Commissioner's Policy Statement and Implementing Procedures

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<th>SUBJECT:</th>
<th>Cellular Device Use for DMHAS Employees (State Issued)</th>
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<td>P &amp; P NUMBER:</td>
<td>Chapter 5.1</td>
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<td>APPROVED:</td>
<td>Patricia Rehmer, Commissioner</td>
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<td>Date:</td>
<td>March 15, 2014</td>
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<td>REFERENCES:</td>
<td>BEST Telecommunications Policy; DMHAS Work Rules</td>
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<td>FORMS AND ATTACHMENTS:</td>
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**STATEMENT OF PURPOSE:** To provide procedures for use of Cellular Devices by The Department of Mental Health and Addiction Services Employees.

**POLICY:** It is the policy of the Department of Mental Health and Addiction Services (DMHAS) that all Cellular and other Mobile Telecommunications devices assigned to the DMHAS employees are to be used solely to perform the DMHAS duties. For purposes of this policy, a cellular device shall include: cell phone, blackberry, walkie-talkie, calling card, air card, beeper, or other electronic Mobile Telecommunications device.

Personal use of the state cellular devices must be severely limited and is allowed only at the sole discretion of the DMHAS. Non work related use is not permitted, with the following exceptions: personal use of a state cellular device for emergency personal business and authorized by the employee’s supervisor will be acceptable. Unauthorized use of cellular devices for personal business shall subject the employee to appropriate disciplinary action.

The “411” information number may not be used with a state assigned cellular device. Work related texting will be allowed on a limited basis if approved by the employee’s supervisor. No text messages may contain PHI (Patient Health Information), client PHI (Personally Identifiable Information) or C/RSD (STATE OF CT confidential or restricted STATE OF CT data as they are completely “CLEAR TEXT” and easily intercepted). A right to privacy regarding use of the State assigned cellular devices should not be assumed. Device bills, activity and Text or other similar messaging are subject to Freedom of Information (FOI) inquiries and to audit.

The state assigned cellular device shall not be used if a regular landline telephone or State approved network connection is accessible and safe to use. Cellular devices should not be used while driving.

The Bureau of Enterprise Systems Technology (BEST) Telecommunications Policy is applicable for the use of state assigned cellular devices and requires the department certify the accurateness of any charges incurred. Those charges are certified by the DMHAS.
PROCEDURE:

1. For an employee to obtain a cellular device a justification from a supervisor and approval by
the facility Chief Financial Officer (CFO), Chief Executive Officer (CEO) and the DMHAS
Chief Fiscal and Administrative Officer (CFAO) is required. Each employee and their
supervisor must sign a Cellular Device Receipt Form for the cellular device acknowledging
receipt of and responsibility for the device and its use.

2. The approved Purchase Requisition and Justification is forwarded to Office of the
Commissioner (OOC) Budget for review/approval by the DMHAS CFO. If approved, the
DMHAS CFO sends an email to the BEST facility. At this point a Telecommunication
Service request (TSR) is entered by the applicable DMHAS facility. Appropriate
information is logged on a Master Cellular Device Tracking log and TSR tracking log by the
applicable facility. The applicable facility Business Office receives and distributes all
cellular devices to employees. A cellular device receipt form must be signed by employee
and supervisor and kept on file at the applicable facility Business Office.

3. Return of the cellular device is as follows:
   When an employee transfers within the DMHAS or an employee terminates with the
DMHAS, the cellular device and accessories must be returned to their Supervisor. For
employees on extended leaves of absence (sick leave, maternity or other) the supervisor
must notify the facility to suspend or terminate the cellular device. The cellular device and
accessories must be returned to their Supervisor unless other arrangements have been made.
This action must be recorded in writing and a copy of said record sent to the facility
representative in charge of cellular accounts. The Supervisor must notify the facility
Business Office once the employee has returned to work in order to reactivate the cellular
device.

4. Individual cellular device invoices must be sent to staff for review on a monthly basis. Each
invoice must be signed by the employee and the supervisor and returned within 15 work
days of receipt by the employee. If an employee has made a personal call and authorized by
his/her supervisor, a check made payable to “Treasurer, State of Connecticut” for
reimbursement should be included. Reimbursements will be tracked and deposited to the
Treasury bank account under the DMHAS facility ID. The amount of reimbursement for
personal use should be the dollar amount listed for each personal call made.

5. If individual cellular device billing reports are not returned and/or personal calls remain
unpaid, or if there are personal calls made on multiple invoices, the DMHAS may, at its
discretion, suspend or terminate the cellular device, retrieve the device, and/or initiate
disciplinary action per the DMHAS work rule #6.

6. If a cellular device is lost, misplaced, or stolen, the employee must notify his/her supervisor
and the applicable facility business office immediately for suspension or cancellation.
During off hours the employee should immediately call Sprint at 1-800-390-7545 to suspend
the service on the missing cellular device. The DMHAS may request reimbursement from
the employee for the replacement cost of the device. If a cellular device is lost, the employee
may forfeit the right to have a cellular device. A CO-853, Report of Loss or Damage To
State Owned Real and Personal Property and a MCSD, Mobile Computing Storage Device
form must be filled out.