

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Security Measures
Policy Number: 10.02.02
Policy Name: Cellular Communication Devices

Original Effective Date: 06/24/1994
Revision Date(s): 10/01/2022, 08/01/2019, 08/01/2016, 08/01/2013, 07/01/2004
Current Revision Date: 09/01/2023
Approved By: Jacqueline M. Fletcher

PURPOSE: To enhance the safety and communication of CCDCFS staff working in the community

SCOPE: This policy applies to CCDCFS staff assigned a cellular smartphone.

POLICY

- I. CCDCFS staff working in the community are assigned cellular smartphones as a safety precaution and means of communication.
- II. County cellular smartphone usage is limited to business-related communication and/or emergencies.
- III. During working hours, all CCDCFS staff must have their cellular smartphone turned on and with them at all times and must be responsive to calls and/or messages.
- IV. All CCDCFS staff should silence their cellular devices during meetings and training sessions; but, it's required for the device to remain on.
 1. If you must answer a call, please excuse yourself and take the call out of the room.

PROCEDURES

All CCDCFS staff must use the following agency intranet link to order new and replacement smartphones via <https://forms.office.com/g/8Kie65d0Gx>. Information Technology Services, located at the Jane Edna Hunter (JEH) building, will notify the employee when the smartphone is ready to be picked up.

- I. **Employees Must Report Lost or Stolen Cellular Devices Within 24 Hours**
 1. The employee must notify their supervisor
 - a. Complete an incident report with Protective Services for lost/stolen equipment
 - b. Complete a police report for stolen equipment

- c. Contact Cuyahoga County Department of Information Technology (DoIT) Service Desk; DoIT must receive notification within 24-hours to remotely wipe all data, if possible, and to (lock) / prevent unwarranted users from further access. If the device is recovered after it has been remotely wiped, it can be submitted to the (DoIT) for re-provisioning.

Please Note:

- i. Per the County Mobile Device Use Employee Policy Agreement, remote wipe can potentially destroy all data on the device, whether related to County business or personal, and
- ii. Through acknowledgement of receipt and employee signature confirmation on the above policy, users understand their personal data may be erased in the rare event of a security breach.

II. **Replacement Cost for Lost or Damaged Equipment**

1. Smartphone \$50.00
2. Smartphone Holder \$35.00
3. Car Charger \$21.00 – Lost
 - a. Damaged chargers are replaced at no cost (you must return the damaged charger)
4. USB Cord and Wall Adapter \$20.00 each

III. **Failure to Report a Lost or Stolen Device Will Result in the CCDCFS Staff Reimbursing the County for All Usage**

1. Staff is responsible for any calls/texts made on unreported lost or stolen devices.

IV. **Unacceptable Usage of Cellular Devices**

1. Directory assistance i.e. 411 and/or 800-555-1212
 - a. Staff must utilize 1-800-FREE411 (1-800-373-3411)
2. Downloaded ringtones and/or subscriptions to games, entertainment media, etc.

V. **Employee Separation/Termination**

1. Prior to severing employment at CCDCFS, an employee must return their assigned County cellular phone device and all accessories to Information Technology Services, Room (255W) at JEH Building, or submit to their immediate supervisor or senior supervisor. If any items are missing (lost/stolen) and need replacing, staff may submit payment via check or money order payable to CCDCFS at the prices listed above. Staff who fail to return their device at the end of their employment will be responsible for the full replacement cost of their device.
2. Supervisors or Senior Supervisors must inform Information Technology Services, if they have received their former staffs cellular phone device and accessories, as all items must be returned to JEH Building Room (255W).

SEE ALSO:

Cuyahoga County Intranet

Mobile Device Use and Employee Policy Agreement

DCFS Intranet

HHS New User/Relocation/Mobile Phone Request Form