

# North Carolina Infant-Toddler Program Procedural Guidance *Addendum*

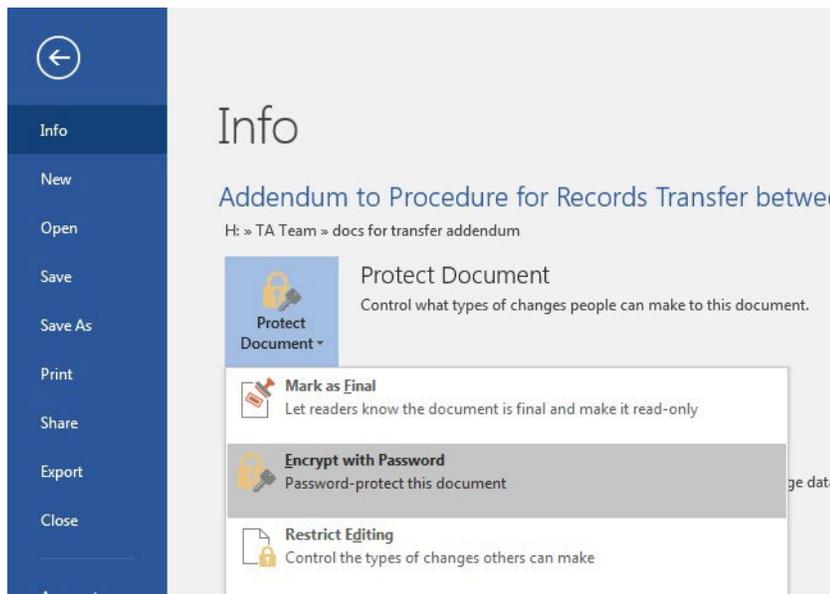
**Reference: Procedure for Records Transfer between CDSAs for Enrolled Children**

## Procedure

**When emailing the IFSP of a transferring child to the receiving CDSA, the following rules apply.**

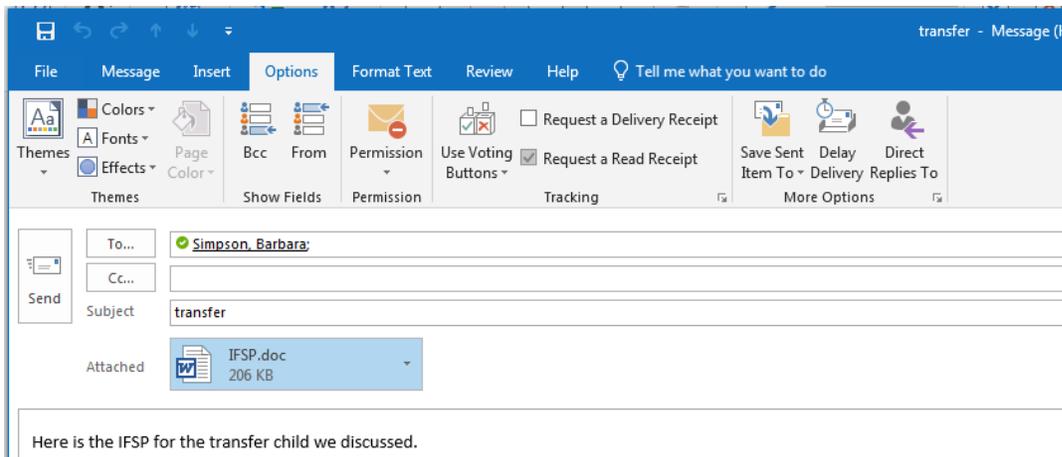
1. Do not include personally identifiable information (PII) in the subject-line or in the body of the email. This includes any combination of name, initials, date of birth, ID number, SSN number, or any other information that could be combined to identify the child.
2. Transmit PII only in a password-protected encrypted attachment.
  - a. When sending an IFSP as a Word document, use of the *Encrypt With Password* functionality in versions of Word from Office 2008 or later is acceptable.

To Encrypt With Password in Word (or other Microsoft Office applications), select *File, Info, Protect Document, Encrypt With Password*.



