

**2008 COMMUNITY VOICE MAIL
PARTICIPATING AGENCY SURVEY:**

**ASSESSING CVM VALUE, COMMUNICATION METHODS
AND THE INFORMATION NEEDS OF CVM CLIENTS**



FINAL REPORT

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EXECUTIVE SUMMARY

2008 CVM Participating Agency Survey: Assessing CVM Value, Communication Methods and the Information Needs of CVM Clients

Purpose:

The 2008 CVM Participating Agency Survey was designed to measure the level of *value* CVM Participating Agencies place on CVM, learn how CVM agencies currently *communicate with their clients*, and determine the *perceived information needs* of clients. The survey also sought to determine whether agencies are gathering and using email addresses from their clients; how agency respondents spend their time and how they use subscriber reports; what method of communication CVM Managers most frequently employ with agencies, and what method of communication agencies would most prefer from their CVM Managers. Agencies were also asked about their perception of the importance of a local CVM Manager to their success with CVM. Finally, agencies were invited to leave open-ended thoughts and comments on the CVM service.

Methodology:

The 2008 CVM Participating Agency Survey was conducted using the email method and designed using the online survey software Survey Monkey. The 19-question survey was emailed to approximately 1043 individuals representing approximately 781 participating agencies across 28 CVM sites. Approximately **300 CVM participating agencies responded**, resulting in a **response rate** of **38.4%**.

Results:

- Over half of individual respondents (**53.6%**) **provide direct service** to clients as Caseworkers or Service Providers.
- Over half (**58.7%**) of respondents reported that their CVM role is that of providing CVM numbers to all clients at their respective agencies.
- A majority (**79.2%**) of respondents reported recommending CVM to individual clients as appropriate, given individual client goals.
- Participating Agencies **value having a local CVM Manager** and show great enthusiasm about the program.
- About 40% of agencies that collect client emails also use email to communicate with their clients (the 2008 CVM Client Survey reported that close to 60% of CVM clients have an email address).
- A majority of agencies responding said they *prefer* email as their own primary communication method.

Themes:

- Agencies perceive similar *benefits* from CVM service, mentioning the valuable connection of clients to jobs/employment resources; the importance of the lack of cost to the client; the value of a personalized, private number for clients' use; the benefit of increased access to information, including notification about available housing, medical services and other important resources. Also, many agencies appreciate that CVM both alleviates the burden on agency staff in tracking down clients and helps in delivering services.
- Some agencies have concerns about fees and the time it takes to train clients and fill out forms. Other agencies are very new to the CVM service.

Comments:

When asked for additional comments at the end of the survey, 22 participating agencies took the time to mention **concerns**. Among the concerns mentioned were the following: Demand for service too great; demand for service too low and/or service is underutilized; paperwork is too time-intensive; clients would benefit from free phone access to voicemail; the need for client education on CVM service; and prohibitive cost of service for agencies.

However, when answering the same question, **145** participating agencies took the opportunity to express their **gratitude for the CVM service**:

- *"I love the CVM program. We feel honored to receive voice mail numbers from CVM and assign them out to homeless clients who need them most. This is one of the most important programs out there in social services."*
- *"I hope that the Community Voice Mail program continues to receive funding so that the homeless population can continue to have an added support system when seeking potential employment opportunities without having to expose another barrier in their lives."*

Next Steps:

Further research is necessary to determine why almost 60% of respondents say they are not interested in learning more about using the broadcast message service, particularly when 47.2% say their top method of letting clients know about an event in their area is the telephone, including the CVM number. Perhaps the answer lies in a lack of awareness; if that is the case, more education of the benefits and uses of broadcast voice messaging is necessary. Also, since CVM Managers may take on the role of broadcasting information to all clients across all agencies, respondents may rely on CVM Managers to take on this role vs. learning how to broadcast directly.

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HISTORY OF COMMUNITY VOICE MAIL¹

Community Voice Mail was founded in 1991 in Seattle based on a simple idea: Unemployed and homeless people searching for work will find employment much faster if they are given access to a telephone number and voicemail system. This concept was tested in 1992 when a Seattle-based voicemail company called Active Voice agreed to provide a voicemail system to 145 individuals over a period of six months. Seventy percent of those who received voicemail numbers found employment within two months.

Seeking to replicate these overwhelming results in other communities, Community Voice Mail applied for and received the 1993 Harvard/Ford Foundation Innovations in Government Award and a cash grant of \$100,000. Today, the program serves more than 40,000 people in 400 towns/cities nationwide per year.

