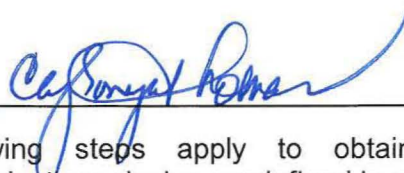


# County of San Bernardino Department of Behavioral Health

## Telecommunication Devices Procedures

Effective Date 09/05/12  
Approval Date 09/05/12



CaSonya Thomas, Director

**Procedure to Obtain Approval to Purchase a Device**

The following steps apply to obtaining approval to purchase a telecommunications device, as defined in policy.

Step	Action
1	The Program Manager (PM), Supervisor or Deputy Director completes the request document as appropriate: <ul style="list-style-type: none"> <li>• For Cell Phones, Landline Telephones and Pagers, complete a Facilities and Project Management (FPM) <a href="#">Repair/Service Request Form</a> and include on the form:               <ul style="list-style-type: none"> <li>○ Type of device requested</li> <li>○ Justification of the need for the device</li> <li>○ Contact information for the employee who will receive the device</li> </ul> </li> <li>• For laptops, tablets and PC wireless cards, complete an Information Technology (IT) <a href="#">New Computer Request Form</a> and include the same information on the form as listed above</li> </ul>
2	The PM or Supervisor will obtain Deputy Director approval for the order.
3	FPM or IT will order the device.
4	FPM or IT will contact the employee to schedule an appointment for pick up.
5	The employee attends the appointment, signs a "Responsibility Acknowledgement" form, and receives the device.
6	FPM or IT retains appropriate completed acknowledgement forms.

**Procedure for Staff to Reimburse DBH for Landline Use or Personal Use of a Wireless Device**

Staff shall follow the steps below to pay DBH for personal use of landlines and/or emergency of a wireless device as required.

Step	Action
1	Review monthly statement to identify amount owed for personal use of a landline.
2	Pay for personal use within thirty (30) days of receipt of the statement.
3	Pay with cash or a check made out to, County of San Bernardino, and attach a copy of the statement with the calls highlighted for which payment is being made.
4	Send cash or a check and the copy of the bill to the DBH Receipts audit unit, according to the unit's current cash issue practices. DBH Receipts audit unit will issue a receipt to employee for the amount received in cash. <b>Note:</b> Cash is sent at employee's own risk.
5	DBH Receipts Unit issues a receipt to employee for amounts received in cash.

*Continued on next page*

# County of San Bernardino

## Department of Behavioral Health

### Telecommunication Devices Procedures, Continued

**Procedure for Staff to Reimburse DBH for Landline Use or Use of Wireless Devices**

Follow the steps below to obtain reimbursement from DBH for business use of personal telecommunication devices.

**Note:** Staff must receive prior approval from their Managers to obtain reimbursement for using personal devices on DBH business.

Step	Action
1	Employee identifies on an original monthly service bill (one bill per month) each instance a personal device was used for DBH business purposes (with prior manager approval).
2	Employee documents the business purpose for each call on the bill used in Step 1.
3	Alternative to Steps 1 and 2 above, employee may list each call separately on an Employee Reimbursement Form (ERF) and complete the "purpose" box for each entry to document the business purpose for each use.
4	Employee multiplies the actual number of minutes used to conduct DBH business on a personal device by \$0.10 and totals the amount.
5	Employee completes an Employee Reimbursement Form (ERF) as follows: a) List separately on page 2 the anticipated reimbursement amount for each month b) Attach the original wireless phone or service bill printed from the internet.
6	Submit the ERF through the usual approval levels.

**Procedure to Report Stolen or Damaged Devices**

The Program Manager or Supervisor will follow the steps below when a device is stolen or damaged.

Step	Action
1	Direct the employee to file a report with local law enforcement and obtain a copy of the report.
2	Complete a County <a href="#">Incident Report</a> form 15-13866-000.
3	Immediately obtain a written report from the employee to whom the device was assigned to include: <ul style="list-style-type: none"> <li>• Full documentation of the circumstances behind the theft or damage</li> <li>• County ID Tag Number of the item</li> <li>• Serial number of the item</li> </ul>
4	Send the employee's written report of damage or theft to FPM or IT as appropriate and include the following information: <ul style="list-style-type: none"> <li>• Copy of the Incident Report</li> <li>• Copy of the law enforcement report</li> <li>• County ID tag numbers</li> <li>• Serial number of the stolen equipment</li> </ul>

**Reference**

County of San Bernardino Internal Controls and Cash Manual, Chapter 21

**Related Policy or Procedure**

DBH Standard Practice Manual BOP3040-1: [Telecommunication Devices Policy](#)