

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES**SUBJECT:** CELLULAR PHONE CONTROLS**POLICY NO.** 861.2

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- PURPOSE::** To establish responsibility and guidelines for the acquisition, usage, monitoring, and issuance of cellular telephones to employees of the Department of Health Services.
- SCOPE::** This policy will govern all Department of Health Services' cellular telephone users. These telephones will be defined as any hand-held, portable, or a vehicle- mounted communication device.
- POLICY::** This policy will apply to all communication devices purchased by any Department of Health Services facility Coordinating the acquisition. issuance and management of cellular telephones will be the responsibility of the Telephone Coordinator. The departmental Chief Information Officer will make final approval of all requests, on a case-by-case basis.
- The issuance of cellular telephones will be restricted to employees who must travel frequently and are required to conduct County business while to transit. Cellular phone bills are to be distributed to the user % to his or her immediate supervisor. Charges are to be reviewed for appropriateness by the employee's supervisor Any calls placed for non-County business must be reimbursed to DHS immediate))
- Approvals to activate cellular telephones(s) will be restricted to the Chief Information Officer or designated representative Unassigned activated cellular telephones designated for use only in emergencies must have appropriate security controls to prevent misuse.
- GUIDE::** Los Angeles County Telephone Policy states that all personal telephone calls on County equipment must be reimbursed by the employees By memorandum from Donald R. Deise, Senior Assistant Administrative Officer to all Department Heads, dated June 20, 1989, and County Cellular Telephone Policy dated April 23, 1996, each Department Head was instructed to establish procedures and guidelines covering reimbursement for personal calls on cellular telephones This has been interpreted to include hand-herd and portable telephones.
- PROCEDURES::** SUBJECT: PROCEDURES FOR CELLULAR TELEPHONE CONTROLS
- PURCHASE OF CELLULAR TELEPHONES:**
To obtain a cellular telephone and accessories, a request must be submitted to the Chief Information Officer or his or her designee. Approval for use of a cellular telephone will be granted on a case-by-case basis. All requests for purchase of a cellular telephone must contain approval from the Chief

Executive Officer, Assistant Director or their designated representatives.
Requests for cellular telephones will contain the following information:

- Justification for need
- Name of person utilizing the cellular telephone
- Work location and telephone number of person utilizing the cellular telephone
- Duration of usage of cellular telephone
- Name of immediate supervisor
- Work location and telephone number of supervisor

Upon obtaining final approval by the Chief Information Officer to issue a cellular telephone to the requestor, the Telephone Coordinator will contact the County agreement vendor of choice directly to order the cellular telephone. A written request will be prepared and submitted to the vendor and a copy will be placed in the cellular telephone file, pending receipt of equipment.

ACTIVATION OF CELLULAR TELEPHONES:

Approval to activate cellular telephones will be restricted to the Chief Information Officer or his or her designated representative. Upon receipt of the cellular telephone from the vendor, the Telephone Coordinator is to contact the County contracted cellular telephone service vendor to have the telephone activated.

AUTHORIZED CELLULAR TELEPHONE USERS:

Approval to use the cellular telephone will be granted to any DHS employee whose duties and responsibilities require him or her to be accessible during normal business hours and no other reasonable means of communication is available. County employees must have prior authorization from their supervisors and the Chief Information Officer before being allowed reimbursement privileges for use of personal cellular phones for County business. Cellular telephone use should be restricted to employees whose job duties require the use of a cellular telephone and not for an employee's convenience.

An Employee, who chooses to use his or her personal cellular telephone to conduct County business and wishes to be reimbursed, must submit a copy of the cellular telephone bill indicating business related calls and an Expense Claim, signed by his or her supervisor, to the Chief Information Officer for reimbursement.

ISSUANCE OF CELLULAR PHONES:

Each cellular phone user must sign a contract indicating that he or she has been advised that the phone is to be used to conduct County business only. The Telephone Coordinator will discuss the agreement and procedures with the user, ensuring that he or she understands fully all the ramifications and personal responsibilities as a cellular telephone user.

The contract is to be completed in duplicate. The user is to keep one copy for his or her records and the original is to be retained by the Telephone Coordinator and filed in the cellular telephone file.

AUDITING CELLULAR TELEPHONE BILLS:

Procedures will be established to ensure that the cellular telephone is being utilized to conduct County business. Telephone calls not concerning County business must be reimbursed to DHS immediately. Reimbursement to the County must be within ten working days of receipt of the bill for all personal calls. Monthly bills are to be audited routinely by the employee's supervisor to ensure appropriate usage and that DHS is being properly reimbursed for

personal calls. Employees not making reimbursement to DHS for personal calls, will be reported to the DHS Inspection and Audit Division for appropriate action. This will result in the suspension of authorization to use the cellular telephone and/or disciplinary action.