Established in 1993 and headquartered in Seattle, the CVM National Office oversees 46 CVM sites nationwide. The CVM National Office provides a broad range of services:

- Identify and launch new CVM sites
- Administer the centralized voice mail server network and database
- Investigate new technology beneficial to the CVM mission
- Initiate and cultivate relationships with corporate & social change partners
- Provide technical support and training
- Support and set standards for the existing federation of sites
- Advocate for public policy that aligns with the CVM mission
- Host external and internal web sites (shared document library and best practices)
- Organize and host annual National Conference of CVM sites

Clients typically qualify for a Community Voice Mail number if they demonstrate financial need, lack of a reliable phone service, and pursuit of a goal for work, housing, healthcare or personal safety. The Community Voice Mail service is simple to set up and easy to use; clients need only access to a touch-tone phone to check their messages. Clients with email addresses can elect to have new message notifications sent to their inboxes. Callers use clients' telephone numbers like any other: There is no way to distinguish a CVM client by the telephone number.

Community Voice Mail seeks to double the number of people with access to CVM voice mail by the end of 2011 by launching new sites, identifying regional/national organizations to distribute numbers, and working with new technology partners to expand its services to those who need them most.

¹ From Community Voice Mail website: <http://www.cvm.org>

PURPOSE AND METHODOLOGY

The 2008 CVM Participating Agency Survey was designed to 1) measure the level of *value* CVM Participating Agencies place on CVM, 2) learn how CVM agencies currently *communicate with their clients*, and 3) determine the *perceived information needs* of clients. The survey also sought to determine whether agencies are gathering and using email addresses from their clients; how agency respondents spend their time and how they use subscriber reports; what method of communication CVM Managers most frequently employ with agencies, and what method of communication agencies would most prefer. Agencies were also asked about their perception of the importance of a local CVM manager to their success with CVM. Finally, agencies were invited to leave open-ended thoughts and comments about the CVM service.

The 2008 CVM Participating Agency Survey was conducted using the email method and designed using the online survey software Survey Monkey. The 19-question survey was emailed to approximately 1043 individuals representing approximately 781 participating agencies across 28 CVM sites. Approximately **300 CVM participating agencies responded**, resulting in a **response rate of 38.4%**.

RESULTS

The 19 survey questions are grouped in the ten following categories:

- Respondents' Agency Role (Questions 1-2)
- Enrollment Practices (Questions 3-4)
- Information Distribution (Question 5)
- Interest in Broadcast Voice Messaging (Question 6)
- Client Information Needs (Question 7)
- Client Email Addresses (Questions 8-9)
- Value of CVM (Questions 10-12)
- How Respondents Spend Their Time (Questions 13-14)
- CVM Manager Communication Methods (Questions 15-17)
- Additional Information (Questions 18-19)

Questions 1 - 2: CVM Provider Role

Over half of individual respondents (**53.6%**) provide direct service to clients as Caseworkers or Service Providers. Just over 33% are *Program Managers*. Sixty-five respondents wrote in their specific titles at their agencies.²

Q. #1. What is your position at your organization? (n=263)			
		Response Percent	Response Count
Caseworker/Service Provider (direct service to clients)		53.6%	141
Program Manager		33.1%	87
Receptionist/Administrative Support		12.5%	33
Community Volunteer		0.8%	2
Other (please specify)			65

Over half (**58.7%**) of respondents reported that their CVM role is that of **providing CVM numbers to all clients** at their respective agencies; 23.2% respondents reported *providing CVM numbers directly to staff or case managers*, not to clients:

2. Which of these statements best describes your role in providing Community Voice Mail to clients? (n=276)			
		Response Percent	Response Count
I provide CVM numbers directly to all clients at my agency		58.7%	162
I provide CVM numbers only to my own clients		18.1%	50
I provide CVM numbers to other staff or case managers in my agency (I don't work directly with clients)		23.2%	64
Other (please specify)			46

² Please see Appendix A, Q. 1 for write-in survey responses.

Questions 3 - 4: Enrollment Practices

Respondents were asked to name the three most important CVM benefits that they mention to clients when telling them about the service. Question 3.1 (*most important benefit*) had 298 responses, while Question 3.2 (*second most important benefit*) had 291 responses and Question 3.3 (*third most important benefit*) had 267 responses.

