

MANAGEMENT DIRECTIVE
TELECOMMUNICATIONS PROCEDURES

Management Directive #12-08

Date Issued: **10/29/12**

New Management Directive Release

Revision of existing Management Directive dated

Revision Made: **NOTE:** Current Revisions are Highlighted

Cancels: None

POLICY/BACKGROUND STATEMENT

The Department continues to focus on the three priority outcomes. We have identified improved safety for children, reduced reliance on out-of-home care, and improved timelines to permanency. Timely permanency is achieved, with the first permanency option being reunification, followed by adoption and legal guardianship with a relative followed by legal guardianship with an unrelated caregiver.

APPLICABLE TO

This Management Directive is applicable to DCFS employees who process requests for mobile telecommunications equipment requests. It is also applicable to DCFS employees/managers who request mobile telecommunications.

OPERATIONAL IMPACT

This Management Directive is in accordance with the Purchasing Guidelines.

PURPOSE

The purpose of this Management Directive is to establish procedures for the request and approval of mobile telecommunications.

POLICY

It is the policy of the Department that Procurement Services Section (PSS) is responsible for procuring and coordinating departmental mobile telecommunications equipment requests for cellular telephone, iPhone, and BlackBerry devices; pagers; and calling cards used by departmental staff for conducting County business.

All purchases of supplies, services, printing and equipment are processed by PSS at the following location:

501 Shatto Place, Suite #301
Los Angeles, CA 90020

Only Regional (R)10 managers and above are authorized to approve mobile telecommunications equipment requests.

No employee is to order goods or services prior to receiving formal approval by appropriate personnel.

PROCEDURES

I. Department Policy on Cellular Telephone, iPhone and BlackBerry Devices and General Guidelines on Mobile Telecommunications Equipment

A. General Guidelines for Mobile Telecommunications Equipment

1. DCFS 250, Procurement Requests for cellular telephones require 1st level approval: Regional Administrator/Division Chief and 2nd level approval: Administrative Deputy/Deputy Director.

DCFS 250 requests for iPhone or BlackBerry devices require 1st level approval: Administrative Deputy/Deputy Director and the 2nd level approval: Department Head/Chief Deputy.

2. Each DCFS 250 for cellular telephone, iPhone, or BlackBerry devices; pagers; or calling cards will include justification of the employee's need.
3. The use of DCFS provided cellular telephones will be limited to official business calls. Unavoidable or emergency personal calls will require reimbursement from the assigned user in

accordance with the following policy contained in Section 4.7.3 of the revised County Fiscal Manual:

- Pool Plan – Pool Plans charge a base rate for a proposed number of minutes based on the number of users in the pool. Employees are not authorized to make personal calls, international calls, text messaging or call forwarding. Employees should call 411 Directory Assistance only in situations where it is absolutely necessary. Accounts Payable Unit will send the Extra Features Report (411 calls, call forwarding, long distance, international, texting) to the RA/Division Chief. If one of these situations occurs, Office Head/Regional Administrator (RA)/Division Chief will meet with the employee to determine the reason. The report will be reviewed with the employee and the employee will annotate the listing to show whether the charges were related to County business or personal. If the calls were personal, the employee will reimburse the County. (See Section III, G. for more detailed instructions on reimbursement.)
4. Staff are not to make any changes to County issued phones. Staff who make changes on their County issued phones without following proper procedures will be held liable for all costs associated with the change and disciplinary action may be taken.
 5. Employees may be reimbursed by DCFS for the use of their personal cellular telephone when making local County business calls if an employee has not been issued a County cellular telephone. The employee will complete a DCFS 95A, Expense Claim and attach their phone bill with the business call highlighted. This will be sent to the Accounts Payable Unit.
 6. Each Office Head/RA/Division Chief will designate a Staff Assistant or designee to be responsible for monitoring the usage of all mobile telecommunications equipment (i.e., cellular telephones, pagers and calling cards) issued to their programs/facilities. The Staff Assistant or designee will retrieve the equipment that is not being used on a regular basis. The Staff Assistant or designee will also monitor the report of personal cellular telephone charges and reimbursements on a monthly basis.

7. The Department will provide accessories that come included with the mobile telecommunications equipment (i.e., wall chargers, etc.) in addition to hands free devices and car chargers, when applicable.

B. Guidelines for Approving Cellular Telephone, iPhone, and BlackBerry Devices

1. iPhone devices can be assigned to any approved staff and, BlackBerry devices will only be approved for R10 managers and above.
2. Cellular telephones will only be approved for employees who travel and must conduct County business while in transit. (Refer to County Fiscal Manual 4.7.1.)
3. Employees will be **pre-approved** by their Office Head/RA/Division Chief to receive reimbursement for the use of a personal cellular telephone to conduct County business while in transit, if they have not been issued a County cellular telephone.

