

<b>1080 MOBILE DEVICES</b>	
Chapter: <b>Staff Responsibilities</b>	Section: <b>Standards and Expectations</b>
 <p>New Hampshire Division for Children, Youth and Families Policy Manual  Policy Directive: <b>16-26</b>  Effective Date: <b>August 2016</b>  Scheduled Review Date:</p>	<p>Approved:</p>  Lorraine Bartlett, DCYF Director
	<p>Related Statute(s): <a href="#">RSA 169-B</a>, <a href="#">RSA 169-C</a>, <a href="#">RSA 169-D</a>, <a href="#">RSA 265:79-c</a>  Related Admin Rule(s): <a href="#">PER 1000</a>  Related Federal Regulation(s):</p>

The Division for Children, Youth and Families (DCYF) believes that all youth, families, communities, and employees should be safe. The use of mobile devices by field staff, for the purpose of conducting state business while working outside of the office, is one way of supporting this belief. Communicating from outside the office supports efficient and timely interventions for youth, families, and communities, as well as provides staff with accessibility to maintain awareness of incidents or hazards.

**Purpose**

This policy establishes standards and guidance for the use of DCYF-issued mobile devices for all DCYF staff and also provides guidance for the use of a personal cell phone for state business when approved.

**Definitions**

**"DCYF"** means the Division for Children, Youth and Families.

**"Mobile Device"** means a form of portable technology including tablet PCs and cell phones. Smart phones are a type of cell phone with advanced functioning to provide connectivity to internet and email.

**Policy**

- I. Office phones are preferred whenever possible since these are more secure and a more cost effective means of communication.
- II. DCYF-issued cell phones are the property of the State of New Hampshire and issued to staff for conducting DCYF work with children, families, providers, and others they need to contact for business purposes.
  - A. DCYF-issued cell phones shall be used for conducting DCYF business by:
    - 1. Letting your supervisor or staff know your location for emergency and other purposes;
    - 2. Making calls related directly to your job responsibilities including case related calls to families and professionals and others as needed to conduct DCYF authorized business. Cell phone conversations with clients and others should be kept as short as possible;

3. Securing access to Outlook email, calendar, contacts and the DHHS R:drive through the Good Application;
  4. Securing tether access via VPN back to the State of NH, DHHS; or
  5. Taking photographs directly related to DCYF authorized business, when a digital camera is not available.
    - (a) Photographs must be transferred to the staff's computer or laptop, or to a secure R:drive folder via the Good Application by the close of the next business day; and
    - (b) Any client-related photographs must be deleted from the cell phone's internal storage once saved to a secure location.
- B. Staff shall not text personal information or case related information.
1. Texting should be used by staff only to inform supervisors of their location or as a check in with their supervisor.
  2. Staff issued a smartphone shall use the Good Application for all data transmissions.
- C. DCYF-issued cell phones must be used only for essential work related conversations and not for excessive personal conversations.
- D. Staff issued cell phones for business-related use must:
1. Sign and comply with the terms listed in DCYF Form 1080 "Terms for Use of Mobile Devices;"
  2. Sign and comply with [DoIT Mobile Device User policy](#), [Mobile Device User Agreement](#), and [Mobile Device Security policy](#); and
  3. Adhere to DCYF and Department of Health and Human Services policies on [Confidentiality](#) and the [Health Insurance Portability and Accountability Act](#).
- E. DCYF-issued cell phones are assigned to a position and designated position number. When the position is vacated for any reason, the cell phone stays with the position. Staff must return a DCYF-issued cell phone to their supervisor, upon promotion, termination, or transfer.
- F. DCYF-issued cell phones must be maintained according to manufacturer's instructions.
- G. Staff should avoid utilizing features with additional associated cost, unless prior supervisor permission has been granted, including:
1. Call forwarding capability; and
  2. 411-directory assistance.
- H. Staff must obtain supervisory approval before downloading Applications to smartphones and only download DoIT approved applications that conform to standard operating procedures.

- I. Staff must report the loss, theft, or damage of a DCYF-issued cell phone immediately to their supervisor and the DHHS Help Desk.
  1. DHHS Help Desk must be notified as soon as possible if a smart phone is lost or stolen to request the Good Application on the smart phone be cleared or reset.
  
- III. Staff requesting to use a privately owned cell phone for state business shall:
  - A. Obtain approval from their supervisor and/or Field Administrator;
  - B. Ensure proper professional boundaries are maintained according to applicable DCYF and Department of Health and Human Services' policies;
  - C. Ensure that any business and client-related materials (examples include but are not limited to: texts, voicemail messages, call logs) stored on the cell phone are documented or transferred into an appropriate client record and deleted from their cell phone at the end of the business day;
    1. Staff use of a cell phone camera application for client-related materials is prohibited on privately owned cell phones.
  - D. Ensure compliance with the confidentiality and business use requirements of DCYF and Department of Health and Human Services policies on [Confidentiality](#) and the [Health Insurance Portability and Accountability Act](#);
  - E. Ensure the Division is updated with any change of phone number by reporting changes to their supervisor and State Office Support Staff responsible for maintaining the statewide list of staff cell phone numbers; and
  - F. Not be eligible for reimbursement for the use of a privately owned cell phone for business related use.
  
