

MAINSTREAM SERVICE TOOL

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Community Voice Mail

# User Guide



**PARTNERS**  
For The Homeless



PARTNERS FOR THE HOMELESS

# User Guide to CVM

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**A Program of Partners for the Homeless**

147 Jefferson Ave., Suite 1102

Phone: (901) 526-9411

Fax: (901) 526-9413

**A Program Headed by:**

Tanyce A. McCray-Davis

Systems Manager

Cellular: (901) 652-2678

Voicemail: (901) 545-0826

Email: [tpathinc@bellsouth.net](mailto:tpathinc@bellsouth.net)

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147 Jefferson, Suite 1102

Memphis, Tennessee 38103

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## Why use CVM?

- **FREE**
- **Helps your Clients help themselves**
- **Lightens Case Manger load**
- **Improves APR numbers**

But don't just take our word for it. Read what current users have to say about CVM.

## Testimonials

Debra Evans, Intake Coordinator, Harbor House writes:

Community Voice Mail is a great asset to the participants of Harbor House. Harbor House is a drug and alcohol treatment facility for adult males. The majorities of our participants are homeless and therefore have no access to phone service.

We have introduced this service to our participants as a way that will allow them to mainstream into the workforce. With Community Voice Mail the participant can give their number to perspective employers while job searching. It also allows the participant their freedom to network within the community. It also gives the client personal responsibility to be able to check his own message and not having to rely on any other person to take messages. Another advantage is that since they are able to leave their own personal message it also protects their anonymity.

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Barabara Tillery, Director of Social Services, Salvation Army, Purdue Center of Hope writes:

The Community Voice Mail program allows the residents of our shelter to take responsibility for solving their own problems. The voice mail program has freed our case managers to assist the hardest to serve while allowing those who are able to conduct their own affairs. Thank you for the opportunity to be a part of this new case management tool.

Donna Fortson, Executive Director, Memphis Family Shelter writes:

Memphis Family Shelter offers transitional housing and supportive services to homeless mothers and their children who have experienced a major crisis in their lives.

We received direct voice mail for our clients through Partners for the Homeless. This service gives our clients the means to search for a job, to obtain housing, and to contact social services agencies as well as to communicate with family and friends.

We appreciate this service.

Josephine, Client, Salvation Army Emergency Shelter writes:

Since coming to the Salvation Army Emergency Family Shelter with my newborn baby in March, 2004, Community Voice Mail has been a big help to me. I do not have money to buy a cell phone, and the voice mail has helped me to stay connected to my children who are not with me at this time, and also to people in agencies/businesses that are providing training, counseling, and support to me during a very tough time in my life. I can receive messages from my children, other family, friends, teachers and counselors. I have found the voice mail easy to use and am very thankful for having it. Thank you for supporting the needs of the homeless.

JoAnn, Client, Memphis Family Shelter writes:

Community Voice Mail has really been a great asset to me. I have used your system for messages regarding my doctor appointments. Also my son's school has been able to keep in contact with me. But most of all I used your system during my job search. Thanks to your system, I am now a full-time employee!!

Anthony, client, Harbor House writes:

The message saving system has helped me in many ways. It gives you a number to give [possible employers] a way to contact you when you are away from the phone. It also saves you money, such as if you apply for five jobs you would only have to use \$.50 instead of \$2.50 to see if you have been contacted. So I think that the message system is a good thing if you are looking for a job.

## Statistics

Statistics reflect that many of the men and women who use the CVM secure employment, housing, and benefits as the first step to regaining independence and taking responsibility for managing their own lives, all the while maintaining a direct line to those who are assisting them in making this difficult transition.

### Memphis-Shelby County CVM Growth and Usage Statistics

| Year | Annual Number of CVM Agencies, Lines, and Users |                           |                 | Annual Percentage of CVM Users Trying to and Successfully Obtaining Housing, Employment, and/or Government Assistance |            |              |
|------|---|---------------------------|-----------------|---|------------|--------------|
|      | Number of Agencies                              | Number of Lines on System | Number of Users | Housing   | Employment | Gov. Assist. |
| 1999 | 13  | 200                       | 567             | 43%   | 62%        | 33%          |
| 2000 | 20  | 200                       | 1048            | 50%   | 78%        | 46%          |
| 2001 | 25  | 400                       | 1844            | 58%   | 79%        | 47%          |
| 2002 | 30  | 400                       | 1784            | 67%   | 71%        | 32%          |
| 2003 | 33  | 400                       | 1587            | 81%   | 90%        | 58%          |

