



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: TELEPHONE CALLING CARD SERVICES
(Requests and Audits)**

**Policy No.: A321
Supersedes: August 5, 2009
Revision Date: December 3, 2015
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PURPOSE:

To establish guidelines for identifying and approving employees who are to be issued authorization codes allowing an individual access to direct-dial long distance calling when necessary to conduct County business.

POLICY:

1. Rancho employees who place frequent long distance county-related business calls outside the geographical boundaries of Los Angeles County should have access to the calling card service. Access is gained through the issuance of calling cards.
2. Non-County staff who place frequent long distance county-related business calls outside the geographical boundaries of Los Angeles County while on grounds should have access to the calling card service. Access is gained through the issuance of calling cards.
3. Employees and non-County staff assigned a County telephone calling card become accountable for the use or misuse of the code. Therefore, caution is essential when using the code number. Immediately report any unusual incident and/or loss of the card.
4. Management will review quarterly activity reports of calling card usage at RLANRC and conduct audits to ensure compliance with County policy.
5. Cardholders are required to reimburse the County for all non-County related telephone charges.

GENERAL GUIDELINES

Discretion must be used by Department Heads and Program Chiefs in the assignment of calling range privileges (CRP). Effective control of long distance costs will be by the careful selection and issuance of authorization codes. Employees and non-County staff should be cautioned against distributing their calling card number, as they will be held accountable for the calls billed to their code.

EFFECTIVE DATE: November 1982

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.

Employees who make infrequent out-of-county calls should place their call through the Rancho, telephone operator. The operator must obtain administrative approval before placing the call.

PROCEDURE:

1. The requesting department will prepare a Telephone Service Change Request addressed to Voice Communications. Blank forms may be obtained by calling the Help Desk at ext. 4357. The requestor must be at the management level of Department Head or higher. The following information is required:
 - cardholder's name
 - employee number on company identification for non-County staff
 - work location
 - job title
 - calling range privilege requested (see form)
 - justification
2. Once approved, a calling card request will be prepared by Voice Communications and forwarded to Internal Service Department (ISD) for processing.
3. When the telephone calling card is received from ISD, Voice Communications will instruct the employee or Non-County staff to personally pick-up and sign, acknowledging receipt of the card. Departments should allow approximately four (4) weeks from the time Voice Communications receives request until the card is received from ISD.
4. Changes, additions or deletions (i.e., retirement, transfers, etc.) should be reported promptly to Voice Communications.

Loss of authorization codes, calling range, and circuit problems (e.g., noise, cutoffs, one-way radio, cross talk, etc.) should be reported promptly to Voice Communications for repair resolution. Be ready to provide the following information:

- name
- location
- problem
- number dialed
- calling card privilege
- time of the call

Calling Card Audits

1. In cases when calling card activity generates costs exceeding \$30.00 per month or the card is selected for random audit, a letter will be sent to the cardholder requesting information identifying the nature of each call made. Reimbursement for personal calls will be made to the cashier (Lobby, 100 Building) by the cardholder.

2. An audit reminder will be sent to the cardholder if a response is not received within ten working days of the date of the first letter. The cardholder's department head will receive a copy of the audit reminder.
3. A letter of Non-Response will be sent to the cardholder's department head advising of the cardholder's continued failure to respond to the audit and pending cancellation of the user's calling card if a response has not been received within ten working days of the date of the letter.
4. Non-response by either the department head or cardholder within ten working days of the date of the third letter will cause the matter to be forwarded to the CIO for resolution. This may result in the cancellation of the card.

FT:ad