C. Guidelines for Approving Pagers

Pagers will only be approved for essential staff who must be available to respond to unusual or emergency situations (e.g. Emergency Response Command Post, ERCP, etc.)

D. Guidelines for Approving Calling Cards

Calling Cards will only be approved for essential employees whose job duties require long distance communication of County business outside of Los Angeles County.

II. Guidelines for Inventory of Mobile Telecommunications Equipment

A. Monthly Reviews

1. Office Heads/RAs/Division Chiefs will ensure that the following conditions are met:
 - a. The former employee (which includes employees who are on a leave of absence for more than 30 days) has returned the equipment before leaving the Office/Department.

- b. The Office Head/RA/Division Chief has contacted the former employee who does not return the equipment before leaving the Department.
- c. The Office Head/RA/Division Chief contacts PSS within one business day to request equipment be deactivated for the former employee who did not return the equipment.
- d. The Staff Assistant or designee has returned retrieved equipment to PSS with DCFS 6-1, Miscellaneous Transmittal, indicating employee's name, employee number, type of device, phone number, and serial number.

B. Annual Reviews

1. PSS will send a copy of the inventory report of all DCFS mobile telecommunications equipment to all Office Heads/RAs/Division Chiefs to conduct an inventory.
2. Office Heads/RAs/Division Chiefs will update the inventory report, as necessary, and return it to PSS.
3. PSS will review annually the appropriateness of pricing on different plans used by the Department. PSS will use the information for planning future acquisitions of mobile telecommunications equipment services.

III. General Procedures for Cellular Telephone, iPhone and BlackBerry Devices

Regional Office Staff Responsibilities

A. Requesting Cellular Telephone, iPhone and BlackBerry Devices

1. All requests for cellular telephone, iPhone and BlackBerry devices will be submitted on a DCFS 250 to PSS. Proper justification with appropriate level approval and authorized signatures are required.

The DCFS 250 will include the following information:

➤ **Information of employee who will be assigned the equipment**

- Employee's name
- Employee's number

- Employee's item

NOTE: Telecommunication equipments are assigned to an individual employee. The assigned equipments are to remain with the assigned employee until their assignment changes and the equipment is no longer needed, or they leave the Department. The employee must return the equipment to the Office Head/RA/Division Chief/designee. The Office Head/RA/Division Chief/designee is to contact PSS when an employee transfers to another office, still has a need for the telecommunication equipment, and takes it with them to the new office.

➤ **Proper signatures**

- For iPhone and BlackBerry devices - 1st level approval:
Administrative Deputy/Deputy Director and
2nd level approval: Department Head/Chief Deputy
 - For cellular telephones – 1st level approval:
Regional Administrator/Division Chief and
2nd level approval: - Administrative Deputy/
Deputy Director
2. Office Heads/RAs/Division Chiefs will ensure that the following conditions are met before initiating the request:
- a. The employee has met the criteria for a cellular telephone (refer to County Fiscal Manual, Section 4.7.1) and the employee has been advised of the proper use and maintenance of the equipment.
 - b. The employee has been advised that to the extent possible, a County office telephone will be used in place of a cellular telephone.
 - c. The employee has been advised that the use of the cellular telephone will be limited to official County business calls. Unavoidable or emergency personal calls will require reimbursement.

- d. The employee has been advised that they may be compensated for using their own personal cellular telephone to conduct County business (at a rate approved by the Department) with pre-approval from the Office Head/RA/Division Chief only if a County cellular telephone has not been issued.

B. Processing Requests for Cellular Telephone, iPhone and BlackBerry Devices

PSS Responsibilities

1. PSS will review the DCFS 250 for completeness and accuracy.
2. PSS will contact the requestor to clarify any discrepancies. If DCFS 250 is incomplete, e.g. missing appropriate approval signature(s), it will be returned to requestor.
3. If the DCFS 250 is complete and accurate, DCFS 250 is assigned a procurement control number, logged in on the Control Log and an e-mail of confirmation of receipt of request is sent to the requestor and distributed to PSS' Shipping and Receiving Unit for processing.
4. If records indicate that the employee has already been issued a cellular telephone, iPhone or BlackBerry device, PSS will deny the request and indicate reason for denial on the DCFS 250 and return it to the requestor.
5. If records indicate that the employee has not been issued a cellular telephone, iPhone or BlackBerry device, a cellular telephone, iPhone or BlackBerry device will be assigned to the employee and approved per guidelines and procedures for requesting and approving cellular telephone, iPhone, or BlackBerry devices.
6. PSS will update the Active Inventory system to reflect issuance and assignment of equipment. It will also include the serial number, service provider, account number, user assignment, user identification number and assignment location.
7. PSS will file and retain copies of the DCFS 250 for five (5) years for audit purposes.