Upon receipt of the telephone bills from ISD, the Telephone Coordinator will send a copy of the bill to the employee's supervisor for distribution. The bill will contain a cover memo requesting that it be audited for incorrect or personal charges and returned within ten working days. The user should be asked to indicate those calls which are personal in nature and those that have been inappropriately billed. The memo will also include instructions on where to send payment for any personal calls. The bill is to be returned along with an accompanying memo from the employee's supervisor affirming that he or she agrees with the employee's findings. A copy of the check and a copy of the annotated bill must be submitted to the Telephone Coordinator.

If the letter or bill has not been returned within the specified time, the Telephone Coordinator will place a follow-up call to the employee's supervisor. If no response is received within five working days, a copy of the bill will be forwarded to DHS Inspection and Audit Division for appropriate action. Cellular telephone service will then be discontinued pending review by DHS Inspection and Audit Division.

RETURN/REASSIGNMENT OF CELLULAR TELEPHONE:

The Telephone Coordinator will set up procedures for annual recertification to ensure appropriate action will be taken when the employee terminates employment or his or her duties are changed. The automatic reassignment of cellular telephones to another employee will be prohibited.

When terminating employment, or moving to another administrative area, the cellular telephone will be returned to the Telephone Coordinator. Reassignment to replacement staff within the same administrative area will require recertification of the cellular telephone. A new request must be generated and contain approval from the Assistant Director, Chief Executive Officer, or their designated representatives and the Chief Information Officer or his or her designated representative.

RESPONSIBILITIES:

Telephone Systems Coordinator: Telephone Coordinator will select one standardized make and model of cellular telephone for his or her facility.

Upon receipt of a written request for a cellular telephone, check for the validity of the request. If the request is appropriate, notify the requestor of your receipt of the request and give an estimated delivery date.

Ensure that funds are available in current fiscal year budget to purchase a cellular telephone.

Contact the County contract vendor to inform her/him of the number of telephones and types of accessories to be purchased and to request a price quote. Once you obtain the price quote, have the vendor FAX a copy of the invoice to you. Follow your in-house procedures for purchasing of equipment. The procedure will vary, depending on where applicable funds exist (ISD or Department budget). If the funds are in the ISD budget, sign and return the invoice to the servicing agent and he or she will contact ISD for a Purchase Order (P.O.) number. Arrange with the contract vendor for delivery of the cellular telephone.

The servicing agent or responsible party will provide a cellular telephone service activation approval sheet. The servicing agent should contact Alice Abrams of ISD/1TS at (213) 881-3617 to arrange for a P.O. for payment of the invoice. If ordering more than one cellular telephone, ensure that each phone is activated under the appropriate employee's name. If you encounter problems with the assigned numbers, contact Theresa Disarufino of ISD/ITS at (213) 267-2240 to have the telephone listed in individual names.

Once you have accepted the telephones, prepare a DHS Communication Equipment Agreement for the user. Make two (2) copies; retain one for your records, and give one to the user.

Distribute all bills to the appropriate cellular telephone user monthly. The following steps must be taken to reconcile telephone bills each month:

- Make one copy of each bill.
- Check each bill against the cellular telephone listing to ascertain the name of the appropriate user'.
- Prepare a memo to each applicable user (see Attachment C). Send the memo and cellular telephone bill to user's supervisor for distribution.
- If there is no response from the user's supervisor within fifteen working days, refer the bill to DHS/Inspection and Audit Division.
- Report all discrepancies to Theresa Disarufino of ISD General Accounting Section, at (213) 267-2240.

SUPERVISORIAL REVIEW:

The employee's supervisor will be responsible for monitoring the employees' use of his or her cellular telephone.

The telephone bills are to be reviewed by the employee's supervisor each month. Upon receipt of the bill from the Telephone Coordinator the following actions are required by the supervisor:

- Make sure you have targeted the appropriate user. On occasion there may be a need to reissue a cellular telephone to more than one user during a billing period.
- Make one copy of the bill for his or her records.
- Check each bill against the listing of cellular telephone users in his or her Division to ensure that he or she has received a bill for all cellular telephone users in his or her area of responsibility.
- Give the bill to the responsible party. The employee must review the bill and return it to his or her supervisor within ten working days of receipt from his or her supervisor.
- Check the annotated bill to ensure that the employee is reimbursing the County for all personal calls.
- Sign and date the transmittal memo attached to the employee's bill as verification that he or she has reviewed the employee's cellular telephone bill

and finds no reason to disagree with reimbursement due the County (see Attachment C).

