


General Information

PTA / PIA Name:	HRSA - RAPTS - QTR3 - 2025 - HRSA1446268	PTA / PIA ID:	3913418
Component Name:	HRSA - Reasonable Accommodation Processing and Tracking System	ATO Boundary Name:	Reasonable Accommodation Processing and Tracking System
Overall Status:	Complete 	# of Days - Open:	231
Submitter:		Submit Date:	12/15/2025
Next Assessment Date:	N/A	Expiration Date:	1/1/2100
Office:		OpDiv:	HRSA
Security Categorization:	Moderate		
Make PIA available to Public?:	No	PIA Required:	Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.		Operations and Maintenance
General 02:	Is this a FISMA-Reportable system?		Yes
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		Yes
General 04:	ATO Date or Planned ATO Date.		9/3/2024
General 05:	Is the system or electronic information collection, agency or contractor operated?		Contractor
History Log:	View History Log		

Privacy Threshold Analysis**Privacy Threshold Analysis**

PTA 01:	Point of Contact (POC) Name	Michael Makinde Rebecca Andam
PTA 01A:	POC Title and Organization	ISSO, HRSA
PTA 01B:	POC Email Address	MMakinde@hrsa.gov
PTA 01C:	POC Phone Number	301-370-9562
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.	PIA Validation (PIA Refresh)
PTA 02A:	Describe in further detail any changes to the system that have occurred since the last PIA.	No changes since last PIA

PTA 03:	Is the data contained in the system owned by the agency or contractor?	Agency
PTA 04:	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	<p>Reasonable Accommodation Processing and Tracking System (RAPTS) purpose is to automate Reasonable Accommodation (RA) request processing, tracking, and reporting for HRSA. Federal agencies are required by law to provide Reasonable Accommodation to qualified employees with disabilities. Reasonable Accommodation requests are wide ranging and include accommodations such as providing interpreters, readers, or other personal assistance; modifying job duties; providing flexible work schedules or work sites (i.e. telework); and providing accessible technology or other workplace adaptive equipment. Reasonable Accommodation cases can be extremely intricate. Disabilities vary widely among individuals and many cases involve medical conditions that improve or worsen over time, changing an individuals accommodation needs. Cases may span months or years, require extensive personnel and financial resources, and include a vast document repository. Designed to support employees involved in these cases, RAPTS pre-configuration adheres to the many rules and regulations that guide policies and procedures and helps quickly and accurately track all facets of a case, including requests and accommodations provided; supervisor evaluations; medical record requests, receptions and reviews; disability findings; and decision appeals.</p>

PTA 05:	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	The system collects and store information related to the RA process, which include medical documentation and other personal information. "The PII data collected is Names, Date of Birth (DOB), Medical records, Medical record numbers, Employment Status, and Personal/Business Email, Mailing address, and Phone Numbers." The Reasonable Accommodation Coordinator makes a determination as to whether medical documentation is necessary. If necessary, she/he may request relevant documentation about the disability, functional limitations and/or the need for accommodation. The request should be limited to the job related functions for which the accommodation is requested and may only be used to substantiate that the individual has a disability covered by the Rehabilitation Act. If it is not necessary, the request for accommodation will be returned promptly to the supervisor/manager with an explanation, in specific terms, as to why medical documentation is not necessary and instructions to complete the processing. When requests for medical information are necessary, the only information that should be requested is: 1. A short description of the disability; 2. How the disability or barrier limits or restricts the employees ability to do the job or participate in HRSA activities, or the applicants ability to apply, or interview for the job; and 3. How the requested accommodation is expected to improve the situation.
PTA 05A:	Are user credentials used to access the system?	Yes, but the user credentials are maintained in a separate system (e.g., AD, AMS) and not collected or maintained by this system.
PTA 05C:	Please identify the system that maintains the user credentials or controls access to this system.	AMS and HRSA AD
PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	RAPTS collects personal information from employees and contractors—including names, dates of birth (DOB), medical records and record numbers, employment status, and personal or business contact details such as email addresses, mailing addresses, and phone numbers—to determine and process accessibility requests.
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	Yes
PTA 08A:	Provide the URL(s).	Production: https://ra.hrsa.gov QA: https://raps.qa2.hrsa.gov Dev: https://raps.dev.hrsa.gov
PTA 08B:	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	Yes

