



Illinois Department of Corrections

Administrative Directive

Number: 01.02.109	Title: Use of State Telephone System	Effective: 6/1/2022
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Authorized by:	<i>[Original Authorized Copy on File]</i> Rob Jeffreys Director
Supersedes:	01.02.109 effective 6/1/2020

Authority: 730 ILCS 5/3-2-2 40 Ill Adm. Code 5030	Related ACA Standards:
Referenced Policies: 02.27.102 02.60.135	Referenced Forms: DOC 0383 – Long Distance Telephone Call Log DOC 0434 – Incident Report

I. POLICY

The Department shall ensure that the State telephone system shall only be used for conducting official State business, except for reasonable use to make authorized personal calls that are of an emergency nature or that are in the best interest of the State. Any long distance expense for personal calls or fax transmissions shall be incurred by the employee, a firm or individual other than the State.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish a written procedure governing the responsibilities of staff regarding the proper use and detection of abuse of the State telephone system, including personally assigned State cell phones/smartphone devices and facsimile machines.

B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. Definitions

1. Business call – for purposes of this directive means any telephone call or fax transmission necessary to conduct official State business, authorized emergency calls or calls that are in the best interest of the State.
2. Personal call – for the purposes of this directive means any telephone call or fax of a personal nature which is not considered to be an authorized business call.
3. Local commuting area – means the area from which the employee regularly commutes.

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4. Non-working hours – means hours outside of the work shift, including meal breaks and rest periods.

F. General Provisions

1. The Chief Administrator shall ensure that all employees are advised of this directive.
2. Only business calls shall be placed at State expense either by direct dialing on State telephones or personally assigned State cell phones/smartphones. The supervisor shall determine whether emergency calls or other calls not directly related to the employee's job duties are in the best interest of the State. This determination and authorization shall normally be made prior to the call being placed. Calls may be considered authorized in the best interest of the State if such calls:
 - a. Do not adversely affect the performance of official duties by the employee;
 - b. Are of reasonable duration and frequency; and
 - c. Could not have reasonably been made during non-working hours.
3. Examples of calls which may be considered authorized business calls may include, but shall not be limited to, brief calls within the local commuting area to:
 - a. Advise family and to make alternate transportation or childcare or elder care arrangements when the employee is required to work overtime without advance notice.
 - b. Announce safe arrival or departure or any changes in travel plans.
 - c. Speak to a spouse, minor children, elderly parent or to those responsible for such persons, such as a school, day care center, nursing home, hospital, etc.
 - d. Contact persons or businesses which can only be contacted during working hours, such as government offices, physicians, dentists, etc.
 - e. Make arrangements for emergency repairs to the employee's residence or its contents, automobiles, etc.
4. Personal calls that must be made during working hours may be made as authorized by the supervisor. Long distance charges for authorized personal calls which are not considered business calls shall not be incurred by the State. Such calls shall be placed collect, charged to the employee or another individual or firm, made to a toll-free ("800 or 888") number, etc.
5. Personal use of facsimile machines shall be prohibited. However, emergency use and use that is not directly related to the employee's job duties but is deemed to be in the best interest of the State, (in accordance with Paragraphs II.F.2. and 3.) may be authorized by the supervisor when other means are not adequate.
6. All inter-state telephone calls placed at State expense shall be logged. The Chief Administrative Officer (CAO) of each facility shall determine if in-state calls placed at State expense will be logged.
 - a. Calls shall be logged by the employee or the switchboard operator, or both, on a Long Distance Telephone Call Log, DOC 0383, or automatically recorded by equipment if available.

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NOTE: Printouts from automatic recording equipment may provide all information required on the DOC 0383 except the employee's name, the person called and the purpose of the call.

- b. The CAO shall advise facility personnel which logging method is to be used.
7. All facsimile machine use shall be logged by the transmitter on a separate DOC 0383 or automatically logged via telephone or fax equipment.
- NOTE:** Automated telephone recording equipment may not record all lines (direct and extensions) at the facility.
8. The employee shall be notified, and appropriate disciplinary action shall be taken, when abuse of the State telephone system is detected.
9. The employee shall reimburse the State for any expense incurred by the State for personal telephone calls which are not authorized or which are otherwise improperly charged to the State. Reimbursement shall be for:
- a. The actual cost of the call; and
 - b. If the employee fails to voluntarily reimburse the State within 30 days of the billing, an additional charge of fifty cents per minute for local calls and one dollar per minute for long distance calls.
10. Individuals in custody shall not be allowed access to State telephones except when prior arrangements have been made for an individual in custody to make or receive confidential telephone calls to or from an attorney or as otherwise approved by the CAO.
- a. Such calls shall be placed or screened by staff.
 - b. Staff shall remain in visual contact with the individual in custody for the duration of any such call.

G. Monitoring Calls and Facsimile Use

On a monthly basis, each unit supervisor shall:

- 1. Review the log of long distance telephone calls and facsimile use.
- 2. Investigate unauthorized uses and take appropriate action (i.e. disciplinary action, employee reimbursement, etc.).
- 3. Forward the log, with unauthorized calls noted, to the Business Office who shall:
 - a. Review the monthly telephone statement for possible abuse;
 - b. Refer excessive calls, local or long-distance, to the appropriate unit supervisor for appropriate action;
 - c. Note charges for unauthorized calls for possible employee reimbursement, but shall **not** deduct such charges when processing payment of the bill; and
 - d. Process telephone bills for **full** payment in the normal manner.

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4. Facilities are equipped with telephone systems that generate a report of call details from all extensions. These reports may be used to investigate any questionable calls on the monthly telephone statement.

H. Employee Reimbursement

1. The employee shall be notified in writing by the Business Administrator of the reimbursement amount. The notification shall include:
 - a. Date and time the call was placed;
 - b. Telephone number called;
 - c. Length of call;
 - d. Total amount to be reimbursed by personal check, cashier's check or money order, made payable to the "State of Illinois General Revenue Fund"; and
 - e. Date due, that shall be 30 days from the billing date.
2. When an employee reimburses the Department for personal use of the State telephone system, the reimbursement shall be processed as a cash receipt in accordance with Administrative Directive 02.27.102.
3. If the reimbursement is not received within 30 days of billing, legal collection action may be initiated. (Refer to Administrative Directive 02.60.135.)

I. Lost, Stolen or Damaged Personally Assigned Cell Phone/Smartphone

The employee shall report to the Telecommunication Coordinator as soon as possible, any lost, stolen or damaged personally assigned cell phone/smartphone, so that service can be terminated. The employee shall also provide an Incident Report, DOC 0434, to the supervisor, and a copy to the Telecommunication Coordinator before such device is replaced.
