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Instructions

Review the following steps to complete this questionnaire:

1) Answer questions. Select the appropriate answer to each question. Question specific help text may be available via the ⬤icon. If your answer dictates an explanation, a required text box will become available for you to add further information.

2) Add Comments. You may add question specific comments or attach supporting evidence for your answers by clicking on the 🗋 icon next to each question. Once you have saved the comment, the icon will change to the 🗒icon to show that a comment has been added.

3) Change the Status. You may keep the questionnaire in the "In Process" status until you are ready to submit it for review. When you have completed the assessment, change the Submission Status to "Submitted". This will route the assessment to the proper reviewer. Please note that all values list questions must be answered before submitting the questionnaire.

4) Save/Exit the Questionnaire. You may use any of the four buttons at the top and bottom of the screen to save or exit the questionnaire. The button allows you to complete the questionnaire. The button allows you to save your work and close the questionnaire. The button allows you to save your work and remain in the questionnaire. The button closes the questionnaire without saving your work.

General Information

PIA Name:	HRSA - BMISS - QTR3 - 2020 - HRSA609657	**PIA ID:**	609657
Name of Component:	BHW Management Information System Solution	**Name of ATO Boundary:**	BHW Management Information System Solution
Overall Status:	✅	**PIA Queue:**	
Submitter:	Kendawi, Osman	**# Days Open:**	5
Submission Status:	Submitted	**Submit Date:**	7/17/2020
Next Assessment Date:		**Expiration Date:**	
Office:	HRSA	**OpDiv:**	HRSA
Security Categorization:	Moderate		
Legacy PIA ID:	P-7664500-803392	**Make PIA available to Public?:**	Yes

PTA

PTA

PTA - 1A:	Identify the Enterprise Performance Lifecycle Phase of the system	Operations and Maintenance
PTA - 1B:	Is this a FISMA-Reportable system?	Yes
PTA - 2:	Does the system include a website or online application?	Yes

PTA - 2A:	Are any of the URLs listed accessible by the general public (to include publicly accessible log in and internet websites/online applications)?	
PTA - 3:	Is the system or electronic collection, agency or contractor operated?	Contractor
PTA - 3A:	Is the data contained in the system owned by the agency or contractor?	Agency
PTA - 5:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?	Yes
PTA - 5A:	If yes, Date of Authorization	1/31/2019
PTA - 5B:	If no, Planned Date of ATO	
PTA - 6:	Indicate the following reason(s) for this PTA. Choose from the following options.	PIA Validation (PIA Refresh)
PTA - 7:	Describe in further detail any changes to the system that have occurred since the last PIA	The Bureau of Health Workforce (BHW) Management Information System Solution (BMISS) supports the BHW Loan and Scholarship Programs, as well as the Shortage Designation Management System (SDMS). SDMS is a map-based system for Primary Care Officers to create and manage designations for Health Provider Shortage Areas (HPSAs) and Medically Underserved Area and Populations (MUA/Ps). Additional mechanisms added to support the LRP and Scholarship programs are Tableau dashboards as well as Unified Interactive Map. Both were incorporated for the BMISS platform system to provide visual as well as clear information displayed for HRSA personnel to identify trend and ways to best serve the public. A public facing site is also available for the general public designated as Health Workforce Connector (HWC). Its purpose is to assist the public to search jobs nationally which allows participants of BHW's loan repayment programs (LRPs) and scholarship programs (SPs) to apply for open positions at sites located in areas of need of medical professionals. Although the Connector is geared towards BHW's program participants, the website is open to the general public, and allows anyone to search for jobs at over 20,000 medical facilities across the nation.

