


MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania
Governor's Office

Subject: Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings	Number: 625.10 Amended
Date: June 2, 2014	By Direction of:  Sheri Phillips, Secretary of General Services
Contact Agency: Department of General Services, Office of Property and Asset Management, Bureau of Police and Safety, Capitol Police Security Administration, Telephone 717.346.1402	

Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. This directive sets forth the policy, responsibilities, and procedures for use of photo identification access badges and photo identification badges. This amended version deletes all references to Act 18 of 2012. Marginal dots are excluded.

- 1. PURPOSE.** To establish policy, responsibilities, and procedures for employee access to the Capitol Complex and other state office buildings. The policy and procedures outlined in this directive will enable employees to gain safe and easy access to those buildings while helping to maintain a satisfactory level of security during routine and emergency operations. The Emergency Response Designation criteria included in paragraph k. (page 3) and Enclosure 2, Emergency Response Designation for Critical Personnel, will apply to all commonwealth employees regardless of work location.
- 2. SCOPE.** This directive applies to all commonwealth employees and contracted personnel under the Governor's jurisdiction and those employed by independent agencies as well as other individuals and organizations with offices or work locations in the Capitol Complex and other state office buildings.
- 3. OBJECTIVE.** To ensure all commonwealth employees, contracted personnel, lobbyists and credentialed press maintain the appropriate photo identification/access badge and the requirements and fees.

4. **DEFINITIONS.** For purposes of this directive, the following words and phrases shall be defined as:
- a. **Agency Project Manager.** An individual within an agency who is responsible for overseeing and coordinating the various phases of work performed by contracted persons (including subcontractors, their subcontractors, and suppliers) and insures the general conditions and all requirements of a project are met for the commonwealth.
 - b. **Agency Security Liaison.** Designated by agency head and is responsible for providing employees with photo identification access badges and maintaining an agency database. These individuals will work closely with DGS, Capitol Police Security Administration in obtaining and returning photo identification access badges.
 - c. **Biometric Reader.** A device that reads the electronic encryption on an access card and makes an automatic non-invasive assessment of a unique body feature whereby access control systems may be activated.
 - d. **Building Maintenance Spaces.** Data closets; air handling equipment rooms; and major electrical and building services spaces.
 - e. **Capitol Complex.** Capitol Building (including the Main Capitol Building and its East Wing), Ryan Building, North Office Building, Speaker K. Leroy Irvis Building, Forum Building, Finance Building, Health and Welfare Building, Labor and Industry Building, Keystone Building, Northwest Office Building, the Judicial Center, State Museum and connecting tunnels.
 - f. **Capitol Police Security Administration.** The Capitol Police Security Administration under the Superintendent of the Capitol Police is responsible for establishing procedures for issuance of photo identification badges and photo identification access badges. The Capitol Police Security Administration produces photo identification badges and photo identification access badges, including the "Emergency Response" designation and expiration dates, as well as maintains photo identification access badge permissions.
 - g. **Card Reader.** A device that reads the electronic inscription on an access badge whereby locks or other access control systems may be activated.
 - h. **Credentialed Press.** Professional members of the press – newspaper, magazine, wire service, radio, TV, cable TV, or other broadcast organization or news gathering organization – who represent a bona fide media organization and are regularly assigned to report on Pennsylvania State Government issues.
 - i. **DGS.** Department of General Services.
 - j. **Door Contacts.** An electronic device that indicates the status of a door (open, closed, locked).

- k. Emergency Response Designation.** A red banner with "Emergency Response" printed on the photo identification access badge or a photo identification badge. This designation is determined by the agency and allows the individual access to state offices during an emergency.
- l. Newsroom Tenant.** A media organization or employee of a media organization with which the Department of General Services has a current, executed lease, license agreement or occupancy agreement to occupy space in the Capitol Newsroom, 524 Main Capitol.
- m. Other State Office Buildings.** Department of Agriculture; DGS Annex Complex (formerly the Harrisburg State Hospital complex); DGS Public Works; DGS at 22nd and Forster Streets; Harristown #1 and #2 (leased); Philadelphia and Pittsburgh Annex Buildings (leased); and the Scranton and Reading state office buildings.
- n. Photo Identification Access Badge.** A card with an individual's photograph, name, and department programmed to permit access through use of a card reader. This badge may be issued to employees or newsroom tenants.
- o. Photo Identification Badge.** A card with the individual's photograph, name and association issued to a registered lobbyist, the employee of a contractor, or credentialed press for presentation at a visitor entrance.
- p. Registered Lobbyist.** A registrant under the *Lobbying and Disclosure Act*, 65 Pa.C.S. § 1303A.

