

Policy 231.000, TCT Users

Appendix A – TCT Roles Catalog

This TakeChargeTexas (TCT) Roles Catalog is the authoritative reference for identifying and selecting TCT application roles. It defines all roles in IAMOnline, the identity and access management system for TCT access.

The catalog organizes roles by user type (External Users, Internal Health and Human Services (HHS), Department of State Health Services (DSHS) Users) and program affiliation, such as Ryan White Care Services Housing Opportunities for Persons with AIDS (HOPWA), Texas HIV Medication Program (THMP), and System Administration. Each role description specifies eligibility criteria, access level, and primary functions to guide accurate role selection during the access request process.

Users must select roles that align with their documented job duties and organizational responsibilities as defined in **Policy 231.000, TCT Users**. Role assignments must comply with security requirements established in **Policy 231.001, TCT Security**.

Access Levels

- Low: Read-only or limited read and write access to specific data elements; no access to sensitive medical or financial information.
- Medium: Read and write access to program-specific data within assigned service area or program; may include client case information and eligibility screens.
- High: Full read and write access to assigned program area, including administrative functions, reporting, and data management capabilities.
- Highest: Comprehensive access across multiple programs or modules for system administration and help desk support.
- Privileged: System-level access to infrastructure, databases, and application code for IT administration and development.

TCT Role Name in this catalog corresponds to the exact role name in IAMOnline. Users must select this precise name when requesting access through the IAMOnline system.

External Users

Administrative Agency (AA) Roles (Ryan White Care Services and HOPWA)

Role Name	Access Level	Role Description
TCT - CARE: AA Data Manager	High	Available only to AA staff designated to support contracted HIV service providers with data quality and proper TCT use. Holds full read and write access to client data, contracts, reports, and user management within the assigned HIV Service Delivery Area (HSDA). The role validates access requests, monitors compliance with DSHS security policies, and coordinates technical issues with the TCT Help Desk. Serves as second-level approver in IAMOnline workflow.
TCT - CARE: AA Fiscal Staff	Low	Available only to AA fiscal staff who need limited access to contract screens and fiscal reports. The role grants read and write access to contracts and read-only access to client services and eligibility data for reporting.
TCT - CARE: AA Program Staff	Medium	Available only to AA program staff who manage contracts and monitor service delivery. The role grants read and write access to contracts and reports, as well as read-only access to client case and eligibility information.
TCT - CARE: AA Read Only	Low	Available to AA staff who need read-only access to TCT data. The role allows users to view contract screens, reports, client services, and eligibility without making changes and is suitable for reference purposes.

Service Provider Roles (Ryan White Care Services and HOPWA)

Role Name	Access Level	Role Description
TCT - CARE: Agency Administrative Staff	Low	Administrative staff at provider agencies that do not deliver direct client services. The role grants read and write access to contracts and reports, as well as limited read access to eligibility data, but no access to medical screens.
TCT - CARE: Agency Client Services Staff	Medium	Provider agency staff who deliver direct client services and assist clients with eligibility applications for the Ryan White Care Program, HOPWA, and THMP. The role grants read and write access to the client case and eligibility screens. Case managers, ADAP Enrollment Workers, and data entry staff commonly fit this role.
TCT - CARE: Agency Client Services Supervisor/Manager	High	Supervisors or managers at provider agencies who oversee client services staff and may also provide direct services. The role grants read and write access to client data, contracts, most reports, and imports.
TCT - CARE: Agency Medical Providers	Low	Medical provider staff who deliver care but may not use TCT directly. The role grants read-only access and ensures providers appear in the staff dropdown for service entry.
TCT - CARE: Import	Medium	Provider agency staff who submit and manage data imports into the TCT system. The role grants permissions to upload, validate, and troubleshoot import files, with access to client-level data and reports needed to ensure data accuracy, reconciliation, and compliance with reporting requirements. Note: This does not include access to GlobalScape.
TCT - HOPWA: HOPWA Case Manager	Medium	Provider agency staff who deliver direct services to HOPWA clients and assist with eligibility applications. The role provides read and write access to the client case and eligibility screens. HOPWA Case Managers must also hold the TCT – CARE: Agency Client Services Staff role to access full functionality across both programs.

THMP External Provider Roles

Role Name	Access Level	Role Description
TCT - THMP: Doctor	Medium	External medical providers who complete HIV Medical Certifications (MCFs) for THMP clients. The role grants read and write access to medical case screens and notes, as well as read-only access to eligibility data. Only licensed medical providers completing HIV Medical Certifications for THMP clients may hold this role.
TCT - THMP: Participating Pharmacy Staff	Medium	Pharmacy staff who manage medication orders through the TCT Pharmacy Portal. The role grants permissions to upload, validate, and manage orders, including inventory functions. Inventory specialists, pharmacy technicians, and pharmacists assigned to a pharmacy and using ordering functions require this role. Only staff employed by THMP-participating pharmacies verified in the DSHS pharmacy network may hold this role. Participating Pharmacy Staff may only access client records associated with their pharmacy. Staff who are associated with multiple pharmacies should contact the TCT Help Desk during the registration process.