PTA - 8:	Please give a brief overview and purpose of the system by describing what the functions of the system are and how the system carries out those functions?	The Bureau of Health Workforce (BHW) Management Information System Solution (BMISS) supports the BHW Loan and Scholarship Programs, as well as the Shortage Designation Management System (SDMS). SDMS is a map-based system for Primary Care Officers to create and manage designations for Health Provider Shortage Areas (HPSAs) and Medically Underserved Area and Populations (MUA/Ps). Additional mechanisms added to support the LRP and Scholarship programs are Tableau dashboards as well as Unified Interactive Map. Both were incorporated for the BMISS platform system to provide visual as well as clear information displayed for HRSA personnel to identify trend and ways to best serve the public.
		A public facing site is also available for the general public designated as Health Workforce Connector (HWC). Its purpose is to assist the public to search jobs nationally which allows participants of BHW's loan repayment programs (LRPs) and scholarship programs (SPs) to apply for open positions at sites located in areas of need of medical professionals. Although the Connector is geared towards BHW's program participants, the website is open to the general public, and allows anyone to search for jobs at over 20,000 medical facilities across the nation.
PTA - 9:	List and/or describe all the types of information that are collected (into), maintained, and/or shared in the system regardless of whether that information is PII and how long that information is stored.	HRSA's Bureau of Health Workforce (BHW) and stakeholders such as Primary care offices, Sites, Applicants, Participants, and Ambassador currently review, update and maintain data specific to the Nation Health Service Corps Loan Repayment Program (NHSC LRP), the Nation Health Service Corps Scholarship Program (NHSC SP), the Nursing Corps Loan Repayment Program (NCLRP), Faculty Loan Repayment Program (FLRP), Student to Service Loan Repayment (S2S LRP), and the Nursing Scholarship Program (NSP). All external BMISS users can call the BMISS call center whose staff has been trained to manually enter the inquiries in BMISS. The call center is a separate system from BMISS and is managed by Verizon. Also, applicants may submit inquiries online within BMISS allowing HRSA internal officers to provide answers directly through the system in a secure way. The phone number is to the BMISS Call Center which is managed by Verizon call center staff who has limited access to BMISS to assist users with the following: Reset passwords Update email addresses Assist in resolving technical issues with the applications or within the portal Enter inquiries on behalf of customers Answer program questions BMISS provides a process for staff to edit and manage the data, and provides functionality facilitating ranking of applications, selecting potential awardees, confirmation of interest, and the calculation and processing of award financial information. BMISS processing collects the following application data: Name address(es) telephone number(s) email address(es) Social Security Number (SSN) Date of birth (DoB) Loan

Information Employment information Commercial credit reports Educational data Medical data Financial data Payment data Discipline and Specialty Health professions Licensure Tax information Military status Personal Statement Experience Training and Certifications An interface between BMISS and UFMS has been established. The interface works as a drop box process without a direct link to either system. Files are picked-up and processed manually. UFMS provides tax documents to BHW program participants regarding the funds provided by HRSA for their service. Using the interface, BMISS exports the following information to UFMS: SSN, tax year, whether the user wants to receive their tax documents electronically or by mail, and the amount of loans the user owes to banks. Program participants have the option to receive hard copy tax documents or to receive them electronically. If the participant elects to receive and electronic version, UFMS passes the individual???s tax document to BMISS in a file and BMISS provides the document in a secure environment. UFMS is managed by the Program Support Center (PSC). The PSC is the largest multi-function shared service provider to the federal government. It is hosted by HHS/OS/ASFR/Office of Finance and covered by their PIA. PII collected from users/system administrators in order to access the system consists of user credentials. The system collects National Provider Identifier (NPI). It is an optional field that is used primarily for reporting purposes so we can track the applicants after they apply to one of BMISS programs. The Health Workforce Connector collects Professional and Education information, including but not limited to collection of employment, training, education, and certification information and gives the user the ability to control privacy settings. The following type of information are collected: Personal Information - location, title, field of practice, email address, phone number Experience - Residency location, position, time period Training and Certifications Picture, email address, phone number.