PTA 09:	Describe the purpose of the website, 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 purpose of the website is to provide employees a portal to request an accommodation. Only internal HRSA employees has access to the portal and users login to follow the work flow.
PTA 10:	Does the website have a posted privacy notice?	Yes
PTA 11:	Does the website contain links to non-federal government websites external to HHS?	No
PTA 12:	Does the website use web measurement and customization technology?	No
PTA 13:	Does the website have any information or pages directed at children under the age of thirteen?	No
PTA 14:	Does the system have a mobile application?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No
PTA 21:	Does this system use artificial intelligence (AI) tools or technologies?	No

Privacy Impact Assessment

Privacy Impact Assessment

PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Biographical Information Name Date of Birth Employment Status/History Contact Information Email Address (Personal) Mailing Address (Personal) Phone Numbers (Personal) Email Address (Business) Mailing Address (Business) Phone Numbers (Business) Medical Information Medical Records Medical Records Number
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Employees/HHS Direct Contractors
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	5,000 – 9,999
PIA 25:	For what primary purpose is the PII used?	The medical documentation is used as supporting documentation for a person's medical condition (i.e. disability) for which they have requested a reasonable accommodation. Gathering of medical documentation is required by Federal law (the Rehabilitation Act of 1973) in order to qualify some employees/applicants as persons with disabilities. Qualification is a necessary step before consideration of an RA.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	NA. There is no intended secondary use for PII data.

PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	The Rehabilitation Act of 1973 allows for the collection of PII data. Section 508 of the Rehabilitation Act of 1973 (P.L. 93-112), as amended (29 U.S.C. §794d),
PIA 29:	Are records in the system retrieved by one or more PII data elements?	Yes
PIA 29A:	Please specify which PII data elements are used to retrieve records.	Name Email Address Phone Number
PIA 29B:	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.	NA
PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains In-person Hard Copy Mail/Fax Phone Email Online Other
PIA 30A:	Identify the “other” sources of PII in the system not mentioned in the above list.	NA
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
PIA 31A:	Provide the information collection approval number(s) and expiration date(s).	OMB 2900-0260
PIA 32:	Is the PII in the system shared directly with other organizations outside the system’s Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	Individuals are informed when they submit the information that will be stored in the system that it will be used for legitimate purposes to avoid conflict of interest. No other notification or consent beyond this is required.
PIA 35:	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). If they cannot be notified or have their consent obtained, explain why.	Individuals are informed when they submit the information that will be stored in the system that it will be used for legitimate purposes to avoid conflict of interest. No other notification or consent beyond this is required.
PIA 36:	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.	All PII information in the system is submitted by the individual. If an individual believes their data was used or disclosed incorrectly, Office of Equal Opportunity, Civil Rights and Diversity Management (OEOCRDM) will investigate.

PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	Annual reviews of the data in the system ensure the data's integrity and accuracy. PII is submitted at the discretion of the HRSA employee in the form of scanned file (PDF or picture file), and cannot be modified. Only the relevant PII (medical documentation) is used to make a determination of a person with a qualified disability. The PII stored in the system is available only to the agency specific information such as: name, phone number and e-mail address that a user provided during the registration process, or collected via government-wide standard application forms submitted by applicants. Users are responsible for ensuring that their registration information is accurate
PIA 38:	Identify who will have access to the PII in the system.	Users Administrators
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	Users Reasoning: OEOCRDM Federal employees who access medical documentation for case processing. Administrators Reasoning: OIT administrators of the system will have access to the database which stores the PII to ensure the system is running correctly.
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	RAPTS has role-based access control in place. Access to PII is granted by the System Owner in coordination with business owners who determines which users within an organization should be granted access and what role needs to be assigned
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	Access to data that exists in the system is only granted to users by the system owner. There are specific roles defined in the system and each role has access only to data that it is granted access to. Users must enter a correct username and password to enter the system.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All users are required to take the HRSA required Cybersecurity and Awareness training and the Records Management training on an annual basis.
PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	No additional training above and beyond HRSA's general security and privacy awareness training is needed.
PIA 44:	Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).	GRS 6.1. The schedule calls for records to be automatically deleted after 6 years.