The CVM benefit that respondents feel is *most* important when telling clients about the service is the utility in searching for and securing **employment**, the most popular response by a large margin (**43.6%**). This was followed by 18.5% of respondents who feel that *providing clients with a form of contact* is the largest benefit CVM offers, while 11.4% of respondents feel that the CVM service being offered at *no cost* to clients is the most important benefit. Eleven percent of respondents feel that the link CVM creates between the client and *outside resources*, such as housing, social services, legal help, etc.) is of most importance:

3.1. What are the 3 most important benefits of Community Voice Mail that you mention to <u>clients</u> when telling them about the service? (n=298)			
Most Important Benefit		Response Percent	Response Count
Helps client find and obtain employment		43.6%	130
Provides client with a way to be contacted by others		18.5%	55
Free to client		11.4%	34
Offers client a link to outside resources (housing, legal, health, social services)		11.0%	33
Other (please specify)			46

Forty-six respondents wrote in other answers not covered by the categories listed, such as that the CVM service is *private* and *does not give away client's transitional status*, that the CVM service *can be checked from any phone*, and that CVM *provides an easy way for the participating agency to reach the client*. Additional write-in responses mention the importance of *the consistency of one number*, that the CVM service results in *fewer calls to the main office*, and that CVM *helps clients to reach their personal goals*.³

The benefit that respondents feel is *second* most important when telling clients about the CVM service is that it offers the client a link to **outside resources (17.8%)**. Help with finding *employment* was again ranked very highly (17.2%), followed by the benefit of providing clients with *a way to be contacted* by others (13%) and the advantage of having an *easy way for participating agencies to contact clients* (8.2%):

³ Please see Appendix A, Q. 3 for complete write-in responses.

3.2. What are the 3 most important benefits of Community Voice Mail that you mention to <u>clients</u> when telling them about the service? (n=291)			
Second Most Important Benefit		Response Percent	Response Count
Offers client a link to outside resources (housing, legal, health, social services)		17.8%	52
Helps client find and obtain employment		17.2%	50
Provides client with a way to be contacted by others		13.0%	38
Easier for an agency to contact client		8.2%	24
Other (please specify)			127

Other responses note that the service is *quick to set up*, that CVM can keep clients who have been victimized by domestic violence away from their abusers, that the service offers a local area code, and that clients' voicemail can be checked from any number. ⁴

When asked to rank the *third* most important CVM benefit, respondents again ranked the link to **outside resources** most highly (**22.5%**), while providing a link between a client and the client's *family* received 15.4% of the responses. Others felt that the *lack of cost* to the client was third most important (14.6%), and help with *employment* was again mentioned (14.6%):

3.3. What are the 3 most important benefits of Community Voice Mail that you mention to <u>clients</u> when telling them about the service? (n=267)			
Third Most Important Benefit		Response Percent	Response Count
Offers client a link to outside resources (housing, legal, health, social services)		22.5%	60
Keeps client in contact with family		15.4%	41
Free to client		14.6%	39
Helps client find and obtain employment		12.0%	32
Other (please specify)			95

⁴ Please see Appendix A, Q. 3 for complete write-in responses.

Other responses include that *the number can belong to the client as long as it is needed*, that the service is *private and discrete*, and that *voicemail can be checked 24 hours a day*.⁵

Participating agencies were asked to describe how clients are told about CVM. A large majority (**79.2%**) of respondents reported recommending CVM to individual clients **as appropriate**, given individual client goals. The second largest category, recommending that *all* clients use CVM, received 12.9% of total responses. Almost 7% of respondents reported referring clients to CVM *through agency literature*, and only 1.1% of respondents reported that they provide CVM to clients *only when they ask*:

4. What statement best describes how clients are told about Community Voice Mail at your agency? (n=279)			
		Response Percent	Response Count
We recommend that all our clients use CVM		12.9%	36
We recommend CVM to individual clients as appropriate for their goals		79.2%	221
Clients find out about CVM in literature we provide		6.8%	19
Clients find out about CVM when they ask		1.1%	3
Other (please specify)			38

Other responses include the following: *“clients usually are already accessing CVM thru another agency,” “clients know we have voicemail and ask US,” “word of mouth,” “we post flyers around our program space and staff inform clients about the service,” “through our assessment process,” “from posters we have displayed,” “at intake we offer to all clients,”* and *“signs are posted for sign-up.”*

⁵ Please see Appendix A, Q. 3 for complete write-in responses.

Question 5: Information Distribution

When asked the top three methods participating agencies would use to inform clients about an upcoming event, **47.2%** of respondents indicated that their first choice is notification via **phone, including using the CVM number**. Just over **41%** of respondents indicated that their first choice for distributing information is **in person**, in agency offices, and **39.5%** said that they would first rely on **flyers in the lobby**. Slightly over 45% of respondents said that *email* is their second choice to notify their clients about an event, while 50% of respondents said that their second choice is notifying clients via *web site*. As a third choice, 39.5% of respondents chose *in person*, 40.9% said that they would notify clients in a *newsletter or materials at their agency's front desk*, and 71.1% said that they would rely on *word of mouth*:

5. Consider this scenario: Your agency has information about an event happening in one week, and you want to let all of the clients served by your agency know about it as soon as possible. How would you tell your clients about this event?