-Note any discrepancies, and report them to the Telephone Coordinator for appropriate action.

-Contact the responsible employee if a response is not received within ten working days, to remind him or her that the response is late. Subsequently, if there is no response from the employee within 15 days, the supervisor must refer the bill to his or her Telephone Coordinator for appropriate action.

CELLULAR TELEPHONE USER:

The USER is responsible for maintaining an accurate log of calls made for determining personal calls versus work related calls.

The USER must immediately report lost, stolen or damaged instruments to the Telephone Coordinator.

The USER is responsible for completing a "Missing Cellular Telephone" form if the telephone has been lost or stolen (see Attachment D). A copy of the police report must accompany the form.

The USER is responsible for the replacement cost of any telephone damaged or lost due to his or her negligence.

The USER must return the telephone to the Telephone Coordinator upon his or her termination from County service or transfer to another department. If the USER desires to purchase the telephone, he or she must pay the fair market value for such instruments as determined by ISD/Purchasing and Stores Department.

Each Cellular Telephone USER is responsible for making compensation to the County for all personal calls including air time and dial tone charges.

It is the responsibility of the employee to prepare his or her request for reimbursement when use of employees' personal cellular telephone is used to conduct County business. The request must have the employee's supervisor's signature of approval, a copy of the cellular telephone bill indicating which charges are business related and an Expense Claim. These documents are to be submitted to the Chief Information Officer or his or her designee for approval.

Upon receipt of the Expense Claim, the Telephone Coordinator will take action to approve or deny the employee claim. If the claim is approved, it will be submitted to the appropriate Finance Office for payment.

I HAVE READ THIS DOCUMENT AND AGREE TO THE ABOVE PROVISIONS. User Name:

Date

Department

Cellular Telephone #

Telephone Analyst

Date

**"ATTACHMENT A" DEPARTMENT OF HEALTH SERVICES
COMMUNICATION EQUIPMENT AGREEMENT**

THIS COMMUNICATION EQUIPMENT AGREEMENT, made and entered into this day (current date) by and between (Employee Name) Employee# _____, hereinafter referred to as the "Employee" and the COUNTY OF LOS ANGELES, a political subdivision of the State of California, hereinafter referred to as the "County",

WITNESSETH:

WHEREAS, Employee has been identified by his or her Chief Executive Officer, or designated as being required to be available to conduct County business while in transit, and

WHEREAS, the Department of Health Services, hereinafter referred to as DHS, desires to issue communication equipment (portable, vehicle-installed or hand-held cellular phone) to the employee, or if necessary install communication equipment in Employee's personal vehicle, to enable Employee to conduct County business while in transit, and

WHEREAS, DHS wishes to recover all Department-owned equipment from Employee, should Employee leave DHS service or is no longer authorized to have such equipment,

NOW, THEREFORE, in consideration of the mutual covenants hereinafter contained, the parties hereto agree as follows.

SECTION 1. Issuance/Installation/Activation of Communication Equipment. DHS shall have the right, in its sole discretion and at its sole expense, to install, issue or activate any communication equipment which it deems necessary in Employee's personal vehicle.

SECTION 2. Cooperation of Employee. Employee agrees that he/she will cooperate fully with the DHS representative in the installation, issuance or activation of such equipment Employee understands that such installation requires minor physical alterations to the vehicle. The employee agrees that he or she will not remove, alter, render inoperable, or otherwise interfere with the effectiveness or operation of any such equipment without the prior express written permission of the respective DHS Facility's Chief Information Officer or his or her designated representative.

**"ATTACHMENT B" COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES
Information Systems**

(CURRENT DATE)

TO:

(NAME OF CELLULAR TELEPHONE USER)

(Division/Department)

FROM:

(Telephone Coordinator's Name)

SUBJECT: ISSUANCE OF CELLULAR TELEPHONE

In accordance with County policy a cellular telephone is being issued to you as an employee designated by management as being required to be available to conduct County business while in transit.

Your signature on the attached Communication Equipment Agreement, indicates that you are in agreement and under..., April 1, 1996

ATTACHMENT1: [DHS Policy #861.2 Attachment](#)

EFFECTIVE DATE: Jun 01, 1996

SUPERCEDES:

APPROVED: Signature on File
