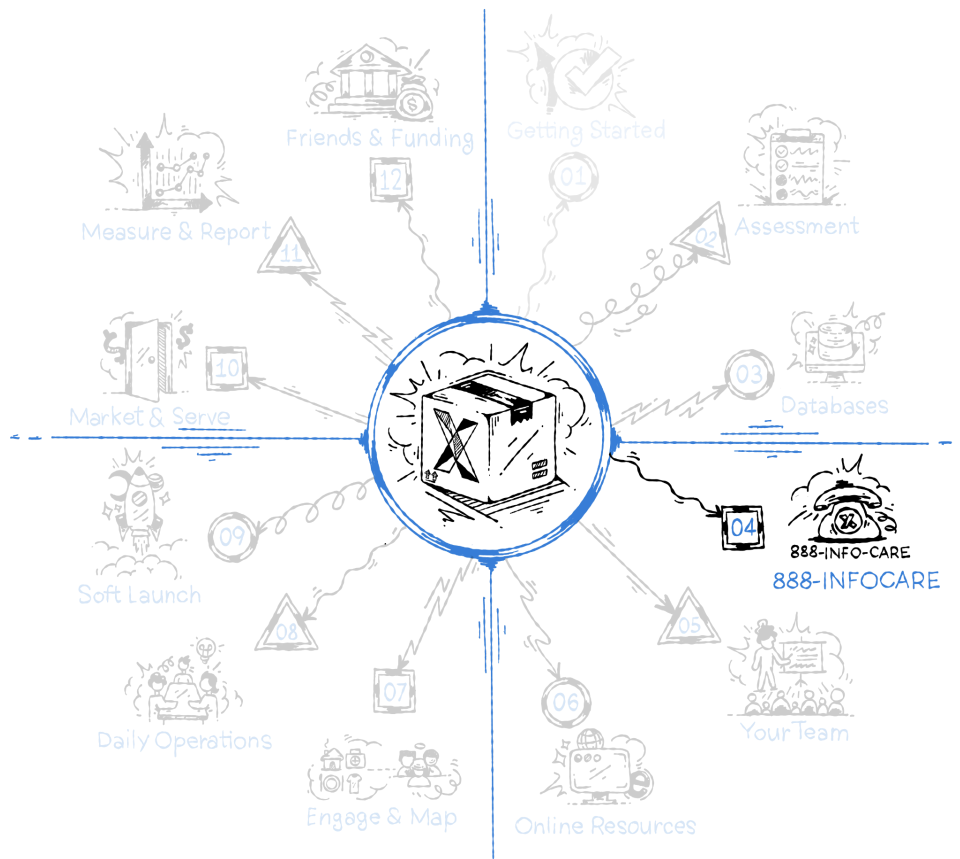


CityServeX “Box” Manual

(#4 - 888-INFOCARE)

#4: 888-INFOCARE

Utilizing the 888-INFOCARE Phone Number



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Utilizing the 888-INFOCARE Phone Number

4.0 It's important that people in crisis be able to contact someone for the help they need.

CityServeX provides our nationwide 888-INFOCARE number as a means for people to reach Resource Coordinators in their zip code area.

This helpline is the primary entry point for individuals seeking assistance through CityServeX. It is not a helpline with agents providing resources for callers.

It is a professionally managed system that enables callers to leave a message for a CityServeX representative to return their call within 1 business day.

Returning calls promptly is essential to communicating how we value every person, their story, and what they are going through.

The following will provide necessary information on how to fully utilize the 888-INFOCARE number and accompanying procedures to enable people in need to contact CityServeX and to equip CityServeX Sites to reach them.

Call Flow Process

4.1 Initial Call: When someone dials 888-INFOCARE, they hear this automated message: "Hello, you've reached CityServeX. If this is an emergency, please hang up and dial 9-1-1. If you know your party's extension, press pound. If you are calling for resources, please enter or say your zip code."

Geographic Routing: For resource requests, callers enter their zip code to connect with their local CityServeX Site. This geographic routing ensures individuals receive assistance from Resource Coordinators familiar with their specific community.

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Correct Zip Code

4.2 Correct Zip Code Entered: Callers who enter a zip code that is serviced by a **CityServeX Site** will hear this automated message, “At **CityServeX**, we exist to uncomplicate and humanize social service systems for the benefit of all who use them. If that’s you, we’d love to have a human call you back and see how we can help you find what you need.

To have someone call you back within 1 business day, leave your name, number, and zip code of where you reside. We look forward to talking with you. We will begin to record your message after the tone. When finished, you may hang up. Thank you for calling, **CityServeX**.”

Receiving Messages from 888 and Assignments

4.3 Receiving Messages from the 888 Line: All voicemail messages are sent via transcript and audio to the **CityServeX Site** Care Champion email. The messages will come from the email address of: **Noreplyvm@directinteractions**. The link is time-based and will expire in 5 days. The Care Champion checks their **CityServeX** email daily for any voicemail messages.

Processing Messages: Upon receipt of an email message for assistance, the Care Champion enters the caller’s information on an **Inquiry Form**. The **Inquiry Form** is housed in the CityServeXTeam.findhelp.com site. The Care Champion assigns the message to a Resource Coordinator and flags it within the CSXfindhelp site.

