

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

**Accepting Collect Calls**

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**Issue Date:**

**3/10/2015**

**Effective Date:**

**3/10/2015**

**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.

**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:

1. Inmates of a facility who are only able to make collect calls.
2. 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.
3. Customers who must routinely call long distance because they live or work in remote areas.
4. 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 to 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 8:00 am to 5:00 pm). 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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**Impacts:**

All Programs

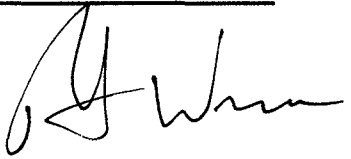
**References:**

None

**Sunset Date:**

3/10/2018

**Approval for Release:**

 3-11-15

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Eligibility Operations