Please dial into the voice portion of this webinar at 1-866-394-2346, code is 1860245595, you may also use your computer speakers

New York State Office of Mental Health

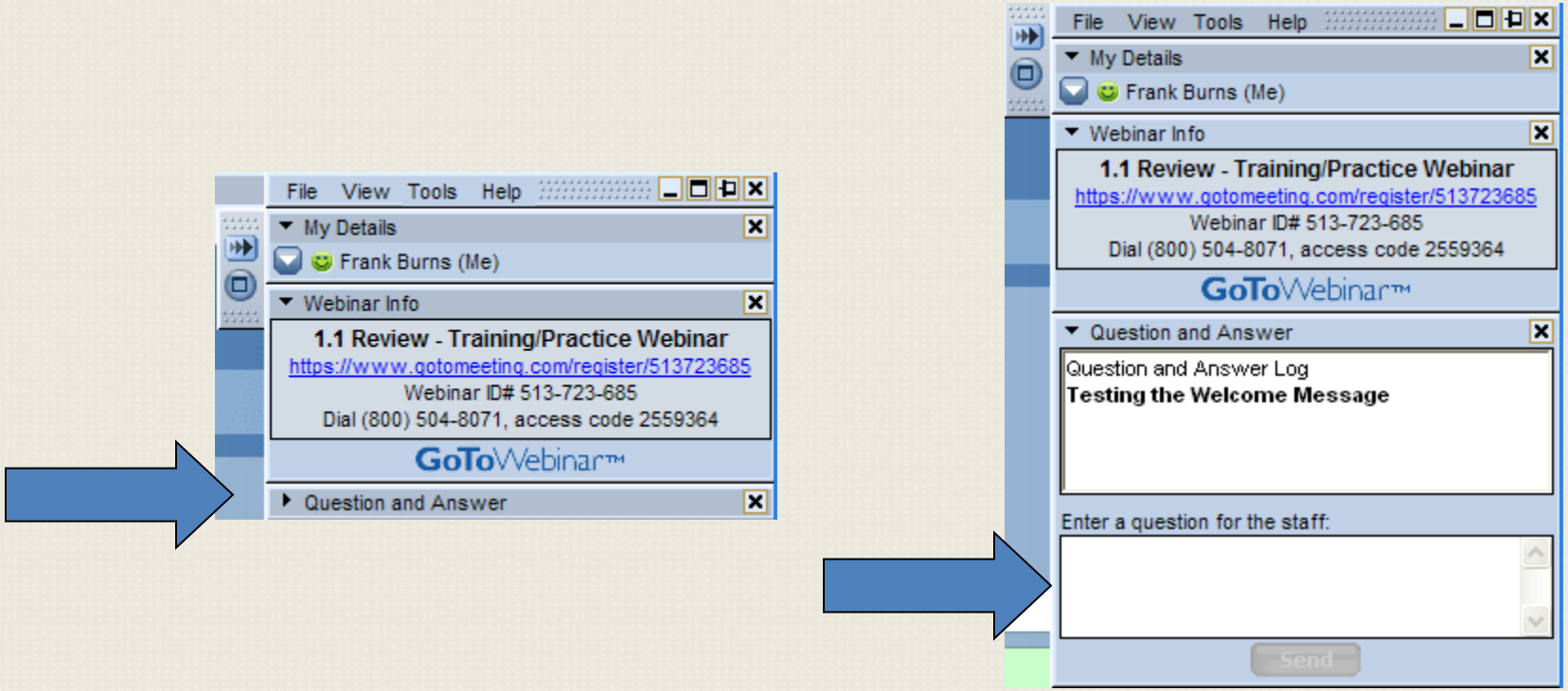
Mental Health Background Check

For

Pistol Permit & Employment

Introduction & Quick Overview

Date: 6/1/2012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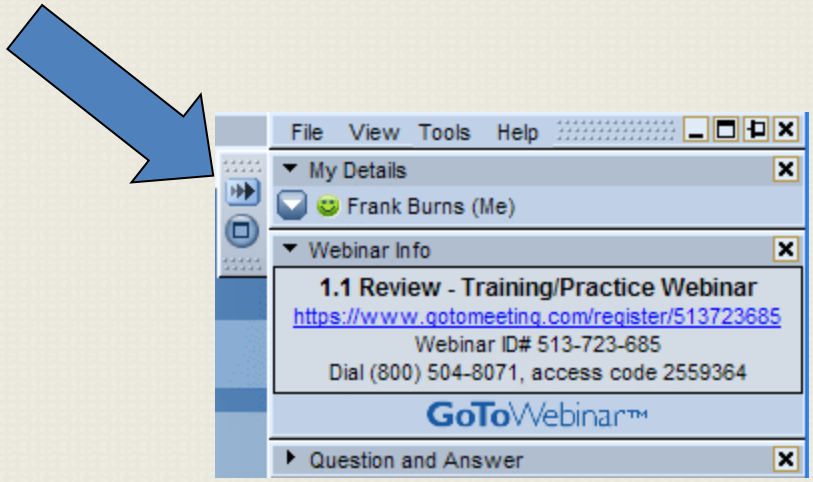
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MENTAL HEALTH BACKGROUND CHECK (MHBC) Agenda

Welcome	5 Minutes
Session A **MHBC** – Introduction , Pilot Project Scope & Deliverables	10 Minutes
Session B **MHBC** - User Registration & Access Management • OMH – Security Management System • OMH – CNDA Processing • User Page & Search Functionalities • Adding & Editing of MHBC User Profiles	20 Minutes
Session C **MHBC** - Security Enrollment, User Login & Confidentiality Attestation	10 Minutes

MENTAL HEALTH BACKGROUND CHECK (MHBC) Agenda (Continued….)

Session D **MHBC** - Pistol Permit Background Check • Current & New Business Process • Inquiry Request Submission & Review • Inquiry Request Re-Submission • Inquiry Results – Review & Analysis • Inquiry Results – Document Generation	30 Minutes
Session E **MHBC** – Employment Background Check • Automated Business Process • Inquiry Request Submission & Review • Inquiry Results – Review & Analysis • Processing Steps & Business Rules	15 Minutes
Session F **MHBC** – Recap & Next Steps / QA Session	15 Minutes

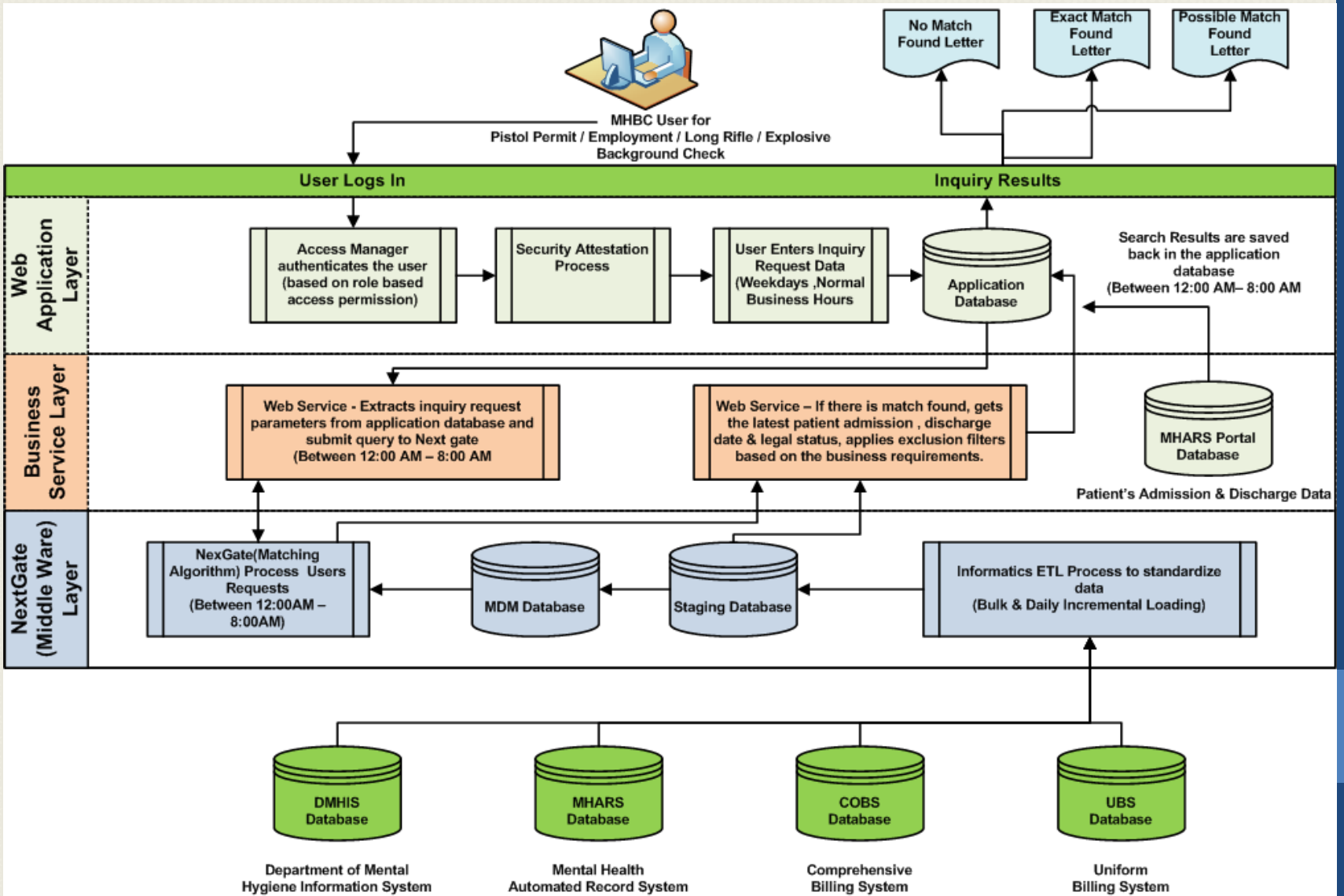
MHBC
INTRODUCTION, PILOT PROJECT SCOPE & DELIVERABLES

Session A (Duration 10 Minutes)

MENTAL HEALTH BACKGROUND CHECK (MHBC) Introduction

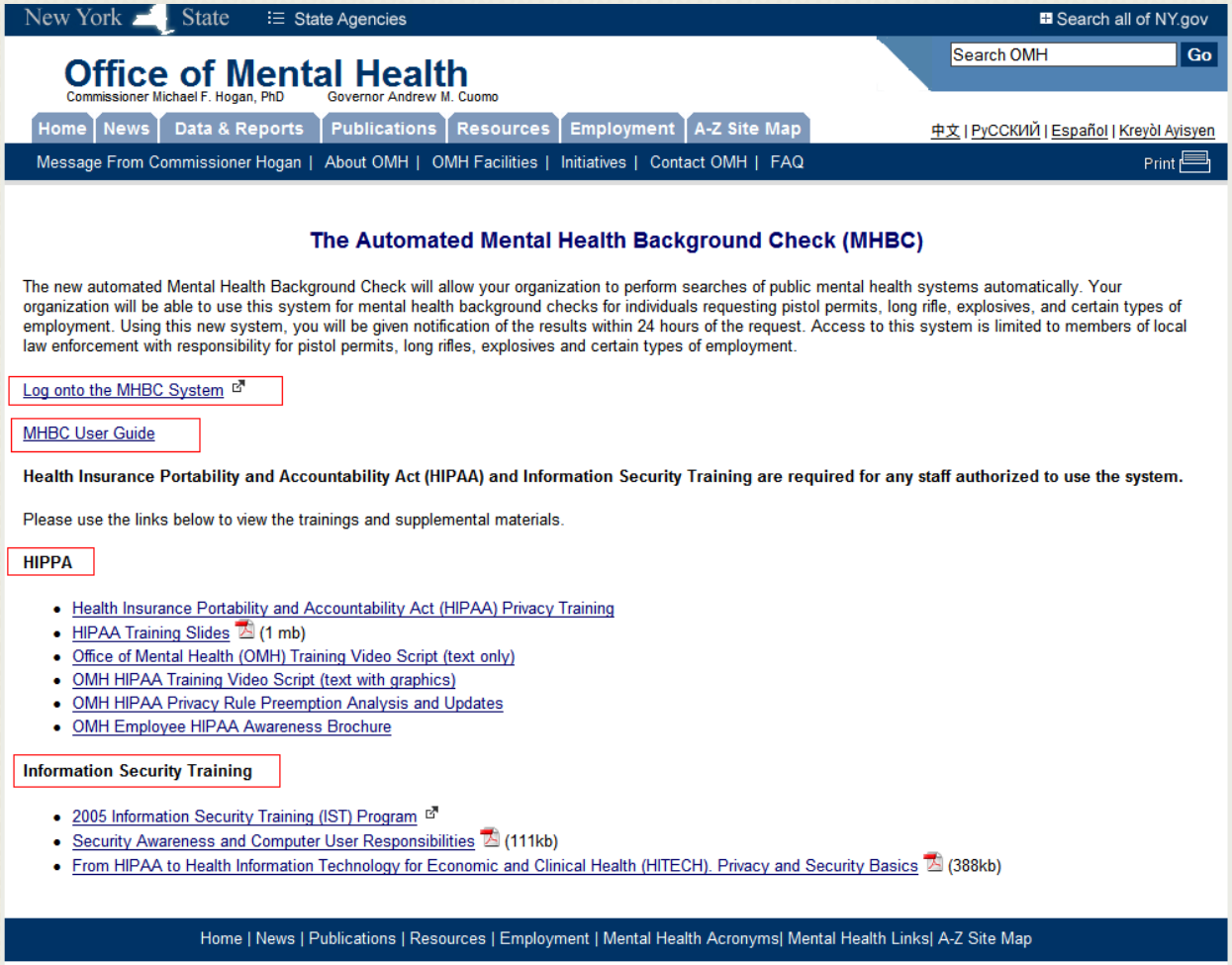
- **The new automated Mental Health Background Check which will allow your organization user to perform searches of public mental health systems automatically.**
- **Your organization will be able to use this system for mental health background checks for individuals requesting :**
  1. **Pistol Permits,**
  2. **Rifle Permits,**
  3. **Explosives Permits**
  4. **Certain types of Employment.**
- **Using this new system, you will be given notification of the results within 24 hours of request.**
- **Access to this system is limited to members of local law enforcement with responsibility for pistol permits, long rifles, explosives and certain types employment.**
- **HIPAA and Information Security Training are required for any staff authorized to use the system.**

MENTAL HEALTH BACKGROUND CHECK (MHBC) High Level Workflow Diagram



MENTAL HEALTH BACKGROUND CHECK (MHBC) MHBC Web Portal

To open this web portal, MHBC user will enter the following URL http://www.omh.ny.gov/omhweb/mhbc/ in the address field of their web browser.