C. Purchasing Cellular Telephone, iPhone, and BlackBerry Devices from Vendor

PSS Responsibilities

1. If cellular telephone, iPhone, or BlackBerry device is not in stock, PSS will prepare a DCFS 250, per existing procedures. DCFS 250 must include the name of the contact person, room number, floor location, billing address and shipping address.
2. DCFS 250 is assigned a procurement control number, logged in on the Control Log, and is assigned to a Buyer to purchase the equipment.
3. Buyer obtains quote from vendor, completes Purchase Order in e-CAPs, obtains approval signatures; forwards copy of Purchase Order to vendor; prepares folder with DCFS 250 and Purchase Order; documents Case Notes; and retains/files for five (5) years.

D. Receiving Cellular Telephone, iPhone or BlackBerry Devices from Vendor

PSS Responsibilities

1. PSS (Shipping/Receiving Unit) will inspect the order for correctness and accuracy, upon receipt of order from vendor.
2. If order is incomplete or inaccurate PSS will contact the vendor for resolution.
3. If order is complete and accurate, PSS will sign the packing slip and file in folder. PSS will initiate the receiver document in e-CAPs. PSS will print a copy and file in folder.
4. PSS will file and retain copies of the packing slip for five (5) years for audit purposes.

E. Issuing Cellular Telephone, iPhone or BlackBerry Devices

PSS Responsibilities

1. PSS will assign cellular telephone, iPhone or BlackBerry device to employee and update the Active Inventory system with the equipment and employee's information as requested on DCFS 250.

2. PSS will e-mail employee to make an appointment to pick up phone and have it activated.
3. PSS will prepare a DCFS 6-1 for employee's signature upon pickup of cellular telephone, iPhone or BlackBerry device.
4. Upon employee picking up cellular telephone, iPhone or BlackBerry device/accessories, they will complete and sign a DCFS 96, Mobile Telecommunication Equipment Agreement, and DCFS 6-1, confirming pickup of equipment. If the employee is unable to pick up the cellular telephone, they are to complete a memo, Authorization Release to Pick up Cellular Phones that will identify the employee who will pick up the cellular telephone on their behalf. The employee must still submit a DCFS 96 in order for the designee to pick up the cellular telephone.
5. PSS will have each employee read and sign a DCFS 96 before issuing a cellular telephone, iPhone or BlackBerry device.
6. PSS will issue a Bluetooth for every iPhones, BlackBerry device requested, and a hands free device for each regular cellular telephone requested. The issuance and date will be annotated on the Active Inventory system.

NOTE: Sending text messages and/or speaking on a cellular telephone, iPhone, or BlackBerry device without a hands free device while operating a vehicle is a violation of the law, and can result in a fine.

7. PSS will retain/file the DCFS 96 form with the DCFS 250 and all applicable documents for five (5) years.
8. PSS will add the employee to the Active Inventory system and ensure that all subsequent activity is updated in the system daily, as needed (e.g., replacements, deactivated equipment, etc.).

F. Reviewing Cellular telephone, iPhone or BlackBerry Device Bills

Regional Office Staff Responsibilities

1. Accounts Payable Unit is responsible for paying the monthly bills of the Department for its employees' cellular telephone

usage. Each month the Accounts Payable Unit will distribute copies of the cellular telephone bills (if the base amount is over \$20), the extra charges cellular telephone bill, and the Zero Usage Report to RAs/Division Chiefs for distribution to their Office Heads. Within one week of receipt, Office Heads will distribute copies of the bills to the supervisors for distribution to their users.

2. The employee will review their cellular telephone bills, verify that charges are correct, and identify personal calls. If there were no personal calls, the employee will write the statement "No Personal Calls" next to their signature. The employee will also review the extra charges cellular telephone bill. They must reimburse the County for call forwarding charges. The 411 calls, long distance, and international calls are to be identified/evaluated if they were for County business or personal use. The employee will sign/date the last page of each bill. The employee's supervisor will initial and date the last page of the bill. See Section III, G. for reimbursement procedures (if applicable).
3. Office Heads/Staff Assistants or designees will review the bills to monitor cellular telephone usage and reimbursement for personal calls and call forwarding.
 - a. Check bills for abnormal usage/patterns to ensure that the telephones are not being misused and that extra charges are for County business.
 - b. Monitor how often cellular telephones are used and whether there is a continued need for the equipment. A monthly report on cellular telephone usage and a monthly report on extra charges will be submitted to the Office Head/RA/Division Chief for review to determine whether the telecommunication resources assigned to their office are being maximized and if there is a continued need for them.
 - c. If no calls are placed from a cellular telephone for one (1) billing period, the Office Head/Staff Assistant/designee must contact the individual to determine if there is still a continued need for the equipment. However, if the supervisor requests that the employee retain the cellular telephone, the bill will be so annotated and signed by the supervisor. The Office Head/Staff Assistant/designee will review the bill with the annotation and sign off giving the final approval. The Office Head/Staff Assistant/designee

will contact PSS to inform them of the employee's continued need for the cellular telephone. A copy of the annotated bill will be forwarded to the Accounts Payable Unit and a copy will be kept on file by the Staff Assistant/designee to document the continued need for the cellular telephone by its user.

