

CPCS Staff Cell Service Provision Policy
5/28/19

Overview

CPCS recognizes that its staff relies on mobile communication in the course of performing CPCS work. Many staff members are required to work outside of the office on a regular basis, and in order to work efficiently and effectively, use mobile devices to access data as well as to talk, text and email a wide variety of contacts including, but not limited to co-workers, clients, justice system personnel, public and private agency staff. To enable staff to reasonably communicate over mobile devices, CPCS provides staff, based on their position, the option of a CPCS issued cell phone and data plan or a monthly stipend or a limited reimbursement for personal mobile device plan overage charges due to use of personal devices for CPCS business.

Eligibility for Phone, Stipend or Overage Reimbursement

1. Managers, Directors, Social Workers, Social Service Advocates, Investigators, Information Technology Unit Infrastructure Staff and Murder Phone Staff are eligible to receive either:
 - a. A CPCS supplied device and data plan (as detailed below); or
 - b. A stipend equal to no more than \$20.00/month and no more than \$240.00/year (details below).
2. Attorneys and Human Resource Unit Staff (other than Managers and Directors) are eligible to receive a stipend equal to no more than \$20.00/month and no more than \$240.00/year (details below)
3. All other CPCS staff including, but not limited to, Administrative Assistants, Finance Staff, and IT Programming Staff are eligible to receive reimbursement for personal mobile device plan overage charges due to the use of personal devices for CPCS business. Overage reimbursements are limited to no more than \$20.00/month and no more than \$240.00/year (details below).
4. CPCS engages a texting service to contact staff in case of emergency or when other forms of CPCS communication is unavailable. Emergency texts are sent only to staff members who opt to receive them. In order to qualify for a CPCS issued phone, stipend, or overage reimbursement, staff must also opt in to permit receipt of CPCS emergency texts.

Guidelines

1. Agency-Provided Mobile Phones

- a. All mobile phones purchased by CPCS are CPCS property.
- b. Employee Separation
 - i. On employee separation from CPCS employment, the mobile phone shall be returned to the separating employee's manager on the final day of separation. The manager is responsible for returning the device to the Finance Unit within one-week.
 - ii. In order preserve client confidentiality, and to insure that no CPCS business calls are received by a former employee, upon employee separation from CPCS, the phone number reverts to CPCS and may not be transferred to the former employee. The phone number transfer will occur on the separation date.
 - iii. CPCS will perform a total data wipe on the device on the employee's separation day either at close of business (4pm) or, if due to involuntary separation, at the formal separation time.
- c. CPCS provided phones must be setup in MaaS360 as "enterprise" devices. As enterprise devices, CPCS has full control over all security aspects of the phone including the ability to track or wipe a phone. If a staff member is unwilling to have their CPCS provided phone setup as an enterprise device, they lose the right to be provided a CPCS phone.
- d. CPCS does not pay for mobile calls, texts or data outside the contiguous 48 States. By default, CPCS presumes such communications are not related to CPCS business, and therefore must be paid by the employee.
 - i. If the employee can demonstrate that calls or texts outside the contiguous 48 States were for CPCS purposes (supplying phone records, copy of texts, etc.), the employee may seek reimbursement.
 - ii. Unless approved in advance, CPCS **will not pay** for roaming or overseas data charges.

2. Stipends

- a. Stipends will only be paid through Concur, the CPCS electronic reimbursement system.
 - i. In order to qualify for a stipend, an employee must affirm that their device has been used for CPCS business by checking the appropriate affidavit box in Concur.

3. Overage Reimbursements

- a. Reimbursements will only be paid through Concur, the CPCS electronic reimbursement system.
- b. In order to qualify for a reimbursement, an employee must provide an invoice or receipt. CPCS is not permitted to issue a reimbursement for any service without an invoice or a receipt.
 - i. Receipts must clearly indicate that the employee was charged a fee for using call, text or data over the device plan allowance.
 - ii. Employees must provide a copy of their invoice/billing and enter their wireless provider vendor name and the last four digits of their device number for validation.
 - iii. CPCS understands that many households share wireless plans and the wireless vendor and device number helps Finance validate employee submissions.
 - iv. Employees may black out any personal receipt information not necessary to establish that the employee incurred a qualifying device and or data plan charge.
- c. Reimbursements are provided only for the duration of the employee's CPCS employment and not for any period immediately prior to employment or immediately following separation.

Device Provisioning

- 1. CPCS will determine the make and model of phone provided to any staff member.
 - a. CPCS **will not** purchase a more expensive phone even if the employee offers to pay the price differential.
 - b. As a condition of using a CPCS provisioned device, the employee must use a case provided by CPCS.

2. CPCS will upgrade the device at its discretion, to a device of its choosing, no less than once every three years.
 - a. CPCS will not upgrade a phone earlier even if the employee offers to pay for the upgrade.
3. CPCS will replace the device no more than once in three years due to damage.
 - a. If an employee uses a case that was not on the CPCS approved list and the phone is damaged or destroyed, the employee is responsible for replacing the device.

Exception: Continuation of Current Phone Practices

Any staff member who currently has a CPCS issued phone will be permitted to keep the phone even if the staff member would not otherwise be eligible for a CPCS issued phone under this policy.

Exemptions

To seek an exemption to any provision of this policy, the employee's manager must seek an exemption approval from the Director of Administration & Operations, who will, as appropriate, consult with the Chief Financial Officer, the Human Resources Director and/or the Chief Information Officer.