



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
INFORMATION MEMO

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS
LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR, FIA *Rosemary Malone*
ROLF GRAFWALLNER, ASSISTANT STATE SUPERINTENDENT, *Rolf Grafwallner*
DIVISION OF EARLY CHILDHOOD EDUCATION, MSDE
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, OES, DHMH *Debbie Ruppert*

RE: CONFIDENTIALITY OF INFORMATION

**PROGRAM AFFECTED: FOOD SUPPLEMENT (FS), TEMPORARY CASH
ASSISTANCE (TCA), MEDICAL ASSISTANCE (MA) AND
CHILD CARE SUBSIDY (CCS)**

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND TRAINING

SUMMARY

This information memo is to remind staff that we have an obligation to protect confidential information. Case managers are required to ensure that personally identifying information is only released to authorized parties, i.e., federal, state, local government or contracting agencies. When information is received or issued on behalf of our customers, staff must safeguard that information.

All customers have the right to review their case record with a written request. When information is reported to the local department without the customer's knowledge it must be removed before we share the record.

Case Management Tips

When handling sensitive information:

- ◆ Protect the customer's Social Security Number and any other identifying information.
- ◆ Do not leave originals or copies of information on your desk or within plain view for others to see.
- ◆ Do not discuss case specifics about customers where others can overhear.

- ◆ When cleaning out case records, all customer information must be shredded and not just thrown in the trash.
- ◆ Only designated staff members can handle or review employee cases. Each Local department must have a Standard Operating Procedure (SOP) known to their staff for handling employees' files.
- ◆ Unauthorized access to federal and State systems is against the law. Reviewing CARES information about your neighbor, friend, relative or co-worker is against the law.
- ◆ Remember when you disclose information to an unauthorized person you are responsible for what they do with it.

INQUIRIES:

Please direct Food Supplement Program (FSP) and Public Assistance to Adults (PAA) questions to Rick McClendon at 410-767-7307 or rick.mcclendon@maryland.gov or Vera Lynch at 410 767-7953 or vera.lynch@maryland.gov. Direct TCA, TDAP and RCA questions to Marilyn Lorenzo at 410-767-7333 or marilyn.lorenzo@maryland.gov.

For questions about MA policy, contact the DHMH Division of Eligibility Policy and MCHP at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463). Direct CCS policy inquiries to Myra White-Gray at 410-767-7863 or myra.white-gray@msde.state.md.us.

cc: DHR Executive Staff
DHMH Executive Stat
FIA Management Staff
MSDE ECDC Management Staff
DHR Help Desk
Constituent Services