## DIRECTORS' PAGE

### How to use CVM to drive your APR numbers

- Provide CVM to all eligible clients
- Make sure that all clients' successes in finding housing and/or employment, tracking down benefits, staying in touch with doctors, counselors, and teachers are captured on the Outcome Forms.
- Let the CVM link to the HMIS system so that you can generate a clear and usable report on clients' progress to be used in aggregate reporting.
- Stay in touch with the clients by using their forwarding number after they no longer use Community Voice Mail or extend their allotted time on CVM to accommodate follow-up and less stressful transitioning.

### Keeping Up-to-Date

Don't worry about staff turn over. With online training, this manual, and administrative seminars staying connected to CVM has never been easier. You'll also be able to track enrollment and usage through CVM director and staff reports provided to you by Partners monthly.

### Training Schedule

Training for CVM newcomers will be held monthly at Partners on the second Tuesday of every month from 9am to 3pm. Those in need of training may register for the one-hour session online or by phone 526-9411 or by fax 526-9413 at least 24 hours in advance of the class.

### On-line Training Options

Starting in January of 2005, on-line training will be available from Partners' website, [www.partnersforthehomeless.org](http://www.partnersforthehomeless.org). Users will select on-line training and will sign in with your agency's CVM identification Number.

## Memorandum of Agreement

You as a provider of community voice mail lines, will assure partners that you have a CVM administrator who will oversee the completion of client agreement and outcome forms, track clients, and reset lines to make them available for other clients once a client goals have been met.

## USING CVM

### How CVM works

Partners for the Homeless provides Community Voice Mail free of charge to your agency and your clients. Partners manages the hardware. You enroll your clients and track their success. You decide how long clients may keep CVM as they transition to self-sufficiency.

CVM is easy to use. The enrollment process usually takes under 10 minutes. Usage is simple to track and client outcomes are a great way to show how well you and your agency are helping your clients to help themselves.

### Why, When, and How to Use CVM

#### *CVM Goals and Objectives*

Primarily, CVM is a mainstream service tool designed to eliminate phonelessness as a barrier to employment and delivery of social services.

Reduce the time that clients (homeless, unemployed and phoneless) spend in the supportive social service system by:

1. Increasing the number and timeliness of job, housing, and social service leads delivered to clients.
2. Increasing clients' ability to solve their own problems.
3. Increasing the ability of case managers to monitor and work with the hardest to serve clients.
4. Facilitating the transfer of voice-mail technology as a case management tool for human services agencies.

## *What Kind of Clients Can Receive CVM*

Agencies (staff and case managers) have a great deal of discretion in deciding which clients can receive CVM. They should choose clients who they believe will be able to use CVM to fulfill an important objective--like getting a job, finding housing, or obtaining medical and social services. We also encourage clients to give their phone number to family and friends, because hearing from loved ones can maintain a person's self-confidence while going through a difficult job or housing search. However, clients are expected to use CVM for more than just personal reasons, and if they do not, case managers may want to take away their phone number and give it to someone who will use it more efficiently.

Because CVM is meant to be a tool to aid case managers in their day-to-day work, we have set no restrictions for eligibility. Anyone who is a client of a participating agency, and who a case manager believes will benefit from the system, is eligible to use CVM. Similarly, we set no minimum or maximum time limits for clients. As long as they continue to be clients of a participating agency and a case manager agrees to be responsible for tracking their progress, clients may use CVM.

- If a case manager in a participating agency thinks that a client can benefit from CVM, that client will be eligible to get CVM.
- If an individual wants to receive CVM, he or she must be a client of a participating agency. Clients must work with a case manager towards achieving some objective and must agree to have their messages monitored.

## *Responsibilities of Participating CVM Agencies*

1. Make full and professional use of CVM to get services to clients and encourage clients to help themselves.
2. Determine which clients would be appropriate for CVM, train them, assign them phone numbers and security codes.
3. Notify CVM Administrator about new clients, phone numbers, and security codes in a timely way.
4. Assess whether clients are still using CVM and progressing in their goals by periodically monitoring their messages.

