

# System Access for Adult Protective Services Staff

**Policy 8.09**

**Effective: February 15, 2025**

## Introduction

To ensure employee access to state systems is requested and updated in a timely manner, processes must be followed by all Access Control Provisioning System (ACPS) end users.

## Scope

Specific Adult Protective Services staff must have access to the Adult Protective Services case management system and required state systems.

## Policy

To ensure only authorized individuals have access to the case management system (CMS) and state systems, the Regional Supervisor/Intake Director will process all new access and termination requests within:

- twenty-four (24) hours,
- one (1) business day before the start/separation date, or
- when possible, fifteen (15) calendar days prior to the start date for new employees.

**Note:** ACPS requests cannot be entered more than fifteen (15) calendar days before the effective date of the request.

To ensure they are submitted timely, set reminders to complete Access Control Provisioning System (ACPS) requests for pending new hires and/or separations. Adult Protective Services (APS) state office is responsible for terminating CMS access.

If the effective date of a request changes after it has been entered into ACPS, the request must be canceled by Strategic Technology Solutions (STS) and resubmitted.

## Termination Requests

- The team coordinator (TC) or Intake Supervisor must immediately report separations to their designated End User Managers (EUM).
- The designated EUM is responsible for submitting termination requests twenty-four (24) hours or one (1) business day before the separation date.

**Note:** An ACPS request will be entered immediately upon notification of any unexpected separation e.g., resignation without notice.

## Access Requests

The EUM must submit the ACPS request no more than fifteen (15) calendar days before the effective date.

## Reports

EUMs will complete an ACPS report monthly and submit to the Program Coordinator of Operations.

Twice annually, the following reports must be reviewed to ensure users have appropriate access:

- TNAPS Report to ensure all users have the appropriate roles in the CMS.
- ACPS Report to confirm that only current users have access to the CMS.

A termination request must be submitted immediately for any former user found to still have access.

## Supporting Documents

[HS-3555 ACPS worksheet](#)

## Definitions/Acronyms

Term	Definition
ACPS	Access Control Provisioning System
APS	Adult Protective Services
CMS	Case Management System
EUM	End User Manager

## Supersedes

None

## Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	02/05/2025	02/15/2025

## Revision History

Date	Version	Location of Change	Description/Reason for Change
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