PTA -9A:	Are user credentials used to access the system?	Yes
PTA - 9B:	Please identify the type of user credentials used to access the system.	HHS User Credentials
		HHS Email Address
		HHS/OpDiv PIV Card
		Non-HHS User Credentials
		Email address
		Password
		Username

PTA - 10:	Describe why all types of information is collected (into), maintained, and/or shared with another system. This description should specify what information is collected about each category of individual	BMISS is used to collect personal, site, school, and financial information from Applicants, Schools, Sites, Participants and program stakeholders via a web-based front end and provides the ability to review, update and manage the data as well as record and update inquiry, compliance and self-service related information during and after participation in a BHW Loan Repayment or Scholarship program. Program stakeholders of BMISS are: Nation Health Service Corps Loan Repayment Program (NHSC LRP), Nation Health Service Corps Scholarship Program (NHSC SP), Nursing Corps Loan Repayment Program (NCLRP), Faculty Loan Repayment Program (FLRP), Nursing Scholarship Program (NSP) The data collected contains, and is not limited to, mandatory personal information related to the applicant, SSN, address, and school information, DOB, military status, credit report, address, phone number, email address, first and last name, DOB, emergency contact (names, phone number, email address), marital status, ethnicity, gender, language, race. Inquiries are sent by phone and via application. The Health Workforce Connector (HWC), which is the successor to the former NHSC Jobs Center, is designed to be a job search platform which allows participants of BHW???s loan repayment programs (LRPs) and scholarship programs (SPs) to search for open positions at sites located in areas of need. Although the Connector is geared towards BHW's program participants, the website is open to the general public, and allows anyone to search for thousands of jobs at over 20,000 medical facilities across the nation. Site Admins (also called Site POC's) need the following information in order to review the applicant's skills, experience, etc. for that site's openings. Personal Information - location, title, field of practice, email address, phone number Experience - Residency location, position, time period Training and Certifications Picture, email address, phone number.
PTA - 10A:	Are records in the system retrieved by one or more PII data elements?	Yes

PTA - 10B:	Please specify which PII data elements are used.	BMISS is used to collect personal, site, school, and financial information from Applicants, Schools, Sites, Participants and program stakeholders via a web-based front end and provides the ability to review, update and manage the data as well as record and update inquiry, compliance and self-service related information during and after participation in a BHW Loan Repayment or Scholarship program. The data collected contains, and is not limited to, mandatory personal information related to the applicant, SSN, address, and school information, DOB, military status, credit report, address, phone number, email address, first and last name, DOB,. For personal Information, data collected are (location, title, field of practice, email address, phone number Experience - Residency location, position, time period Training and Certifications Picture, email address, phone number).
PTA - 11:	Does the system collect, maintain, use or share PII?	Yes

PIA

PIA

PIA - 1:	Indicate the type of PII that the system will collect or maintain	Social Security Number
		Name
		E-Mail Address
		Phone numbers
		Certificates
		Education Records
		Military Status
		Taxpayer ID
		Date of Birth
		Mailing Address
		Financial Account Info
		Employment Status
		Others - Medical notes,
PIA - 2:	Indicate the categories of individuals about whom PII is collected, maintained or shared	Grantees
		Employees/ HHS Direct Contractors
		Public Citizens
PIA - 3:	Indicate the approximate number of individuals whose PII is maintained in the system	Above 2000

PIA - 4:	For what primary purpose is the PII used?	1. To identify and select qualified individuals to participate. The process includes verifying program applicant's or participant's credentials and educational background, previous and current professional employment data and performance history information. The process also verifies that all claimed background and employment data are valid and all claimed credentials are current and in good standing from selection for an award through the completion of service, perform loan repayment and scholarship program administrative activities, including, but not limited to, payment tracking, deferment of the service obligation, monitoring a participant's compliance with the service requirements, determination of service completion, review of suspension or waiver requests, default determinations, and calculation of liability upon default. There is an option to import data from Department of Education system National Students Loan Data System (NSLDS) containing student and student loan information to the applicant's data fields for convenience as well as accurately collecting PII.
		2. To monitor the services provided by the programs' healthcare providers.
		3. To transfer information to the Unified Financial Management System (UFMS) for purposes of effecting payment of program funds (through the Department of the Treasury) and preparing and maintaining financial management and accounting documentation related to obligations and disbursements of funds (including providing notifications to the Department of the Treasury) related to payments to, or on behalf of, awardees.
		4. The system collects user credentials from system users/ administrator in order to access the system.
		5. To support a job search platform that allows participants of BHW's loan repayment programs (LRPs) and scholarship programs (SPs) to search for open positions at sites located in areas of need. Although the Connector is geared towards BHW's program participants, the website is open to the general public, and allows anyone to search for jobs at over 20,000 medical facilities across the nation. These medical facilities, also known as 'sites', each feature a 'site profile' containing a variety of information intended to educate the viewer and inform them of any open opportunities at the site.
		To support search by the Site POCs to review applicant profiles for job openings at the site. The search can only be based on type of skill requirements and not on individual names.
PIA - 5:	Describe any secondary uses for which the PII will be used (e.g. testing, training or research)	Research, Statistical information.