5. Fill out client outcome forms and send forms to CVM Administrator when clients stop using CVM.
6. Request additional phone numbers, Client Wallet Cards, retraining, or CVM policy changes as necessary.
7. Protect the integrity and community investment in CVM by safe case manager practices, by distributing CVM numbers to clients who will use and benefit from CVM, and by protecting vacant CVM boxes with agency security code.

### *Responsibilities of CVM Administrator (Partners for the Homeless)*

1. Work with voice mail dealer, telephone company, or other technologist to set up and maintain CVM system as required.
2. Generate interest for CVM among potential participating agencies and donors.
3. Ensure that CVM has enough phone numbers and voice mail boxes; order more from phone company if warranted by utilization.
4. Train case managers who want to use CVM with their clients, and provide each with a voice mail box to control their group of client telephone numbers.
5. Troubleshoot system, including monitoring clients' messages when necessary.
6. Give case managers monthly reports showing CVM users and system activity, to promote consistent record-keeping among the lead and participating agencies.
7. Collect client outcome forms and prepare yearly reports showing CVM's client base and success rate.
8. Keep case managers supplied with Client Wallet Cards.
9. Update training materials, case manager handbook, and other policies and procedures as necessary.

## Enrolling a Client in CVM

Agencies utilizing designated staff (counselors, case managers, out reach workers, etc.) will enroll clients in CVM and train them to use it. This can be done at any touch tone phone with the aid of the **Client Wallet Card**. After clients are trained, they can get their messages or change their personal greetings from any public or private touch-tone phone. It takes most clients an average of 10 minutes to learn to use CVM, including initial set-up of security code and greeting and a few practice calls.

### *Setting Up or Resetting New Client Boxes*

Follow these simple steps to open a client voice mail box and put your client on CVM:

1. To set-up (or reset) a client voice mail box, each box should be "cleaned out," which eliminates previous client messages, recorded names and security codes, and prepares a fresh new box for your new client. You can do this before he or she arrives for a training appointment, or while your client reads and signs the CVM AGREEMENT OF UNDERSTANDING.
2. Enter your case manager box by calling the CVM Access Line: \_\_\_\_\_, press your agency ID (9XXXX).
3. Enter your personal security code. You will then hear:  
**"Box number (Your extension number), Press yes to reset a personal message box."**
4. Press 1 for yes.  
**"Please enter the box number to reset."**
5. Enter the last **FIVE** digits of the phone number you want to assign.  
**"(Recorded name of old client or Extension number). Press yes to confirm."**
6. Press 1 for yes or 2 for no.
7. At this point, the system will ask you if you want to set a security code and change the recorded name. If you are ready to put a new client on

CVM, just hang up because your client will be recording this information.

**Note:** The System will continue to ask you if you want to reset a personal message box in case you have several boxes to "clean out." If you don't, just Press (\*) and follow the prompts if you want to leave any group messages or change your greeting, etc.

## *Training the Client*

1. Choose a security code for client before you start.
  - a. Security codes should be 3-4 digits that are easy for your client to remember.
  - b. Examples: a birth date (like 8/5/60) or letters in the client's name (like JOES for Joe Smith) or the last four digits of client social security number. JOES equals 5637 on the phone.
  - c. If you think that your client may lose his or her wallet card or if they fear it may be stolen, help them to commit the security code to memory.

2. Fill out the **Client Wallet Card** with phone number, personal id, and security code.

**Note:** The personal ID is always the last four digits of the phone number; the security code is a number that you or your client chooses. The personal ID is tied to the phone number and does not change from client to client. The security code is tied to an individual and does change from client to client.

3. Have the new client read and sign the **CVM AGREEMENT OF UNDERSTANDING.**

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4. Have client prepare their greeting. It helps reduce nervousness or self-consciousness if clients write a greeting out beforehand.
5. Give **Client Wallet Card** to client; tell him or her to call their number, enter their personal id (always the last 4 digits of their phone number), and follow instructions.

