

**County of San Diego, Health and Human Services Agency (HHSa)
Eligibility Policy and Procedures Guide**

Accepting Collect Calls

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Issue Date:

09/01/2018

Background:

Health and Human Services Agency (HHSa) is required to provide service and be accessible to our customers. There may be times when customers need to speak to County staff and should not be discouraged from making calls to the Agency due to limited resources.

The policy was revised as the Sunset Date had passed. The information is still valid and therefore the only change made was the Sunset Date.

Purpose:

The purpose is to establish a policy for accepting collect calls from customers for County related business.

Policy:

Staff are required to accept collect calls and include the acceptance of collect calls at the onset of their voicemail message.

Situations where collect calls may be accepted include but are not limited to:

- Inmates of a facility who are only able to make collect calls.
- Customers who have moved to a new address outside the local calling area when the case has not yet been transferred to the new office or county.
- Customers who must routinely call long distance because they live or work in remote areas.
- Customers whose cases are assigned to an office outside of their local calling area.

Excessive Collect Calls:

Managers are expected to:

- Review collect calls listed on the monthly phone bills;
- Determine reason for excessive number of collect calls received by staff (i.e. case not transferred when out of district); and
- Take appropriate action

Procedure:

Staff is required to include the acceptance of collect calls at the onset of their voicemail message.

SAMPLE MESSAGE:

Operator: Collect calls are accepted. You have reached the voicemail for (your name), at (your FRC) Health and Human Services Agency. My work schedule is (for example: Monday through Friday 8am to 5pm). If you need to speak to someone right away please hang up and dial our Access Customer Service Center at 1-866-262-9881 or leave a brief message including your name, case number and return phone number with area code.

Your call will be returned within 24 business hours.

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Program Impact/s:

All Programs

References:

None

Sunset Date:

This policy will be reviewed for continuance by 09/30/2021

Approval for Release:

Handwritten signature in blue ink, followed by the date "9-17-18".

Rick Wanne, Director
Eligibility Operations