PIA 45:

Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.

The system relies on network security controls provided by the contractor and HRSA managed through GSS. The system implements firewalls, network and host base intrusion detection to secure its facilities. Boundary entry points are controlled by firewall rules and protected by Intrusion Detection Servers to prevent unauthorized access. From the Administrator perspective: There are different levels of access depending on the role of the individual accessing the tracking system. These roles include administrator privileges read-only and authorize capability.

Review and Comments

OpDiv Privacy Analyst Review

Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	1/22/2026
Privacy Analyst Review Comments:		# of Days - PA Review:	38

SOP Review

SOP Review Decision:	Approved	SOP Review Date:	2/5/2026
SOP Review Comments:		# of Days - SOP Review:	14

Agency Privacy Analyst Review

Agency Privacy Analyst Review Decision:

Approved

Agency Privacy Analyst Review Date:

2/10/2026

Agency Privacy Analyst Review Comments:

Reviewer: Godisgreat Peters

2/10/2026 All comments were address except for the OMB expiration date. HRSA will have to provide and updated date for the OMB. Other than that this PIA is ready for SAOP review and approval.

Reviewer: Nestor Villafuerte

12/12/2025 Please see comments and update accordingly:

PTA-5: Per PIA-22, please include the following in your response "The PII data collected is Names, Date of Birth (DOB), Medical records, Medical record numbers, Employment Status, and Personal/Business Email, Mailing address, and Phone Numbers."

PTA-6: Please revise your response to read "RAPTS collects personal information from employees and contractors—including names, dates of birth (DOB), medical records and record numbers, employment status, and personal or business contact details such as email addresses, mailing addresses, and phone numbers—to determine and process accessibility requests."

PIA-31A: Per reginfo.gov, the OMB# stated expired in 11/14/2013. Is there an updated OMB number?

PIA-44: Record schedule 25 was superseded and replace with GRS 6.1.

of Days - APA Review:

5

SAOP Review

SAOP Review Decision:

Approved

SAOP Review Date:

2/26/2026

SAOP Review Comments:

of Days - SAOP Review:

16

SAOP Signature

Date	User	Type	Name	Original Value	New Value
2/26/2026 12:06 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments				
Question Name	Submitter	Date	Comment	Attachment
PTA 06	VILLAFUERTE, NESTOR	10/22/2025	Per PIA22, please include DOB and employment status in your response.	
PIA 31A	VILLAFUERTE, NESTOR	10/22/2025	Per reginfo.gov, the OMB# stated expired in 11/14/2013. Is there an updated OMB number?	
PIA 44	BLAND, CRYSTAL	12/12/2025	Record schedule 25 was superseded and replace with GRS 6.1.	
PTA 05	BLAND, CRYSTAL	12/12/2025	Per PIA-22, please include the following in your response "The PII data collected is Names, Date of Birth (DOB), Medical records, Medical record numbers, Employment Status, and Personal/Business Email, Mailing address, and Phone Numbers."	
PTA 06	BLAND, CRYSTAL	12/12/2025	Please revise your response to read "RAPTS collects personal information from employees and contractors—including names, dates of birth (DOB), medical records and record numbers, employment status, and personal or business contact details such as email addresses, mailing addresses, and phone numbers—to determine and process accessibility requests."	
PIA 31A	PETERS, GODISGREAT	2/9/2026	Please address the previous question (Per reginfo.gov, the OMB number 2900-0260 stated is expired. Is there an updated OMB number?) which has not been addressed.	