They will hear new subscriber/new client language only this first time. This is what they will hear:

**"Welcome to Community Voice Mail. To learn how to use your voice mail number, please do only what I tell you to do. Let's start by recording your name, a security code, and a personal greeting so callers can reach you much like a home answering machine. Remember to press 1 for yes and 2 for no."**

**"At the beep, state your full name. State only your name. Press the star key when you're finished."**

(Client states name, presses \*)

**"Your new name is ...[client name]. Would you like to change it? Press 1 for yes or 2 for no."**

(Client presses 2)

**"Please press 2."**

**"So your callers will know they have reached your number, you will want to record a personal greeting. At the beep, please record your personal greeting. Press the star key when you're finished."**

(Client records greeting, presses \*)

**"Your current greeting is... (plays greeting). Would you like to change it? Press 1 for yes or 2 for no."**

(Client either presses 1 to re-record, or 2)

**"Press 1 now to set your security code."**

(Client presses 1)

**"Ready? Enter your security code and press the star key when you're finished."**

(Client enters security code, presses \*)

**"Please re-enter your new security code to confirm it. Press \* when you're finished."**

(Client re-enters security code, presses \*)

**"Your new security code has now been activated."**

**"Good work. Your Community Voice Mail number is almost set up. Press 1 now for final instructions."**

(Client presses 1)

**"Great! You're now on the Community Voice Mail system. Remember that when you want to check your messages, just call your number. As soon as you hear your greeting, enter your personal ID (which is the last 4 digits of your phone number) and then your security code. Good luck!"**

**Note:** If you or your client is unhappy with the recordings or wish to change a miss-entered security code, simply reset the box at this time and start over.

6. Practice Retrieving Messages. Once the recorded name, greeting, and security code have been recorded, call and leave a few practice messages for clients to make sure that they are comfortable and will be able to use CVM once they leave your office. They will be given the option of changing their greeting each time they enter their mail box but will not be able to change their recorded name or security code after the new client/subscriber set-up. At this point, and in your helpful presence, have client refer to the **Client Wallet Card** and call their number, enter personal ID and security code, and retrieve messages. Here is what clients will hear:

**"There are no new messages."**

OR

**"You have (number) new messages. Would you like to hear them?"**

(Client presses 1; CVM plays messages and announces time and date left after each message.)

**"There are no further messages. Would you like to change your greeting?"**

(Client presses 1 for yes or 2 for no)

**"There are no old messages to review."**

OR

**"You have (number) old messages to review. Would you like to check them?"**

(Client presses 1, for yes, or 2, for no) After each message, he or she will be asked:

**"Would you like me to save this message?"**

(Client presses 1, for yes, or 2, for no)

**"There are no further messages. Would you like to do anything else?"**

If clients press 1, they go back to beginning to hear messages or change greeting.

OR

If client presses 2: **"See you later."**

## Removing a User from CVM

Different agencies have different guidelines for determining when a client no longer needs CVM. In some cases, clients will tell you when they have their own phone and no longer need CVM. In other cases, clients can use voice mail only as long as they are enrolled in an agency program. Case managers who have concluded their work with clients, usually successfully, will want to give clients a short transition period to stay on CVM until they either get settled in new housing or get their own telephone. In still other cases, case managers leave messages telling clients to check in with them or their voice mail service will be stopped. Your agency must determine how long and under what circumstances clients can use voice mail. The important principle here is that you maintain responsibility and contact with all clients using your CVM numbers.

### *Unsubscribing CVM Client and Resetting Voice Mail Boxes*

Once you decide that a client is finished with CVM, there are a few steps to follow to prevent former clients from continuing to use voice mail boxes after they have left your agency, and protects the privacy of the next client who uses the same number:

1. Reset the voice mail box as described on page 5.
2. If you do not immediately turn over the box to a new client, put your agency security code on the box and change the greeting to reflect that **"This**

**number is no longer in service" or "This number has been changed to (client's new number, if known)" to let people who call for the last client know that he or she no longer uses this number.**

3. If you cover an interim vacancy with a security code (step 2 above), remember to reset the client box so that the new client will hear the CVM enrollment introduction. These measures will protect Homeless Voice Mail and the privacy of all clients who will subsequently use it.

### ***Complete Outcome Form and Send to CVM Administrator***

Once a client is off CVM, fill out an outcome form, which is the bottom half of the CVM AGREEMENT OF UNDERSTANDING. Please be as specific as you can - any information you are able to provide about how clients did or did not benefit from CVM will be useful in identifying the program's strengths and weaknesses. Send the outcome form to the CVM Administrator within a few days of the client's exit.

