
 Corrections and Community Supervision DIRECTIVE	TITLE State Furnished Telephone Equipment and Services		NO. 2918
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SUPERSEDES DIR #2918 Dtd. 01/07/2019	DISTRIBUTION A	PAGES PAGE 1 OF 3	DATE LAST REVISED
REFERENCES (Include but are not limited to) Directive #2917; Employees' Manual, Section 6.6	APPROVING AUTHORITY 		

- I. **PURPOSE:** To establish a written procedure for the appropriate utilization of State furnished telephone equipment and services within the Department of Corrections and Community Supervision (DOCCS). Please reference Directive #2917, "Cellular Telephones and Pagers," for information covering these wireless devices.
- II. **APPLICABILITY:** To all employees of DOCCS.
- III. **POLICY STATEMENT:** State furnished telephone equipment and services are to be used solely for the performance of official State business, except in cases of emergency. Additionally, Section 6.6 of the Department's "Employees' Manual" states:
 - A. Use of Telephones: State telephones are intended for transaction of official business only. With the approval of the employee's supervisor, employees may make personal calls in emergency situations.
 - B. At most facilities, public telephones have been installed in or near State offices for the personal convenience of employees. Employees may use these telephones to conduct personal business before or after normal working hours or at authorized meal or rest periods.
 - C. Official calls made to areas of the State where tie line service is available shall be made in accordance with instructions contained in the State telephone directory.
 - D. Under no conditions are personal long distance calls to be made on the State tie line system or charged to the Department.
 - E. Receiving incoming calls of a personal nature should be limited to situations of urgency. Although there may be no direct costs applied to the State for these calls, they result in lost staff hours and decreased productivity.
- IV. **PROCEDURES**
 - A. Facility Telephone Switchboard: Whenever practical, a log of all incoming and outgoing telephone calls should be kept by facility telephone operators where operator assistance is required to place calls on behalf of other employees or to receive and transfer incoming calls. For outgoing calls routed through the switchboard, the log should contain the name of the staff member who requests outside calling access, the phone number dialed, the time, and the date. For incoming calls, the caller's name should be listed, the staff member they ask to speak with, the time, and the date.

B. Telephone Call Monitoring

1. All correctional facilities are now equipped with PBX telephone systems. A Station Message Detail Recorder (SMDR) is provided with these systems that generates telephone call monitoring information for all outgoing calls, incoming calls, and extension to extension calls. Employees are issued a six-digit personal authorization code that must be entered by the individual each time they place a directly dialed outgoing call to any number outside the facility.

The SMDR produces the following general information regarding telephone usage for any extension connected to the system:

- a. The date of the call.
- b. The time of day a call was made or received on any phone.
- c. The duration or length of the call.
- d. The extension number of the phone placing the call.
- e. The telephone number which was dialed.
- f. The extension number dialed (for internal calls).
- g. The authorization code used.

Since the telephone system has the ability to restrict calling access on any extension, many telephones within the secure portion of any facility are restricted to internal calling and the receipt of internal calls only.

2. On a monthly basis, the Office of Information Technology Services (ITS) will generate a report for each facility, in extension number order, that lists outgoing calls placed to numbers outside the facility. After the reports are generated, the following procedures should be followed:
 - a. The Deputy Superintendent for Administrative Services (DSA) or designee will sort reports by functional area of responsibility (e.g., Security Services, Program Services, Administrative-Support Services, etc.).
 - b. Give reports to the respective Deputy Superintendent (or equivalent) for review.
 - c. Each Deputy Superintendent distributes reports to the responsible Department Head.
 - d. Department Heads review call listings to determine if inappropriate calling activity is indicated. The employee(s) who primarily uses the particular telephone extension being reviewed should be involved in this process.
 - e. Each Department Head prepares a written memorandum containing any observed improprieties of telephone usage, and forwards the memorandum to their respective Deputy Superintendent.
 - f. Deputy Superintendents review the memorandums and forward to the DSA.
 - g. The DSA reviews all reports. If inappropriate calling activity is reported or otherwise detected, the following measures will be contemplated depending upon the circumstances involved:
 - (1) Monetary reimbursement for calls.

- (2) Informal counseling.
 - (3) Formal counseling.
 - (4) Disciplinary action.
3. Requests on the PBX System for special investigative call-detail reports for administrative telephones must be submitted via e-mail from the facility Superintendent to the appropriate Assistant Commissioner for Facility Operations. If approved, a request will be forwarded by the Assistant Commissioner to ITS at the following email addresses:
- Outlook: DOCCS.sm.AppServices
- or
- SYSM: 999MISAPP

ITS will generate the requested report and send it to the facility Superintendent. ITS will not act on any report requests submitted directly by a facility.

- C. Use of Long Distance Services Billed to the State: The telephone system will automatically route the outgoing call to the long distance (or local) provider that offers the least expensive cost for that particular call based on what was dialed. In order to place an outside call at these locations, the caller must first dial an access code of "8" to call an "on-net" DOCCS location, or a "9" for all other outside calls. Significant cost reductions can be realized by using the access code of "8."

It is the responsibility of the person placing the call to dial the correct access code.

D. Community Supervision Offices

1. On an as needed basis, ITS may generate a report for each Area Office, in extension number order, that lists outgoing calls placed to numbers outside the Area Office.
2. Bureau Chiefs will review call listings to determine if inappropriate calling activity is indicated. Inappropriate calling activity will be brought to the attention of the Regional Director.
3. If inappropriate calling activity is reported to the Regional Director, or otherwise detected, the following measures will be contemplated depending upon the circumstances involved:
 - a. Monetary reimbursement for calls.
 - b. Informal counseling.
 - c. Formal counseling.
 - d. Disciplinary action.

NOTE: DOCCS users on the VOIP system will not receive monthly telephone bills. If a copy of an extension's monthly usage is needed, a request should be sent to Doccs.sm.BF.FinanceUnit. Please provide the phone number when the request is submitted.