

POLICY TITLE: Issuance and Utilization of Cellular Phones		PAGE 1 OF 4
CHAPTER: General Administrative Policies		
	CHILD AND FAMILY SERVICES AGENCY  Approved by: _____ Signature of Agency Director	PROFESSIONAL STANDARDS See Section VIII.
EFFECTIVE DATE: August 3, 2007	LATEST REVISION: August 2, 2007	REVIEW BY LEGAL COUNSEL: August 2, 2007

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA or Agency) adopts this policy to be consistent with its mission and applicable federal and state laws, rules and regulations.
II. APPLICABILITY	This policy applies to all Agency employees and contracted personnel assigned Agency cellular phones.
III. POLICY	The purpose of the cellular telephone policy is to establish clear requirements for cellular telephones and to minimize the District of Columbia's costs for cellular phone equipment and usage. The cellular telephone provided by the CFSA is a tool that enhances the quality of work performed by the employees of the Agency. All Agency employees are not entitled to a cellular phone, but must meet specific requirements as outlined in this policy and approved by the applicable Deputy Director or organizational equivalent. This policy outlines the specific responsibilities of users regarding issues related to the issuance of a cellular phone.
IV. CONTENTS	A. Official Utilization of CFSA Cellular Phones B. Approval for Cellular Phone Issuance C. Guidelines for Cellular Phone Usage D. Lost or Stolen Cellular Phones E. Damaged Cellular Phones F. Issuance and Replacement of Accessories
V. PROCEDURES	Procedure A: Official Utilization of CFSA Cellular Phones 1. Cellular phones issued to CFSA personnel are the property of CFSA and are <u>for official government use only</u> . 2. All CFSA staff issued a cellular phone are required to sign a "Mobile Phone Receipt" and comply with the applicable contracted cellular phone plan.

	<p>3. Cellular phone bills will be reviewed monthly by designated Facilities Management Administration (FMA) staff and all calls/text messages/down loads, etc. suspected as other than official government use, or that are over the calling plan, will be forwarded to the applicable Administrator for review and validation. All employees who excessively use the government phone for personal calls or exceed their calling plan will be responsible for reimbursing CFSA.</p> <ul style="list-style-type: none"> a. The Administrator of the cellular phone user shall be responsible for ensuring that the Agency employee remits payment for the excessive usage (over the calling plan) or excessive personal calls (using the phone for other than official business). b. The Administrator of the cellular phone user shall notify Human Resources of the excessive use and user payment requirements. Human Resources shall take appropriate administrative action. <p>4. The cellular phone user shall have overall responsibility to maintain positive control of the cellular phone 100% of the time during the period that it is assigned to him or her. In the event that he or she resigns or is terminated, it shall become the user's responsibility to return the cellular phone and accessories to FMA when completing the out-processing checklist or to the Human Resources Administration if the departure from the Agency is unscheduled.</p> <ul style="list-style-type: none"> • Employees who depart the Agency without turning in their cellular phone will be held accountable for the full replacement cost of the cellular phone, accessories, all termination or suspension fees and any excessive usage charges, and may be subject to administrative or criminal action.
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	<p>Procedure B: Approval for Cellular Phone Issuance</p> <p>The Deputy Directors or organizational equivalents must approve the issuance of cellular phones for their staff. This process will be accomplished at the beginning of each cellular phone contract period. Additionally, requests for cellular phones made after the initiation of the contract must also be approved in writing by the Deputy Director or the organizational equivalent. Generally, the following rules apply when determining who should be issued a permanent cellular phone (Note: a shared stand-by phone may be the most optimal and economical solution in many cases):</p> <ul style="list-style-type: none"> a. Any agency staff member who conducts official CFSA business in the field more than 50% of the duty day and at least three days per week. b. Any staff member who is required to perform an emergency response or stand-by duty. c. Any staff member whose performance in the field may put them in harms way and access to an Agency cellular phone provides a reasonable measure of safety. d. Any employee who travels in excess of 50 miles from the Agency.
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	<p>Procedure C: Guidelines for Cellular Phone Usage</p> <ol style="list-style-type: none"> 1. Cellular phones shall be utilized only when an office workstation phone is not easily accessible or readily available (landline). 2. Text messaging is generally prohibited unless it is the most effective means to communicate with the client. Text messages are prohibited for personal use. 3. Any fee type service or download outside of the contracted calling plan is prohibited. 4. Use of the cellular phone for long distance calls is generally prohibited except when access to a workstation phone is not easily accessible or readily available. 5. Use of the cellular phone for 411 calls is prohibited. All staff members should use the toll free access for 411 type assistance: 1-800-373-3411.
	<p>Procedure D: Lost or Stolen Cellular Phones</p> <ol style="list-style-type: none"> 1. It is the responsibility of the cellular phone user to immediately report all lost or stolen cellular phones, in writing on an Unusual Incident Report (UIR), to the Telecommunications Office in FMA. 2. The cellular phone user must immediately report all stolen cellular phones to the Metropolitan Police Department. The police report may be filed in the cellular phone user's local police jurisdiction or the jurisdiction in which the phone is believed to have been stolen. A police report may also be obtained by notifying the Metropolitan Police Department of the stolen District government cellular phone using the non-emergency phone number 311. 3. The cellular phone user must submit a copy of the UIR with the police incident report number to the Telecommunications Office in FMA within 24 hours. This ensures the stolen telephone number will be suspended and significantly reduces the risk to the Agency for fraudulent calls. 4. An FMA-designated representative will review the report to make a determination if the theft occurred due to negligence. 5. If negligence is suspected FMA will coordinate with the applicable Administrator of the cellular phone user to validate the charge. 6. If the Administrator substantiates the loss is not due to negligence then no reimbursement is required from the cellular phone user. 7. If both FMA and the applicable Administrator find negligence, the cellular phone user shall be responsible for reimbursing CFSA for the full replacement cost of the phone, accessories, and termination or suspension fees, as applicable. 8. When reimbursement is required, the cellular phone user shall be responsible for providing proof of reimbursement to FMA prior to receiving another phone.