- d. PSS is notified by the vendor (via the Usage Allocation and Discount, UAD Report) when there is zero usage by an employee. PSS will inform the vendor to restrict an employee's cellular telephone if no calls have been placed for one (1) billing period (30 days), unless notified by the Office Head/Staff Assistant/designee that there is a continued need. PSS will have the cellular telephone cancelled if no calls have been placed for two (2) billing periods (60 days). PSS will e-mail the employee with a copy to the Office Head/RA/Division Chief to notify them of the cellular telephone being restricted or cancelled.
 - e. Equipment, including the battery charger will be returned by employee to PSS, when usage can no longer be justified.
- 4. Office Heads/RAs/Division Chiefs or designees will ensure that all cellular telephone bills are reviewed for appropriateness of the charges and that reimbursement for personal usage is made within two (2) weeks, in accordance with reimbursement procedures.
 - 5. Office Heads/RAs/Division Chiefs or designees will file the bills by billing period. All annotated copies of the bills without reimbursement will be returned to:

Accounts Services Section
Accounts Payable Unit
425 Shatto Place, Suite 205
Los Angeles, CA 90020

G. Reimbursing DCFS for Personal Calls and/or Additional Charges

Regional Office Staff Responsibilities

- 1. Employees will reimburse the Department within two (2) weeks of receiving a cellular telephone bill with personal calls made and/or additional charges.

2. Employees must make all reimbursement checks payable to "L.A. County - DCFS." The check and annotated copy of the bill will be forwarded to:

Accounting Services Section
Claiming Revenue Deposit Unit
425 Shatto Place, Suite 204
Los Angeles, CA 90020

<p>NOTE: Cash reimbursement will not be sent through the mail. A printout of a payment receipt will be sent to the employee.</p>

3. Office Head/RA/Division Chief or designee will file the bills by billing period.
4. Any calls on the cellular telephone bill, that were not placed by the employee, will be annotated on the bill and a copy of the bill will be maintained by the Staff Assistant in addition to forwarding a copy of the annotated bill to the Accounts Payable Unit. In cases of discrepancies, the Accounts Payable Unit will contact the vendor.
5. Claiming Revenue Deposit Unit will e-mail the Accounts Payable Unit the information regarding the checks that were returned. They will also forward the copy of the annotated bills to the Accounts Payable Unit.
6. Accounting Services Section will send a second notice with a copy of the bill to the RA/Division Chief for employees that have not returned the annotated copy of the bill and check (if applicable). The employee will have one week to return the annotated bill and check. If the annotated copies of the bill and check have not been returned in one week, the matter will be brought to the attention of the Deputy Director.

H. Reimbursing An Employee for Using Their Personal Cellular Telephone to Conduct County Business

Regional Office Staff Responsibilities

1. A DCFS 95A form must be pre-approved by the Office Head/RA/Division Chief before an employee can receive reimbursement for using their own personal cellular telephone to conduct County business. If an employee has been issued a County cellular telephone, they will not be reimbursed for

County business calls made on their personal cellular telephone, unless there are extenuating circumstances, which will be evaluated by the Office Head/RA/Division Chief. The original signed DCFS 95A form will be forwarded to:

Accounting Services Section
Accounts Payable Unit
425 Shatto Place, Suite 205
Los Angeles, CA 90020

2. All reimbursement requests should meet the following criteria:

- a. County business calls using a personal cellular telephone will be eligible for reimbursement ***only*** if the employee's total billed minutes, including the County business calls, exceed their own cellular service plan's included free minutes.

Example: An employee made the following calls using his own cellular telephone under a plan that includes 300 free minutes:

Personal calls	275
Business calls	<u>15</u>
Total call minutes	<u>290</u>

County business calls are not eligible for reimbursement since the employee did not exceed the 300 free minutes included in the plan.

- b. The excess minutes subject to reimbursement will be the **lesser** of the actual number of minutes used to make County business calls, or the number of minutes that exceeded the plan minutes.

Examples: An employee with a cellular service plan that included 300 free minutes:

1. Personal calls	320
Business calls	<u>15</u>
Total call minutes	<u>335</u>

County business calls are eligible for reimbursement for 15 minutes since the employee exceeded the 300 free minutes included in the plan.

2. Personal calls	292
Business calls	<u>15</u>
Total call minutes	<u>307</u>

County business calls are eligible for reimbursement for 7 minutes since the employee exceeded the 300 free minutes included in the plan.

- c. The amount of reimbursement for County business calls will be determined by multiplying the number of minutes eligible for reimbursement by the employee's own cellular plan's rate per additional minute*, or a maximum of \$50, whichever is lower. If the employee is on a flat rate plan, whereas every call is charged a per minute rate, the flat per minute rate should be used.