5. POLICY.

- a.** Commonwealth employees under the Governor's jurisdiction and those employed by independent agencies and other organizations with offices in the Capitol Complex and other state office buildings will be required to possess a commonwealth photo identification access badge to gain access to those buildings and to display the badge at all times when in one of the buildings.
- b.** Commonwealth contracted personnel who have regular and routine business in commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS. The requirements, policy, and procedures for contracted personnel are set forth in Enclosure 3, Capitol Police Security Administration Photo Identification and Access Badges - Policy and Procedures for Contracted Personnel.
- c.** Registered lobbyists and credentialed press who have regular and routine business in the Capitol Complex may be issued a photo identification badge, and Newsroom Tenants may be issued a photo identification access badge subject to the requirements, policies, and procedures set forth in Enclosure 4, Capitol Police Security Administration Photo Identification Badges - Policy and Procedures for Registered Lobbyists and Enclosure 5, Capitol Police Security Administration Photo Identification Badges - Policy and Procedures for Credentialed Press/Newsroom Tenants.

- d. There will be designated card access entrances.
- e. If an employee who works in the Capitol Complex or other state office buildings desires to gain access without his/her photo identification access badge, he/she must gain access through a visitor entrance as a visitor.
- f. If an employee's photo identification badge or photo identification access badge is damaged, destroyed, stolen or lost, the employee must immediately report it to his/her immediate supervisor. The employee must apply for a replacement photo identification or photo identification access badge through established procedures in Enclosure 1, Capitol Complex Security System Policies and Procedures. The employee will be charged \$15.00 for each replacement photo identification badge and \$25.00 for each replacement photo identification access badge. An agency may waive the \$25.00 fee if it determines that the damage, destruction, theft or loss of the badge was not due to negligence by the employee. Employees who are covered by collective bargaining agreements or memoranda of understanding may grieve the decision to charge the \$15.00 or \$25.00 replacement fee using the applicable grievance procedure.
- g. Only employees with parking permits and photo identification access badges for Parking Area 1 will be permitted to use elevators leading from that area into the East Wing.
- h. All perimeter or other security administration covered doors within the Capitol Complex are to remain closed at all times unless authorized by the Capitol Police.
- i. Regardless of which entrance an employee uses to gain access, he/she will be subject to the prohibition against bringing weapons or explosives into a building. The employee will be subject to screening and inspection and having possessions pass through x-ray equipment or other method of inspection.
- j. Employees who work in the Capitol Complex or other state office buildings and who must possess photo identification access badges shall not permit any other person, regardless of whether the person is an employee or not, access to a building by that employee's photo identification access badge.

6. RESPONSIBILITIES.

- a. **Agency Heads** will be responsible for designating an Agency Security Liaison and for disseminating and enforcing this policy.
- b. **Supervisors** will be responsible for ensuring that their employees are fully informed about the requirements and are to remind employees on a periodic basis of the rules for access to the Capitol Complex and other state office buildings.
- c. **All employees** working in, or who otherwise must be in, the Capitol Complex or other state office buildings are required to comply with this directive. Failure to comply with this directive may subject an employee to appropriate disciplinary action and possible arrest.

- d. **Capitol Police Security Administration** is responsible for photo identification badge and photo identification access badge procedures, providing and maintaining access permissions, maintaining all applications in accordance with Records Retention and Disposition Schedules and producing photo identification and access badges.
- e. **Agency Security Liaison** will be responsible for determining access permissions, designating agency staff for the "Emergency Response" designation and communicating this information to the DGS Capitol Police Security Administrator.
- f. **DGS, Capitol Police Administrative Lieutenant** will be responsible for ensuring that appropriate criminal history background checks are completed and, as necessary, will authorize the issuance of photo identification or access badges for contracted personnel.
- g. **DGS, Press Office** will be responsible for reviewing all applications for photo identification badges and photo identification access badges submitted by credentialed press and for making a determination regarding the appropriate badge to be issued.