Enter a password when prompted and click on Save so that the encryption and password are saved.

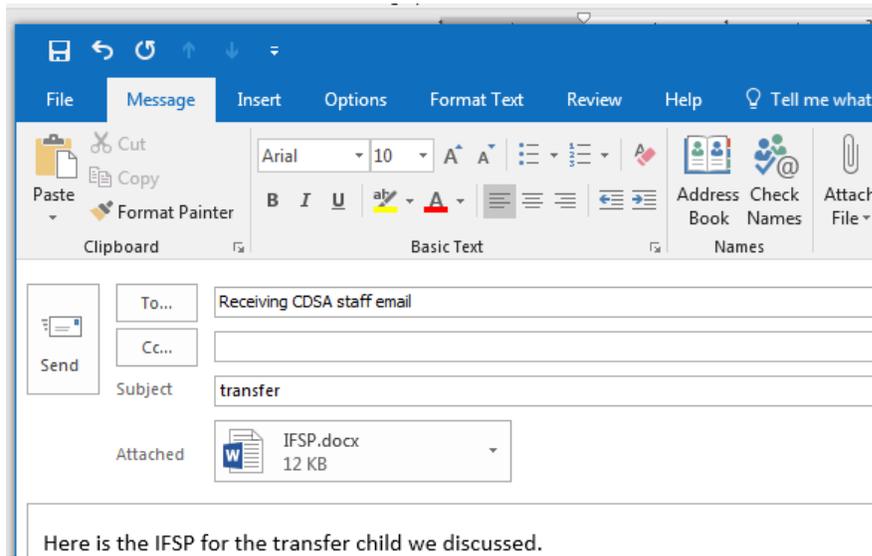
- b. For IFSPs in Word versions prior to Office 2008 or saved as other file types (such as .pdf or .jpg files), these documents must be encrypted using an encryption program such as AxCrypt or WinZip. If you are unsure whether a file needs to be encrypted in this way or if the program you are using for encryption is acceptable, please contact the Early Intervention Section state office at (919) 707-5520 and a member of the data team will assist you.
3. Do not send attachment passwords via email. Call the recipient to provide the password.
4. Include this confidentiality statement as part of the signature line for all emails:  
**Unauthorized disclosure of juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this e-mail in error, please notify the sender immediately and delete and destroy all records of this e- mail.**
5. Follow DHHS policy on including contact information as a part of your email signature.
6. Use verified email distribution lists whenever possible.
7. Set email sending options to request an automatic read receipt from your recipient(s).
8. In Outlook, this can be done by clicking on Options and then checking the box next to “Request a Read Receipt”.



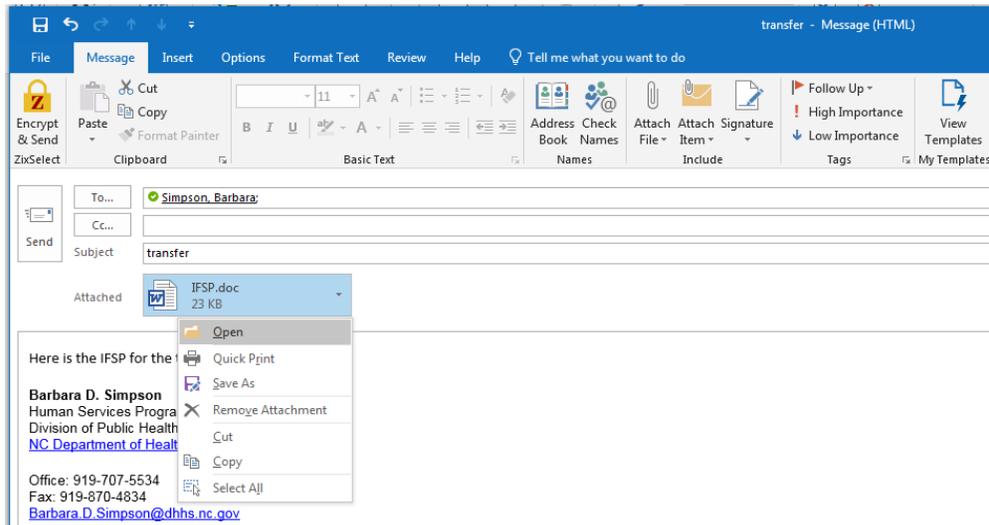
9. Request that email recipients call to discuss specific confidential data.
10. Do not store emails or email attachments with confidential information on your hard drive. If needed, copy and store to a secure server. Delete the email and the attachments when they are no longer needed.