* If the employee's cellular plan does not indicate a different rate per additional minute, use the average per minute rate which is derived by dividing the basic monthly charge by the number of included free minutes (excluding tax and other variable charges). For example, a \$29.99 cellular plan with 300 free minutes will have a reimbursement rate of \$0.10 per minute.

The reimbursement rate and maximum amount are subject to periodic reviews by the Accounts Payable Unit.

- 3. The request for reimbursement will be submitted on the DCFS 95A and signed by the employee, employee's supervisor, Office Head and Division Chief/RA. The employee's annotated cellular telephone bill will be forwarded to the Accounts Payable Unit. The Staff Assistant or designee will maintain a copy of the bill for their records.
- 4. The Accounts Payable Unit will ensure that employee reimbursement is made within 30 days of receipt of the DCFS 95A.

I. **Reporting Lost, Stolen, Damaged and Defective Cellular Telephone, iPhone, or BlackBerry Devices**

Regional Office Staff Responsibilities

1. Employees will report lost, stolen, damaged or defective cellular telephone, iPhone, or BlackBerry devices to their Office Head/RA/Division Chief/Deputy Director or designee within one workday of discovering the loss or equipment failure. Staff will be responsible for replacement fees for iPhones that are lost or stolen due to negligence (iPhone-4s and iPhone-4 \$99).

(Refer to M.D. 11-02, dated 07/11/11, Use of Department Portable Computer/Electronic Devices for employee's responsibilities and replacement fees)

NOTE: Employees are responsible for reimbursement when untimely reporting of lost or stolen cellular telephone, iPhone, or BlackBerry devices result in the Department incurring charges. Accounts Payable Unit will send the bill to PSS. PSS will identify the charges and, via e-mail, inform the Accounts Payable Unit of the employee's responsibility. The Accounts Payable Unit will send a copy of the bill to the employee, via the Office Head/RA/Division Chief, requesting reimbursement. See Section III, G. for reimbursement procedures. No new cellular telephone will be issued until reimbursement is made to the Department.

2. The Office Head/RA/Division Chief/Deputy Director or designee will immediately contact PSS when notified by the employee of lost, stolen, damaged or defective cellular telephone, iPhone, or BlackBerry devices. Failure to report timely may result in the non-replenishment of the equipment or the user paying the replacement cost.
3. PSS will immediately contact the vendor to cancel service for lost/stolen cellular telephone, iPhone, or BlackBerry devices.
4. The Office Head/RA/Division Chief/Deputy Director or designee will follow-up in writing using the DCFS 97, Lost/Stolen/Damaged Mobile Telecommunications Equipment Report. If the cellular telephone, iPhone or BlackBerry device is reported as lost/stolen, a police report must accompany the

DCFS 97. The employee must complete a DCFS 77, Loss Affidavit, if the cellular telephone, iPhone or BlackBerry device is lost or stolen. All of the documents must be sent to PSS.

5. Office Head/RA/Division Chief/Deputy Director or designee will return damaged or defective cellular telephone, iPhone, or BlackBerry devices to PSS with a DCFS 6-1.
6. Office Head/RA/Division Chief/Deputy Director or designee will request replacement of damaged, defective, lost or stolen cellular telephone, iPhone, or BlackBerry devices via the DCFS 250 and DCFS 97. The DCFS 250 will include the following information:

➤ **Information of employee who will be assigned the equipment**

- Employee's name
- Employee number
- Employee's item
- Employee's direct office telephone number
- Device telephone number
- Device serial number
- A detailed explanation of the problem with the defective/broken equipment (if applicable)

➤ **Proper signatures**

- For replacement of iPhones, BlackBerry devices:
RA/Division Chief and Deputy Director
- For replacement of cellular telephones:
Office Head and RA/Division Chief

7. The request to replace the damaged or defective equipment will be processed by PSS only after receipt of the DCFS 250, DCFS 97, and return of the damaged or defective cellular telephone, iPhone or BlackBerry device.
8. The request to replace the lost or stolen equipment will be processed by PSS only after receipt of the DCFS 250, DCFS 97, DCFS 77 (and police report, if applicable).

9. PSS will assign the DCFS 250 request to their Shipping & Receiving Unit that will issue a new cellular telephone, iPhone or BlackBerry device and receive the defective/broken cellular telephone, iPhone or BlackBerry device (if applicable).
10. Upon receipt of replacement cellular telephone, iPhone or BlackBerry device, PSS will update the Active Inventory system to reflect the new serial number.
11. PSS will activate the equipment and transfer the phone number of the defective/broken or lost/stolen cellular telephone, iPhone or BlackBerry device to the new equipment.
12. PSS will e-mail the employee to pick-up the equipment, prepare a DCFS 6-1 for the employee's signature confirming pick-up of the equipment, and have them sign the DCFS 96.
13. Upon pickup of replacement cellular telephone, iPhone or BlackBerry device, employee will review and sign a DCFS 6-1 and DCFS 96, confirming receipt of replacement equipment.
14. PSS will retain and file copies of the DCFS 97, police report, DCFS 77, signed DCFS 6-1, DCFS 96 and DCFS 250 for five (5) years.