Internal HHS and DSHS User Roles

Program Staff Roles (Ryan White Care Services and HOPWA)

Role Name	Access Level	Role Description
TCT - CARE: DSHS Data Team	High	DSHS internal data analysts and technical staff who manage, validate, and analyze client-level and programmatic data within TCT. This role does not grant full read-write permissions across the entire application. Instead, the role focuses on full permissions to view, modify, and extract data across all modules for reporting, system maintenance, and quality assurance.
TCT - CARE: DSHS Other	Low	DSHS internal staff who need limited, read-only access to TCT for reference or oversight. The role grants read-only access to reportable client-level data, such as basic medical information and diagnosis details, but does not grant the ability to modify or interact with client-level data. This role is for staff who do not fit the other categories in this section but have a business need for access.
TCT - CARE: DSHS Program Staff	Medium	DSHS internal program staff oversee Ryan White Care Services, HOPWA, or THMP programs. The role grants read and write access to program-specific data, contracts, and reports. This role can fully view client-level and contract data and can access system reports. This role is best suited for DSHS program staff who work directly with providers and subrecipients.

THMP Program Staff Roles

Role Name	Access	Role Description
TCT - THMP: ADAP EW PSI PHPSII	Medium	DSHS Central Office eligibility workers who process and verify AIDS Drug Assistance Program (ADAP) and THMP applications and manage client eligibility records. The role grants read and write access to client case and eligibility screens, including Manual Holds, and supports day-to-day eligibility operations. This role has read and write access to THMP case notes.
TCT - THMP: ADAP EW PSIII	Medium	DSHS regional coordinators and second-level reviewers who perform quality assurance and oversee ADAP and THMP eligibility determinations. The role provides permissions to review, validate, and update client eligibility data to ensure compliance with program standards. This role has read and write access to THMP case notes.
TCT - THMP: ADAP Order Processor	Medium	DSHS staff who process and manage medication orders submitted through the TCT Pharmacy Portal. The role grants access to client medication records to track orders and coordinate with participating pharmacies to ensure timely fulfillment. This role has read and write access to THMP case notes.
TCT - THMP: DSHS Warehouse Staff	Low	DSHS warehouse personnel who manage inventory and distribute HIV medications. The role grants access to track shipments, verify inventory, and support logistical operations within the THMP program. This role has read access to THMP case notes.
TCT - THMP: ADAP Data ManAdmin	High	DSHS THMP supervisors and managers who oversee system-wide data operations, program administration, and eligibility workflows within the ADAP system. The role grants full permissions to view, modify, and manage client data, medical records, eligibility, reporting, and system configuration. Restricted to staff who manage THMP data and modules. This role has read and write access to THMP case notes.

TCT Administration Roles

Internal DSHS administrators and HHS IT-PHA staff may hold multiple application roles when responsibilities include both program and system administration.

Role Name	Organization	Access Level	Role Description
TCT - DSHS: HRAR Admin	DSHS Help Desk	Highest	TCT Help Desk staff who have access to all TCT application modules to provide user support, troubleshooting, and assistance with configuration. They are granted full read and write permissions across program areas (Ryan White Care Services, HOPWA, THMP), coordinate with HHS IT-PHA on security issues, process IAMOnline access requests, conduct quarterly and annual reviews, and maintain compliance documentation. This role focuses on application-level support, excluding server or database administration. Restricted to designated Help Desk staff in the DSHS Medication Data and Analysis Group, this role requires approval from the HIV Care and Medications Unit Director.
TCT - DSHS: Read Only User	DSHS	Medium	For DSHS internal staff who access TCT data in read-only mode to monitor, audit, and reference information without modifying records. They view client-level data, contracts, and reports while maintaining strict data integrity and security controls.

System Administration Roles

The Health and Human Services Information Technology Public Health Applications team (HHS IT-PHA) and the IAMOnline workflow provide system administration roles for IT-PHA and the Application Vendor. These roles require infrastructure-level permissions managed separately from the TCT application catalog. Users cannot select these roles in IAMOnline.

Role Name	Organization	Access Level	Role Description
DSHS Power User role for LIDS TB/HIV/STD TCT SAS Viya Subfolder	DSHS	Privileged	HHS assigns this role to provide elevated application-level permissions for advanced data analysis, reporting, and program operations across multiple systems, including LIDS, TB/HIV/STD, TCT, and SAS Viya subfolders. Users manage subfolder structures, access aggregated datasets, and perform specialized analytics functions beyond standard program staff capabilities.
TCT - SYSTEM: IT Infrastructure Administrator	HHS IT-PHA	Privileged	Production server, network, and security administration. Implement HHS IS Controls, vulnerability scans, security patches, backup systems, and production troubleshooting. Supervise developer work and manage production deployments. Restricted to designated HHS IT-PHA staff with appropriate security clearances and technical credentials.
TCT - SYSTEM: Database Administrator	HHS IT-PHA	Privileged	Conducts production database administration, optimization, and integrity. Monitors performance, conducts audits, implements security controls, and maintains audit logs. The Database Administrator (DBA) performs all production database work. Developers work in non-production environments only, under DBA supervision. This role is restricted to designated HHS IT-PHA database administration staff with appropriate security clearances and database management certifications.
TCT - SYSTEM: Application Developer	Application Vendor/ Contractor	Develop/Test	Non-Production development and testing only. This user role designs and implements enhancements, resolves defects in test environments, and coordinates UAT and documentation. HHS IT-PHA manages production deployments. The role is restricted to contracted application development staff designated by the application vendor under the current DSHS contract.

Role Name	Organization	Access Level	Role Description
TCT - SYSTEM: IAM Administrator	HHS IAMOnline	Privileged	Applies to IAMOnline system administration only. This user role configures workflows, sets role definitions, manages user provisioning, and troubleshoots access issues. This role is independent of the TCT application and is restricted to designated HHS IAMOnline administration staff.

For help with role selection or questions about eligibility and access levels, contact TCThelpdesk@dshs.texas.gov.



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