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	<p>Procedure E: Damaged Cellular Phones</p> <ol style="list-style-type: none"> 1. Damaged cellular phones should be turned in to the FMA Telecommunication staff for evaluation and repair as required. 2. Cellular phones that are damaged beyond repair will be replaced if the Telecommunication staff member determines the damage did not occur due to the negligence of the assigned user. 3. Once a replacement phone is approved, the assigned user must complete a new "Mobile Phone Receipt" to ensure all pertinent SIM Card and IMEI data is recorded. 4. Replacement of a cellular phone due to damage is not guaranteed; a replacement phone will only be issued if one is available. 5. Cellular phones damaged or in need of repair due to a manufacturer's defect will be sent to the service representative for action. In the interim, a temporary cellular phone may be issued if one is available. 6. Cellular phones damaged due to negligence require that the assigned user reimburse CFSA for the full replacement cost of the phone, accessories, and termination or suspension fees, as applicable. 7. Proof of reimbursement must be submitted to FMA prior to issuance of a new cellular phone. 8. Replacement of a cellular phone due to negligence is not guaranteed; a replacement phone will only be issued if one is available.
	<p>Procedure F: Issuance and Replacement of Accessories</p> <ol style="list-style-type: none"> 1. Cellular phones shall be issued with the basic accessories (i.e., battery, charger, case) necessary to properly use and maintain the phone. 2. Cellular phone accessories cannot be replaced unless the accessory is a mechanical part covered under warranty for the contracted period of time CFSA has established with the mobile phone vendor. 3. The accessory shall not be replaced if stolen or damaged beyond repair due to the negligence of the assigned user. 4. All accessories shall be returned with the cellular phone when the employee separates from the Agency, or when he or she is otherwise required to relinquish the items. 5. If the accessories are not returned with the cellular phone, the user shall be responsible for the cost to replace the accessories.

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