J. Returning Cellular Telephone, iPhone, or BlackBerry Devices to the Department

Regional Office Staff Responsibilities

1. Cellular telephone, iPhone, or BlackBerry devices will be returned by the Office Head/RA/Division Chief/Deputy Director or designee to PSS using a DCFS 6-1 when an employee terminates employment, retires, is on extended leave of absence for more than 30 days or when they are no longer authorized to have the equipment.
2. If an employee is reassigned to another office, the Office Head/RA/Division Chief must contact PSS to authorize the re-assignment of the cellular telephone to another office.
3. If the former employee does not return the equipment, the Office Head/RA/Division Chief/Deputy Director or designee will contact PSS within one business day to request equipment be deactivated.

4. PSS will contact service provider to deactivate services.

K. Reporting and Monitoring Requirements on Mobile Telecommunication Equipment Cost and Usage

PSS/Regional Office Staff/Accounts Payable Unit Responsibilities

1. Mobile telecommunication service plans will be monitored and tracked by PSS in accordance with the County Fiscal Manual Section 4.7.2 – Internal Controls Over Cellular Telephones.
2. Office Head/RA/Division Chief will evaluate at least once a year, or as necessary, the continued need for the service by the individual employee. If mobile telecommunication equipment is not needed any longer, contact PSS and return cellular telephone using a DCFS 6-1.
3. The Accounts Payable Unit will prepare and evaluate the following monthly reports:
 - a. Reimbursement made to the Department for personal calls made on DCFS owned cellular telephones – see Section III, G.
 - b. Payments made to employees who use their own personal cellular telephones to make County business calls.
 - c. Mobile telecommunication Extra Features Report (411 calls, call forwarding, long distance, international, texting) – Call forwarding and text messaging is prohibited (unless services have been approved) and 411 calls should be limited. Personal long distance calls and personal international calls are also prohibited, unless there are extenuating circumstances, which will be evaluated by the Office Head/RA/Division Chief. Employee will reimburse the Department for using these features.
 - d. Mobile telecommunication Zero Utilization Report – A letter and a copy of the report will be sent to the RA/Division Chief to notify them that their employee has not used their cellular telephone for 30 days.

L. **Disciplinary Action for Misuse of Mobile telecommunication Equipment**

Regional Office Management Responsibilities

Office Head/RA/Division Chief will take appropriate disciplinary action when an employee is not adhering to the cellular telephone policies and procedures.

IV. **General Procedures for Pagers**

Regional Office Staff/PSS Responsibilities

A. **Requesting Pagers**

1. All requests for pagers will be submitted on a DCFS 250 to PSS. Proper justification with appropriate level approval and authorized signature are required.

➤ **Proper signatures**

- For pagers - 1st level approval:
Regional Administrator/Division Chief and
2nd level approval: Administrative Deputy/
Deputy Director
2. Office Head/RA/Division Chief will ensure that the employee meets the criteria for pagers.
 3. DCFS 250 is reviewed for completeness and accuracy by PSS.
 4. PSS will contact the requestor to clarify any discrepancies. If DCFS 250 is incomplete (e.g., missing approval signature) return to requestor.
 5. If the DCFS 250 is complete and accurate, DCFS 250 is assigned a procurement control number and entered into the Control Log and e-mail of confirmation of receipt of request is sent to the requestor.
 6. If records indicate that the employee has already been issued a pager, PSS will deny the request and indicate reason for denial on the DCFS 250 and send it back to the requestor.
 7. If records indicate that the employee has not been issued a pager, a pager is assigned to the employee and approved per

guidelines and procedures for requesting and approving pagers.

8. PSS will update the Active Inventory system to reflect issuance and assignment of equipment.
9. DCFS 250 will be distributed to PSS' Shipping & Receiving Unit for processing.
10. PSS will file and retain copies of the DCFS 250 for five (5) years.

B. Requesting Pagers from Vendors

PSS Responsibilities

1. If pagers are not in stock, PSS will prepare a DCFS 250 per existing procedures. DCFS 250 must include the name of the contact person, room number, floor location, billing address and shipping address.
2. DCFS 250 is assigned a procurement control number, entered into the Control Log, and assigned to a Buyer within PSS to purchase the equipment.
3. Buyer obtains quote from vendor, completes Purchase Order in e-CAPs and obtains approval signatures. Buyer will forward copy of Purchase Order to vendor.
4. Buyer will prepare folder with DCFS 250, Purchase order, document Case Notes and retain for five (5) years.