**Examples of appropriate and inappropriate emails for sending a transferring child’s IFSP electronically.**

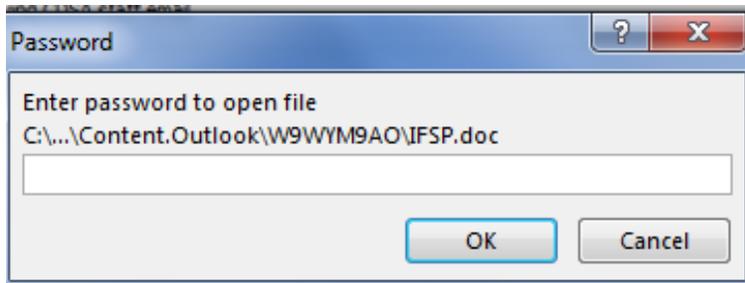
**Appropriate Email** – no child information in subject, body, or file name.



Please note that encrypted Word documents look no different from those that are not encrypted. It is the responsibility of the sender to ensure the document is encrypted. Prior to sending, double check the encryption by opening the attachment.



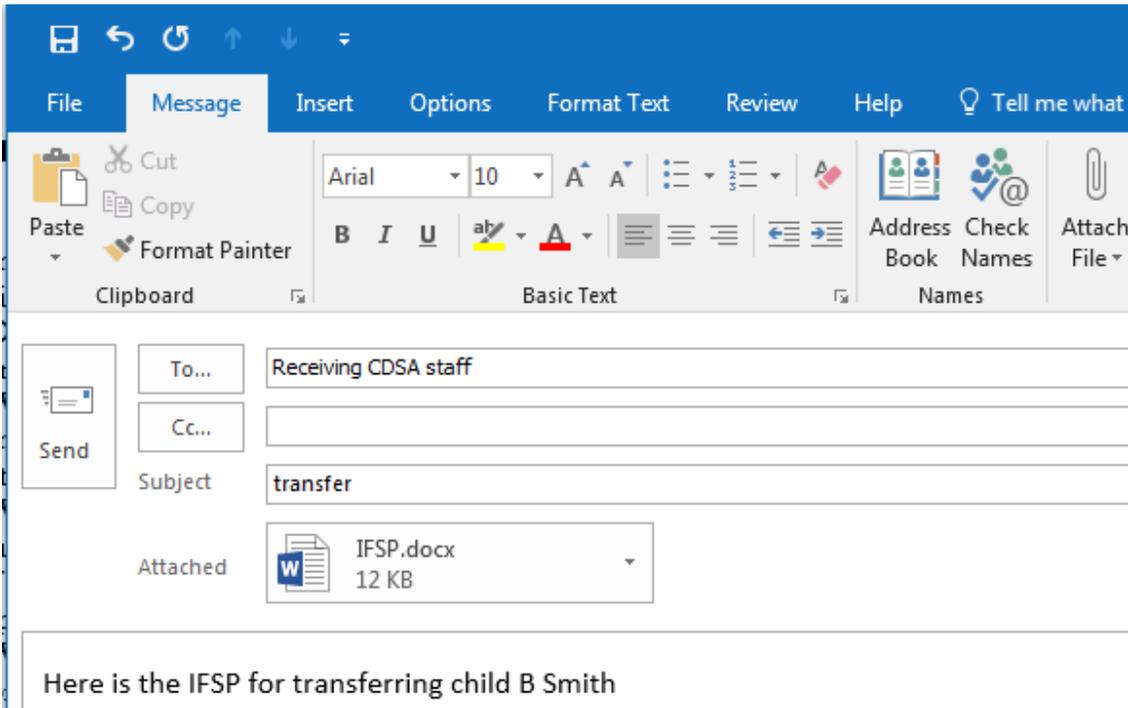
A pop-up should appear asking you to enter the password for the document.