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The Automated Mental Health Background Check (MHBC)

The new automated Mental Health Background Check will allow your organization to perform searches of public mental health systems automatically. Your organization will be able to use this system for mental health background checks for individuals requesting pistol permits, long rifle, explosives, and certain types of employment. Using this new system, you will be given notification of the results within 24 hours of the request. Access to this system is limited to members of local law enforcement with responsibility for pistol permits, long rifles, explosives and certain types of employment.

Log onto the MHBC System

MHBC User Guide

Health Insurance Portability and Accountability Act (HIPAA) and Information Security Training are required for any staff authorized to use the system.

Please use the links below to view the trainings and supplemental materials.

HIPPA

- Health Insurance Portability and Accountability Act (HIPAA) Privacy Training
- HIPAA Training Slides (1 mb)
- Office of Mental Health (OMH) Training Video Script (text only)
- OMH HIPAA Training Video Script (text with graphics)
- OMH HIPAA Privacy Rule Preemption Analysis and Updates
- OMH Employee HIPAA Awareness Brochure

Information Security Training

- 2005 Information Security Training (IST) Program
- Security Awareness and Computer User Responsibilities (111kb)
- From HIPAA to Health Information Technology for Economic and Clinical Health (HITECH). Privacy and Security Basics (388kb)

Home | News | Publications | Resources | Employment | Mental Health Acronyms| Mental Health Links| A-Z Site Map

MHBC - PISTOL PERMIT

Pilot Project – Scope & Deliverables

- **Web enabled application will replace the current manual search process of the Department of Mental Hygiene Information System (DMHIS) database.**
- **The new application will automate the searches requested by police departments, sheriff's office and county courts.**
- **This will not only automate the search process for pistol permits, it will also improve the OMH response time to external requestors.**
- **All the MHBC users are assigned a well defined role based access permission depending upon their organizational needs.**
- **User - will be able to save information and view the results for all inquiries submitted by their organization ONLY**
- **In the phase one of this project, this application will initially be piloted to three NYS counties:**
  1. **Monroe**
  2. **Erie**
  3. **Suffolk**

MHBC – EMPLOYMENT

Pilot Project – Scope & Deliverables (Continued….)

- **This application will replace the current manual search process of the DMHIS databases.**
- **MHBC for employment verification will automate the background checks requested by:**
  1. **Municipalities,**
  2. **Police departments & State Troopers,**
  3. **State Parks & Recreation Departments,**
  4. **Department of Corrections,**
  5. **Other users from Counties, Towns & Villages.**

MHBC
USER REGISTRATION
&
ACCESS MANAGEMENT

Session B (Duration 20 Minutes)

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

OMH Security Management System (SMS)

The following are the steps required for managing user access to MHBC users through the OMH Security Management System (SMS):

- **The Security Management System (SMS) is a web-based application that organizations will use to authorize staff members to access certain NYS Office of Mental Health (OMH) web applications including MHBC pistol permit.**
- **The NYS Office of Mental Health (OMH) requires all organizations to sign a Confidentiality & Non-Disclosure Agreement (CNDA) prior to using SMS.**
- **Organization directors will appoint a Security Manager for their organization, and will provide this person with the information necessary to complete the Security Manager self-registration.**
- **Once a Security Manager account is fully established, the security manager will create MHBC users or update if an account already exists, within their organization and request access to the MHBC Pistol Permit background check application.**
- **A complete Security Management System Reference Manual can be found at http://www.omh.ny.gov/omhweb/sms/reference_manual.html**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

OMH CNDA Processing

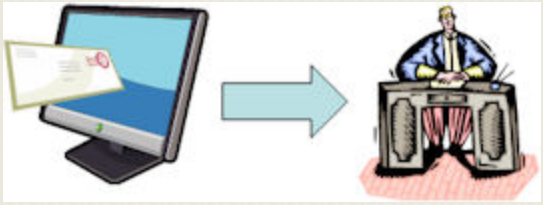
OMH Letter Sent to Organization's Directors Describes OMH CNDA Requirement:

Dear Mr. Director:
You are receiving this letter because, according to information on file at the NYS Office of Mental Health (OMH), you are the Director of your Organization. We are providing you advance notice of an important initiative that will automate the processes involved with granting you and your staff access to OMH Web sites and applications that provide information useful to your operation…

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

OMH CNDA Online Access

OMH Emails Sent to Organizations Directors Describe How to Access OMH CNDA Online
OMH CNDA Emails with Director's User ID and Password



Dear Mr. Director:
This is one of two emails you will be receiving regarding the NYS Office of Mental Health (OMH) CNDA Web site. This email contains a new User ID you can use to access the CNDA Web site to view and "electronically sign" the OMH Confidentiality and Non-Disclosure Agreement (CNDA) which is required before your organization is granted access to the MHBC, Patient Characteristics Survey (PCS), PSYCKES Medicaid, and other OMH applications. For security purposes, your password will be sent in a separate email.
Go to: https://cnda.omh.ny.gov/

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

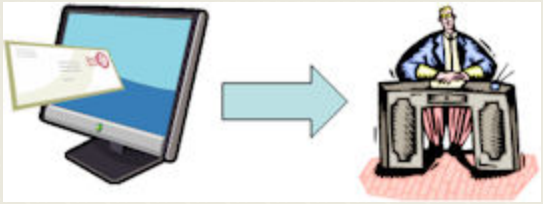
OMH CNDA Sign-In Screen

OMH CNDA Sign-In Screen at https://cnda.omh.ny.gov/

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

OMH - Accessing Security Management System

Accessing OMH Security Management System (SMS) after Signing CNDA
OMH SMS Email to Director for Security Manager Assignment



Dear Mr. Director:
As described in previous correspondence and email, the NYS Office of Mental Health (OMH) is automating and streamlining the process of gaining access to OMH Web applications. The next step in the process is for you, the Director, to assign one or more Security Managers for your agency. You can assign this role to yourself, or delegate it to a trusted individual at your agency. Typically, this assignment will be given to your organization's Information Security Officer, or other individual performing security, and/or information technology functions.

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS Log-in Procedure

- **The Security Management System Homepage (http://www.omh.ny.gov/omhweb/sms/) provides a description of the application, the user manual, answers to Frequently-Asked Questions (FAQs), and links for self-registration and log-in to the application.**

- **A SecurId token is required to log-in to the Security Management System (SMS). A SecurId token is an authentication device with a computer chip that displays a different, single-use 6-digit number every minute. A Personal Identification Number (PIN) will need to be established, which will be used along with the 6-digit token code to log-in to SMS.**

- **Most of the Security Managers will be in new PIN mode and will be required to set their PIN before log-in to SMS.**

- **The Security Manager follows the link to SMS, enters the User ID and Passcode (consisting of the PIN and 6-digit token code).**

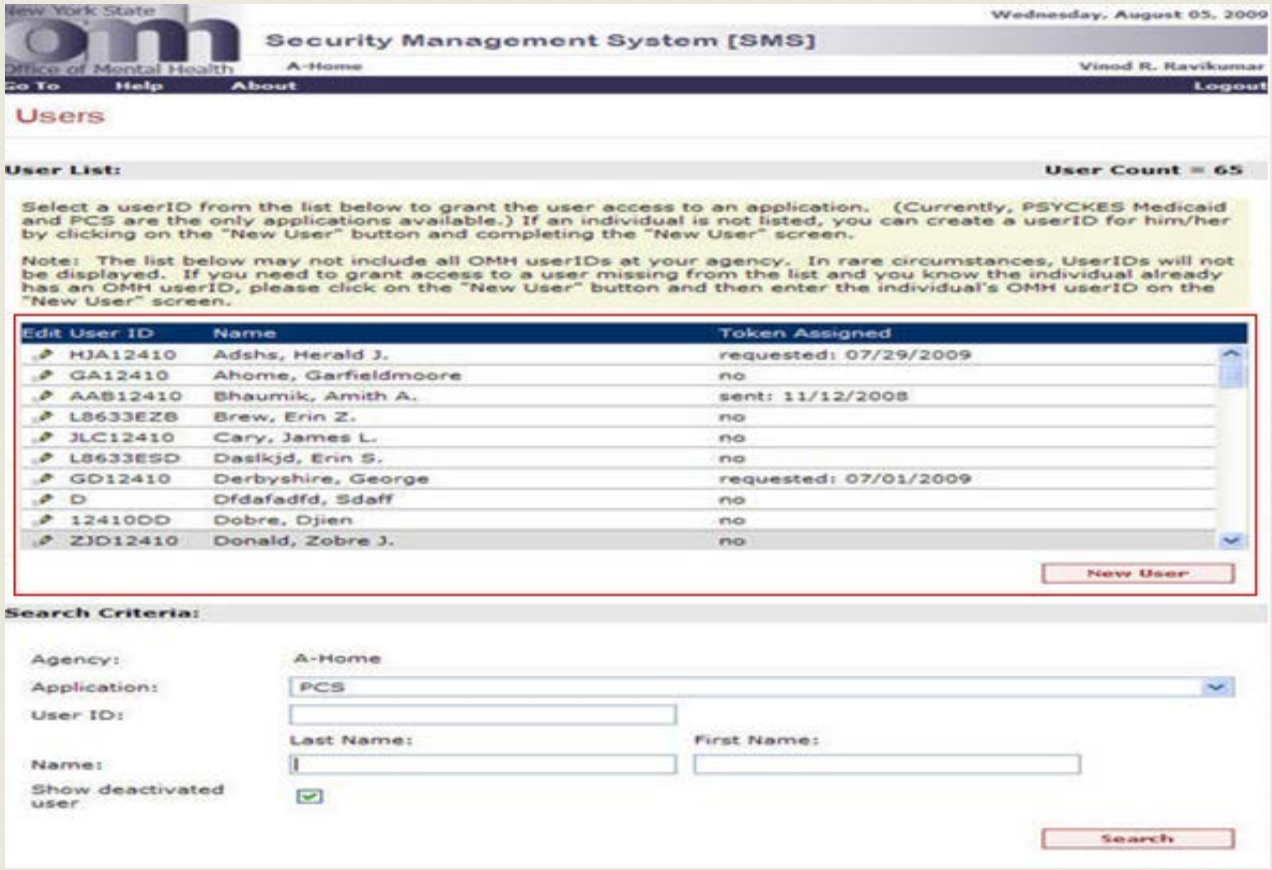
MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS – User Page

- **After signing-on to SMS, the SMS "Users" page will be displayed. This page contains a scrollable list of all the User IDs assigned to your agency.**
- **Initially, the list may be empty (indicated by [Count: 0]), or if your organization has users of OMH applications such as CAIRS, NIMRS, NYESS, MHPD, PCS, PSYCKES and Medicaid, their User IDs will be displayed.**
- **Any User IDs that you add should also appear in this list.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS - User Page (Continued..)



MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS-User List Section

- **The "User List" contains one row for each User ID defined for your agency.**
- **Edit (this icon is a picture of a small pencil). You click this icon to edit the user record. The edit user screen is where you grant access to OMH applications.**
- **User ID. This is the OMH identifier for the user. This identifier is used to sign-on to MHBC Pistol Permit applications**
- **Name. This field displays the user's last name, followed by the user's first name and middle initial.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Search Criteria Section

- **The "Search Criteria" section is located at the bottom of the "Users" page following the User List and New User button.**
- **The "Search Criteria" section is the mechanism Security Managers use to limit the User IDs displayed in the User list.**
- **It contains the following searchable fields: Application, User ID, Last Name, and First Name. In your search query you may select an OMH Application from the drop down list, enter a specific User ID, last name or first name, or you may enter just the first part of any of these fields.**
- **When searching by Application, it will only show you applications that are granted through SMS i.e. you will not be able to search on NIMRS or CAIRS users, since they are not granted through SMS.**
- **Then, when you click the "Search" button, these fields will be used to filter the search results and display only User IDs that match the criteria you selected.**
- **If you enter values in more than one of the fields, the search results displayed in the User list will include only User IDs that match all of the criteria selected.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Adding a New User

- **If the User does not have an existing ID, leave the User ID box blank. The Security Manager proceeds to complete the User information and select the "Create User" button.**
- **Fields denoted with an asterisk (*) are required. A new User ID will be generated for the User. If a User by that name already exists for the agency, the system will show a message that a User with that name is among the “active” or “inactive” users. To check the inactive users, see the Search Criteria section of the User’s Page.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Adding a New User

- **If a User already has an OMH User ID for access to another application, please enter it in the User ID field.**
- **Upon entering a current User ID in the field and exiting the field (by selecting the next field), the screen will respond with a message that the User ID is valid and will display the retrieved User information.**
- **You may close the window. A similar message will display if the User information was not found in the security database.**
- **You can edit the User's email address and your edits will be stored in the SMS application. Fields denoted with an asterisk (*) are required.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Reset User Password

Click "Reset Password" to reset the user's password. This system responds with the following message once the password is reset.

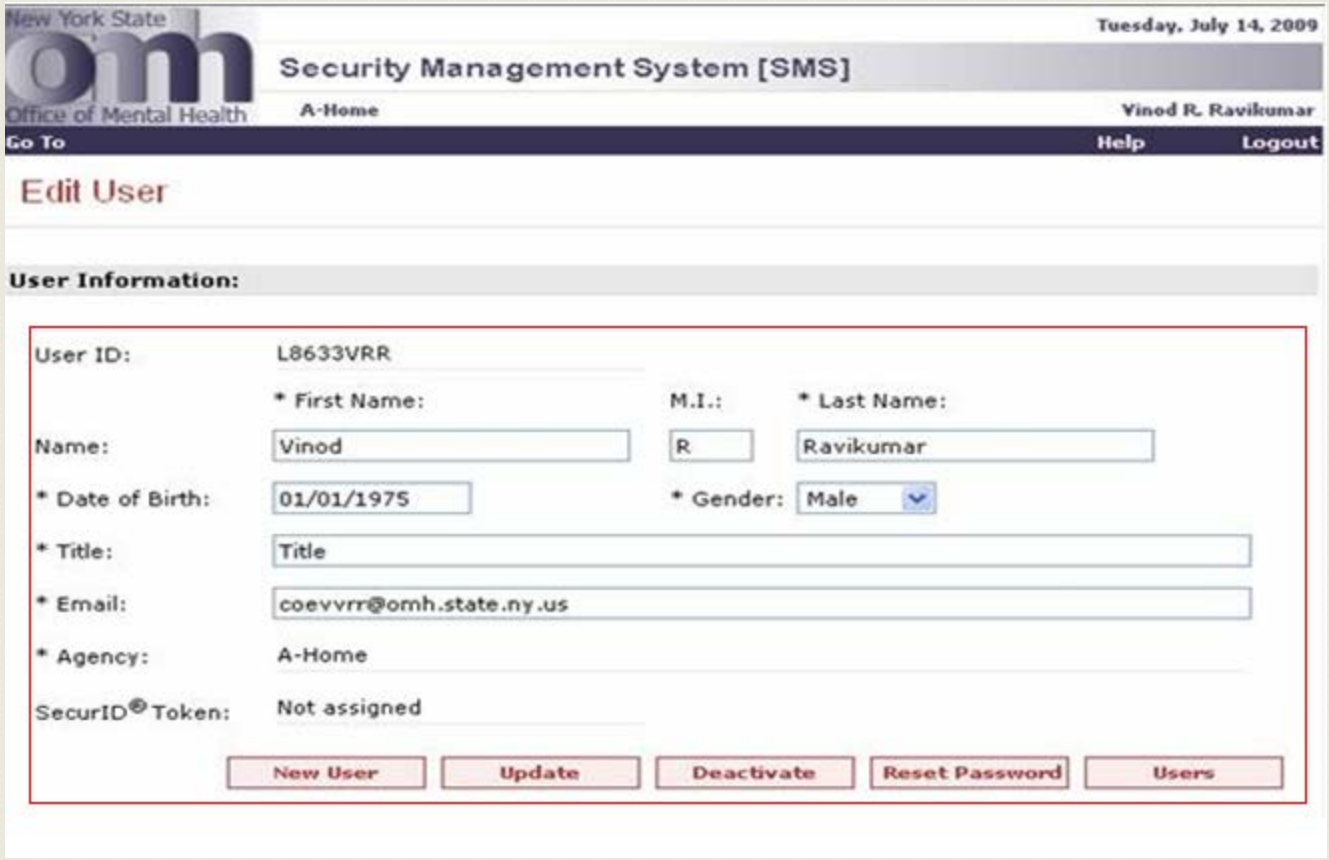
MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Editing User Information

- **To edit the information for an individual at your agency, you will need to sign-on to SMS.**
- **From the SMS "Users" page, you should access the "Edit User" page by clicking on the "pencil icon" in the "Edit" column on the row for the user in the "Users List" section.**
- **The "Edit User" page will be displayed with the user's name, email address, date of birth, gender, and current application access.**

MHBC – USER REGISTRATION & ACCESS MANAGEMENT

SMS- Editing User Information



MHBC
SECURITY ENROLLMENT, USER LOGIN, & CONFIDENTIALITY ATTESTATION

Session C (Duration 10 Minutes)

MHBC – SECURITY ENROLLMENT

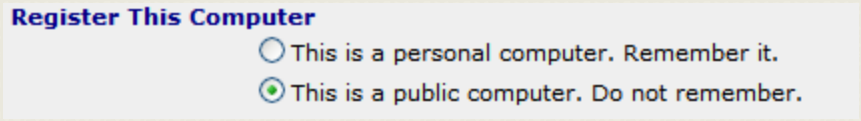
Security Enrollment Process

- **All MHBC users are required to identify themselves by completing the security enrolment process.**
- **Steps are described in the next slide.**

MHBC – SECURITY ENROLLMENT

Security Enrollment Steps

Please select your security enrolment question/answers and register your PC.



- **If you select radio button for "This is a personal computer. Remember it", system will remember your enrolment information, and you will not be required to setup this again for your current PC.**

- **If you select radio button for "This is a public computer. Do not remember" please remember your enrolment questions / answers; you may need these in case if you are using a different PC to access MHBC application in future.**

- **You can also choose to hide your answers by checking the check box "Hide my answers".**

- **Click the "Continue" button.**

MHBC – USER LOGIN

User Login Steps

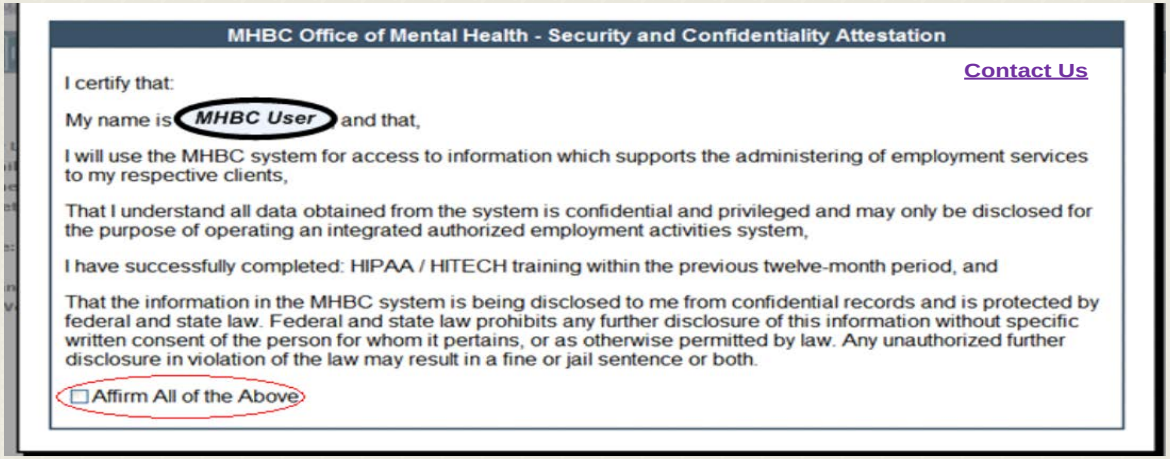
- **Enter your User Id and Password,**
- **Click the "Continue" button**

MHBC – CONFIDIENTIALITY ATTESTATION

Confidentiality Attestation Steps

- **System will display the Security and Confidentiality Attestation Page, and user can see their name is associated with this attestation certification.**

- **To complete the attestation process, check the "Affirm All of the above" check box.**



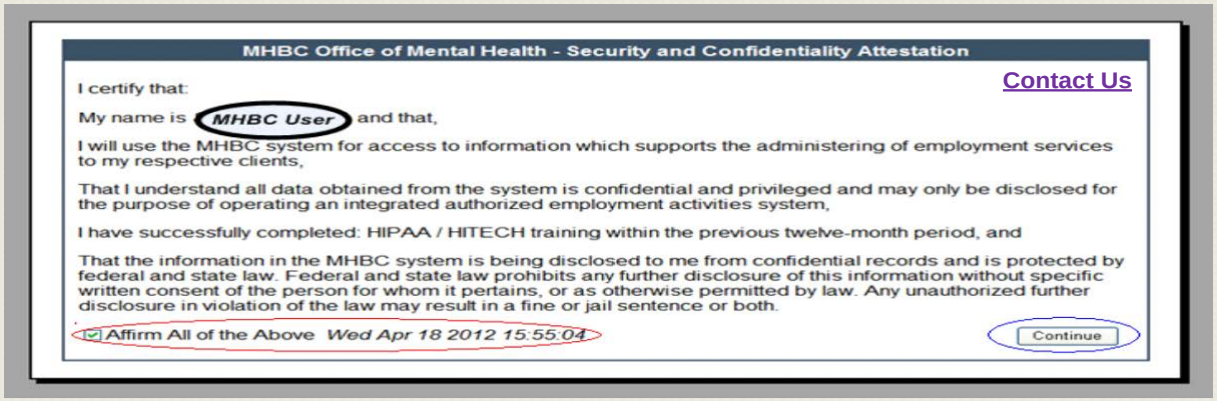
MHBC – CONFIDIENTIALITY ATTESTATION

Confidentiality Attestation Steps (Continued…..)

- **System will display the attestation day, date & time stamped on this screen and "Continue" button will be enabled now.**

- **Click the "Continue" button.**

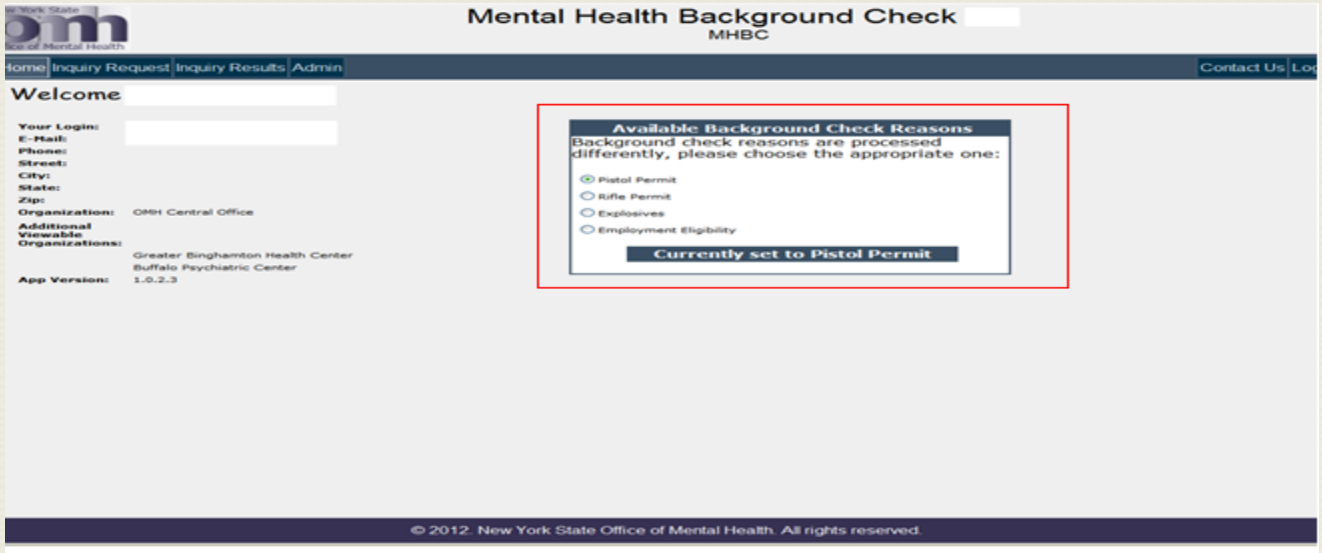
- **MHBC Home Page will be open.**



MHBC – HOME PAGE

User Welcome Screen

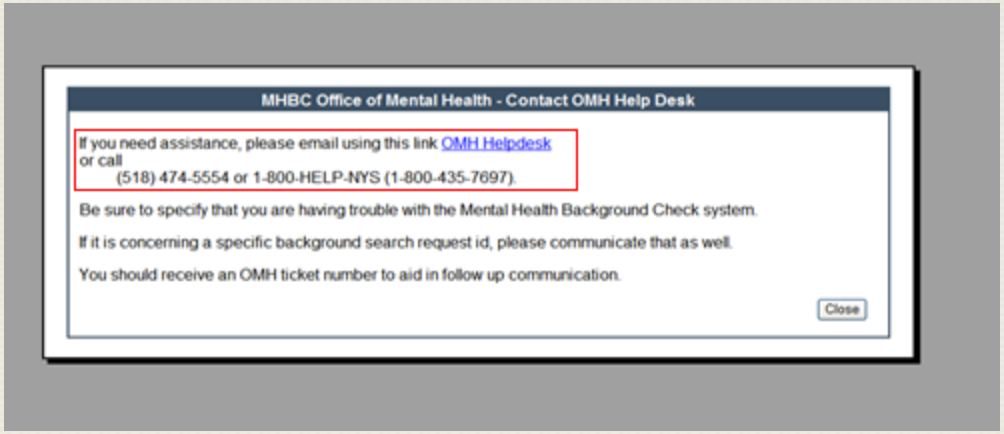
- **You are in the MHBC Home Page.**
- **You have four different options available to choose for background checks:**
  1. **Pistol Permit,**
  2. **Rifle Permit,**
  3. **Explosive,**
  4. **Employment.**
- **Depending on role, you will have up to four background check reason options.**