7. PROCEDURES.

- a. Exceptions to this policy may be requested by agency heads from the Secretary of General Services.
- b. A copy of this directive is to be posted throughout each agency with employees in the Capitol Complex and other state office buildings. Also, a copy of this directive will be provided to an employee on request.
- c. The provisions of this directive are to be included in orientation of new employees, included in employee handbooks, and incorporated into appropriate supervisory and management training programs.
- d. Employees will be informed when to obtain photo identification access badges and when to begin using those badges.
- e. DGS has developed specific procedures as set forth in Enclosures 1-5 for issuance of photo identification badges and photo identification access badges.

Enclosure 1 - Capitol Complex Security System Policies and Procedures

Enclosure 2 - Emergency Response Designation for Critical Personnel

Enclosure 3 - Capitol Police Security Administration Photo Identification and Access Badges - Policy and Procedures for Contracted Personnel

Enclosure 4 - Capitol Police Security Administration Photo Identification Badges – Policy and Procedures for Registered Lobbyists

Enclosure 5 - Capitol Police Security Administration Photo Identification and Access Badges – Policy and Procedures for Credentialed Press/Newsroom Tenants

This directive replaces, in its entirety, *Management Directive 625.10*, dated June 29, 2012.

CAPITOL COMPLEX SECURITY SYSTEM POLICIES AND PROCEDURES

- 1.** The Capitol Complex Security System is a multifaceted security system provided by the Department of General Services (DGS). The Capitol Police are responsible for system enforcement. One important part of this security system is the utilization of badges for commonwealth employees to gain access to various buildings, floors, and sections of buildings. Agencies are responsible for providing Capitol Police Security Administration with specific employee access requirements (User Access Groups to which an employee is entitled). That information, in combination with a digital photograph, will be utilized by Capitol Police Security Administration to manufacture access badges for those authorized. This document is intended to enumerate the procedures to be utilized by commonwealth agencies when requesting new badges, making modifications to existing badge access authorization, through changing jobs, gaining a new security profile, transferring to another agency, or reporting damaged, destroyed, lost or stolen badges, and badges being turned in by individuals separating from commonwealth employment. The following general policies apply:

 - a.** All badges, damaged or otherwise, must be returned to Capitol Police Security Administration within 48 hours when they are no longer in service. Some of those badge numbers will be reassigned. If an employee separates from commonwealth service or is placed on long-term leave, the agency security liaison will get the badge from the employee, contact Capitol Police Security Administration to cancel all access on his/her badge, and return it to Capitol Police Security Administration. If an employee is separating from commonwealth service or is being placed on long-term leave does not surrender his/her badge, the agency shall take appropriate action similar to that taken for failure to surrender other items, equipment, etc. If an employee is transferred to another job within the agency or otherwise gains a new security profile in the job he/she currently holds, the employing agency will notify Capitol Police Security Administration of the new access profile. If an employee is transferred to another agency, he/she will keep their badge. The old agency shall contact Capitol Police Security Administration to cancel access permissions and the new agency shall contact Capitol Police Security Administration with new access permissions. Capitol Police Security Administration will then print a new face badge with the new agency. There is no need to have a photo taken again.
 - b.** If an employee's photo identification badge or photo identification access badge is damaged, destroyed, stolen or lost through employee negligence, as determined by Capitol Police Security Administration and the employing agency, the employee will be required to pay \$15.00 for a replacement photo identification badge and \$25.00 for a replacement photo identification access badge. Payment will be in the form of check or money order payable to the "Commonwealth of Pennsylvania". An employee shall not be charged for a replacement badge when replacement is due to normal wear and tear or the damage, destruction, theft or loss was not the result of employee negligence. Employees who are covered by collective bargaining agreements or memoranda of understanding may grieve the decision to charge the \$15.00 or \$25.00 replacement fee through the applicable grievance procedures.