PIA - 6:	Describe the function of the SSN/Taxpayer ID.	Required to make payments to awardees, for Tax documentation and matching of records between BMISS and external systems (i.e., HHS Program Support Center (PSC)).
PIA - 6A:	Cite the legal authority to use the SSN	IRC (Internal Revenue Code) 6109 Section 846 of the Public Health Service Act, as amended
PIA - 7:	Identify legal authorities, governing information use and disclosure specific to the system and program	Section 846 of the Public Health Service Act, as amended
PIA - 8:	Provide the number, title, and URL of the Privacy Act System of Records Notice (SORN) that is being used to cover the system or indicate whether a new or revised SORN is in development.	System of Record Notice 09-15-0037. URL: https://www.hrsa.gov/about/privacy-act/09-15-0037.html There are revisions and updates in progress for the SORN as of July 2020.

PIA - 9:	Identify the sources of PII in the system	Directly from an individual about whom the information pertains
		
		  Hard Copy Mail/Fax
		
		  Email
		
		  Online
		
		Government Sources
		
		  Within the OPDIV
		
		  Other Federal Entities
		
		Non-Government Sources
		
		  Members of the Public

PIA - 9A:	Identify the OMB information collection approval number or explain why it is not applicable.	OMB# Expiration Date 0915-0301 05/31/2021 0915-0150 08/31/2021 0915-0127 03/31/2023 0915-0146 07/31/2020 0915-0140 01/30/2023 0915-0337 04/28/2023 0915-0146 06/15/2023 0915-0388 05/05/2020
PIA - 9B:	Identify the OMB information collection expiration date.	
PIA - 10:	Is the PII shared with other organizations outside the system's Operating Division?	Yes
PIA - 10A:	Identify with whom the PII is shared or disclosed and for what purpose	Within HHS

PIA - 10A (Justification):	Please provide the Justification for PIA - 10A	Unified Financial Management System (UFMS) - for taxing purposes.
PIA - 10B:	List any agreements in place that authorizes the information sharing or disclosure (e.g., Computer Matching Agreement, Memorandum of Understanding (MOU), or Information Sharing Agreement (ISA)).	BMISS holds a Memorandum of Understanding (MOU) information Program Management and System Policy (for Unified Financial Management System (UFMS)) and Health Resources and Services Administration (for BMISS), to ensure the integrity and availability of the data that is shared between the two systems.
PIA - 10C:	Describe process and procedures for logging/tracking/accounting for the sharing and/or disclosing of PII	BMISS tracks every transaction that is sent to UFMS. This transaction report can be retrieved upon request.
PIA - 11:	Describe the process in place to notify individuals that their personal information will be collected. If no prior notice is given, explain the reason	Awardees and potential awardees are informed of what PII is collected during the application process and on the BHW website. It is not required for user credential PII. User enters PII as a part of an interactive on-line session.
PIA - 12:	Is the submission of PII by individuals voluntary or mandatory?	Voluntary
PIA - 13:	Describe the method for individuals to opt-out of the collection or use of their PII. If there is no option to object to the information collection, provide a reason	Prior to actually registering, individuals are asked to read the rules of behavior, non-disclosure, and Acceptable Use Policy posted on the site. They can only proceed into the system if they choose the "I ACCEPT" button on-screen which allows them to move forward. If individuals choose not to accept, then they are returned to the general information screen. Since this system is based on cycles, the I Accept' data field, stored in the database, is checked for each new cycle year and forces them to re-acknowledge/re-accept. If changes occur to the object to the information collection, provide a Rules of Behavior, Non-Disclosure, and Acceptable Use Policy posted on the site during a new cycle year, then the updated notifications are posted on the site for the user to read during logon. For the BHW Connector, one of the screens, Privacy Settings, gives the user the option to make her/his profile to be Public or Private. If the user selects the Private option, no one is able to look at that user's profile except the user himself/herself.