C. Receiving Pagers from Vendor

PSS Responsibilities

1. Upon receipt of order from vendor, PSS (Shipping/Receiving Unit) will inspect the order for correctness and accuracy. Pagers coming from vendor are already activated and assigned to the employee.
2. If order is incomplete or inaccurate, PSS will contact the vendor for resolution.
3. If order is complete and accurate, PSS will sign the packing slip, file in folder, initiate receiver document in e-CAPs, print copy and file in folder.

4. PSS will assign pager to employee and update the Active Inventory system with the equipment and employee's information.
5. PSS will file and retain copies of the packing slip and DCFS 6-1 for five (5) years.
6. PSS will e-mail employee to make an appointment to pick up pager.

D. Issuing Pagers

PSS Responsibilities

1. PSS will have each employee read and sign a DCFS 96 and sign a DCFS 6-1 before issuing a pager. PSS will file the DCFS 96 with the DCFS 250, DCFS 6-1 and all appropriate documents for five (5) years.
2. PSS will add the employee to the Active Inventory system and ensure that all subsequent activity is updated in the system in a timely manner (e.g., replacements, deactivated equipment, etc.). Also, PSS will update the Active Inventory system confirming equipment pick up.

E. Reporting Lost, Stolen, Damaged and Defective Pagers

Regional Office Staff/PSS Responsibilities

1. Employees will report lost, stolen, damaged or defective pagers to their Office Head/RA/Division Chief or designee within one workday of the discovery of the loss or equipment failure. PSS should be contacted immediately. Failure to report timely may result in the non-replenishment of the equipment or the user paying the replacement cost. For lost or stolen pagers, employees are to complete a DCFS 77 and file a police report (if applicable). (Refer to M.D. 11-02, dated 07/11/11, Use of Department Portable Computer/Electronic Devices for employee's responsibilities of cost, if applicable.)
2. PSS will immediately contact the vendor to cancel service of equipment for a lost or stolen pager.
3. The Office Head/RA/Division Chief or designee will follow-up in writing using the DCFS 97. If the pager is reported as stolen, a police report must accompany the DCFS 97. For lost or stolen pagers, the employee must complete a DCFS 77. All of the documents must be sent to PSS.

4. Office Head/RA/Division Chief or designee will return damaged or defective pagers immediately to PSS using a DCFS 6-1.
5. Office Head/RA/Division Chief or designee will request replacement of damaged or defective pagers and lost or stolen pagers using the DCFS 250 and DCFS 97. The DCFS 250 will include the following information:
 - **Information of employee who will be assigned the equipment**
 - Employee's name
 - Employee number
 - Employee's item
 - Employee's direct office telephone number
 - Device telephone number
 - Device serial number
 - A detailed explanation of the problem with the defective/broken equipment
 - **Proper Signatures**
 - For replacement of a pager: Office Head and RA/Division Chief
6. The request for replacement of the equipment will be processed by PSS only after receipt of the DCFS 250, DCFS 97, police report (if applicable) and return of the damaged or defective pager (if applicable).
7. PSS will deactivate pagers immediately upon receipt of an e-mail reporting the pager as lost or stolen and wait for receipt of the DCFS 97 and other appropriate documentation (e.g., police report and DCFS 77).
8. PSS will assign request to their Shipping & Receiving Unit to issue a new pager and receive the damaged or defective pager (if applicable).
9. Upon pickup of replacement pager, requestor will review and sign a DCFS 6-1 and DCFS 96, confirming receipt of replacement equipment.
10. PSS will update the Active Inventory system to reflect replacement of pager.

11. PSS will file and retain copies of the DCFS 250, signed DCFS 6-1 and DCFS 96 for five (5) years.

F. Disciplinary Action for Misuse of Pager

Regional Office Management Responsibilities

Office Head/RA/Division Chief will take appropriate disciplinary action when an employee is not adhering to the pager policies and procedures.

V. General Procedures for Calling Card Information

Regional Office Staff/PSS Responsibilities

A. Requesting Calling Card Information

1. All requests for calling card information will be submitted on a DCFS 250 to PSS. Proper justification with appropriate level approval and authorized signature are required.

➤ Proper signatures

- For calling card information –
1st level approval: Regional Administrator/Division Chief and
2nd level approval: Administrative Deputy/Deputy Director

NOTE: Calling cards will no longer be issued to employees. ISD will issue calling card information to PSS, which will then be e-mailed to the employee. The employees who have been issued calling cards will retain them until they leave their job for reasons stated in F.1.

2. Office Head/RA/Division Chief will ensure that the employee meets the criteria for the calling card information, and has been advised of the proper use of the calling card information.
3. PSS will order calling card information on-line through the Expense Management System (EMS) and submit to ISD electronically.

