

## MANAGEMENT DIRECTIVE

**SUBJECT:** LONG DISTANCE CALLING CARDS

**POLICY #:** MD 02-09

**EFFECTIVE DATE:**

**Los Angeles County Personnel Administration Handbook Section 5.56.020** mandates that individuals employed by the County shall be furnished, at County expense, with such supplies as postage, stationery, furniture and other supplies as may be necessary in their work including in such items as calling cards.

### 1. DEFINITIONS

A. *LDCC*

Long Distance Calling Cards (LDCC) are available to DCFS social work and administrative staff. The LDCC allow staff to make long distance calls from their office, cell or home telephone at County cost and without operator assistance.

### 2. POLICY AND STANDARDS

- A. The protection and safety of a child is always the first priority.
- B. Our primary mission is legal permanency.
- C. DCFS case records are confidential pursuant to Welfare and Institutions Code (WIC) Sections 827 and 10850. The Los Angeles County Juvenile Court policy on confidentiality sets forth the details of the court's interpretation of these statutory requirements. Failure to follow confidentiality policy may lead to disciplinary action, including discharge, and civil action. Under the provisions of the statutes, a violation is the basis for criminal prosecution.

D. The policy and procedures in this release are effective upon release.

### 3. PROCEDURES

#### A. WHEN: DISTRIBUTING LONG DISTANCE CALLING CARDS (LDCC)

WHO	HOW
<b>Procurement staff</b>	<ol style="list-style-type: none"><li><b>Distribute</b> LDCC in batches to regional Office Heads and to designated administrative staff. <b>Maintain</b> distribution records by employee name, employee number, pay location and calling card number.</li></ol> <p><b>NOTE:</b> All cards are requested by Office Head and are picked up from Procurement by office or messenger staff.</p>
<b>Office Head or designee</b>	<ol style="list-style-type: none"><li><b>Distribute</b> LDCCs to CSW staff and <b>maintain</b> a distribution record.</li><li><b>Update</b> Procurement Services Section on a monthly basis of all CSW transfers to another office, retirements or termination of employment.</li></ol>

#### B: WHEN: UPON RECEIPT OF LDCC BILLINGS

WHO	HOW
<b>Finance Division staff</b>	<ol style="list-style-type: none"><li>Upon receipt of the master telephone utilities billing from the Internal Services Department (ISD), <b>forward</b> employee month-end LDCC billings, sorted by employee name and pay location to the appropriate Office Heads.</li></ol>
<b>Office Head or designee</b>	<ol style="list-style-type: none"><li><b>Distribute</b> bills to employees with instructions to review and reimburse the County for personal calls. <b>NOTE:</b> Reimbursement checks will be collected in each office and forwarded to Finance.</li><li><b>Return</b> bills to Finance for staff who are no longer assigned at office location.</li></ol>

<b>WHO</b>	<b>HOW</b>
<b>Finance Division staff</b>	<ol style="list-style-type: none"> <li>1. <b>Forward</b> bills for review for employees who have been re-assigned with instructions to review and reimburse the County for personal calls.</li> <li>2. <b>Forward</b> to Procurement the names of staff who have terminated service and card numbers to be cancelled.</li> </ol>

**C. WHEN: A LDCC IS LOST OR MISSING**

<b>WHO</b>	<b>HOW</b>
<b>CSW</b>	<ol style="list-style-type: none"> <li>1. <b>Report</b> lost or missing card to Office Head, as soon as possible.</li> </ol>
<b>Office Head or designee</b>	<ol style="list-style-type: none"> <li>1. <b>Report</b> lost cards to Procurement with instructions to cancel and replace.</li> </ol>
<b>Procurement staff</b>	<ol style="list-style-type: none"> <li>1. <b>Contact</b> ISD to cancel and reprint card with a new number.</li> <li>2. <b>Contact</b> the Office Head to arrange for pick-up of new cards.</li> </ol>