



Becoming a Community Voice Mail Participating Agency

What can Community Voice Mail (CVM) do for my clients?

- CVM helps your clients to communicate with your case managers, potential employers, landlords, health care providers and other social services. CVM numbers are available in the area codes 206, 253 and 425.
- Your clients will receive occasional broadcast messages on social service topics informing them about valuable community resources, services, events and opportunities.
- Your clients will be able check their messages for free on 71 pay phones all over King County. We provide you with online and paper maps of these pay phones to give to clients.

What can Community Voice Mail do for me?

Use CVM to keep a direct connection to your clients. Additionally, you can send broadcast messages to all the clients at your agency to let them all know about important events or opportunities.

How does it work for the client?

A CVM phone number looks like any other number, and does not signal the user's status. Voice mail boxes are also available with Spanish prompts. Setting up a voice mail box is easy: Simply dial the seven-digit number from any touch-tone phone, press the star key, enter a short PIN number, record a greeting, create a password and the client is set up –enrollment usually takes under three minutes.

Retrieving messages is simple. Simply dial the seven-digit number from any touch-tone phone, press the star key and enter a password. Users can then hear messages 24 hours a day, seven days a week.

How does it work for the case manager?

You have a list of numbers that you can give out to your clients. You teach clients how to set up their voice mailbox. When you sign up a new client or exit a client, you send us a simple intake/outcome form.

Why become a participating agency when I can refer clients to call CVM directly?

By setting up your clients' voice mail with them, you can ensure that they set it up correctly and actually use their number. Also, we send you a report every month so you can see the last time each client accessed their voice mail, then if they aren't using their account, you can reset it and assign it to another client. Also, in the near future we will no longer be giving out numbers to clients who call us directly.

How much does it cost?

The cost for agencies is \$1.50 per box per month, but we can give you a free one-month trial period to see if CVM is a resource that you'd like to have for your clients.

How do I set it up?

Call us at 206.694.6771 or email cvm@solid-ground.org to set up a training for your agency. CVM staff provide a group of phone numbers to your agency and train direct service staff on how to set up a client's voice mailbox, to reassign numbers and to use other community voice mail features.

Community Voice Mail is a program of



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