== 630 Telephone Policy

The state telephone system is used for official state business. The Department's telephones are state property and are not to be used for employees' personal convenience.

Employees are prohibited from using personal cellular telephones or pagers at HFS work sites without prior supervisory approval.

== 630.1 Cautions

A. Voice-mail is not a secure repository. Never place sensitive information on it or reveal voice-mail access codes.

B. Cell phone voice signals may easily be intercepted by a wide variety of equipment. Do not send or reveal sensitive Department information over cellular telephone equipment.

C. Never accept any collect call received on a Department telephone.

D. Questions regarding telecommunications security may be directed to the Office of Information Services Security Manager at (217) 782-2669.

630.2 Monitoring Appropriate Use

Each Department unit must review telephone bills monthly to assure that state telephones and state-issued telephone calling cards were used appropriately.

At the discretion of the Division Administrator, Bureau Chief or your supervisor, you may be required to log calls. When you are required to log calls, you must keep a log of all calls as directed by your supervisor. Supervisors may require that even local calls be logged if they are made outside of Illinois state government. Your supervisor will decide how you should log the calls. HFS 1847, Telephone Log, may be used for this purpose.

== 630.3 Agency-Purchased Cellular Telephones

A. Agency-purchased cell phones may be issued to employees who travel frequently or require work related communication from offsite locations. The HFS 108 form for requesting agency-purchased cell phones is available in HFS' forms library on the InfoNet.

B. The Agency generally prefers to assign cell phones to individuals. Cell phones may be shared within a unit, however, when it is judged to be more efficient or cost effective to do so. In that case, a single supervisor shall be assigned responsibility for maintaining accurate logs to document the temporary assignment of the cell phone to different individuals in the unit.

C. Lost or stolen agency cell phones must be reported immediately to the HFS telephone coordinator, Office of Information Services, at (217) 782-9591. Immediately notify the HFS Security Coordinator, Bureau of Internal Affairs, at (217) 782-1516 if you suspect that an agency cell phone has been stolen.

D. Agency-purchased cell phones are to be used for official state business. Calls made from or received by agency-purchased cell phones are considered authorized if they follow the rules established below for personal use of the state telephone system.

630.4 **State-Issued Telephone Calling Cards**

The Department may approve state-issued telephone calling cards for use by employees using phones other than state telephones to make business calls. Supervisors may request calling cards for their staff by sending a memo to the Telephone Coordinator in the Office of Information Services. State-issued calling cards may be used only for agency business with the exception of safe arrival calls made while employees are on travel status.

== 630.5 **Use of Personal Telephones to Conduct Agency Business**
01-17-2003

A. The Department will reimburse you for using a personal hardwired telephone for toll calls made to conduct agency business. The amount reimbursed will be the actual amount charged for the call.

B. The Department will reimburse you for using a personal cellular telephone for local and toll calls made to conduct agency business.

1. Reimbursement for local calls shall be based on the statewide average rate per minute paid for local calls made on agency-purchased cell phones. This rate will be adjusted annually on July 1 of each fiscal year.

2. Reimbursement for toll calls shall be the actual charge plus roaming charges. Roaming charges mean charges added by either a cellular telephone company or local phone company when a cell phone is used outside of its home service area.

C. No reimbursement will be made for personal calls, monthly service charges, or any other charges related to a personal telephone.

D. The Department may require that you obtain and use an agency-purchased cell phone for business calls if that would be cost effective for the Department. If you are asked to use an agency-purchased cell phone and

you refuse to do so, the Department may refuse to reimburse you for business calls made on a personal cell phone.

E. Reimbursement requests for business calls made on personal telephones must be made on a C-13 Invoice Voucher submitted to the Bureau of Fiscal Operations. Vouchers must reflect two appropriate approval signatures (e.g., Unit Supervisor and Bureau Chief or Bureau Chief and Division Administrator). Documentation must include a copy of the telephone bill with agency business calls highlighted. If the telephone bill does not provide the number from which incoming calls were made (for example, calls received on a cell phone), a daily phone log may be used to document that the calls were received for agency business.

630.6 Personal Use of the State Telephone System

A. Calls made on a Department telephone or fax machine that are charged to a personal credit card, made to a toll-free number or charged to the party called if not a State of Illinois government telephone are allowable personal calls if they:

- do not adversely affect the Department or the performance of your official duties;
- are of reasonable duration and frequency; and
- cannot reasonably be made during non-work hours.

B. Certain brief personal phone calls or fax transmissions to numbers within your local commuting area are allowable without charge to you. Local commuting area means the area from which you regularly commute and includes the town in which your office is located. Examples of allowable calls and faxes include:

- calls to family or child/elder care providers to arrange matters related to the work schedule. For example, you are required to work overtime and call home to tell your family you will be late;
- calls to a spouse or to those responsible for child/elder care. For example, a brief call to a babysitter who is caring for your child;
- calls to check on children who are home alone after school;
- calls to phone numbers that can only be reached during agency work hours. For example, a telephone call to a physician whose office hours

are the same as your work hours or calls to arrange for automobile or home repairs; and

- faxing a copy of a permission slip to your child's school.

Whenever possible, personal calls should be made during your breaks, lunch hour, or before or after work hours. Use of the Department's telephones to make personal calls must be kept to a minimum whether they are calls you make or receive.

Please note, the Department's travel policy provides that the cost of business related special expenses, if reasonable, shall be reimbursable. One example of a reimbursable expense is a telephone call made while on official business including calls of three minutes or less to announce safe arrival or a delay or change in plans.

630.7 Payment for Unauthorized Calls

Within 30 calendar days of being notified that you made unauthorized calls on a state telephone or with a state-issued calling card, you must reimburse the Department for the cost of the unauthorized calls. The amount of reimbursement shall be the actual amount of Department of Central Management Services (CMS) billed charges.

If you do not voluntarily make payment within 30 days of receiving a statement of itemized unauthorized calls or if the Department determines that you have abused this telephone policy, you must pay the actual CMS billed charges for the calls plus $1.00 per minute for toll calls and $.50 per minute for local calls. These rates are intended to cover the cost of the calls plus costs associated with reviewing bills, investigation, processing payments, lost time and other administrative costs.

All reimbursement must be in the form of a personal check or money order made payable to the "Healthcare and Family Services" and submitted to your supervisor for forwarding to the Bureau of Fiscal Operations.

Abuse of the telephone policy may result in forfeiture of an agency-purchased cell phone or state-issued telephone calling card.

Payment of phone charges or fees does not prevent the Department from taking appropriate action against employees who do not follow the telephone policy.