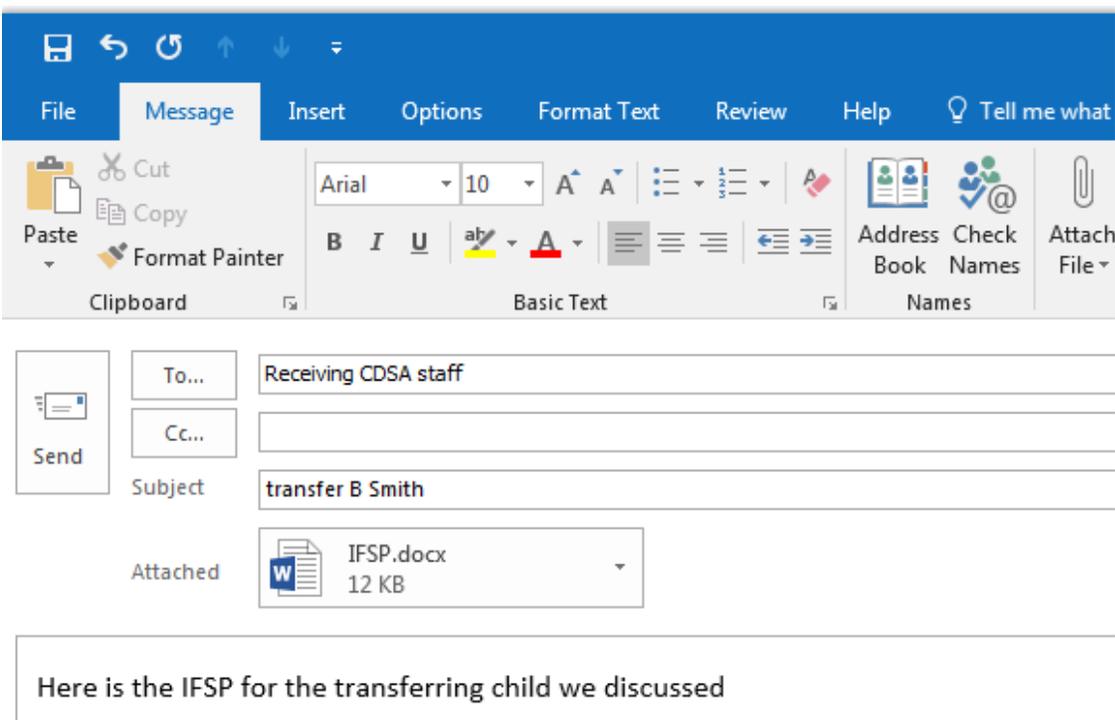
If you do not see the pop-up, then the file is not password protected and you need to repeat step 2.a. above.