MHBC – HELP DESK SUPPORT

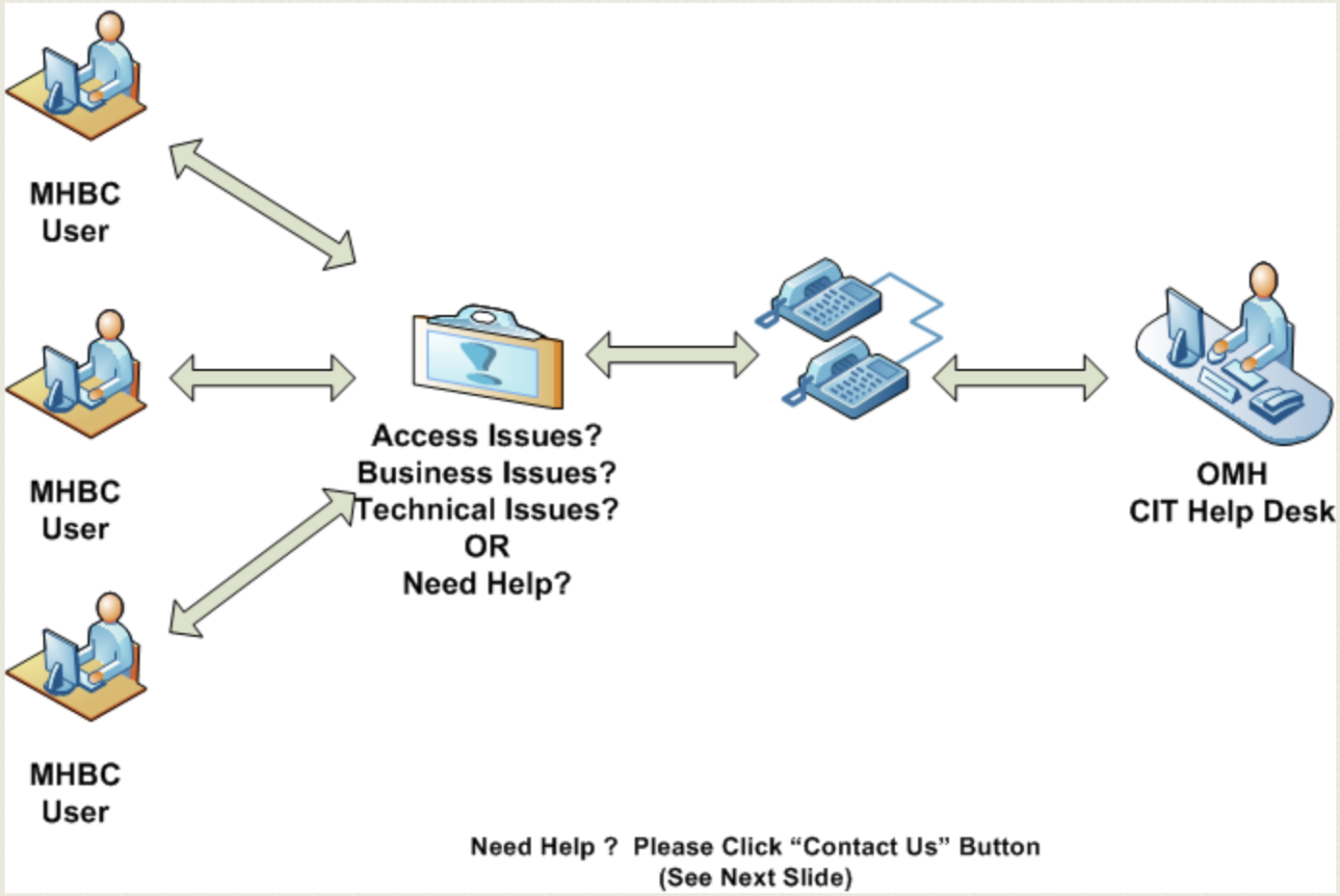
Contact Us Link

- **If at any time user need any technical support or assistance, clicking on the "Contact Us" link will open a pop-up window.**
- **User can contact the OMH CIT Help Desk at (518) 474-5554 OR 1-800-435-7697**



MHBC – HELP DESK SUPPORT

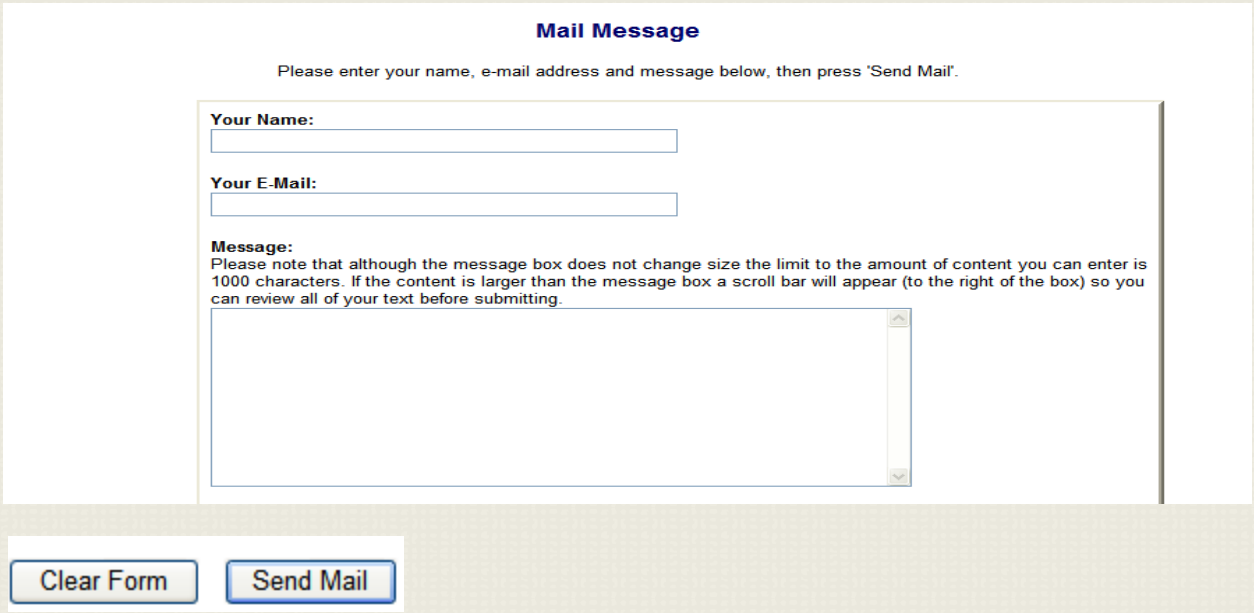
CIT Help Desk Support By Phone



MHBC – HELP DESK SUPPORT

CIT Help Desk Support By Mail Message

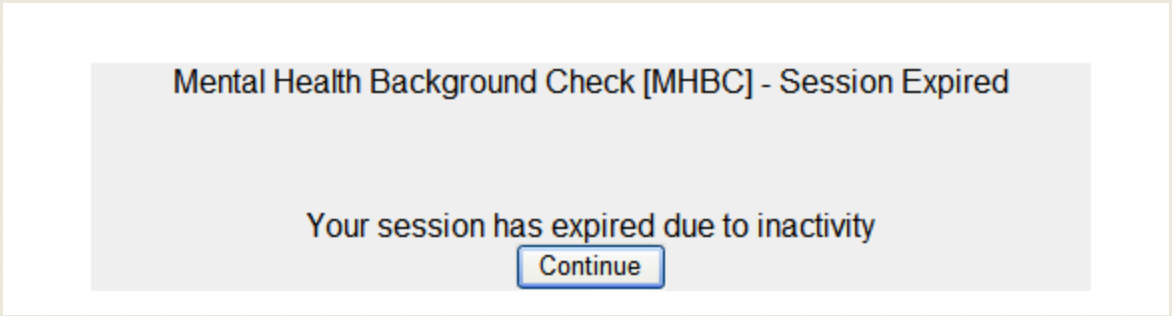
•**User can also send "Mail Message" by clicking on the "OMH Helpdesk" link; complete the message form as shown below and clicking on the "Send Mail" button.**



MHBC – SESSION EXPIRY / LOGOUT

Session Expiry Message

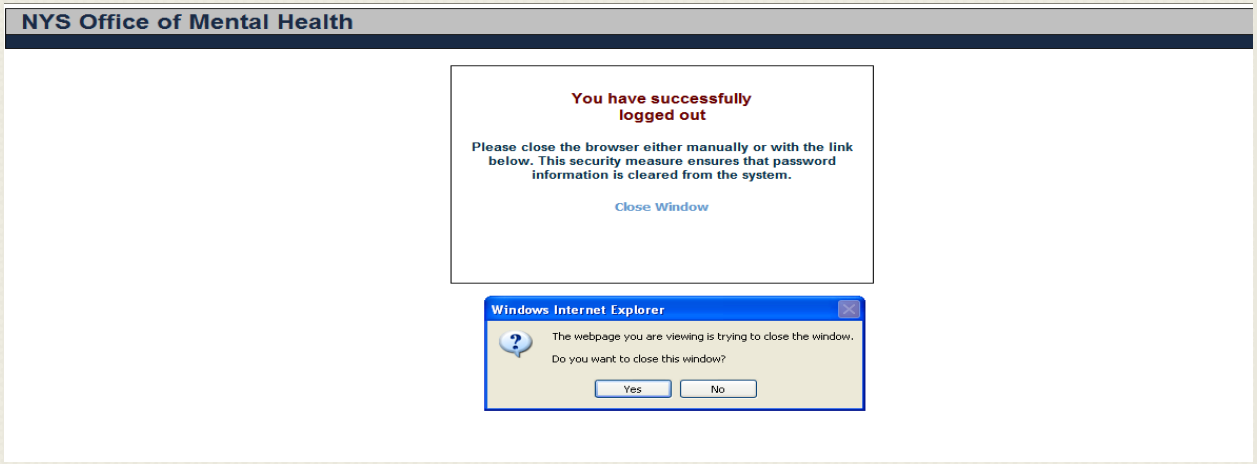
- **If a MHBC user remains inactive for thirty minutes, system will display a session expiry message and prompt the user to press the "Continue" button.**
- **User may need to re-enter their user-id / password.**



MHBC – SESSION EXPIRY / LOGOUT

User Log out Steps

- To end the current session and logout user will click on the "Logout" tab,
- System will end the current session and "Logged-Out Message" windows will pop-up.
- User can close the window and exit the application.