Retrieving Assignments: Resource Coordinators must check their CSXfindhelp site frequently during their times of service to know who is assigned to them to call back within 1 business day. If there is an **Inquiry Form** on the CSXfindhelp site, this indicates there was a voicemail left.

Resource Coordinators Unavailable: When the Care Champion does not have a Resource Coordinator to for the return call to take place within 1 business day, the Care Champion returns the initial call instead, and then assigns a Resource Coordinator for further contact with the caller.

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Returning Calls

4.4 Returning Calls: CityServeX has created an outbound number that is to be used to return calls. When calling from this number, the recipient will only see that the call is coming from the 888-INFOCARE number (888-463-6227).

Making an Outbound Call: Enter 512-270-5522, and you will be instructed to enter the 10-digit number you would like to call.

Outbound Call Answered: Let the recipient know that you are _____ (CSX Rep. First Name) with CityServeX and that you are calling them because you received a message from them on the 888-INFOCARE line, and you wanted to know how you could help them.

*Further information on conducting conversations with Participants is provided in Section 8: Daily Operations.

Outbound Call Unanswered: If the person you are calling doesn't answer, you should leave a message and let them know that when they see a call from 888-463-6227 that it is CityServeX trying to reach them because you received a message from them on the 888-INFOCARE line.

Extensions

4.5 Giving your Extension: To avoid multiple calls to reach someone who has left a message, you may leave them a message to call you back on the 888-INFOCARE line and enter your direct extension as prompted. Be sure and tell them what your 5-digit extension is. A directory of extensions is not listed on the 888-INFOCARE line.

Also include the days and hours you are available. Assure them that if they have to leave a message with you that you will retrieve it and call them back in a timely manner.

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Calls to an Extension: The 888-INFOCARE line gives clear guidance to enter an extension, offering two attempts to enter the correct extension before redirecting to the general resource request pathway.

If the caller enters pound (#) and a correct extension when prompted, they will hear this automated message, *"Please hold while we transfer you."*

Transferred Calls: Calls will be transferred to the phone number associated with the extension. The caller will not see the phone number it is going to, and the recipient will only see that calls are coming from the 888 number.

Answered Calls to an Extension: Callers should be greeted with, *"Hello. This is _____ (CSX Rep. First Name) with CityServeX. How can I help you?"*

*Further information on conducting conversations with Participants is provided in Section 8: Daily Operations.

***Important Note** - Upon talking with someone, be sure and get their phone number because it is not seen upon receiving their call and is not able to be automatically acquired.

Unanswered Calls to an Extension: If the call goes unanswered after 4 rings, they will hear this automated message, *"You've reached _____ (CSX Rep. First Name) with CityServeX. I'm sorry I can't take your call now, but I would like to call you back. Please leave your name, number, and message, speaking clearly after the tone. Thank you."*

We will begin to record your message after the tone. When finished, you may hang up. Thank you for calling, CityServeX."

Receiving Messages from your Extension: For messages left on an extension, they are sent via transcript and audio directly to the CityServeX email associated with the extension. CityServeX emails should be checked daily for any voicemail messages. The messages will come from the email address of: Noreplyvm@directinteractions. The link is time-based and will expire in 5 days.

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***Important Note** - Remember that callers are in need, or at the very least, have a question, and have called **CityServeX** (888-INFOCARE) to get assistance. At this point, they may have had to leave 2 messages, 1 on the 888-INFOCARE line and 1 on your extension. This is why it is important to leave the days and hours you're available to avoid them having to leave a message.

CityServeX Sites should make every effort to answer all incoming calls from the 888-INFOCARE line going to their extension when they can.

One Person at a Time

4.6 One Person at a Time Philosophy: As previously stated, **CityServeX Sites** should make every effort to answer all incoming calls from the 888-INFOCARE line to their extension when they can. However, there are exceptions to this operating principle, and it is the "One Person at a Time Philosophy".

This is the ideal that the person we are engaged with at the time gets our full attention. If we are assisting someone in person or speaking on the phone, we focus on that one person. We do not want to pause a conversation to answer another call. This is when voicemail is necessary. Be fully present with the person in front of you, or on the phone, and call anyone else back that you may see a call coming in from.

Incorrect Zip Code

4.7 Initial Call: When someone dials 888-INFOCARE, they hear this automated message: "Hello, you've reached **CityServeX**. If this is an emergency, please hang up and dial 9-1-1. If you know your party's extension, press pound. If you are calling for resources, please enter or say your zip code."

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Incorrect Zip Code Entered: A list of zip codes for service areas is not provided, so it is likely that a caller may enter an incorrect zip code. After offering two failed attempts to enter a zipcode the system recognizes as in the CityServeX service area, the caller will hear this automated message, "We're sorry, but you did not enter a zip code in one of our service areas. We are working hard to bring Resource Coordination to your zip code, but we are not there yet."

In the meantime, please go to cityservex.help to search for resources in your area. That's cityservex.help. Thank you for calling, CityServeX. Good-bye."

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