- IV. Staff use of cell phones, regardless of ownership, shall comply with the following provisions:
  - A. Staff shall keep their cell phone adequately charged, powered on, and accessible during work hours;
  - B. Staff shall make or answer calls/texts when it is prudent to do so in order to ensure privacy and the safe use of the cell phone;
  - C. Staff shall regularly check for messages left on the cell phone during business hours and respond in a timely manner;
  - D. Staff shall not use cell phones while driving a vehicle pursuant to RSA 265:79-c "Use of Mobile Electronic Devices While Driving; Prohibition." Staff shall stop a vehicle in a safe and legally compliant manner before:
    1. Making or receiving a call;
    2. Checking a voicemail message; or

3. Viewing or sending a text message.
- E. Cell phones shall not be considered a substitute for good judgment and safe field practices.

### **Procedures**

- I. Employees:
- A. Must have their DCYF-issued cell phone number on their business cards;
  - B. Must stop driving a vehicle prior to using a cell phone;
  - C. Are not eligible for reimbursement for use of their own personal phones;
  - D. Must return their assigned DCYF-issued cell phone to their Supervisor, upon promotion, termination or transfer;
  - E. Must maintain their DCYF-issued cell phone according to the manufacturer's instructions;
  - F. Must notify their Supervisor and the DHHS Help Desk as soon as possible if their cell phone is lost or stolen;
  - G. Must sign and comply with the terms of the cell phone usage agreement Form 1080 "Terms for Use of Mobile Devices;"
  - H. Must sign and comply with the terms of the DoIT Mobile Device User policy, Mobile Device User Agreement, and Mobile Device Security policy;
  - I. Are responsible for charges incurred by performing excessive personal business on the cell phone; and
  - J. Must place their cell phone in the "locked" mode when not in use.
  - K. In addition, telework staff must sign and comply with the terms of the Department of Personnel telework agreement. (See Telework Technical Assistance Manual, NH Division of Personnel.)
- II. Supervising staff responsible for monitoring DCYF-issued cell phones shall:
- A. Distribute DCYF-issued cell phones to staff according to the staff's position number;
  - B. Account for each DCYF-issued cell phone during the staff's annual evaluation and when inventorying issued equipment;
  - C. Monitor totals of monthly minutes used per cell phone.
    1. Field Administrators will notify supervisors if there are concerns for usage.
    2. Supervisors will review any usage concerns with staff to determine the cause of excessive usages on DCYF-issued cell phones and take appropriate steps to resolve a problem or to acknowledge that it was an exceptional situation.

3. Patterns of usage that exceed the expectation for the position may have the itemized bill(s) reviewed for individual calls and may result in disciplinary action.
- D. Report invoice errors to the DHHS Office of Finance at State Office;
  - E. Ensure the cell phone is returned upon promotion, transfer, or termination.
    1. If staff does not return the cell phone upon promotion, termination or transfer, contact the Deputy Director at State Office.
    2. The staff may be charged the full cost of replacement of the unit.
- III. The DCYF Fiscal Unit:
- A. Groups the individual bills by position funding sources and monitors patterns of usage;
  - B. Provides a copy of the appropriate section of each invoice for review as requested for DCYF-issued cell phones; and
  - C. Submits the monthly invoices to accounts payable upon receipt, to avoid late payment charges from the cell phone vendor each month.
- IV. Staff failing to comply with the provisions of this cell phone policy may be subject to disciplinary actions pursuant to New Hampshire Personnel Rules PER 1000.

<p><b>Practice Guidance</b></p>
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**Are there other standards that staff need to adhere to in using mobile devices?**

- Staff who are telework must adhere to the [Division of Personnel Telework Assistance Manual](#).
- The Department of Information Technology maintains several policies specific to mobile devices included here:
  - [DoIT - Mobile Device Security Policy](#)
  - [DoIT - Mobile Device User Policy](#)
  - [DoIT - Mobile Device User Agreement](#)
  - [DoIT - Home Wireless Configuration Guidelines](#) if staff will connect their mobile device to their home wireless network.

**What are some examples of authorized uses of DCYF-issued cell phones?**

- Contacting the District Office when working in the field;
- Letting the District Office know your location for emergency purposes;
- Responding to emergency situations;
- Conducting essential state business when time is of the essence and the contact cannot wait for the staff's return to their office; and
- Contacting your family when working unexpectedly late or in an emergency.

**What are some examples of unauthorized use of DCYF-issued cell phones?**

- Exclusive use of the cell phone for all business telephone contacts;
- Social calls to friends and family; and
- Use of DCYF-issued cell phone in violation of this policy and/or DCYF Form 1080 "Terms for Use of Mobile Devices."