- c. Each using agency will have a single, agency security liaison for the electronic security system. That agency security liaison, and a list of authorized persons from that organization with phone numbers and e-mail addresses, must be provided to Capitol Police Security Administration and updated as any changes occur. It is the using agency's responsibility to notify Capitol Police Security Administration of any modifications to that list. For verification purposes, each "badge action" must be channeled through the agency security liaison. Capitol Police Security Administration will **only** honor new badge issuance, badge modification requests, and badge cancellations when passed through the agency security liaison.
- d. Requests for new badges and modifications to existing badges should be e-mailed to Capitol Police Security Administration at ra-idaccess@pa.gov.
- e. If a badge is lost or suspected stolen, the badge holder shall immediately notify his/her supervisor, who will then contact the agency security liaison, who shall immediately call Capitol Police Security Administration at 717.346.1402, to inform them. The badge will be placed in a "lost" status within the system. Access will not be granted to this badge, but an alarm will indicate its use. This telephone call shall be followed with an e-mail from the agency security liaison to ra-idaccess@pa.gov.
- f. New employee badges can only be issued after an identification photograph has been taken. Capitol Police Security Administration personnel in Room 410 of the North Office Building will take these photographs. In Harrisburg, the agency security liaison should e-mail ra-idaccess@pa.gov for an appointment time, date and place. Arrangements for photographs to be taken at the state office/annex buildings outside of Harrisburg should be made with the building administrator.

Philadelphia: 215.560.2884 or 215.560.7016
Reading: 610.378.4185
Pittsburgh: 412.565.5428
Scranton: 570.963.4817

- g. If system security identifies repeated attempts by an employee to access prohibited areas, Capitol Police will notify Capitol Police Security Administration, who will investigate the circumstances of repeated access attempts.
- h. The security access badge can be programmed to include the Emergency Response red stripe indicator thus replacing the Red Card system. Agencies are responsible for determining those employees who need the Emergency Response indicator on their badge and making arrangements through their agency security liaison to have their access badge modified through the DGS Capitol Police Security Administration personnel. Agencies with non-badged employees should follow the procedures outlined in Enclosure 2, Emergency Response Designation for Critical Personnel.
- i. Security system questions and administrative matters pertaining to the system should be addressed to Capitol Police Administrative Lieutenant at 717.787.9013.
- j. Agency relocations and new building occupancy issues will require special procedures, which will be handled on a case-by-case basis. The agency security liaison should contact Capitol Police Administrative Lieutenant as far in advance as possible of the intended move or relocation.

- k.** It is imperative that agencies develop internal procedures to support this policy. Agencies should develop internal access card databases, managed by the agency security liaison, which contain information on agency employees and the buildings/areas to which they have access. All identification/access badge utilization and maintenance is at agency request.

EMERGENCY RESPONSE DESIGNATION FOR CRITICAL PERSONNEL

1. Employees that provide critical services to the commonwealth should be designated by the agency head or designee as Emergency Response personnel. Emergency Response personnel include, but are not limited to:
 - a. Employees that provide snow removal, HVAC, electrical, IT systems, and other services needed to ensure access and continued operations of commonwealth worksites.
 - b. Employees that are deemed responsible for the execution of work that is needed to support a critical function that is integral to the mission of the organization.
 - c. Employees that have been identified as providing support to the agency in its role of providing emergency services (external as well as internal) in the commonwealth.
 - d. Employees that have a high level of decision making responsibility.
2. The Human Resource office should confirm the appropriateness of all identified Emergency Response personnel with the appropriate management staff of the agency.
3. The agency security liaison will notify Capitol Police Security Administration and arrange for the issuance of the "Emergency Response" designation.
4. Agencies should inform the designated Emergency Response personnel of the circumstances under which they are expected to report to work.
5. The Emergency Response designation provides verification to law enforcement that the cardholder has been designated by the commonwealth to report to work under otherwise restricted conditions. Law enforcement agencies are not required to honor the Emergency Response designation if there are greater safety concerns.
6. The Emergency Response designation does not provide any additional access to buildings that are equipped with card readers. Access is based on the clearance level as defined by the agency security liaison.
7. This directive and enclosures are consistent with the information contained in [Management Directive 530.17, Partial and Full Day Closings of State Offices](#), regarding essential and nonessential personnel.

