



# Office of Cannabis Management

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Board Member

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Board Member

**CHRIS ALEXANDER**

Executive Director

No. 2022-02  
January 25, 2022

## RESOLUTION TO AUTHORIZE THE EXECUTIVE DIRECTOR OF THE OFFICE OF CANNABIS MANAGEMENT (OFFICE) TO ENTER INTO A SERVICE LEVEL AGREEMENT BETWEEN THE NYS OFFICE OF CHILDREN AND FAMILY SERVICES HUMAN SERVICES CALL CENTER AND THE OFFICE FOR THE PROVISION OF CALL HANDLING SERVICES

**WHEREAS**, the New York State Office of Children and Family Services Human Services Call Center (OCFS-HSCC) is a call center utilized by state agencies to centralize call center operations and has been handling call center services for the medical cannabis program for several years, including but not limited to hiring staff, developing training materials, and maintaining the infrastructure to handle calls;

**WHEREAS**, the Office needs call handling services for its adult-use cannabis programs and continuing call handling services for the cannabinoid hemp and medical cannabis programs, and OCFS-HSCC can provide these services;

**WHEREAS**, pursuant to Subdivision 13 of Section 10 of the Cannabis Law, the Board is authorized to enter into contracts, memoranda of understanding, and agreements to effectuate the policy and purpose of the Cannabis Law;

**WHEREAS**, the Board, pursuant to Subdivision 23 of Section 10 of the Cannabis Law is authorized to delegate certain functions, powers, and duties to the Executive Director through a resolution voted on and approved by the Board; now, therefore, be it,

**RESOLVED**, that the Board, in exercising such authority provided by the Cannabis Law, hereby directs the Executive Director of the Office to enter into a service level agreement or a memorandum of understanding, or both, with OCFS-HSCC so that OCFS-HSCC can provide call handling services and related services for the Office and the programs that the Office administers.