

Survey to Chief APOs

Issue: UCM Case Notes Access

Question (from Cumberland County):

Cumberland is a UCM user. We grant a number of other departments (911, Sheriff, Prison, Warrants Collections, Court Administration, D/A Commission, Criminal Justice Planning) read only access (cannot add or edit) to the system. We also customize access so that the other departments cannot view the activities section (case notes) in UCM. I'm receiving increasing pressure from another department to open the activities section giving them full access to offender case notes. I'm concerned open access will breach confidentiality because our notes contain mental health, D/A and other sensitive information. I'm also concerned about creating an environment where the officers will face criticism from outside sources ("Monday morning quarterbacking") based on information contained in the case notes not knowing the full story. I'm interested to learn the following:

Do any departments allow outside departments or individuals in the county to access offender case notes in your system?

If so, do you experience any of my concerns or other concerns not noted?

Bedford County

Bedford County for probation use only.

Berks County

We do not allow access outside of the department in Berks.

Dauphin County

ABSOLUTELY NOT! Our practice is the same as Lancaster's. Case notes/activities are for probation eyes only.

Lackawanna County

We are in the processes of getting UCM and hope to be in operation the late Spring or early summer for our department.

Lancaster County

Darby, we handle this the same way you describe... "read only" access for these other departments. We do not give access to client case notes/appointments as these frequently contain HIPPA and/or CHRIA protected information. Our notes are considered Court records and so even if an outside entity did a Right to Know or Rule 509 request, they would not get them. I've not had any outside department raise a fuss about this.

Lebanon County

We permit the sentencing Judge to access our records in UCM. No other department is permitted.

Snyder County

We permit outside access of our case management system to our Clerk of Courts Office and 911 Center. This is read only access. The information they have access to is basic demographics and sentencing records. No outside agency has access to our case notes other than those in our department.