



Office of Mental Health

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To: All Central Office OMH staff, including employees, RFMH employees, vendors, contractors and student interns working at 44 Holland Avenue

From: Amy M. Rodak, Director, Bureau of Central Office Personnel Services

Re: Office of General Services Security ID Cards

Date: July 18, 2017 (Originally Issued February 14, 2017)

POLICY

It is the intent of the Office of Mental Health to verify the identity and facilitate the safety of everyone who has access to its worksites.

Office of Mental Health staff members—including employees, Research Foundation for Mental Hygiene (RFMH) employees, student interns, vendors, temporary and contract staff—working for OMH at the 44 Holland Avenue location, must obtain and wear an OGS Security ID Card to gain access to 44 Holland Avenue. Access to the building requires electronic swiping of an OGS Security ID Card and visual presentation of a valid OGS Security ID Card to the security guard when requested. OMH Staff must wear their OGS Security ID Card at all times while in the building. Visitors and vendors who require access to the building must also obtain and display either an OGS Security ID card or Visitor's Pass ID card.

Electronic OGS Security ID Card access to 44 Holland Avenue will only be granted to staff whose official workstation is 44 Holland Avenue, senior staff members whose official job duties require frequent access to 44 Holland Avenue or staff members whose official job duties require emergency access to 44 Holland Avenue.

Visitors and Staff who do not meet the above requirements must comply with the 44 Holland Avenue visitor registration procedure designated and administered by the Office of General Services.

SCOPE

This applies to all OMH staff working for OMH Central Office at 44 Holland Avenue.

OMH Central Office staff assigned to work at locations other than 44 Holland Avenue must follow the applicable Identification and access rules for that location.

RESPONSIBILITY

An OMH Staff member is responsible for:

- Completing the OGS Security ID Application for Employee/Vendor Photo Identification form (ID-1), which provides authorization for OGS to access his/her NYS DMV digitized photograph and signature through the use of the nine-digit number appearing on his/her NYS DMV driver's license or non-driver's ID card.
- Wearing his/her OGS Security ID Card at all times while at 44 Holland Avenue.

- Retaining his/her assigned Personal Identification Number (PIN)
- Notifying their Supervisor if he/she loses his/her OGS Security ID card and providing a new authorization form to Central Office Personnel to obtain a replacement card.
- Protecting the OGS Security ID card from any damage that may cause the card to malfunction.
- Surrendering his/her OGS Security ID card to their supervisor when he/she stops working for OMH at 44 Holland Avenue.

The Supervisor of the OMH Staff is responsible for:

- Notifying Central Office Personnel at least fourteen days prior to the new staff member's start date of the need for an OGS Security ID Card. For non-employees (Vendor, RFMH or Student Intern), assisting in obtaining the information or directing them to Central Office Personnel.
- Notifying the appropriate security access requestor if/when internal office access within the building is required and for what duration.
- Notifying Central Office Personnel of lost or damaged OGS Security ID card when reported by the staff member.
- Collecting the surrendered OGS Security ID Card from the staff member upon separation from employment at 44 Holland Avenue and returning it to Central Office Personnel.

Central Office Personnel is responsible for:

- Receiving the completed OGS Security ID application (Form ID-1) for Employee/Vendor Photo Identification providing authorization from a new employee or new vendor authorizing the Office of General Services (OGS) to access his/her NYS Department of Motor Vehicles (DMV) digitized photograph, DMV ID # and signature for the purpose of acquiring a Security ID Card.
- Providing the employee with his/her OGS Security ID and Personal Identification Number (PIN).
- Returning an OGS Security ID Card to OGS when an employee or vendor is no longer working for OMH at 44 Holland Avenue. All cards (employee and vendor) must be returned to OMH Central Office Personnel for deactivation. NOTE: failure to return a departed employee's card could result in delays to the employee's lump sum payment or leave accrual transfer.

INFORMATION

The NYS Office of General Services (OGS) operates the Security ID Card program in cooperation with NYS Department of Motor Vehicles (DMV). In order to obtain a Security ID Card, a staff member must have a valid New York State DMV driver's license or non-driver's ID card containing a 9-digit identification number. If an OMH staff member does not wish to acquire a NYS driver's license or non-driver's ID card, he/she can request an "image only" from DMV at no charge. (See "Procedure" section for additional details).

OMH staff are required to provide OGS with authorization to access his/her DMV digitized photograph, DMV ID # and signature for the purpose of producing his/her OGS Security ID Card. Only the OMH staff member's name, signature, photograph and agency designation will appear on his/her OGS Security ID Card. No personal information in your DMV record is accessible for this program and all information pertaining to this program is kept secure. An OMH staff member who refuses to provide OGS with authority to access his/her DMV information will not have access to the building and may be

subject to further action.

The staff member's name on the OGS Security ID Card will be exactly as it appears on the NYS driver's license or non-drivers ID or image capture, including middle initial and suffix if applicable. If his/her current NYS driver's license does not reflect a recent name change, the NYS license must be updated first with the DMV before requesting the OGS Security ID Card. A period of 24 hours is required after a name/photo change before an ID request can be resubmitted.

In addition to the OGS Security ID card, each OMH staff member will be assigned a Personal Identification Number (PIN). The PIN is used in conjunction with the Security ID card swipe for staff authorized for after-hours access through designated entrance(s).