PIA - 14:	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). Alternatively, describe why they cannot be notified or have their consent obtained	If any major change to the system, in regards to information sharing, the system will be used to notigy participants of the change via email and/or popup notification upon login. It is not required for user credential PII. For the BHW Connector application, a screen is presented to the user for consent. If the user clicks "OK" button, then user is presented with the login screen to proceed further. If the user selects "X", then the user is taken back to the previous screen.
PIA - 15:	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not	Awardees and potential awardees are informed of what PII is collected during the application process and on the BHW website. It is not required for user credential PII. User enters PII as a part of an interactive online session.
PIA - 16:	Describe the process in place for periodic reviews of PII contained in the system to ensure the data's integrity, availability, accuracy and relevancy. Please address each element in your response. If no processes are in place, explain why not	Applicants or participants can contact the BHW Customer Care Center at 1-800-221-9393. Also available a TTY for hearing impaired: 1-877-897-9910 Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov if they have concerns about the use of their PII. It is not required for user credentials PII.
PIA - 17:	Identify who will have access to the PII in the system and the reason why they require access	Users Administrators Developers Contractors Others
PIA - 17A:	Provide the reason of access for each of the groups identified in PIA -17	Users: Anyone from the public applying to the application may see their own information. Administrators: Internal analysis. Developers: During design and development work. Contractors: NIH; CIT; Sapient: Direct contractors provide production support for the system and are required to have access to PII to resolve data issues such as an incorrect SSN or contact information, at the request of the PII owner. Others: Site Admins to review user profile for job opportunities
PIA - 17B(1):	Select the type of contractor	HHS/OpDiv Direct Contractor

PIA - 18:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII	A HRSA internal user who needs access to the system must have a position that requires access to that data and be approved by the internal officer's manager to have access to that data. The developers working on the system must obtain an approval from their managers and BHW. For the Connector application, the Site POCs can access and review individual user profile for open positions at their site. System administrators also have access to the individual user profile.
PIA - 19:	Describe the technical methods in place to allow those with access to PII to only access the minimum amount of information necessary to perform their job	Access to PII is role based and only specific roles have access to PII. Only select analysts have access to SSN and Birth dates.
PIA - 20:	Identify training and awareness provided to personnel (system owners, managers, operators, contractors and/or program managers) using the system to make them aware of their responsibilities for protecting the information being collected and maintained	All users are required to complete HRSA annual security awareness training. The annual awareness training is required only for (internal) HRSA personnel such as admins and contractors, but not for external (public) users.
PIA - 21:	Describe training system users receive (above and beyond general security and privacy awareness training).	There is no additional privacy training beyond what is provided by HRSA.

| PIA - 23: | Describe the process and guidelines in place with regard to the retention and destruction of PII. Cite specific NARA records retention schedule(s) and include the retention period(s) | In order to dispose of the sensitive information when printed, it must be shredded. Addition information regarding retention and destruction of PII will be finalized during development of the records management portion and the SORN for this system. The Records Management Officer has been consulted and we are working with Records Management Officer to obtain the appropriate records and retention schedule.

Records are retained and disposed of as follows:

- Files concerning participants who complete their obligations or whose obligations are waived, cancelled, or terminated are transferred to the Washington National Records Center in Suitland, Maryland and are destroyed 6 years after final payment, under disposition schedule HSA B-351 3. 1.

