

 COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF AGING Harrisburg, PA 17101	PENNSYLVANIA DEPARTMENT OF AGING	
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	5. Program Area: Protective Services	
6. Origin: Bureau for Advocacy, Protection and Education	7. Contact: Consumer Protection Division (717) 772-0184	

AGING PROGRAM DIRECTIVE

SUBJECT: **PASSWORDS FOR PROTECTIVE SERVICE FILES**

TO: **AREA AGENCY ON AGING DIRECTORS**
PA ASSOCIATION FOR AREA AGENCIES ON AGING

FROM: 

Nora Dowd Eisenhower
Secretary
Pennsylvania Department of Aging

PURPOSE: The purpose of this Aging Program Directive is to establish and implement required procedures for the security of protective service data maintained in the SAMS and Omnia databases, while enabling access to authorized personnel.

BACKGROUND: Prior to Agenet, the Consumer Protection Division could access any protective service file directly through SAMS or OMNIA, utilizing a universal password. This was possible because the data was stored at the Department and was not current data. In order to have direct access, the password was removed at the Department allowing for file reviews to be conducted without any disruption at the agency level. With Agenet, the data is current and is not stored at the Department. Therefore, the passwords cannot be changed or removed at the Department because doing so would impede access at the agency level.

For the purpose of monitoring and oversight, there are times when the Consumer Protection Division needs to have immediate access to protective service data. In order to maintain access and security at both the State and local level, it is necessary to require each agency to use a unique, assigned password known only to protective service authorized personnel at each agency and at the Department. The use of universal passwords is ongoing in many agencies currently and there have been no breeches of confidentiality to our knowledge.

Therefore, the Consumer Protection Division is establishing the required procedures stated in this document for the secure access of protective service data maintained in the SAMS and Omnia databases. Each agency will receive

from the Department an assigned password to use on all protective service forms in Omnia. This unique password will be provided to each Director or his/her designee during the week of March 17, 2008, and is to be implemented on March 24, 2008. In order to avoid having to have each agency reset each individualized password that had been used prior to this Directive, the Department will reset these passwords overnight between March 23 and 24, 2008, to the one provided by the Department.

This Directive does not relieve any staff from the requirements of regulation 15.103 that outlines responsibilities of staff with access to confidential information. Additionally, if at any time an agency has reason to believe that their unique and assigned password should be changed in order to ensure confidentiality, the agency is to immediately contact the consumer protection division.

Any questions regarding this directive should be directed to Deb Carroll at (717) 705-4206 or dcarroll@state.pa.us or Phyllis Marquette at (717) 772-2935 or pmarquette@state.pa.us.