



Walker, B. J. Commissioner

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TO: Regional Directors  
County Directors  
Section Directors

FROM: Cliff O'Connor,  
Division Deputy Director

RE: Cell Phones

In the next few weeks, cell phones will be distributed to selected staff working at the county, regional, or state level. County level staff included are Social Services Case Managers (all levels), Family Service Workers, Social Services Supervisors, Social Services Program Administrators, Social Services Program Directors, Deputy County Directors, and County Directors. At the regional level, these staff will receive a cell device: Social Services Field Program Specialists, Independent Living Coordinators, Regional Adoption Coordinators, Family Independence Regional Managers, and Regional Directors. State level staff included in the distribution are Division Director, Division Deputy Director, Directors of Field Operations, Section Directors, and Regional trainers/supervisors in the Education and Training section.

Costs for this statewide deployment of cell devices will be partially offset by termination of current radio service with Southern Linc and by termination of pagers now being used by the above staff. Service for all active radios, including those purchased with local funds, will be terminated. Tom Pope, Chief of the DFCS Business Services Unit, is managing this termination process directly with Southern Linc. Regional and County Directors should ensure that pager service through GTA or other provider is terminated upon receipt of the new cell phones. Some county/regional staff (most in South Georgia and OFI Regional Managers) will retain radio service through Southern Linc that will include the cellular service feature, so their Southern Linc service will **not** be terminated. In addition to Southern Linc, other cellular service vendors for DFCS will be Verizon, Cingular, and Alltel. More detailed information on individual vendor services and features will be shared later.

Each state/regional/county office should have prepared a plan (See Internal Agency Policies document provided to Regional Directors) governing the use of cell phones and care for cellular equipment; please ensure that each staff member who receives a cell device is thoroughly familiar with your plan's content and that *he/she signs appropriate documents acknowledging receipt of the cell phone*. Most cell devices will be distributed with a car charger and wall charger.

Billing for all cell service vendors will be handled in one payment center. The Regional Accounting office located in Region 5 will receive/process/pay the bill for each vendor. Centralized billing allows greater flexibility with pooling of available airtime minutes offered by each of the cell service vendors. For example, if Verizon offers 400 minutes per line and 100 DFCS employees throughout the state receive cell service from Verizon, this means that the pooled minutes available to those employees as a group are 40,000 per month. The regional payment center will distribute detailed billings for cellular service to the appropriate regional/state/county Director, as needed.

It is anticipated that full deployment of cell phones will be completed not later than April 1, 2005. We are pleased to make this valuable tool available to our Social Services staff and believe that staff safety and efficiency will be enhanced and that DFCS customers will be better served by the agency.

Cc Steve Love  
Gwen Bailey  
Lynn Robinson  
Tom Pope  
Sharon Brown  
OFI Regional Managers