



CHILD SUPPORT SERVICES DIVISION GENERAL PROGRAM ADMINISTRATION

Office Security Policy Employee Identification Badges & Visitor Access

CS 101.7

SUPERSEDES

CS 101.7 Office Security Policy Employee Identification Badges and Visitor Access, March 31, 2025

References

IRS Publication 1075 11-2021 Physical Access Control

Background

The personal safety of Child Support Services Division (CSSD) employees and the protection of confidential information in CSSD offices are of the utmost importance. Members of the public who interact with the CSSD may become angry and volatile, which could result in physical harm to CSSD employees.

A security policy and physical security measures are essential for reducing the risk of harm to employees and restricting access to sensitive information. For a security policy to be effective, all employees must follow it without exception. Because security is so important, failure to follow the strict requirements of this policy may result in disciplinary action and/or termination of employment.

State Identification Badges

Employees are required to wear a State of Montana identification (ID) badge during regularly scheduled work hours. State of Montana ID badges must be worn to provide proper identification for CSSD/OLA employees authorized to access CSSD offices; the badge should be clearly displayed.

ID Badge Procedure

The following procedures apply when an employee is without their required State of Montana ID badge:

- **Forgotten Badge (Assigned Office):** If an employee forgets their ID badge and is reporting to their assigned CSSD regional office, they must retrieve their badge before being granted access to the restricted office area. Employees should not allow another employee access if they do not have their ID badge.
- **Forgotten Badge (Travel/Other Office):** If an employee forgets their ID badge while traveling and is required to access a CSSD office outside of their assigned location, they must check in as a visitor, present alternative identification to the admitting employee, and wear an Authorized CSSD Visitor badge for the duration of the visit.



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- **Lost or Stolen Badge:** The loss or theft of an ID badge is a security incident and requires immediate action. The employee **must immediately report the loss to their supervisor**, who will then contact Human Resources to deactivate the lost badge and initiate the process for a replacement.

Restricted Access

Only individuals assigned to the restricted office area are permitted. Access is limited to:

- CSSD/OLA employees wearing a State of Montana ID Badge.
- Frequent visitors wearing a State of Montana ID Badge or an Authorized CSSD Visitor badge.
- Visitors who have checked in to the restricted area log-in and are wearing an Authorized CSSD Visitor badge.

Restricted Area Log-in

1. All office visitors must enter through the main office entry area. Visitors include family members, friends, customers, and vendors, as well as other CSSD and Department of Public Health and Human Services (DPHHS) employees who do not regularly work in that office. Before entering a restricted area of the office, visitors must show identification to the admitting CSSD/OLA employee and sign the visitor access log, naming the purpose of the visit and who will be visited. A sample log is attached to the end of this section. Visitors, except for individuals on the authorized access list or DPHHS employees known to the admitting employee, will not be admitted to the restricted office area until a CSSD employee personally escorts the visitor. Visitors that do not enter a restricted office area are not required to sign the log. Visitor access logs must be reviewed by the Regional Manager or their designee at the end of each month and then retained in a record for five years.
2. An authorized access list for Department employees and vendor/non-Department employees is kept at the office entry. It should be reviewed and updated monthly by the Regional Manager or their designee. See the sample list template at the end of this section.

The authorized access list may include visitors who require frequent and ongoing access to the restricted area, such as temporary employees, or other DPHHS personnel who frequently attend CSSD meetings.

Individuals on the authorized access list are not required to log in and out of the visitor access log, but they may be asked to show identification if the receptionist does not recognize them.

Individuals on the authorized access list must have an Authorized CSSD Visitor badge or a State of Montana ID badge to be granted access to the restricted office area.



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3. While in the CSSD offices, visitors (except for those on the authorized access list or DPHHS employees) must always remain in the company of a CSSD/OLA employee.
4. Once admitted by the admitting employee, repair-people, inspectors, etc., do not need to be escorted throughout their repair work or inspection. However, work must be performed in the presence of a CSSD/OLA employee. They will be required to log in and wear a visible Authorized CSSD Visitor badge provided by the admitting employee.