MHBC
PISTOL PERMIT BACKGROUND CHECK

Session D (Duration 30 Minutes)

MHBC -PISTOL PERMIT

Current Background Check Process

- **Sheriff's offices, Police departments, and County court clerks receive paper applications for pistol or explosive permits.**
- **A search is required to determine if the applicant is currently an OMH patient or who has any time in the past been treated in any of OMH facilities.**
- **The applicant's information is submitted to OMH via a letter or fax to conduct an inquiry on the applicant.**
- **The applicant's information is currently matched against the DMHIS, using mainframe-based access, by a staff member at OMH central office.**
- **Based on the search results OMH returns a response back to the office staff in the form of a letter i.e. possible match letter or a no match letter.**

MHBC - PISTOL PERMIT

Automated Background Check Process

- **Will create an robust search function to conduct inquiries on the pistol permit applicants and return results in more timely manner.**
- **The new web enabled application will allow local authorities to enter applicant information for processing via a probabilistic matching algorithm, which will inquire to the OMH database and identify a Strong Match / Possible Match/ No Match to the data entered on the Inquiry screen.**
- **The user shall be able to view and print auto generated letters with individual applicants inquiry results, identifying a Strong Match, Possible Matches or No Match.**
- **The automated search application will expedite the process of returning these PDF letters within a 24 hour period.**

MHBC - PISTOL PERMIT

Inquiry Request Submission

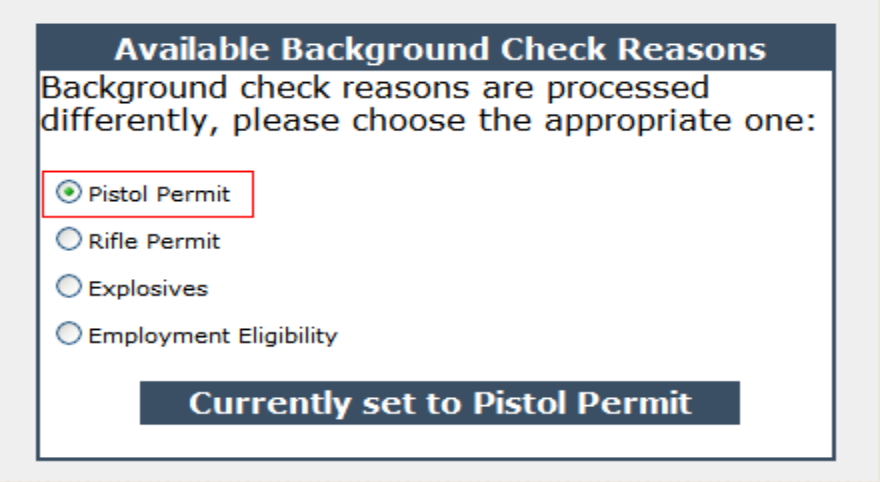
- **User shall be able to submit an inquiry request for a mental health background check on applicants who have completed an application for a pistol permit.**
- **User shall be able to build an inquiry request and enter all the required data elements i.e. First Name, Last Name, Date of Birth, Gender and Social Security Number of a person to be searched.**
- **User shall be able to add Additional Aliases, Street Address, City, State and Zip code of a person to be searched.**
- **For every invalid input from the user, the system shall display a meaningful error message explaining the format input is expected.**
- **User can save, submit or clear the entered information.**
- **Please refer MHBC User Manual for step by step details.**

MHBC - PISTOL PERMIT

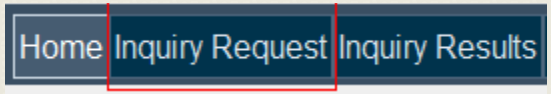
Select Reason for Background Check

To start your Inquiry Request Submission process, follow these steps:

- **Select radio button for "Pistol Permit" on the MHBC home page.**



- **Click on the "Inquiry Request" control tab,**

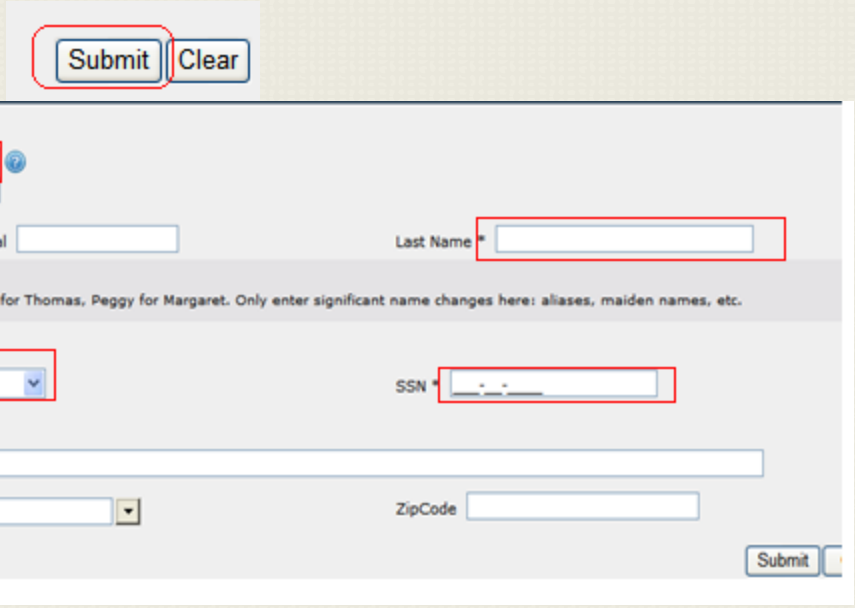


- **System will open the Inquiry Request Submission Screen, (Slide 43)**

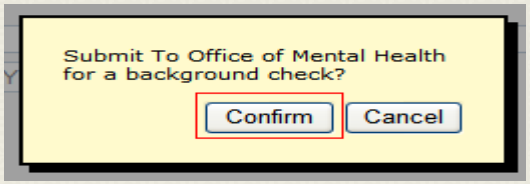
MHBC - PISTOL PERMIT

Inquiry Request Submission Screen

- **All *Required fields* are identified with an * after the field name.**
- **Enter Inquiry Request Data,**
- **System will validate all the entered data,**
- **Click the "Submit" button.**



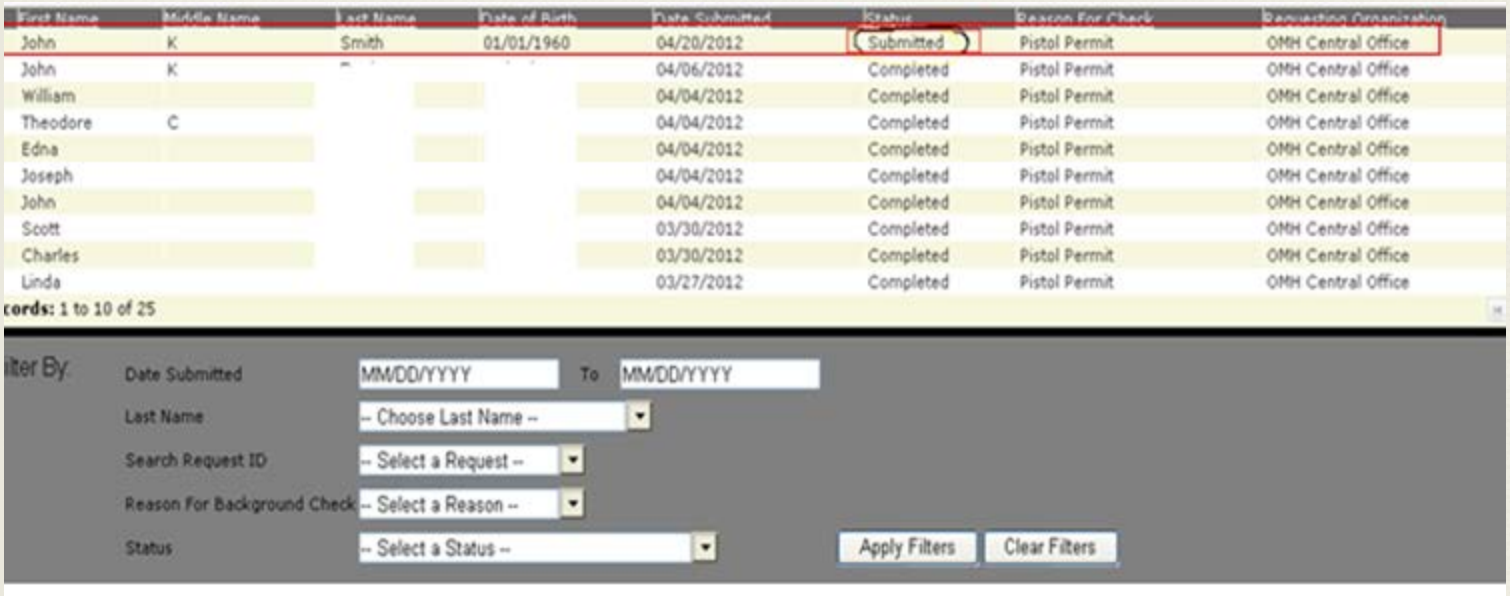
- **Confirm your submission.**



MHBC - PISTOL PERMIT

Inquiry Request Review & Analysis

- **After submitting inquiry requests, user clicks on the "Inquiry Results" tab, system will display a new screen " Inquiry Request Review & Analysis Screen"**



MHBC - PISTOL PERMIT

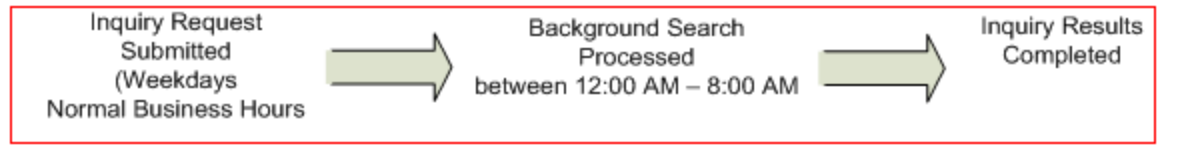
Inquiry Request Review & Analysis Screen

- **The user shall be able to review and see the status of all the inquiry requests submitted before; i.e., “Submitted” or “Completed”**

- **User can navigate through all the listed inquiry requests, can perform sorts on each column, to rearrange the rows in ascending or descending order**

- **User can apply filters to display selective rows in this screen.**

- **Once this inquiry request is successfully processed overnight by an <u>Automated Batch Run</u>, the status will be changed from “<u>Submitted</u>” to “<u>Completed</u>”.**



MHBC - PISTOL PERMIT

Inquiry Request Edit & Resubmission Steps

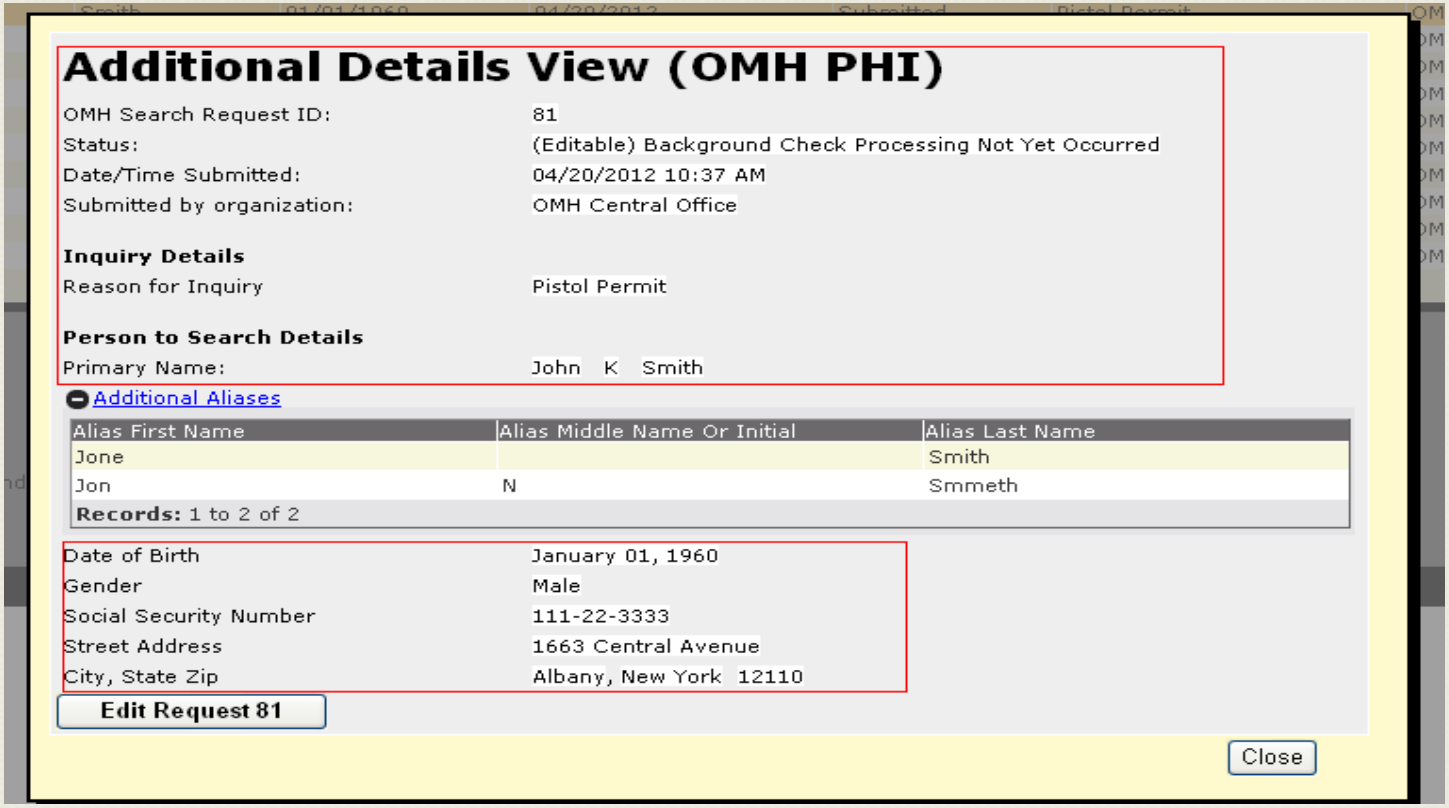
- **To see the details, user clicks on an inquiry request which has status as "Submitted"**

