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	Contact: Cynthia Farrell; FarrellC2@michigan.gov
	Originating Office: Child Welfare & Adult Field Operations
	Subject/Title: Adult Services iPhone Business Processes
	Distribution: ☐ DHS Child Welfare Staff ☐ BCAL ☐ Private Agency Child Welfare Staff ☐ CWTI ☐ CSA Central Office Managers/Staff ☐ SACWIS ☐ Native American Tribes ☐ Data Management ☒ Other: County Directors & DHS Adult Services Staff

The Department of Human Services will begin distributing iPhones to all caseload carrying adult services specialists and their supervisors in May 2012. It is expected that utilization of the iPhone will assist in the development of a mobile adult services workforce, maximizing case work activity in the field. Adult services workers who receive iPhones will have their Cisco landline phones removed from their workstations after the statewide roll-out has been completed and Centralized Intake is fully functional. Adult services supervisors will maintain their Cisco landline phones.

The following guidelines are to be used by DHS management to communicate and oversee the use of iPhones in day to day operations.

Governing Policies

A signed Mobile Device Usage Policy agreement (DHS 124) is required prior to any staff being assigned an iPhone. Agreements must be retained in the local office and a copy forwarded to the Office of Human Resources. DHS staff are also responsible for following all policies published by the Department of Technology, Management, and Budget (DTMB), including the following sections on technology, office equipment, and telecommunications:

- 1410.14 Personal Use of State Telephones
- 1410.17 Michigan State Government Network Policy
- 1410.21 Procurement and Acceptable Usage of Wireless Devices by State Employees
- 1460.00 Acceptable Use of Department of Technology, Management, and Budget Resources
- POLICY 1315 Policy for Storage of Sensitive Information on Mobile Devices

Usage and Management

DHS management reserves the right to ask staff to produce their iPhones for inspection at any time. DHS management may review a worker's iPhone for files, call logs, emails, photographs, applications, etc. There should be no expectation of privacy by the iPhone user.

It is reasonable to expect incidences where it may be necessary for an iPhone user to make or receive personal phone calls. These should be limited to emergencies. A state issued iPhone may not replace a personal cell phone. DHS local office management is responsible for reviewing monthly phone charges and may audit phone numbers to ensure appropriate use. iPhones are to be used during authorized work hours (i.e. standard business hours, on call). County management may set protocols for work time involving the use of state issued iPhones.

Inappropriate use of an iPhone includes downloading non-state approved applications, personal phone calls other than in cases of emergency, sending and receiving personal emails and/or texts, non-business related photographs, streaming music or videos, downloading music or videos, etc. Inappropriate use and/or violation of the Usage Policy may be

grounds for corrective action and/or discipline.

Landline phone numbers will not be ported to iPhones and calls cannot be automatically transferred from the landline phone to an iPhone. To prepare for the removal of landline phones and assist with a smooth transition, iPhone users must:

1. Inform customers, stakeholders, co-workers, etc. of his/her new phone number.
2. Record an extended absence greeting on their landline voicemail which states he/she "can now be reached at a new number, xxx-xxx-xxxx."

On occasion, carriers reissue old cell numbers to new users. This may result in iPhone users getting persistent and unsolicited calls and texts. Staff that receive repeated, unsolicited and inappropriate calls and/or texts must notify their supervisor and contact DHS Organizational Services.

Staff should also not reply to unsolicited messages regarding iPhone applications. DTMB and DHS will provide direct communications through the Department's standard methods to announce the installation of any new applications.

Functionality

For safety purposes, iPhones must be charged and operational during authorized business hours (i.e. standard business hours, on call). This ensures that applications are functioning and the phone can be located.

Photographs taken on iPhones must be downloaded immediately to the state network. They are not to be housed on the phone indefinitely. After photos are taken for case file documentation, they should be deleted from the iPhone. Failure to transfer digital photographs to the state network is considered a security and confidentiality risk and a violation of the acceptable use agreement.