Non-DPHHS employees, other than DPHHS family members, may not be in the office before or after regular business hours, which are generally 8:00 a.m. to 5:00 p.m. Outside these hours, outside visitors (except DPHHS employees and DPHHS family members) may not be admitted. It is the responsibility of the CSSD/OLA employee to notify visitors of this policy and to see that visitors vacate the office by the close of business.

During an emergency when CSSD/OLA staff are not allowed in the office, emergency personnel, fire, police, etc. are allowed to be in the office unescorted.

Entry Door Security

1. CSSD/OLA employees may not provide keys, electronic access control devices, or combinations to anyone, including family members, other DPHHS employees and other state employees.
2. Entry door combinations are to be changed upon the termination, retirement, or transfer of an employee with access to the combination, or at least annually. Keys and access control devices must be collected when an employee retires or terminates. A supervisor should make arrangements to have the locks changed immediately if there is reason to believe an employee, former employee, or other individual has the combination. Locks must be replaced on key lock doors if a key is lost.
3. The doors accessing the CSSD office area must be shut immediately after each use. The CSSD/OLA employee responsible for going through the door is responsible for ensuring the door is closed tightly after use.
4. While using the entrance doors to the restricted CSSD office area, employees may under no circumstances admit outside visitors, although care should be taken to not "slam the door" in people's faces or allow an individual to "piggyback" or "tailgate" into a secure area. If a non-DPHHS employee is near the door, the CSSD/OLA employee should enter or exit through another door, if possible, to prevent unauthorized admissions.
5. Building public access doors are to be locked at 5:00 p.m. The office manager or a supervisor is responsible for ensuring this is accomplished.



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6. Office access doors that have access control systems (e.g., badge readers, smart cards, and biometrics) and provide the capability to track access control attempts must maintain audit records with successful and failed attempts to secure areas. The Regional Manager or designee must review the access control logs monthly.
7. The locking function of office access doors must be checked quarterly to ensure that they are working properly. The office manager or supervisor is responsible for ensuring this is accomplished.
8. An inventory of access control devices must be maintained and reconciled periodically to ensure they are accounted for electronic access control logs must be reviewed monthly by the Regional Manager or designee.

Emergency Situations

CSSD employees must let their supervisor know immediately of any threats or other circumstances where individuals may pose a risk of personal safety to CSSD employees. The supervisor should immediately notify all CSSD office staff, the CSSD central office, and other regions/hearings offices, as appropriate, orally and in writing, of persons who should not be admitted or who pose a risk of personal safety to CSSD employees. The supervisor should convene an "emergency" meeting, as appropriate, of all available management and supervisory staff to outline and implement safety precautions to deal with the situation. The supervisor should also consider the safety of other non-CSSD personnel in the building and notify all offices of any situations where they may be at risk.

CSSD employees may call 9-1-1 without consulting a supervisor at any time they feel their personal safety is threatened or danger to themselves or other employees is imminent. If there is time or if the employee is uncertain about the action to take, he or she may consult with his or her supervisor before calling 9-1-1.

VISITOR ACCESS LOG

DATE	NAME (Print)	DEPT or COMP ANY	SIGNATURE	*FORM of I.D.	TIME IN	TIME OUT	PURPOSE	**WHO VISITED BUREAU/CONFERENCE ROOM

*Suggested Form of ID: Driver's License (DL) State ID (SI); Federal ID (FI); Personal or Business Picture ID (PI); Known to CSSD or Regular Visitor

**Suggested Bureau acronyms: Field Services (FS); Administration (Admin); Audit and Compliance (AC); Systems Policy & Training (SPOT); Fiscal Unit (Fiscal or FU); Technical Accounting (TAPP); Locate; Regional Office (RO); Conference Room (CR); Kitchen (K); Caseworker (CW); Attorney (ATTY)

AUTHORIZED ACCESS LIST