- **System will pop up a new screen "Additional Details View" allowing users to review the complete details of a selected inquiry request. (Slide 47)**

- **If user need any changes to be made, will click the "Edit Request" button, system will open Edit & Resubmission Screen. (Slide 48)**

MHBC - PISTOL PERMIT

Additional Details View Screen (For Edit)



Additional Details View (OMH PHI)

OMH Search Request ID:	81
Status:	(Editable) Background Check Processing Not Yet Occurred
Date/Time Submitted:	04/20/2012 10:37 AM
Submitted by organization:	OMH Central Office

Inquiry Details

Reason for Inquiry	Pistol Permit

Person to Search Details

Primary Name:	John K Smith

Additional Aliases

Alias First Name	Alias Middle Name Or Initial	Alias Last Name
Jone		Smith
Jon	N	Smmeth

Records: 1 to 2 of 2

Date of Birth	January 01, 1960
Gender	Male
Social Security Number	111-22-3333
Street Address	1663 Central Avenue
City, State Zip	Albany, New York 12110

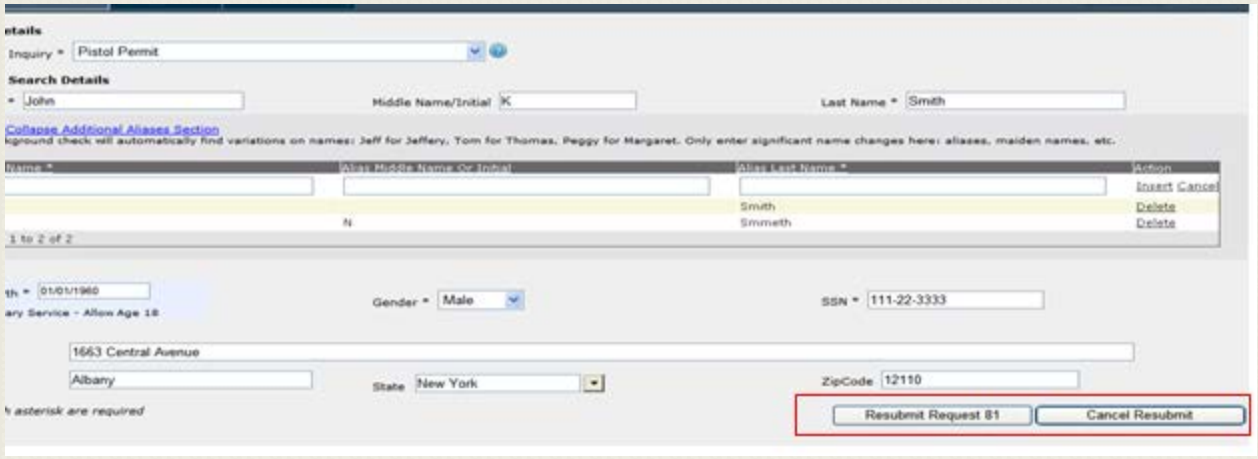
Edit Request 81

Close

MHBC - PISTOL PERMIT

Inquiry Request Edit & Resubmission Screen

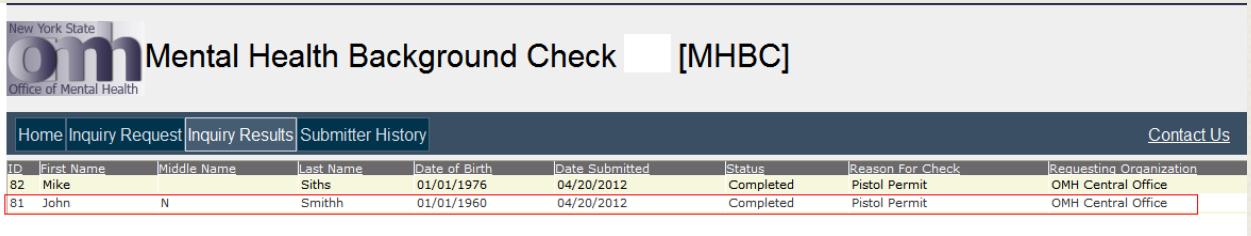
- **User can edit and resubmit the inquiry request by clicking on the “Resubmit” button.**
- **User can simply cancel any changes by clicking on the “Cancel Resubmit” button .**



MHBC - PISTOL PERMIT

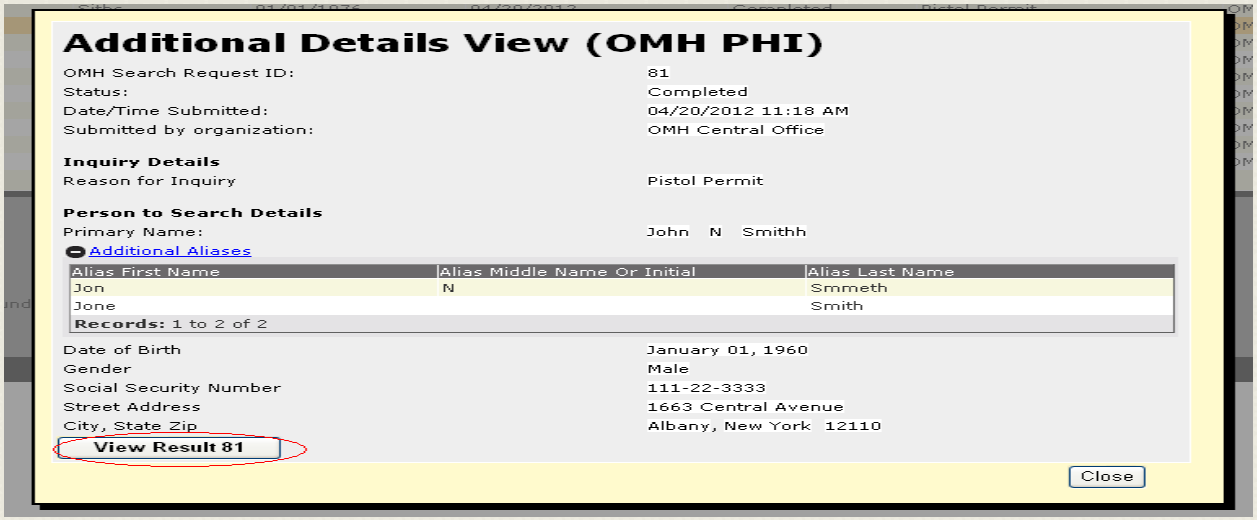
Inquiry Results View

- **To view the Inquiry Results, user clicks on an inquiry request which has status as "Completed"**



ID	First Name	Middle Name	Last Name	Date of Birth	Date Submitted	Status	Reason For Check	Requesting Organization
82	Mike		Siths	01/01/1976	04/20/2012	Completed	Pistol Permit	OMH Central Office
81	John	N	Smithh	01/01/1960	04/20/2012	Completed	Pistol Permit	OMH Central Office

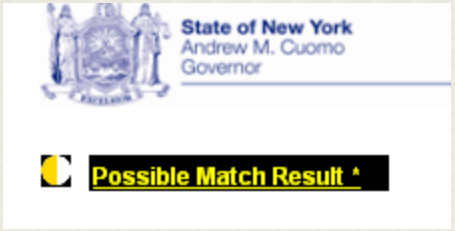
- **System will pop up a new screen "Additional Details View" allowing users to view the details of this Inquiry Request.**



MHBC - PISTOL PERMIT

Inquiry Results View (Continued….)

- **User will click the "View Results" button.**
- **Based on a Probabilistic Matching & Search Process (Slide 51), system will generate the "Search Results" i.e.**



- **Results are color coded for better identification & readability.**
- **User have option to generate & print PDF letters for each type of search results.**

MHBC - PISTOL PERMIT

Probabilistic Search & Matching Process

Scenario 1	If SSN & DOB are exactly Matched	OR	Name & SSN are exactly Matched	Strong Identification established	Strong Match Result. (Slide 52)
Scenario 2	Based on the given search criteria few probabilistic matches are found			Possible Identification is established	Possible Match Result. (Slide 53)
Scenario 3	Too many of Probabilistic Matches are Found			Will not be able to establish a possible Identification	No Results will be available and MHBC user will be requested to resubmit their Inquiry Request with additional search criteria. Excessive Matches Found (Slide 57)
Scenario 4	No Strong Match and No Possible Matches are Found			No Records are Available	No Match Detected Result. (Slide 56)

MHBC - PISTOL PERMIT

Sample Inquiry Result - "Strong Match Letter"

A strong match was found for request id 10 | Export to PDF | Return To Inquiry Results

1 of 1

State of New York
Andrew M. Cuomo
Governor

Office of Mental Health
44 Holland Avenue
Albany, New York 12229
www.omh.ny.gov

CONFIDENTIAL

Strong Match Result *

Reason for Inquiry: Pistol Permit **Status As Of:** Mar 28, 2012

OMH Search Request ID: 10

Submitted By: - OMH Central Office

Details on Individual Searched

Name	DOB	Gender	Last 4 SSN	Address
	Nov 1			
	Nov 1			

A search of NYS Office of Mental Health computerized files using information above returned following.

Treatment	Name	DOB	Facility	Case No	Adm. Dt.	Disch. Dt.
Inpatient		NOV 2				

Facility Contact Information

Facility	Street	City	State	Zip	Phone
Pilgrim Psychiatric Center	998 Crooked Hill Road	West Brentwood	NY	11717	(631) 761-3500

MHBC - PISTOL PERMIT

Sample Inquiry Result - "Possible Match Letter"

possible match was found for request id 81 | Export to PDF | Return To Inquiry Results

1 of 1

State of New York
Andrew M. Cuomo
Governor

Office of Mental Health
44 Holland Avenue
Albany, New York 12229
www.omh.ny.gov

CONFIDENTIAL

Possible Match Result

Reason for Inquiry: Pistol Permit **Status As Of:** Apr 20, 2012

OMH Search Request ID: 81

Submitted By: - OMH Central Office

Details on Individual Searched

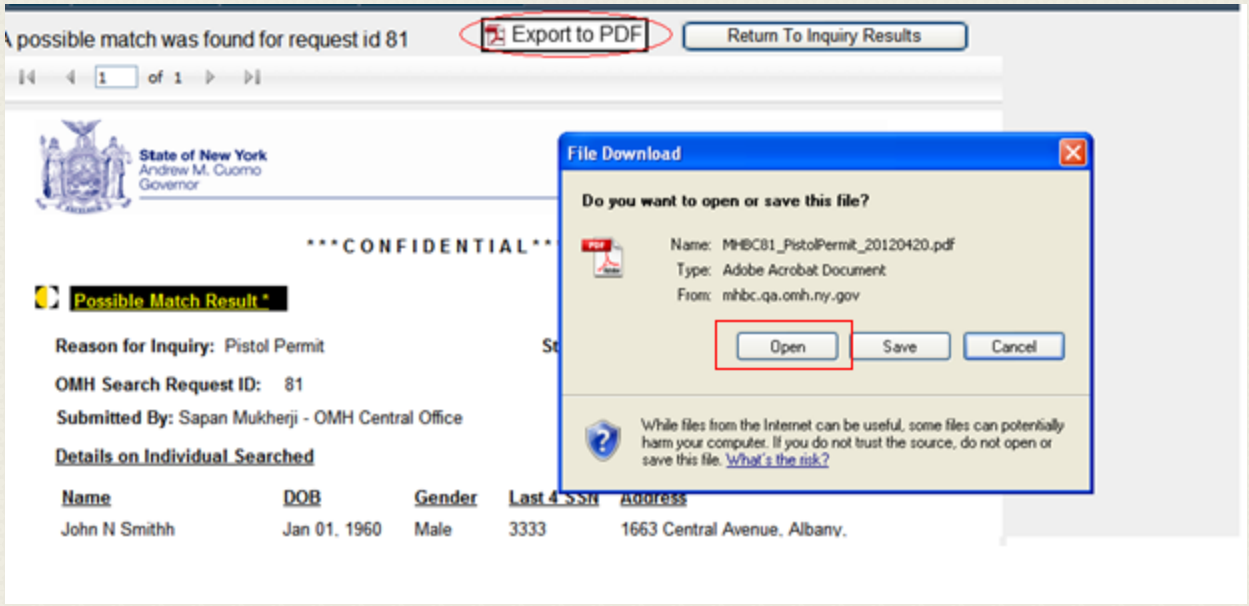
Name	DOB	Gender	Last 4 SSN	Address
John N Smithh	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110
Jone Smith	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110
Jon N Smmeth	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110

A search of NYS Office of Mental Health computerized files using information above returned following.

