



North Carolina Department of Health and Human Services Division of Social Services

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Courier # 56-20-25 Fax 919-334-1052

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

February 13, 2009

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

SUBJECT: INCOMPLETE SECURITY FORMS

We continue to experience problems with incomplete Information Resource Access Authorization Forms (IRAAFs) submitted to the DHHS Customer Support Center for systems access. We estimate that between 70 and 75% of forms received each day are not filled out properly, are rearranged, and/or missing required signatures. These problems delay the ability to grant systems access timely.

During implementation of the IRAAF in June 2007, we experienced these problems which resulted in a backlog and a delay in granting access. We assumed these problems were the result of the new procedure and form. Therefore, it was decided at that time to allow the DHHS Customer Support Center to contact the county security officer via telephone or email to request the correct information.

However, the DHHS Customer Support Center continues to receive incomplete IRAAFs. It appears that in many counties supervisors are completing the forms and failing to obtain the required Security Officer's signature. Customer Support is spending a lot of time following up with counties to obtain needed information to complete these requests. We are therefore requesting that all IRAAFs be reviewed by the county Security Officer prior to submission to Customer Support. Forms should be reviewed for completeness, appropriate signatures, and correct format (format of the form must not be changed).

Beginning Monday, February 16, 2009, the DHHS Customer Support Center will no longer contact the county to obtain missing information on IRAAFs. If an incomplete IRAAF is received, the sender (of the IRAAF) will be notified via e-mail that the form has been rejected and will not be processed. The email will explain what is missing from the form. It will be the county's responsibility to submit a new IRAAF before the request will be processed.

The Customer Support Center is available to answer questions concerning the correct completion of IRAAFs. Please feel free to contact them before submitting IRAAFs to ensure all required information is completed.

Incomplete Security Forms

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We hope these new procedures will help Customer Support grant systems access to county users in a more efficient manner. If you have any questions, please contact the DHHS Customer Support Center at (919) 855-3200, option 2.

Sincerely,

A handwritten signature in black ink that reads "Hank Bowers". The signature is written in a cursive style with a long, sweeping underline.

Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Mgmt

PM-REM-02-2009