

DEPARTMENT OF MILITARY AFFAIRS
STATE HUMAN RESOURCES
PRACTICE AND PROCEDURE MANUAL

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PAGE: 1 of 3

SUBJECT: Common Access Cards

SECTION: Background Investigations

I. OVERVIEW

A Common Access Card (CAC) is necessary for state employees in authorized positions to access federal computer systems and programs. Obtaining a CAC requires a background investigation and a vetting process of the employee. This bulletin incorporates by reference the Department of Military Affairs Practice and Procedural Manual, No.: 4.115, and the laws, rules and guidance found therein.

NOTE: Within the procedures outlined below, customers will be directed to contact State Human Resources (SHR) at various steps. The point of contact for SHR will be the Human Resources Assistant at (608) 242-3153.

II. POLICY

- A. CAC will only be issued for employees who need them to perform their job duties. Position descriptions (PD) will include CAC as a special requirement (i.e. condition of employment).
- B. With rare exception, a CAC may be authorized for an employee when possession of such would provide for greater efficiency or effectiveness in meeting operational needs but possession of such is not a condition of employment and stated as such in the position description. These situations will require that the supervisor submit a written request, with justification, to SHR.
- C. It is the supervisor's responsibility to ensure that PD's are accurate and that a CAC is pursued only when appropriate and authorized by SHR. Supervisors should contact SHR, prior to expending time and resources in the CAC process, if there is uncertainty of whether or not a CAC is authorized.
- D. Supervisors must contact SHR when considering the placement of a new CAC requirement on a filled position, which would alter the conditions of employment for a current employee. Doing so requires that the supervisor submit a written request, with justification, to SHR. If approved, an updated PD will be required and upon receipt of such the supervisor will be authorized to engage the CAC procedures, as indicated below.
- E. There is no centralized mechanism for tracking the expiration of CAC for current employees. Supervisors and employees are responsible for monitoring expiration dates and initiating the CAC renewal procedures, as indicated below, at least one month in advance of expiration.
- F. The investigation requirements for re-issuing a CAC may be different than the requirements in place at the time of the last CAC or the last investigation may be outdated; in short, a new

investigation may be necessary to re-issue a CAC. Supervisors are encouraged to engage the process within a month of CAC expiration, at a minimum.

- G. Upon final determination of investigations, the jurisdiction having authority over the investigation (i.e. Air Base Installation Personnel Security Program or J2) will send a Suitability Verification Memorandum to SHR for each employee processed through a background investigation, to serve as a record of the outcome.
- H. SHR requests contact as soon as possible if a state employee receives a less than favorable outcome following an investigation, such that a CAC cannot be issued or maintained.
- I. SHR is not the authority over CAC investigation requirements or processes. Questions/concerns regarding such must be routed through Air Base Installation Personnel Security Program channels, if assigned to an Air National Guard Installation, and/or J2, using the following email: ng.wi.wiarng.mbx.dcssi-psm@mail.mil.

III. PROCEDURES

A. FOR POSITIONS ASSIGNED TO AIR NATIONAL GUARD INSTALLATIONS

- 1) The first line supervisor will process employees through the respective base's Installation Personnel Security Program channels for completion of investigation processes. For new employees, this should take place as soon as possible following the employee's start date but not prior to.
- 2) Following completion, the Installation Personnel Security Program Manager, or designee, must email SHR to request vetting of the employee. This request should not come from the supervisor. The following information, at a minimum, is needed to vet an employee: employee's name and the National Agency Security Check Date (i.e. the date that the investigation was opened, as reflected in JPAS).
- 3) Occasionally, there are employees who have gone through investigations, such as with prior military, and they may qualify for a CAC without having to submit to a re-investigation. In these instances, supervisors must contact the base Installation Personnel Security Program Manager for verification. If verified, follow the procedure shown in #2 above.
- 4) Upon receiving a request for vetting an authorized position, SHR will initiate the vetting process through G1 and J2.
- 5) If approved by G1 and J2, SHR will notify the first line supervisor by email with instruction for the employee to contact their local DEERS office to schedule an appointment to get their CAC. Employees should wait 24 to 48 hours; this is the amount of time it typically takes for employees to be loaded into DEERS. If, following 48 hours, the DEERS operator indicates that there are problems with the employee being loaded, please contact SHR.
- 6) If G1/J2 denies a request, reasoning will be provided to SHR who will in-turn notify the base Installation Personnel Security Program Manager and the first line supervisor.

B. FOR POSITIONS **NOT** ASSIGNED TO AIR NATIONAL GUARD INSTALLATIONS

1. Supervisors with positions that need CAC must contact SHR to initiate the process. For new employees, this contact should take place as soon as possible following the employee's start date but not prior to.
2. SHR will validate the necessity of the CAC and if authorized will reply as such with an email and will attach the following forms: Personnel Security Investigation and Adjudication Request (PSI & A Request) and the Request for Security Clearance or Suitability Investigation for ARNG State Employees.
3. These two forms must be completed in full, signed and dated, and returned to SHR within five working days. A copy of the employee's birth certificate or passport must accompany the aforementioned forms, for the purpose of validating citizenship.
4. These materials can be scanned and emailed to SHR or securely faxed to same at (608) 242-3168. These forms will also accept an electronic signature, thus they can be completed, signed electronically, and emailed; this is preferred when possible.
5. Additionally, the employee must undergo fingerprinting. SHR will provide locations where the employee can be fingerprinted. In order to avoid delays, it is suggested that the employee submit fingerprints around the same time that forms are submitted to SHR.
6. Following receipt of the completed forms and birth certificate/passport, SHR will route to J2.
7. The "PSIP Center of Excellence" will generate an email to the primary and secondary email addresses, as provided on the PSI & A Request form. This email will prompt the employee to complete an on-line security clearance form. A five day window will be provided for completing this step. It is important that supervisors and/or employees watch for this email and complete this process on time to avoid delays in acquiring the CAC.
8. J2 will monitor the system and will provide email notice to SHR when the employee's investigation has officially been opened. At this time, SHR will initiate the vetting process through G1 and J2. Once complete, SHR will notify the first line supervisor.
9. With this notice, employees will be instructed to contact their local DEERS office to schedule an appointment to get their CAC. It is recommended that employees wait 24 to 48 hours; this is the typical amount of time it takes for employees to be loaded into DEERS. If, following 48 hours, the DEERS operator indicates that there are problems with the employee being loaded, please contact SHR.