

MOTION BY MAYOR MICHAEL D. ANTONOVICH AND
SUPERVISOR GLORIA MOLINA

January 4, 2011

DCFS CELLULAR PHONE AUDIT

On December 21, 2010 the Auditor-Controller issued an audit report that found significant weaknesses in controls over cellular phones and mobile data cards at the Department of Children and Family Services (DCFS). Specifically, the Auditor-Controller reported that DCFS did not maintain accurate cellular phone inventory and assignment records, paid service charges for phones that were not used or assigned to staff, and paid fees for features and services that were not used by employees. The Auditor-Controller also identified instances where the County paid for long distance calls, text messages and directory assistance calls that did not appear to be work-related. The Auditor identified at least \$514,000 in potentially inappropriate and unnecessary charges.

These findings indicate a lack of oversight over cellular telephone issuance and usage, and require immediate action to ensure that public funds are not wasted on unnecessary equipment and services, and/or inappropriate personal use of County cellular phones. We must ensure that County departments have adequate controls in place to monitor the issuance and use of cellular phones and data cards.

MOTION

MOLINA _____

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WE, THEREFORE, MOVE that the Board of Supervisors directs the Chief Executive Officer, in consultation with the Auditor-Controller and the Director of the Internal Services Department, to:

- 1) Ensure that DCFS immediately implements the seven recommendations contained in the Auditor-Controller's December 21, 2010 report; and reports back to the Board in 30 days on the department's progress in implementing each recommendation.
- 2) Direct each Department Head to conduct an internal review of controls over their Department's County cellular telephones and data cards; identify any issues similar to those noted in the Auditor-Controller's report on DCFS; and report back to the CEO within 30 days with the results of those reviews;
- 3) Direct each Department Head to review and immediately implement, as applicable, the findings and recommendations contained in the Auditor-Controller's December 21, 2010 report on DCFS;
- 4) Develop and implement a uniform countywide policy for adherence by all County departments to ensure that proper controls are in place for the issuance and use of County cellular phones and data cards; and consult with the Internal Services Department on innovations to be included in countywide policy, such as pooling minutes or data access for all departmental users to reduce call charges; and
- 5) Coordinate a follow-up audit by the Auditor-Controller of a sample of departments to verify that they have implemented and are complying with internal controls and policies on the issuance and use of County cellular telephones and data cards; and comprehensively report back within 12 months on the results of the follow-up audit.

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