Treatment	Name	DOB	Facility	Case No	Adm. Dt.	Disch. Dt.
Inpatient	JOHN N SMITH	DEC	Manhattan Psychiatric Center			12

MHBC - PISTOL PERMIT

Export to PDF - "Possible Match Letter"



- **Select the "Export to PDF" and click on the "Open" button.**
- **System will generate a PDF document.**
- **You can print or save this letter.**

MHBC - PISTOL PERMIT

Open & Print - "Possible Match Letter"

State of New York
Andrew M. Cuomo
Governor

Office of Mental Health
44 Holland Avenue
Albany, New York 12229
www.omh.ny.gov

CONFIDENTIAL

Possible Match Result *

Reason for Inquiry: Pistol Permit **Status As Of:** Apr 20, 2012

OMH Search Request ID: 81

Submitted By: ! - OMH Central Office

Details on Individual Searched

Name	DOB	Gender	Last 4 SSN	Address
John N Smithh	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110
Jone Smith	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110
Jon N Smmeth	Jan 01, 1960	Male	3333	1663 Central Avenue, Albany, NY 12110

A search of NYS Office of Mental Health computerized files using information above returned following.

Treatment	Name	DOB	Facility	Case No	Adm. Dt.	Disch. Dt.
Inpatient	JOHN N SMITH	DEC	Manhattan Psychiatric Center			12

Facility Contact Information

Facility	Street	City	State	Zip	Phone
Manhattan Psychiatric Center	600 East 125th Street, 4th Floor	New York	NY	10035-6098	(646) 672-6000

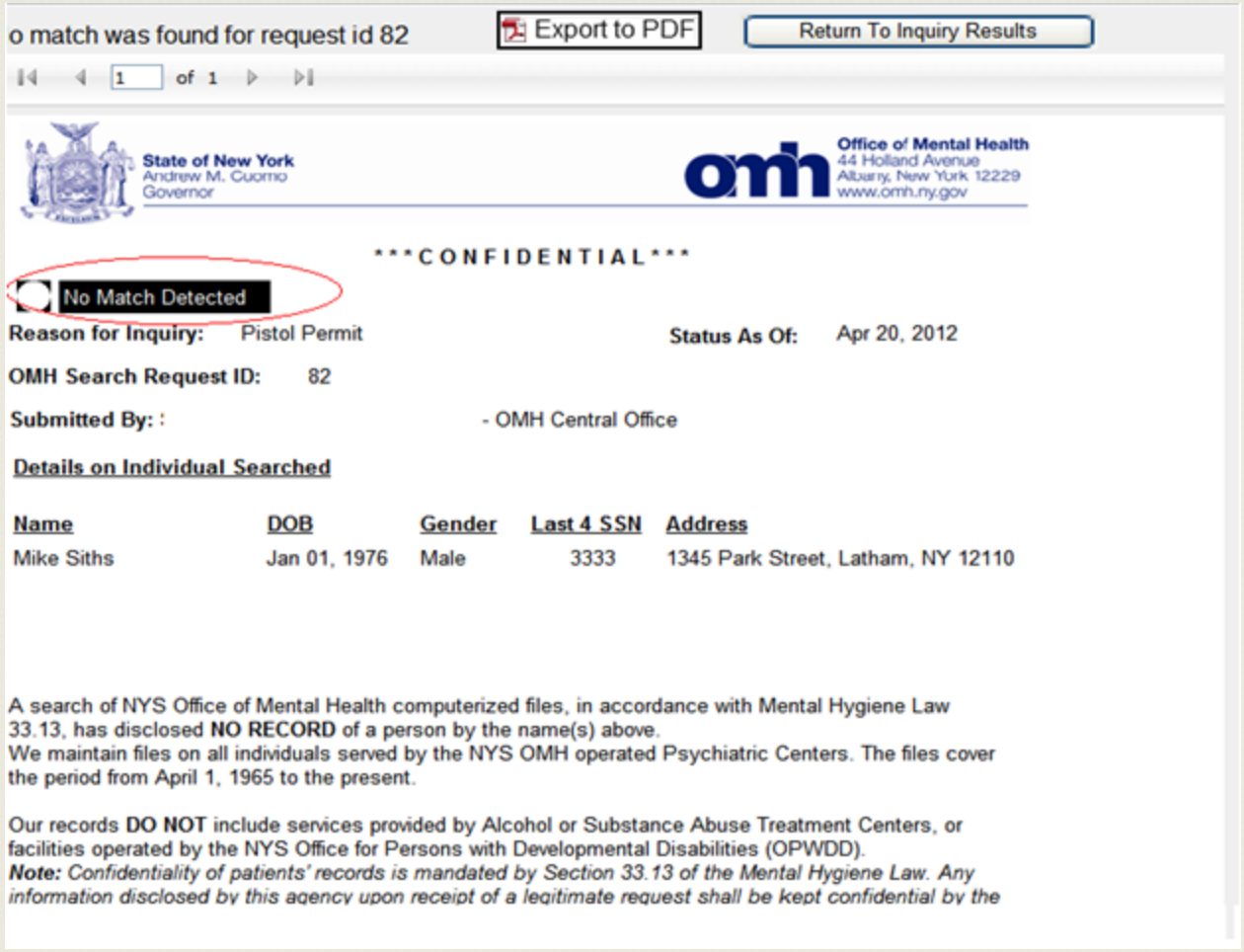
* The individual(s) listed above may or may not be the same individual found whom you have inquired. ***It is recommended that you contact the facility listed to verify that this is the same individual.***

Note: *Confidentiality of patients' records is mandated by Section 33.13 of the Mental Hygiene Law. Any information disclosed by this agency upon receipt of a legitimate request shall be kept confidential by the party receiving the information and may not be re-disclosed without the direct consent of the patient.*

Notwithstanding any other provision of law, no person shall be deprived of any civil right, if in all other respects qualified and eligible, solely by reason of receipt of services for a mental disability, nor shall the receipt of such services modify or vary any civil right of any such person, including but not limited to civil service ranking and appointment, the right to register for and to vote at elections, or rights related to the granting, forfeiture, or denial of a license, permit, privilege, or benefit pursuant to any law, (Section 33.01, Mental Hygiene Law)

MHBC - PISTOL PERMIT

Sample Inquiry Result - "No Match Detected"



o match was found for request id 82 | Export to PDF | Return To Inquiry Results

1 of 1

State of New York
Andrew M. Cuomo
Governor

Office of Mental Health
44 Holland Avenue
Albany, New York 12229
www.omh.ny.gov

CONFIDENTIAL

No Match Detected

Reason for Inquiry: Pistol Permit **Status As Of:** Apr 20, 2012

OMH Search Request ID: 82

Submitted By: : - OMH Central Office

Details on Individual Searched

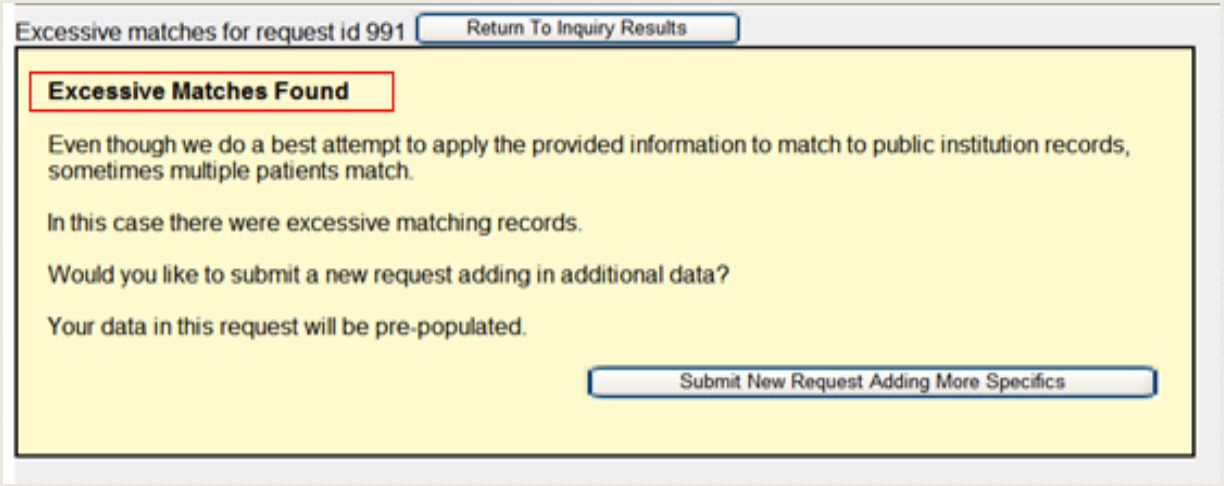
Name	DOB	Gender	Last 4 SSN	Address
Mike Siths	Jan 01, 1976	Male	3333	1345 Park Street, Latham, NY 12110

A search of NYS Office of Mental Health computerized files, in accordance with Mental Hygiene Law 33.13, has disclosed **NO RECORD** of a person by the name(s) above.
We maintain files on all individuals served by the NYS OMH operated Psychiatric Centers. The files cover the period from April 1, 1965 to the present.

Our records **DO NOT** include services provided by Alcohol or Substance Abuse Treatment Centers, or facilities operated by the NYS Office for Persons with Developmental Disabilities (OPWDD).
Note: *Confidentiality of patients' records is mandated by Section 33.13 of the Mental Hygiene Law. Any information disclosed by this agency upon receipt of a legitimate request shall be kept confidential by the*

MHBC - PISTOL PERMIT

"Excessive Matches Found" Result Screen



MHBC
EMPLOYMENT BACKGROUND CHECK

Session E (Duration 15 Minutes)

MHBC - EMPLOYMENT

Automated Business Process

- **Organizational Users i.e. Requestors can submit inquiry request for background check about applicants seeking employment in their organization.**

- **All requestors must insure that they already have obtained a signed consent document form the applicant and the same is available in the file.**

- **The blank PDF consent forms will be made available for downloading.**

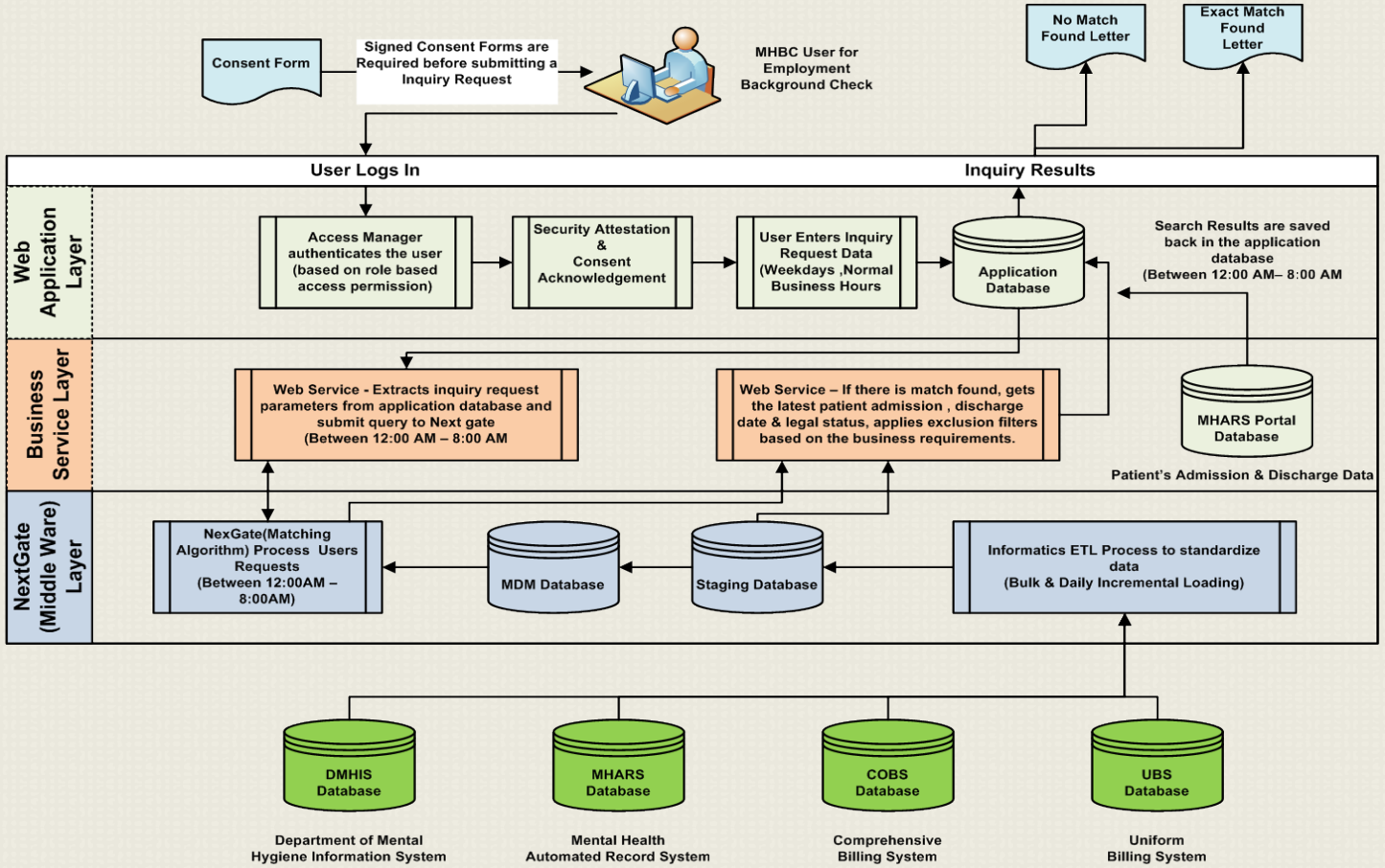
- **This automated web application will allow users to enter applicant information for processing via a probabilistic matching algorithm, which will inquire to the OMH databases and identify an exact match, or no match to the data entered on the Inquiry screen.**