**FAX TO: Tanyce A. McCray-Davis: 526-9413 OR**

**EMAIL TO: [tpathinc@bellsouth.net](mailto:tpathinc@bellsouth.net) OR**

**MAIL TO: Tanyce A. McCray-Davis  
Partners for the Homeless  
147 Jefferson Ave., Suite 1102  
Memphis, TN 38103**

## Tracking Clients' CVM Phone Numbers & Progress

Two important steps will help you and the CVM Administrator keep track of your clients and your CVM numbers:

1. Your message to the CVM Administrator to report a new client on CVM and
2. Your entry of the client's name, CVM number, and security code in your agency's CVM SECURITY CODE LOG.

Both processes are very simple; here's how.

## *Reporting a New Client to CVM Administrator*

After putting a client on CVM, case managers must inform the CVM Administrator by Fax or phone about the new client. Although it is not necessary to give the information to the lead agency while the client is still in the office, case managers must call the CVM Administrator within 24 hours of putting on a new client. This allows Partners to keep track of how many people are using the system and who they are, and to troubleshoot if a client seems to have trouble accessing the voice mail box.

- Ensure that client signs release form.
- Always give new client information to the lead CVM agency after putting a new client on the system.

## *Entering Client Information in CVM SECURITY CODE LOG*

Once you have notified the CVM Administrator, enter this client information in your CVM SECURITY CODE LOG. This will enable your co-workers who are also using your agency's CVM numbers to know what numbers are being used and which clients are on them. Also, you and your co-workers will be able to reassign CVM numbers if you know for sure who is and who is not on them, and you will not inadvertently remove active clients from the CVM system.

## *Monitoring Client's Messages*

CVM is a useful case manager tool because it allows you to track a client's progress towards getting a job, housing, or other services. Monitoring also lets the case manager connect with clients, track client successes or pinpoint client difficulties, know if the client is still using CVM and, if not, give the number to another client. Partners also cautions case managers on monitoring because of expectations of privacy and ethics. **Remember**, you are monitoring another person's phone calls. Granted, the individual is a client and has agreed up front that you may listen to phone messages to assist them; however, we urge caution and diligence--in other words, utilize this function of the system as you would normally handle your individual client.

- Partners will provide reports once a month to show client usage. Additionally, Partners will review usage data and provide agencies with anomalies on specific numbers.
- **Partners will not monitor messages**, rather Partners will provide information which will assist case managers in determining what needs to be accomplished for individual clients.

## *Outcome Forms*

When clients stop using voice mail, we want to know whether they met their goals by using CVM. Documenting clients' progress is especially important in CVM's early stages, when potential funders will want to know its success rate. This may include how many people found jobs, housing and services, as well as how many people dropped out of your agency's program.

Therefore, we require case managers to fill out a one-page form for each client, letting us know whether they achieved their objectives and, if so, how long it took them. The outcome form also contains demographic questions. At the end of each year, Partners will compile the information from all client outcome forms into a summary of CVM's success rate. This information will be shared with participating agencies, and they are encouraged to use it as they deem appropriate.

**NOTE: Names are not important--a simple coding of the first three letters of client's last name and the last four social security numbers (i.e., DAV1234) are sufficient.**

Outcome forms, like monitoring, can demonstrate the difference that CVM makes in people's lives. Furthermore, outcome forms can be compiled fairly easily to produce clear, systematic results. This is invaluable in convincing potential participants and donors that CVM works.

Before starting or joining a voice mail program, you should determine your agency's success rate without CVM. This can serve as a useful comparison figure in determining CVM's effectiveness. Ideally, your agency could set up a randomized study, in which some clients are given CVM and some are not, to determine the difference voice mail made in achieving client objectives.

## Great Ways to Stay In Touch

### *Broadcast Messaging*

"Broadcasting" a message is an easy way of sending the same message to a group of clients. You may want to notify all of your clients if:

- a new opportunity is available to your clients, especially for a limited time period, like a job skills class, spaces in a shelter, or free blood pressure tests; or
- there are changes in the agency's hours, staff, or policies that all clients should know about.

### **How to record a broadcast message**

A broadcasting group can only be set up by the CVM Administrator. Once your group is established, you will be given a three-digit code that allows you to broadcast. You can access the broadcast feature through your case manager box.

Enter your case manager box: call \_\_\_\_\_, and enter your agency ID (9XXXX). Enter your security code, if you have one and proceed as follows:

**"Extension (your extension). Press yes to reset a personal message box."**

1. You will press 2.

**"Remember 1 for yes and 2 for no."**

**"You have (number) new messages."**

2. (Plays messages if you have any.)