HRSA has digitized and uploaded paper files concerning active participants in BHW scholarship and loan repayment programs into BMISS. The paper files are stored at the Washington National Records Center and are destroyed 15 years after closeout, under disposition schedule N1-512-92-01, item 25P 1 and 2.

Unfunded or withdrawn applicant records are destroyed 6 months after the close of each fiscal year application period, under disposition schedule N1-512-92-01, item 25P 1.

Currently, all records migrated to BMISS or created in BMISS are retained indefinitely, pending NARA's approval of a revised schedule. |

PIA - 24:	Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response	BMISS consists of a multi-tier architecture using a Windows environment with a custom front-end developed at HRSA, a second tier of application servers, and a third tier of databases to encrypt and store data. All servers are configured to HHS security guidelines and reside at a secure data center managed by NIH.
		Applicants and vendors access the system via the Internet, and register for a login and password to ensure that responsibility for data can be attributed to an individual.
		HRSA employees (and direct contractors) can only access the internal system via the HHS Intranet which requires dual factor authentication.
		Communication between components is controlled through the use of Virtual Lan over TCP/IP protocol. Applicants and vendors connect over the internet via secure HTTP (https) using digital certificates and FIPS compliant SSL encryption to protect data in transmission. Internal users connect over the HHS intranet via secure HTTP (https) using digital certificates and FIPS compliant SSL encryption to protect data in transmission.
		Physical Controls: Rooms where records are located are locked when not in use. During regular business hours, rooms are unlocked but are controlled by on-site personnel. Security guards perform random checks on the physical security of the offices (storage locations) after duty hours, including weekends and holidays.
		Databases are hosted in NIH data centers at Building 12 and sterling data centers where physical security are provided.
PIA - 25:	Describe the purpose of the web site, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response	The Workforce Connector (HWC) allows Health BHW's participants to search for open positions at sites located in areas of need. It is designed to be a job search platform which allows participants of BHW's Loan Repayment Programs (LRPs) and scholarship programs (SPs) to search for open positions at sites located in areas of need. The website is accessed via public URL for informational and job search purposes. For individuals applying, there is an option to create an account with a username and password as their credentials to apply to said positions.
PIA - 26:	Does the website have a posted privacy notice?	Yes
PIA - 27:	Does the website use web measurement and customization technology?	Yes
PIA - 27A:	Select the type of website measurement and customization technologies is in use and if it is used to collect PII	Session Cookies - Does Not Collect PII
PIA - 28:	Does the website have any information or pages directed at children under the age of thirteen?	No

PIA - 29:	Does the website contain links to non-federal government websites external to HHS?	No

Review & Comments

Privacy Analyst Review

OpDiv Privacy Analyst Review Status:	Approved	Privacy Analyst Review Date:	7/17/2020
Privacy Analyst Comments:	The response for 28B is No.	Privacy Analyst Days Open:	

SOP Review

SOP Review Status:	Approved	SOP Signature:	Signature - James Ellis.png
SOP Comments:	The response for 28B is No.	SOP Review Date:	7/17/2020
		SOP Days Open:	0

Agency Privacy Analyst Review

Agency Privacy Analyst Review Status:	Approved	Agency Privacy Analyst Review Date:	7/20/2020
Agency Privacy Analyst Review Comments:	Reviewer: Crystal Bland Ready for approval and signature.	Agency Privacy Analyst Days Open:	3

SAOP Review

SAOP Review Status:	Approved	SAOP Signature:	
SAOP Comments:		SAOP Review Date:	7/20/2020
		SAOP Days Open:	0

Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments

Question Name	Submitter	Date	Comment	Attachment
PIA - 4	Ellis, James	7/17/2020	Capitalize department of education Define (NSLDS)	
PIA - 9B	Ellis, James	7/17/2020	Paste information from 9A into 9B.	
PIA - 25	Ellis, James	7/17/2020	Define HWC.	
PIA - 28B	Ellis, James	7/17/2020	Provide response.	
PIA - 7	Data Feed Service, Sync2PIAForm	7/20/2020	N/A	

Miscellaneous Fields

Last Updated:	7/21/2020 12:10 AM