



NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
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Andrew M. Cuomo
Governor

Kristin M. Proud
Commissioner

Local Commissioners Memorandum

Section 1

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| Transmittal: | 13-LCM-13 |
| To: | Local District Commissioners |
| Issuing Division/Office : | OTDA -AQI and CCWB |
| Date: | October 30, 2013 |
| Subject: | Social Media Access by Local District Child Support and Fraud Investigators |
| Contact Person(s): | Larry Pittz Monique Rabideau |
| Attachments: | |
| Attachment Available On – Line: | |

Section 2

I. Purpose

This LCM provides local Social Services Districts (SSD) with information regarding Social Media Access for SSD investigators through the Human Services Enterprise Network (HSEN) and instructions for requesting such access when appropriate.

II. Background

SSD staff directly involved in activities such as Front End Detection System (FEDS), Field Investigations, Criminal Prosecutions and Child Support Investigations seek information from a variety of sources in the course of their investigations. Many investigators believe that the subjects of their investigations often reveal relevant, material information on social networking sites regarding their cases that may not be readily available elsewhere. In the past, SSD staff have requested access to these sites, such as Facebook, through the HSEN. Given the significant risks presented by allowing access to social networking sites, some limited scope pilots have been approved in the past.

III. Procedure

OTDA and the Office for Information Technology Services (OITS), will accept requests from SSDs desiring social networking site access through the HSEN for investigative staff. These requests must contain the required elements described below and must be submitted to OTDA for review as indicated.

Required Elements of the SSD Business Case:

- SSD objectives and expected outcomes concerning Social Media access
- List of social networking sites requested
- Description of SSD policies governing the use of these sites
- Example of Acceptable Use policy acknowledgement to be signed by each employee receiving access
- List of requested employees, providing: Names, HSEN User ID and Job Title
- SSD Monitoring Plan
- SSD Point of Contact for this request

Submission Information:

Submit all required elements, and additional information as needed, to:

Larry Pittz at Larry.Pittz@otda.ny.gov .

OTDA will work in conjunction with OITS to review and assess each SSD request. When a decision is reached on the request, OTDA will inform the SSD. If you have any questions regarding this LCM, please contact Larry Pittz 518-486-1076 (Fraud Investigators) or Monique Rabideau at 518-474-0997 (Child Support Investigators).

Issued By

Name: Kevin Kehmna

Title: Director

Division/Office: Audit and Quality Improvement