OR

**"There are no new messages."**

**"Would you like to leave any messages?"**

3. Press 1 for yes.

**"Please press ## and enter your 3-digit agency code."**

4. Enter the 3-digit code for your agency (broadcast) group.

**"(Name of group). Press yes to confirm."**

Press 1 for yes.

**"OK, I'll record your message now. (Beep)"**

5. Record a message for your clients.
6. Press the star (\*) when you are done.

**"Would you like to leave an additional message?"**

7. If so, go through this process again until you have recorded all your messages.  
If not, press 2 and you can continue with changing your personal greeting and listening to old messages.

### **What your client will hear and how your client can respond:**

**"You have (number) new messages from (your or your agency name). This is a message for (name of client group). The message is:"**

(Plays first message)

At the end of the message, the client will be asked and given an opportunity to reply.

**Note:** This can be confusing for clients. We suggest mentioning in your message to remember that they can record a reply if they want, which will save them having to make an extra (perhaps toll) call back to you. If they do not want to reply, they should follow the instructions and press 2. The system will return them to their message box regardless.

**"For no reply, press 2. Otherwise, I'll record your message now. (Beep)"**

1. Client records a message or presses 2. If client does nothing, after 5 seconds the system will simply continue on with his or her other messages.

**Note:** If the client has additional new messages that you broadcast, they will be identified as such. If the client has additional new messages from others, they will be played in the normal way, following any broadcasting messages. When broadcast messages are played as old messages, they will still be identified as such, but clients will not be given the chance to reply.

**"You have (number) old messages to review. Would you like to check them?"**

2. Client presses 1 for yes.

**"(Your name) has an old message to review. This is a message for (name of group). The message is:"**

3. (Plays first message.)

As usual, the client will be told the date and time of the message. This will be followed by an opportunity to save or delete the message in the usual way, without any mention of replying to your message.

#### **How to erase your broadcast message:**

If you would like to erase a message that you have broadcast, either because you made a mistake or because the information is no longer relevant, you can do so.

Enter your case manager box: call \_\_\_\_\_, and enter your agency ID (9XXXX).  
Enter your security code, if you have one. Proceed as follows:

**"You have (number) new messages."**

1. (Plays messages.)

OR

**"There are no new messages."**

**"Would you like to leave any messages?"**

1. Press 1 for yes.

**"Please press ## and enter your agency code."**

2. Enter the 3-digit code for your broadcast group.

**"(Name of group). Press yes to confirm."**

3. Press 1 for yes.

**"The current message is (last recorded message). Would you like to cancel it?"**

4. Press 1 for yes or 2 for no.

**"Would you like to record an additional message?"**

5. Press 1 for yes or 2 for no.

## *Paging*

Paging is a tremendously helpful feature for keeping in touch with your clients. It cuts out the lag time between urgent calls and hastens real time conversation. Contact the CVM administrator to enable this function for your agency.

## Tips for Using CVM

### *Handy Hints:*

Press phone keys firmly and evenly--not too fast, and not too slow.

Wait until the greeting starts before pressing the personal ID.

Press the personal ID at any time **during** the personal greeting: don't wait for the personal greeting to stop, or it will record your call as a message.

If you enter the personal ID incorrectly, press # to re-enter.

Press \*\* to exit from CVMH at any point, or just hang up.

### *When Listening to a Message:*

Press (\*) to keep it as a new message.

You may reverse, pause, or forward through a message playback by pressing:

7  
REVERSE

8  
PAUSE

9  
FORWARD

You may hang up while listening to a new message and it will be saved as new.

### *When Finished Recording a Greeting or Recorded Name Press:*

(\*) = FINISHED RECORDING

### To Repeat a Prompt Press:

# = REPEAT PROMPT

## Troubleshooting Guide

### *When Calling the Voice Mail Box:*

**Problem:** You get a busy signal.

**Solution:** More people are trying to use the voice mail system than the system has capacity for. Try calling again in a few minutes.

**Problem:** A recorded voice says **"I can't talk to you now."**

**Solution:** This voice mail box is currently displayed on the system's computer screen and, when this happens, it cannot be entered. Probably the CVM Administrator is looking at each box to make sure that everything is order. Try calling again in a few minutes.