CAPITOL POLICE SECURITY ADMINISTRATION PHOTO IDENTIFICATION AND ACCESS BADGES

POLICY AND PROCEDURES FOR CONTRACTED PERSONNEL

1. The following policy and procedures are in place to ensure that personnel of all contracted firms, companies and associations are approved to perform work or provide services in the Capitol Complex and other secured buildings and premises. This does not include suppliers, visiting vendors or delivery persons who must enter through secured visitors' entrances.
 - a. Contracted personnel who will be on the premises during the business day (Monday through Friday, 6 a.m. through 6 p.m.) for less than two weeks will NOT need identification badges, and will be admitted to buildings through the security checks at visitors' entrances. All contracted personnel who will be on the premises for more than two weeks during the business day, or after business hours, on weekends, and on holidays MUST HAVE identification badges and are considered to be prime contracted personnel.
 - b. An Agency Project Manager oversees and coordinates the various phases of work performed by contracted persons (including subcontractors, their subcontractors, and suppliers) and insures the general conditions and all requirements of the project are met for the commonwealth. This includes security related issues for contractor access and compliance with the Request for Criminal History Record Information Act check (CHRIA) performed by the Pennsylvania State Police. An Agency Project Manager provides to the Capitol Police Security Administration Office a list of all prime contracted persons who perform work on the Capitol Complex premises.
 - c. Agency Project Managers will coordinate with and provide Capitol Police Security Administration with a list of contracted personnel who require badges. Agency Project Managers will ensure that contracted personnel have complied with the criminal history background check process. Personnel requiring photo identification badges must present a cleared CHRIA report and photo identification to Capitol Police Security Administration before the badge is issued. To cover costs incurred by the Department of General Services (DGS) in processing requests for badges by contracted personnel, a processing fee of \$10.00 for a photo identification badge or \$20.00 for a photo identification access badge must be paid before a badge will be issued. Badges that have been damaged, destroyed, stolen or lost through negligence will be replaced only after payment to Capitol Police Security Administration fee of \$15.00 for a photo identification badge or \$25.00 for a photo identification access badge. Payment for badges will be in the form of check or money order payable to the Commonwealth of Pennsylvania. All badges must be returned to Capitol Police Security Administration at the completion of an assignment or project. The employer of contracted personnel is responsible for paying the replacement/lost badge fee for any badge not returned at the completion of the project.
2. **Scheduling of Photos.** Agency Project Managers will advise Capitol Police Security Administration of individuals requiring appointments for photo identification. The Project Manager will address all communication regarding photo appointments to raidaccess@pa.gov. If you have any questions, please call Capitol Police Security Administration at 717.346.1402.

- 3. Badges.** The appropriate identification badge will be issued to contracted persons who have a clear CHRIA report. If a CHRIA report reflects a positive criminal history, the Capitol Police Security Administration will make appropriate review and determination. The badge will be issued for a one-year period from date of issue or for the duration of the contract or project. Badges subject to renewal will be coordinated in the same manner as new issue badges. A new CHRIA certification and processing fee are required each year. Capitol Police Officers will be required to check expiration dates and decline access to those whose badges have expired dates with no exceptions. All badges must be returned to Agency Project Managers at the completion of a project or contract. Agency Project Managers must return terminated badges to the Capitol Police Security Administration. The employer of contracted personnel is responsible for paying the replacement/lost badge fee, specified in 1c. above, for any badge not returned at the completion of the project.

- 4. CHRIA.** To obtain your CHRIA report, access Web site: (<https://epatch.state.pa.us>). Fill out the information form and use your credit card. If you have no criminal history, you will receive a clear CHRIA report almost immediately to your e-mail address. Click on the control number and then certified form. Print the certified form. Capitol Police Security Administration will only accept the certified form that contains the state seal. Please note that the only acceptable redaction to this document is to the first five (5) digits of the applicant's social security number. If there is a criminal history, the CHRIA will be sent by mail.

