

CF OPERATING PROCEDURE  
NO. 70-6

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
TALLAHASSEE, March 1, 2009

Facilities Acquisition and Management

UNAUTHORIZED USE OF STATE TELEPHONES, STATE OWNED OR LEASED  
CELLULAR TELEPHONES AND THIRD PARTY BILLING

1. Purpose. This operating procedure establishes Department policy for the unauthorized local use of state telephones, area use of state owned or leased cellular telephones, long distance use of the state SunCom telephone system and use of third party billing.
2. Scope. This operating procedure applies to all Department employees, clients, residents, guests, visitors, contract personnel and other persons, all Department voice telecommunications systems and instruments.
3. References.
  - a. Section 112.313(6), Florida Statutes (F.S.), Misuse of Position.
  - b. Section 812.014, F.S., Theft.
  - c. CFOP 60-55, Chapter 1, Standards of Conduct and Standards for Disciplinary Action for Department Employees.
  - d. State of Florida Telephone Directory.
  - e. Section 2.2.3.5, State Plan for Communications Services (February 1991).
4. Definition. Unauthorized use includes voice telecommunications that are not related to State of Florida business. The cost of unauthorized calls is included as part of invoices to Department accounts by the Department of Management Services, local phone companies and area cellular phone companies.
5. Policy.
  - a. The state telecommunications system (SunCom) and cellular telephones may only be used for official state purposes authorized by the Secretary, or to relieve emergency situations where there is no satisfactory communications alternative. Unauthorized use of the state communications network is prohibited and subject to disciplinary action. Cellular phones should only be used for the conduct of official state business when a conventional phone is not readily available. State agencies should have established internal controls over the use of State-owned or leased cellular phones to ensure that payments from public funds relating to the cellular phones serve a specific authorized public purpose. Billing options should be reviewed to determine that the most economical option is selected considering the specific usage requirements of the cellular phone user.
  - b. Personal use of State-owned or leased cellular phones on package minute plans should be discouraged. **When personal calls are made or received, and the amount of personal usage cost is equal to or greater than \$5.00 for a billing period, the employee must provide a personal check made payable to the Department for personal calls plus a \$3.00 processing fee.**

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This operating procedure supersedes CFOP 70-6 dated January 15, 2001.

OPR: ASG

DISTRIBUTION: A

Reimbursement will be submitted to designated staff within 30 days of the identification of personal charges. The employee's personal check must then be deposited in the appropriate state account.

**c. The charges for personal use will be determined by multiplying the number of minutes used by \$0.10.**

**(1) EXCEPTION: If any Region has to go "off contract" from the State approved contracted vendor to provide adequate coverage for users, then the reimbursement rate for personal use will be based upon the peak minute rate charged by the carrier.**

**(2) If a Region must go "off contract," it is the responsibility of that Region to provide written instructions/guidelines concerning the reimbursement rate for personal use to the holders of all cellular phones in the Region.)**

d. Complete form CF 762 (available in DCF Forms) to calculate the charges for personal use. If reimbursement is due, submit the completed and signed form CF 762 with the employee's personal check.

e. The use of the state telecommunications system or state cellular telephones to facilitate a crime or in violation of Department rules, operating procedures or policies is strictly prohibited. Third party calls (calls made from a non-Department of Children and Families number) may not be billed to the Department.

## 6. Responsibilities.

a. Each Regional Director (or designee) and each institution superintendent/administrator (or designee) are responsible for distributing to unit supervisors within their respective administrative areas Department of Management Services' (DMS) SunCom message detail, local telephone company invoices and state area cellular telephone invoices as those invoices are received. The Office of General Services (ASG) is responsible for distributing those invoices to unit supervisors at Headquarters.

b. Unit and line supervisors will review the SunCom message detail, local telephone company invoices and state cellular telephone invoices for appropriateness of use and, where indicated, initiate disciplinary action in accordance with the references in paragraph 3 above for any unauthorized use made by a specific employee. In addition, that specific employee will be required to reimburse the Department only for the cost of the unauthorized use.

(1) Unauthorized SunCom message detail, local calls and area cellular telephone calls not related to state business shall also be reimbursed when non-voice communications are used or when a pattern of abuse (such as, but not limited to, long periods of time on the phone, unusual number of local calls, or frequent calls on a regular basis to the same group of local phone numbers) is apparent.

(2) The Office of Inspector General may also monitor personal use and instances of abuse and seek reimbursement from violators on behalf of the Department.

c. The servicing human resources office is responsible for providing each new employee with a copy of this operating procedure within 30 days of employment.

d. Region/circuit/institution financial offices and the Administrative Services Support Center are responsible for refusing payment for all third party calls made after August 31, 1994. Telephone companies and long distance carriers have been notified that the Department will no longer pay for third party calls.

7. Use of Telephone by Clients and Residents. Clients are authorized to use the telephone system only for purposes of conducting state business. Each long distance call by a client will be logged by the Department employee who determines that the call is for the purpose of conducting state business. Residents may make local calls; however, long distance calls must be made collect, made on the resident's credit card, or be subsequently reimbursed to the Department. A telephone log of all resident long distance calls by date, time and duration will be maintained at the institution. Resident long distance calls may be authorized by the unit supervisor in unusual circumstances.

8. Personally Owned or Leased Cellular Telephones. Reimbursement for personally owned cellular telephone use at the actual personal cellular telephone rate is authorized only in situations where the client's or employee's health and safety are at risk, or where a critical need exists. Reimbursement at the public pay telephone rate is authorized for regular business calls. All other business calls will be reviewed by unit and line supervisors for appropriateness of use. A certification statement signed and dated by the requester must appear on the reimbursement voucher attesting:

"I do certify (or affirm) that the request being made for reimbursement of a call(s) made on a personally owned (or leased) cellular phone is for a call(s) made in a situation(s) where a critical need existed or the client's or employee's health and safety were at risk."

BY DIRECTION OF THE SECRETARY:

*(Signed original copy on file)*

MELISSA P. JAACKS  
Assistant Secretary for  
Administration

SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL

Paragraph 5 was revised to change the method for calculating the amount that an employee must pay for personal use of non-voice communications on a State-owned or leased cellular phone, or personal calls on a State-owned or leased cellular phone. References to state telephone credit cards have been deleted since such credit cards are no longer authorized.