OMH staff attempting to enter 44 Holland Avenue Monday through Friday between the hours of 6:00 a.m. and 6:00 p.m. who cannot produce his/her OGS Security ID Card must obtain a visitor's ID pass from the security desk using the visitor registration procedures designated and administered by OGS. Anyone registering as a visitor is required to present photo identification.

An OMH staff member working at a location other than 44 Holland Avenue will need to obtain a visitor's ID pass when attending meetings at 44 Holland Avenue. Exceptions will only be granted to senior staff members whose official job duties require frequent access to 44 Holland Avenue or staff members whose official job duties require emergency access to 44 Holland Avenue.

Admittance to 44 Holland Avenue using an OGS Security ID card is solely for the purpose of conducting official work duties. An OMH staff member who leaves employment at 44 Holland Avenue must surrender his/her OGS Security ID Card to his/her supervisor, who must then forward the card to Central Office Personnel Services, which will return the card to OGS for proper disposal. If an employee fails to return his/her OGS Security ID Card after resigning or retiring from OMH his/her lump sum payment may be delayed. An employee who fails to return his/her card after transferring to another State agency may encounter a delay in the transfer of his/her leave accruals.

OMH staff obtain their initial OGS Security ID Card free of charge. If an OGS Security ID Card is lost or damaged, an OMH staff member is responsible for the cost of a replacement card. The replacement cost is currently \$13 and subject to change. A staff member will not incur a charge for a replacement card that is requested to reflect a name change. A staff member will incur a charge for replacement to update a photograph on his/her NYS driver's license or non-driver's ID card. If the card fails to work but has no signs of damage (internal chip failure) a replacement fee will not be assessed. When the OGS Security ID card is malfunctioning it must be returned in order to avoid having to pay the cost of a replacement.

Staff members meeting the criteria specified above will be granted swipe access, Monday through Friday from 6:00 a.m. to 6:00 p.m. to the building and their internal office, if also secured. All changes to internal office access must be submitted by the bureau/division designee. OMH staff whose job responsibilities require after-hours or weekend access to the 44 Holland Avenue (6 p.m. to 6 a.m.) must complete the additional access section of the Office of General Services Application for Employee/Vendor Photo Identification form (ID-1). The specific access requested, a justification for the requested access. Division Director approval is required for all access requests outside of normal business hours. The updated ID form is then submitted to Central Office Personnel for processing. Once authorized, the staff member will have the requested access to the building through the Holland Avenue entrance only. Access to the building outside of 6:00 a.m. – 6:00 p.m. requires the use of the employee's assigned Personal Identification Number (PIN) in addition to the card reader swipe. Staff entering the building after-hours will need to sign in with security desk. This ensures an accurate record of who is entering the building at any given time and will assist in preventing unauthorized access with a lost or stolen ID card. Staff members will not be admitted to the building without proper access.

PROCEDURE

Obtaining a New OGS Security ID Card:

- The staff member completes the Office of General Services Application for Employee/Vendor Photo Identification form (ID-1) providing authorization for OGS to access his/her DMV information to obtain Security ID Card. The nine digit New York State Driver's License or non-driver ID number is required. Individuals without this number must follow the procedure for image capture to obtain a client ID number. Vendors/contractors must also provide the full vendor/consultant company name (without acronyms) and a contract number and expiration date. The completed application should be requested at least fourteen days prior to the staff member's start date
- Central Office Personnel submits the application to process a request for Security ID Card through OGS.
- Central Office Personnel receives and provides the OGS Security ID card and Personal Identification Number (PIN) to new OMH staff member. The new staff member must sign for receipt of ID card.

Obtaining an Image Capture:

- Individuals not having a New York State Driver's License or non-driver ID number must obtain an "Image Capture" from the New York State Department of Motor Vehicles.
- Central Office Personnel will provide the individual with instructions and a confirmation letter for the purpose of obtaining an image capture. After the image capture, the individual will receive a receipt with a client ID number. The individual must provide this number to be used in place of the Driver's license number on the Security ID Card request form (ID-1).
- Central Office Personnel is required to wait at least 24 hours after the image capture is completed before submitting an application for Security ID Card to OGS. This will allow time for the information to upload to the DMV system. Failure to wait can cause the application to be denied and a longer waiting time for the card to return and be processed.

Issuing a Replacement Card:

- The OMH staff member notifies his/her supervisor and Central Office Personnel of the lost or damaged card.
- The staff member must complete the Office of General Services Application for Employee/Vendor Photo Identification form (ID-1) for replacement and submits the payment for replacement card fee, if required. Returns the original, malfunctioning or damaged OGS Security ID card, if applicable.
- The fee is made payable to the New York State Department of Taxation and Finance by check or money order only. Central Office Personnel will then forward the required payments to the Consolidated Business Office.
- Central Office Personnel submits the application to process a request for OGS Security ID Card through OGS.
- Central Office Personnel receives and provides the replacement card to the staff member. OMH staff members must sign for receipt of new ID card.

Surrendering the Card:

- The staff member's supervisor is responsible for collecting a staff member's OGS Security ID Card upon separation from 44 Holland Avenue.
- The supervisor is responsible for forwarding the surrendered card to Central Office Personnel.
- Central Office Personnel then follows the procedure for cancelling and forwarding the OGS Security ID Card to OGS indicating the staff member separated from OMH.