- **The application will return a result from the matching process with additional pertinent data to determine if the applicant is eligible for employment.**

- **The high level business process diagram (Slide 60) describes each component of this business process**

MHBC - EMPLOYMENT

Automated Workflow Process Diagram

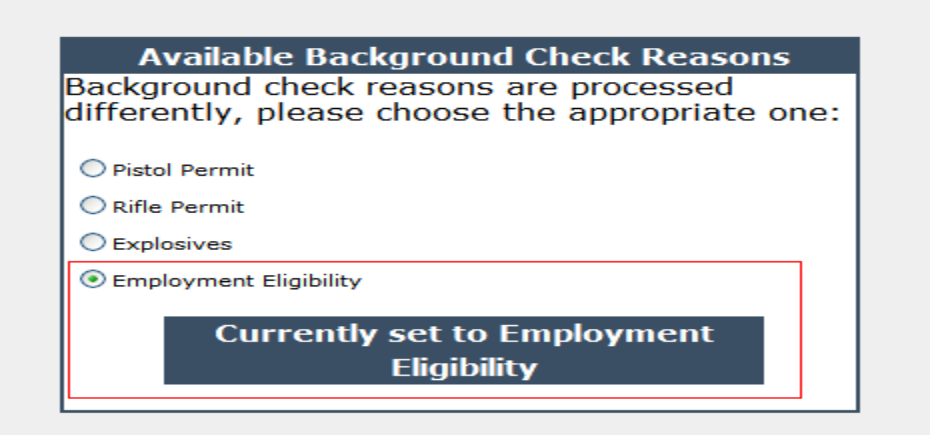


MHBC - EMPLOYMENT

Inquiry Request Submission Screen

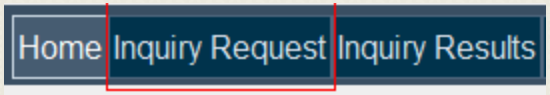
To start your Inquiry Request Submission for Employment background Check:

Select radio button for "Employment" on the MHBC home page.



MHBC - EMPLOYMENT

Inquiry Request Submission Steps

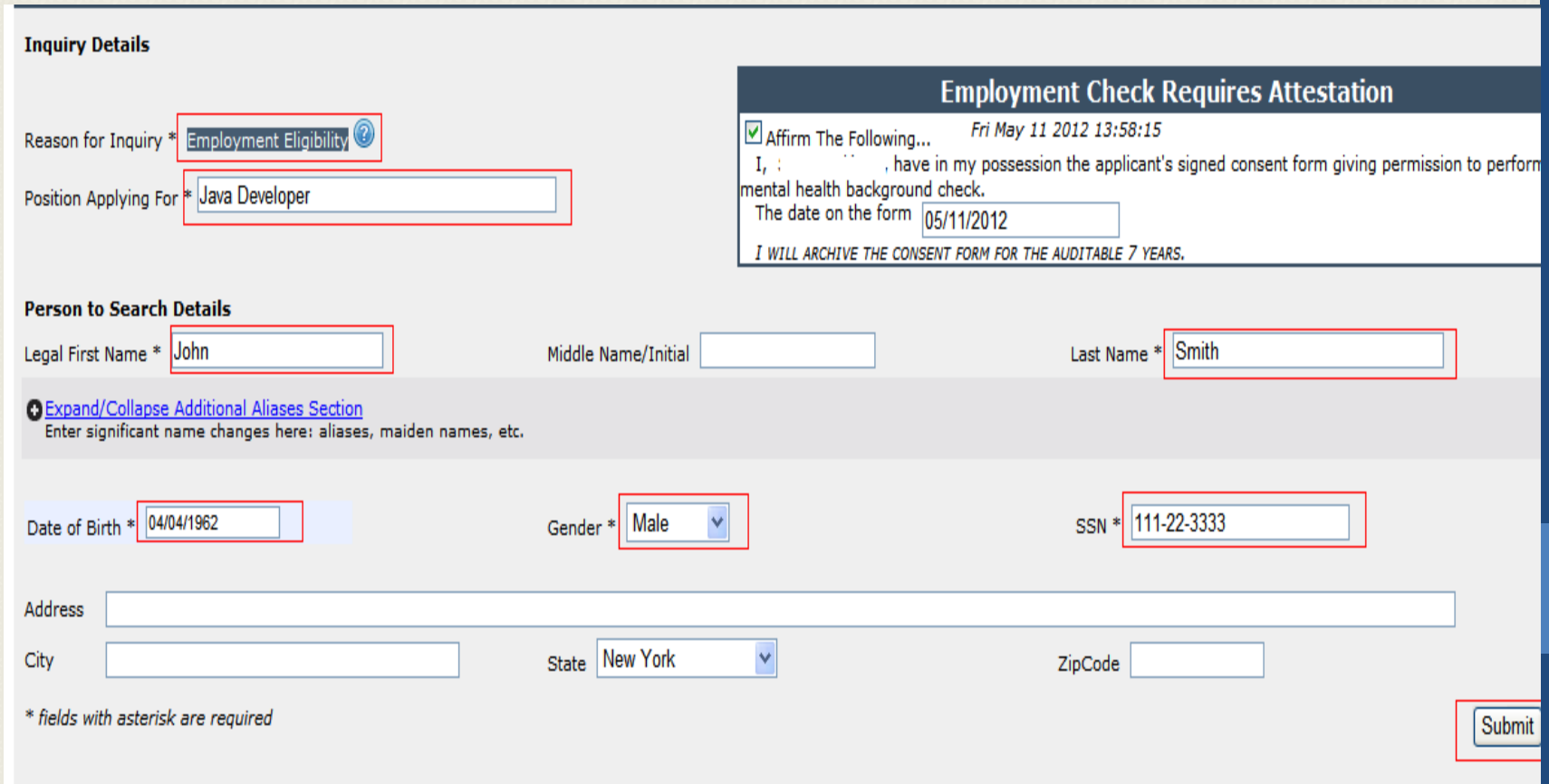


1. **Click on the "Inquiry Request" control tab.**
2. **System will open the Inquiry Request Submission Screen. (Slide 63)**
3. **Check the "Affirm the Following" Check Box.**
4. **Select the appropriate date from drop down calendar.**

MHBC - EMPLOYMENT

Inquiry Request Submission Steps

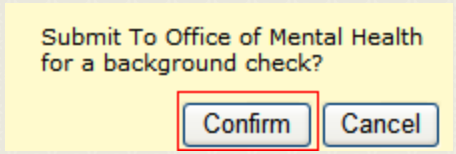
1. All ***Required fields*** are identified with an * after the field name.
2. Enter Inquiry Request Data.
3. System will validate all the entered data.
4. Click the "Submit" button.

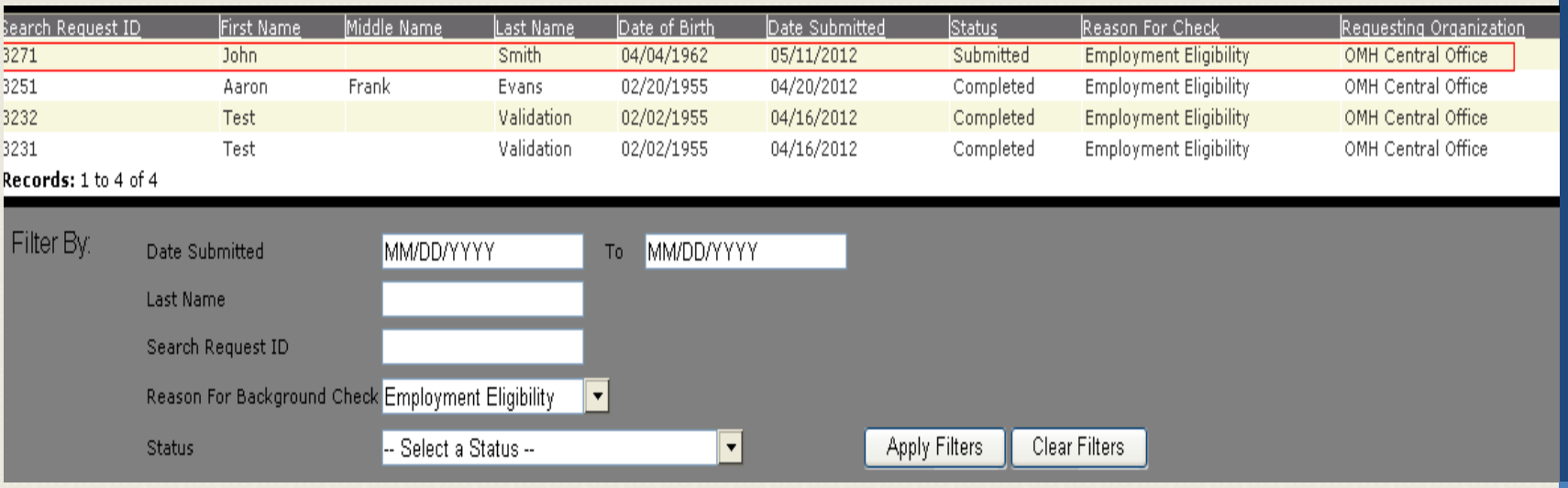


MHBC - EMPLOYMENT

Inquiry Request Submission Status

Confirm your submission.





Search Request ID	First Name	Middle Name	Last Name	Date of Birth	Date Submitted	Status	Reason For Check	Requesting Organization
3271	John		Smith	04/04/1962	05/11/2012	Submitted	Employment Eligibility	OMH Central Office
3251	Aaron	Frank	Evans	02/20/1955	04/20/2012	Completed	Employment Eligibility	OMH Central Office
3232	Test		Validation	02/02/1955	04/16/2012	Completed	Employment Eligibility	OMH Central Office
3231	Test		Validation	02/02/1955	04/16/2012	Completed	Employment Eligibility	OMH Central Office

Records: 1 to 4 of 4

MHBC - EMPLOYMENT

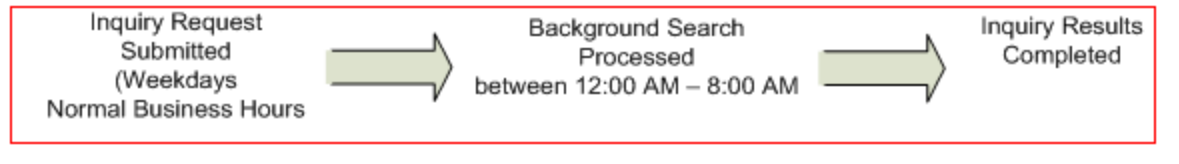
Inquiry Request Review & Analysis

- **The user shall be able to review and see the status of all the inquiry requests submitted before; i.e., “Submitted” or “Completed”**

- **User can navigate through all the listed inquiry requests, can perform sorts on each column, to rearrange the rows in ascending or descending order**

- **User can apply filters to display selective rows in this screen.**

- **Once this inquiry request is successfully processed overnight by an <u>Automated Batch Run</u>, the status will be changed from “<u>Submitted</u>” to “<u>Completed</u>”.**



MHBC - EMPLOYMENT

Processing Steps & Business Rules

- **Processing steps for <u>Inquiry Request Edit & Resubmission</u> are exactly the same as in "Pistol Permit" (Slide 46)**

- **Processing steps for <u>Inquiry Results View</u>, are exactly the same as in "Pistol Permit" i.e.**
  1. **System pops up "Additional Details Screen" displaying the selected inquiry requests details.**
  2. **User clicks on the "View Results" button, system will navigate to another screen i.e. "View Results & Document Generation"**
  3. **Formats for Results Documents i.e. Letters are almost same as specified for "Pistol Permit"**
  4. **Strong identification & possible match letter shall show the details of individual found – Patient Type, Name, DOB, Facility, Case No, Admission Date, and Discharge Date.**
  5. **Only Inpatient data shall be considered for Employment Inquiry Results**
  6. **Child Facilities will not be searched for Employment Inquiry**

MHBC
RECAP
&
NEXT STEPS

Session F (Duration 5 Minutes)

MHBC - RECAP & NEXT STEPS

Future Scenarios

- **A request has been made to automate the current manual process of MHBC and lookup with an objective to expedite the response back to end users.**
- **Application functionalities are based on the current business requirement , in subsequent releases more value added features will be incorporated.**
- **Initially the Pistol Permit background check application will be implemented as pilot project in three counties; Monroe, Erie, and Suffolk.**
- **Depending upon the valuable feedback and performance evaluation by the end users, system will be enhanced and deployed in the remaining New York state.**

Any Question Or Concern ??

Thank You