

**DSS ADMINISTRATIVE LETTER**  
**PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT**  
**PM-REM-AL- 04-11**

**TO:** County Directors of Social Services  
County Security Officers

**DATE:** November 17, 2011

**SUBJECT:** Responsible Individuals List Access via e-IRAAF

**I. BACKGROUND**

As part of the CAPTA Grant, Federal Legislation requires that states have a mechanism for individuals to exercise their due process to prevent their name being placed on a list associating them with the abuse and or neglect of a child. North Carolina's response to this requirement, found in N.C.G.S 7B-31, was the creation of the Responsible Individuals List (RIL) database in 2006.

The initial process of placing an individual on the list was ruled unconstitutional by the North Carolina Supreme Court in 2010 and a new process was developed that protects an individual's due process when placing them on the list. The automated system to track these responsible individuals went live on Monday, October 17, 2011.

**II. GRANTING USER ACCESS**

As with other mainframe systems, counties shall determine who within their agency should have access to the RIL database. In order to grant a user access, the county security officer will need to complete the e-IRAAF. In order for you to have access to the e-IRAAF system, you must be identified as a county Security Officer or backup at the DHHS Customer Support Center (CSC). Instructions for accessing the system and how to complete the form can be found on line at:

[http://info.dhhs.state.nc.us/olm/manuals/dss/rim-05/man/PM-REM-AL-08-10.htm#P5\\_0](http://info.dhhs.state.nc.us/olm/manuals/dss/rim-05/man/PM-REM-AL-08-10.htm#P5_0).

**III. ACCESS LEVELS**

There are three levels of access available to county users. Security officers may select the appropriate level by completing the e-IRAAF form. RIL access is located in the CICSNC16 portion of the form. The level of access shall be designated where the "x" is shown in the example below.

			CICSNC16 REGION
SY20 - (5026)	(ADD/DEL)		(INQUIRY/UPDATE)
SY01 - (5104)	(ADD/DEL)		(INQUIRY/UPDATE)
SY01 - RIL	A (ADD/DEL)	X	(INQUIRY/UPDATE/ADMIN/VIEW)
PQ01 - (5094/5095)	(ADD/DEL)		(INQUIRY/UPDATE)
FOSTER CARE (FC01)	(ADD/DEL)		(INQUIRY/UPDATE)
SY05 - (5027)	(ADD/DEL)		(INQUIRY/UPDATE/MERGE)
SY15 - WORKER ID	(ADD/DEL)		(INQUIRY/UPDATE)

The security levels are as follows:

**Inquiry (I)** – Users at this level may search within the RIL by name, SSN, or RIL form number. They may access the original 5104a showing the method by which the individual was placed on the RIL. They may not key additional information in the 5104a.

**Update (U)** – Users at this level may enter a 5104a into the system. They may also search within the RIL by name, SSN, or RIL form number. They may access the original 5104a showing the method by which the individual was placed on the RIL. In addition they may key updates into a preexisting 5104a.

**View (V)** – Users at this level may search for names on the RIL using the name search or SSN search. The results will display the name of the Responsible Individual and their RIL code. Persons with this level of access will not be able to view actual 5104a forms.

**Admin (A)** – This level is available to Division personnel only.

#### IV. SPECIAL INSTRUCTIONS

Normally when completing an e-IRAAF, county Security Officers should not then call the DHHS Customer Support Center (CSC). Rather, they are instructed to check on the status of any e-IRAAF submissions by using “03 – Review IRAAF Status” within the systems.

However, because counties are now responsible for entering DSS-5104a's to ensure there are no delays in processing requests for RIL access, when a request for access to the RIL has been submitted, county Security Officers may contact the DHHS Customer Support Center (CSC) at 919-855-3200, option 2 to expedite the request. **Please note that this exception is for RIL access requests only**, and any other updates or changes to the e-IRAAF should be handled under the regular procedures.

If you have questions regarding the new e-IRAAF, please contact the CSC at 919-855-3200, option 2.

Sincerely,



Hank Bowers, Chief  
Performance Management/Reporting &  
Evaluation Management