B. Receiving/Issuing Calling Card Information

PSS Responsibilities

1. E-mail is received from ISD with calling card number, pin number and instructions for the employee.
2. PSS will update the inventory system to reflect calling card information, employee name, employee number, and office location.
3. PSS will contact the employee by e-mail to inform them that their calling card information is available, but they will first have to complete, sign and date the DCFS 96 and return it by fax or e-mail with a copy of their picture I.D.
4. Upon receiving an e-mail/fax from the employee with the DCFS 96 and a copy of the employee's I.D. with signature, an e-mail is sent to the employee with the calling card number, secure pin number and instructions. The employee is responsible for securing the calling card information to prevent unauthorized use.
5. PSS will e-mail the Staff Assistant/designee (requestor) informing them that they have e-mailed the employee with the calling card number and secure pin number.
6. File the DCFS 96 with the DCFS 250, all appropriate documents including the copy of the ISD request and the Purchase Order for five (5) years.

C. Reviewing Calling Card Bills

Accounts Payable Unit/Regional Office Staff Responsibilities

1. Accounts Payable Unit is responsible for paying the Department's monthly bill for employees' calling card usage. Each month Accounts Payable Unit will distribute copies of the Calling Card/Authorization Code Report (calling card bills) to Division Chiefs/RAs for distribution to their Office Heads when the bill for the user is over \$10.
2. Employees will review their bills, verify that charges are correct, identify personal calls and sign/date the last page of the bill. If there were no personal calls made, the employee will write the statement "No Personal Calls" next to their signature. The employee's supervisor will initial and date the last page of the bill.

3. Office Heads/Staff Assistants/designees will review the bills to monitor the calling card usage. The Office Head/Staff Assistant/designee will also:
 - a. Check bills for abnormal usage/patterns to ensure that the cards are not being misused.
 - b. Monitor how often calling cards are used and whether there is a continued need for the card.
 - c. Submit annotated bills (Calling Card/Authorization Code Report) to the Accounts Payable Unit on a monthly basis.
 - d. Retrieve calling cards from employees for which usage can no longer be justified.
 - e. Contact PSS to update its Inventory system, upon retrieval of calling cards.
4. Staff Assistants/Office Heads/RAs/Division Chiefs will ensure that all calling card bills are reviewed for appropriateness of charges and to ensure that reimbursement for personal usage is made in a timely manner, in accordance with reimbursement procedures. See Section III, G.
5. Office Heads/Staff Assistants/designees will file the bills by billing period. Annotated copies of the bills will be returned to the Accounts Payable Unit.

D. Reporting Lost/Stolen Calling Cards

Regional Office Staff/PSS Responsibilities

1. Employees will report lost or stolen calling card information to their Office Head/RA/Division Chief or designee within one workday of discovering the loss. The Office Head/RA/Division Chief or designee will then immediately contact PSS. Failure to report timely may result in the non-replenishment of calling card access or the user paying for unauthorized calls. (Refer to M.D. 11-02, dated 07/11/11, Use of Department Portable Computer/Electronic Devices for employee's responsibilities of cost, if applicable.)
2. The Office Head/RA/Division Chief or designee will contact PSS by e-mail to inform them of the lost or stolen calling card and follow-up in writing on the DCFS 97. If the calling card is reported as lost or stolen, a DCFS 77 must accompany the DCFS 97 report.

3. PSS will deactivate the calling card immediately upon it being reported as lost or stolen and control for receipt of the DCFS 97, DCFS 250, police report and DCFS 77, if applicable.
4. Replacement requests for lost or stolen calling cards will be processed only after receipt of the DCFS 97, DCFS 250, and DCFS 77, if applicable.

E. Returning Calling Card/Calling Card Information to the Department

Regional Office Staff Responsibilities

1. Calling Cards will be returned by the Office Head/RA/Division Chief to PSS when an employee terminates employment, retires, is reassigned, is on extended leave of absence for more than 30 days or when they are no longer authorized to have the calling card. If there is no calling card, the calling card information will have to be e-mailed to PSS.
2. The Office Head/RA/Division Chief or designee will document the employee's name and employee number when the calling card or calling card information is returned.
3. If the former employee does not return the calling card or calling card information, the Office Head/RA/Division Chief will contact PSS within one business day to request the calling card or calling card information be deactivated.

F. Disciplinary Action for Misuse of Calling Card or Calling Card Information

Regional Office Management Responsibilities

Office Head/RA/Division Chief will take appropriate disciplinary action when an employee is not adhering to the calling card policies and procedures.

G. Annual Reconciliation and Monitoring Requirements on Calling Cards

PSS Responsibilities

PSS will review annually the appropriateness of the pricing on the different plans used by the Department. PSS will use the information for planning future acquisitions of calling card services.

RELATED POLICIES

Purchasing Guidelines – February 24, 2012

FORMS(S) REQUIRED/LOCATION

- LA Kids:**
- DCFS 6-1**, Miscellaneous Transmittal
 - DCFS 95A**, Expense Claim
 - DCFS 96**, Mobile Telecommunications Equipment Agreement
 - DCFS 97**, Lost/Stolen/Damaged Mobile Telecommunications Equipment Report
 - DCFS 250**, Procurement Request