CAPITOL POLICE SECURITY ADMINISTRATION PHOTO IDENTIFICATION BADGES

POLICY AND PROCEDURES FOR REGISTERED LOBBYISTS

1. The following policies and procedures are intended to facilitate entrance to the Capitol Complex and other secured buildings by registered lobbyists.
 - a. **Applications.** A registered lobbyist may obtain an application for photo identification in the Capitol Police Security Administration Office, Room 410 North Office Building or by calling 717.346.1402. Upon filing the application with Capitol Police Security Administration, an appropriate identification badge may be issued.
 - b. **Fees.** To cover costs incurred by the Department of General Services (DGS) in processing requests for photo identification badges by a registered lobbyist, a \$10.00 processing fee must be paid before a badge will be issued. Payment for badges will be in the form of check or money order payable to the Commonwealth of Pennsylvania. A new \$10.00 processing fee is required each year. Badges that have been damaged, destroyed, stolen or lost through negligence will be replaced only after payment to Capitol Police Security Administration of a \$15.00 replacement fee.
 - c. **Badges.** The appropriate identification badge will be issued to registered lobbyists who have a clear Criminal History Record Information Act (CHRIA) report issued by the Pennsylvania State Police. If a CHRIA report reflects a positive criminal history, Capitol Police Security Administration will make appropriate review and determination. The badge will be issued for a one-year period from date of request on the CHRIA report. Badges are subject to renewal and will be coordinated in the same manner as new issue badges. In addition, badge recipients are required to have an annual CHRIA update check. DGS, Capitol Police Officers will be required to check expiration dates and decline access to those whose badges have expired dates with no exceptions. Badges must be returned to Capitol Police Security Administration immediately if requested by the Capitol Police Security Administration or if the holder of the identification badge ceases to be a registered lobbyist.
 - d. **CHRIA.** To obtain your CHRIA report, access Web site: (<https://epatch.state.pa.us>). Complete the information form and use your credit card. If you have no criminal history, you will receive a clear CHRIA report almost immediately to your e-mail address. Click on the control number and then certified form. Print the certified form. Capitol Police Security Administration will accept only the certified form that contains the commonwealth seal. Please note that the only acceptable redaction to this document is to the first five (5) digits of the applicant's social security number. If there is a criminal history, the CHRIA will be sent by mail.

CAPITOL POLICE SECURITY ADMINISTRATION PHOTO IDENTIFICATION AND ACCESS BADGES

POLICY AND PROCEDURES FOR CREDENTIALLED PRESS/NEWSROOM TENANTS

1. The following policies and procedures are intended to facilitate entrance to the Capitol Complex and other secured buildings by credentialed press and newsroom tenants.
 - a. **Applications.** A credentialed member of the press may obtain an application for photo identification in the Capitol Police Security Administration Office, Room 410 North Office Building or by calling 717.346.1402. Upon filing the application with Capitol Police Security Administration, the Department of General Services' (DGS) Press Office will make a determination as to the appropriate identification badge to be issued.
 - b. **Fees.** To cover costs incurred by DGS in processing requests for badges, a processing fee of \$10.000 for a photo identification badge or \$20.00 for a photo identification access badge must be paid before a badge will be issued. Payment for badges will be in the form of check or money order payable to the Commonwealth of Pennsylvania. Badges that have been damaged, destroyed, stolen or lost through negligence will be replaced only after payment to Capitol Police Security Administration of a replacement fee of \$15.00 for a photo identification badge or \$25.00 for a photo identification access badge.
 - c. **Badges.** A photo identification badge will be issued to credentialed press who have a clear Criminal History Record Information Act (CHRIA) report issued by the Pennsylvania State Police. A photo identification access badge may be issued to newsroom tenants who have a clear CHRIA report. If a CHRIA report reflects a positive criminal history, Capitol Police Security Administration will make appropriate review and determination. The badge will be issued for a one-year period from date of request on the CHRIA report. Badges are subject to renewal and will be coordinated in the same manner as new issue badges. In addition, badge recipients are required to have an annual CHRIA update check. DGS, Capitol Police Officers will be required to check expiration dates and decline access to those whose badges have expired dates with no exceptions. Badges must be returned to Capitol Police Security Administration immediately if requested by the Capitol Police Security Administration, if the holder of the photo identification badge ceases to be a credentialed member of the press, or if the holder of the photo identification access badge ceases to be a newsroom tenant.
 - d. **CHRIA.** To obtain your CHRIA report, access Website: (<https://epatch.state.pa.us>). Complete the information form and use your credit card. If you have no criminal history, you will receive a clear CHRIA report almost immediately to your e-mail address. Click on the control number and then certified form. Print the certified form. Capitol Police Security Administration will accept only the certified form that contains the commonwealth seal. Please note that the only acceptable redaction to this document is to the first five (5) digits of the applicant's social security number. If there is a criminal history, the CHRIA report will be sent by mail.