### *When Entering Personal and Security Codes:*

**Problem:** A recorded voice says **"I did not hear your selection."**

**Solution:** Usually this means that you entered the numbers too quickly or accidentally hit a wrong number. Re-enter code. If the code is right the second time, you will be able to access the box. If there is still a problem, you will be disconnected. Try calling back, making sure to enter the numbers smoothly and completely. If you still cannot gain access, call the case manager or CVM Administrator.

**Problem:** The machine does not respond to the personal ID code and continues playing the personal greeting.

**Solution:** You may have entered the code too early, before the phone connection was actually made. This can happen if you enter your personal ID while the phone is still ringing or before the personal greeting starts. Re-enter your personal ID code while greeting is playing.

### *When Listening to the Personal Greeting and Messages*

**Problem:** There is background noise at the end of your personal greeting; **OR** The machine does not let callers leave messages.

**Solution:** If either of these happens, you probably forgot to press the star key (\*) when you finished speaking. Pressing the star key (\*) turns off the recorder immediately. The recorder should automatically turn off 5 seconds after you finish speaking, but it will record any background noise during those 5 seconds. When there is on-going background noise, the recorder may not shut off, so the machine never produces a beep and

never allows callers to leave messages. If either of these happens, re-record your greeting, making sure to press the star key (\*) at the end.

**Problem:** Most of the messages are hang-ups or silence.

**Solution:** When you call to check messages, you are not entering your personal ID quickly enough. So, each time you call, the machine records your call as a message. Enter your personal ID and security code as soon as you hear your own greeting, rather than waiting for the greeting to end.

### *At Any Time:*

**Problem:** A recorded voice says "**please press 2.**"

**Solution:** This is the system's way of getting back on track. Sometimes, if you do not enter a code or a response quickly enough, it will tell you to press 2. Do as it says, and it should ask you the next question in sequence.

## CREATING VALUABLE MEANS REWARD PROGRAM

Community Voice Mail is free. It's one of the most valuable means you can provide to your clients for finding jobs, locating housing, and keeping and/or securing benefits.

Set up a Community Voice Mailbox for your clients. You will be creating valuable means for your clients to build/rebuild an essential support network. Clients can use their CVM phone card to pay for outgoing calls, may have their calls returned to a personal telephone number, and may page case managers and outreach workers for immediate call return.

It works if you use it.

To make using Community Voice Mail even more rewarding for you and your clients, Partners for the Homeless is offering free phone cards to your clients and a rewards program that will keep you plugged in to CVM.

### *Reward Categories*

#### **CLIENT PHONE CARD PROGRAM**

1. Partners will provide the number of cards not to exceed the number of assigned voice mail lines. To track card usage, Partners will provide a Phone Card Inventory form. It will have the range of card ID numbers already listed on the form. Each case manager will assign the client a card upon enrollment and fill out the form accordingly.
2. To obtain additional phone cards either a client outcome or testimonial must be submitted to Partners to show appropriate usage of the previous card. If outcome form and monthly report reflect appropriate usage additional cards will be granted.

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### **SIGNATHON**

Enroll your eligible clients in CVM. The person who enrolls the highest proportion of clients in relation to the number of clients who are eligible to receive CVM will be awarded the monthly **SIGNATHON** award.

#### **Rules:**

Enroll your clients and submit Client Agreements no later than the Friday following their enrollment. On your Fax Cover Page, or Email subject line, please include the number of clients eligible for CVM who are currently enrolled in your agency's program.

### **WHERE ARE THEY NOW**

Submit your clients' outcome forms. The person who logs the highest proportion of outcome forms will be awarded the monthly **WHERE ARE THEY NOW?** award.

#### **Rules:**

Submit Client Outcome forms no later than the Friday following client's exit from CVM. On your Fax Cover Page, or Email subject line, please include the number of clients eligible for CVM who are currently enrolled in your agency's program.

### **CHATBACK / CLICKBACK**

Using CVM or the CVM webpage on Partners' website, [www.partnersforthehomeless.org](http://www.partnersforthehomeless.org), respond to Voice Mail Broadcasts asking communications, homelessness, or technical questions about CVM. **CHATBACK/CLICKBACK AWARDS** will be given out weekly.

### **BULLSEYE**

Submit the Highest percentage of clients meeting goals using CVM and win the monthly **BULLSEYE** award.

## FORMS

Following this page you will find all the forms you need to manage Community Voice Mail.