Equipment

Each iPhone is provided with a standard wall charger/USB cable, a car charger, an Otterbox (protective case), and a Bluetooth device for hands-free communication. Phones that are lost, damaged, or stolen must be replaced. Replacement phones cost up to $700 per phone plus $25 to reinstall applications. The cost to replace a phone will be charged to the county CSS&M account. Because of the significant cost of this equipment, it is imperative that staff keep assigned iPhones in a safe location (either on their person or in a safe place when not in use).

If an iPhone is lost, stolen or damaged, DHS will investigate the occurrence and determine the outcome which may result in disciplinary action, up to and including termination.

Loss or Theft: Staff must immediately report the loss or theft of their iPhone to their supervisor and contact the DTMB Client Service Center to begin procedures to locate the phone. If the phone is not located, follow policy AHM 444 (State Property Lost, Missing, or Stolen). Because of the significant value of the property, a police report must be filed and a DTMB-0052 must be completed. Copies of this documentation must also be forwarded to DHS Organizational Services.

Damage: If the device or applications on the device do not work, it is the responsibility of the worker to contact their "tech team" member for assistance or the DTMB Client Service Center wireless team. Damaged iPhones must be sent to DHS Organizational Services, 235 S. Grand Ave., Lansing, MI.

DHS local offices should maintain a limited number of previously issued cell phones or "flip phones" to issue to staff while waiting for the replacement or return of an iPhone. If these phones are used, the local office must contact DHS Organizational Services to determine if the calls and messages from the lost or broken iPhone can be forwarded.

Equipment Acquisition

As new employees are hired into iPhone designated positions, the county must order iPhones in tandem with requests for laptops and other office equipment. iPhones should be ordered as soon as possible after an offer of employment has been made to ensure that workers receive their equipment timely. The employee will receive an iPhone with the

standard CPS/Direct Care configuration and accessories (i.e. car charger, wall charger, Bluetooth, etc.)

To order an iPhone, complete the iPhone request spreadsheet located on the FOA SharePoint Team Site in the iPhone folder. Once completed, forward the spreadsheet to Allison Pool, Adult Services at PoolA@michigan.gov. The length of time to receive a new iPhone currently varies based on carrier and availability.

iPhones must remain in the county in which they were deployed. If an employee is no longer in an iPhone designated position or is transferred to another county, even if they remain in an iPhone designated position, the employee's previous supervisor must collect the iPhone and all accessories for re-deployment or service disconnect. Staff must give their iPhone to their supervisor prior to leaving their position or they may be responsible for equipment costs. The worker should delete his/her email from the iPhone prior to turning it in. This can be done by going into Settings > Mail, Contacts, Calendar > Delete account.

To transfer an iPhone from one user to another, contact DHS Onboarding to have the number reissued to the new staff. The county must contact the Help Desk and ask that a Remedy ticket be submitted to request Active Sync be activated for the new user. The iPhone will be reprogrammed locally by a designated staff person.

Individuals with reasonable accommodation needs will be handled on an individual basis. Please note that reasonable accommodations are required when completing the equipment request spreadsheet.

Charges

DHS County Directors are responsible for monitoring phone usage via monthly bills. Bills for phone use are available electronically and should be verified monthly. Phone numbers showing significantly higher than average usage should be checked carefully to ensure that the phone is being used appropriately.

> Texts: Each phone has unlimited texting. Although there is not a charge for texts, the acceptable use policies mandate that all texts must be for business purposes. DHS employees must also adhere to state laws prohibiting texting and driving.
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> International Roaming: These services are BLOCKED on all phones. Any county that has business reasons for making and receiving international calls must contact DHS Organizational Services.
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> Directory Assistance: Calls to 411 directory assistance are $2.99 each. Staff should not use this service; instead they should use the "white pages" application on the iPhone to look up phone numbers.