in writing or verbally to anyone without the appropriate signed release authorization. All information that is accessed via computer, telephone, files or through employees will be held in strict confidence and not shared with parties outside the realm of those identified for carrying out the responsibilities of ensuring care, and securing of services for the program enrollees/clients and/or employees. Any breach of confidentiality resulting from written or verbal release of information provides grounds for disciplinary action up to and including termination in accordance with applicable laws, rules or DCS policies and procedures.

Forms:	<i>None</i>
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Collateral documents:	<i>None</i>
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