**Not Appropriate**

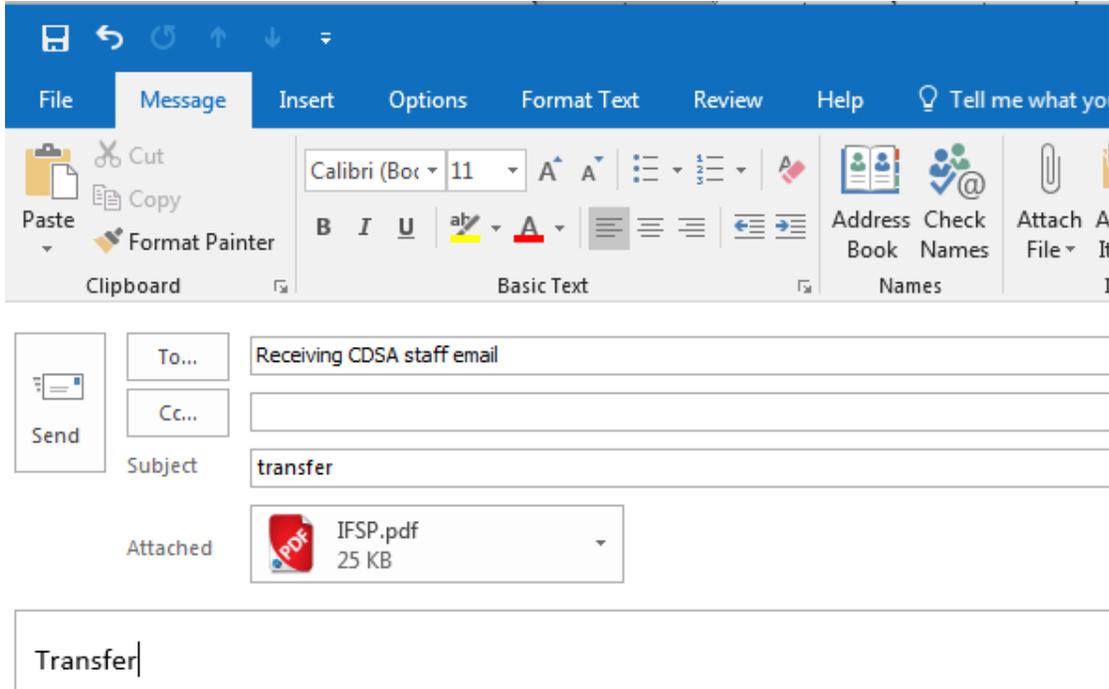
1. Inappropriate use of child’s name in body of email.



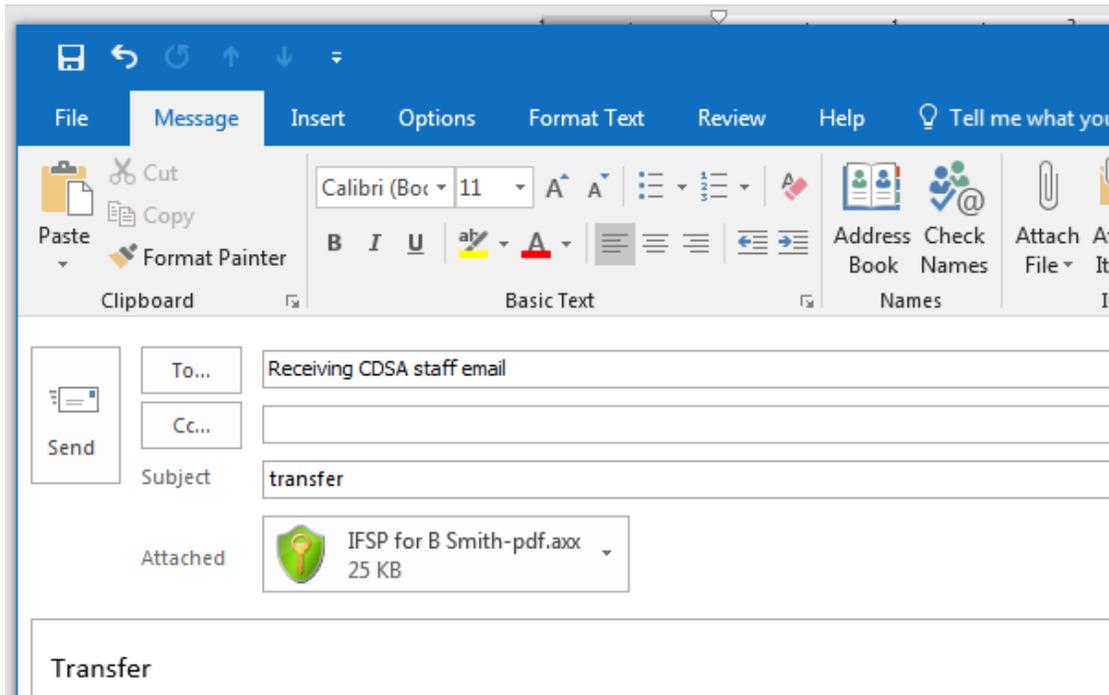
2. Inappropriate use of child’s name in the Subject line of the email.



3. IFSP is attached as a PDF document but is not encrypted.



4. IFSP is encrypted but the child's name is in the document title.



5. Too much potentially child identifying information in body of email.