**Please rank the *top three* methods you would use to communicate this information to reach the largest number of your clients (limited to three choices below).
(n=298)**

	First	Second	Third	Rating Average	Response Count
Phone (including using the CVM number)	47.2% (75)	29.6% (47)	23.3% (37)	1.76	159
In person (in our office)	41.1% (88)	38.3% (82)	20.6% (44)	1.79	214
In person (where clients live)	31.6% (24)	28.9% (22)	39.5% (30)	2.08	76
Email	19.6% (10)	45.1% (23)	35.3% (18)	2.16	51
Web site	12.5% (2)	50.0% (8)	37.5% (6)	2.25	16
Flyers in the lobby	39.5% (75)	33.2% (63)	27.4% (52)	1.88	190
Newsletter or materials at agency front desk	22.7% (15)	36.4% (24)	40.9% (27)	2.18	66
Word of mouth (through other clients)	7.2% (7)	21.6% (21)	71.1% (69)	2.64	97

Question 6: Interest in Broadcast Voice Messaging

Nearly **60%** of respondents indicated that they would **not** like to be contacted by their CVM manager to learn more about sending broadcast voice messages to clients, while 40.3% indicated that they *would* like to be contacted:

6. Would you like to be contacted by your CVM Manager to learn more about sending broadcast voice messages to your own clients? (n=298)		
	Response Percent	Response Count
Yes	40.3%	120
No	59.7%	178

Question 7: Client Information Needs

Participating agencies were asked the information that they felt would be most important to their clients. Information relating to **jobs and employment** was the most frequently mentioned response (**190 respondents**), followed by *housing and shelter* (155 respondents) and *community resources and events* (63 respondents):

7. Please tell us what information <i>you</i> believe would be most important to your clients to help them in their current situation.	
Examples: job announcements, housing opportunities, healthcare resources, other community resources or events, etc. (n=284)	
Information related to jobs and employment	190
Information related to housing or shelter	155
Information related to community resources or events	63
Other (please specify)	(See Appendix A) ⁶

Respondents also mentioned that they felt the following types of information would be most important to their clients: *Healthcare* (57 respondents), *“all of the above”* (20 respondents), *free meals or food banks* (12 respondents), and one respondent each felt that clients would find information about the *weather* and *inspiring stories* most important. Some agencies *do not use* the broadcast system at all, due to specialized contact with clients: *“The information that we get to the client is specific to each and has to do with court dates, appointments, etc. It’s also at times privileged information so the broadcast system is not something that we would ever use.”*⁷

⁶ Most respondents listed more than one response, creating a total number of responses much larger than 284. See Appendix A, Q. 7 for verbatim responses.

⁷ Please see Appendix A, Q. 7 for complete write-in responses.

Questions 8 – 9: Client Email Addresses

Almost 45% of participating agencies report *asking each CVM client for a personal email address*. The majority – **51.4%** – **do not ask** for email addresses.

8. Does your agency ask for email addresses from each client that receives services? (n=294)			
		Response Percent	Response Count
Yes		44.6%	131
No		51.4%	151
Don't know		4.1%	12

When asked if email messages are regularly sent to clients who have provided email addresses, **fifty percent** of respondents report that they do **not routinely send email** to those clients, while 42% *do routinely send email*.

9. Does your agency routinely send email messages to clients who have provided email addresses? (n=131)			
		Response Percent	Response Count
Yes		42.0%	55
No		50.4%	66
Don't know		7.6%	10

Questions 10 - 12: Value of Community Voice Mail⁸

Respondents were asked to rank the three most important benefits of CVM for their agency and caseworkers. **Eighty-eight** respondents indicated that CVM's most important benefit is **helping the agency contact clients**, followed by 74 respondents who appreciate that it *provides clients with a means of contact* to support systems and outside resources, while 39 respondents feel that *assisting clients in securing employment* is the most important benefit:

10.1. What are the 3 most important benefits of CVM for <u>your agency and/or caseworkers</u>?	
Most important benefit (n=277):	
Helps agency contact clients	88
Provides clients with a means of contact	74
Assists clients in finding a job/employment	39

When it came to ranking the **second** most important CVM benefit for agencies and their caseworkers, **helping the agency contact clients** again came in first (**51** respondents), followed by 33 respondents who think that CVM's assistance in *helping clients find employment* is second most important. Nineteen respondents appreciated that CVM allows their agency to *offer a valuable and needed service* to clients:

10.2. What are the 3 most important benefits of CVM for <u>your agency and/or caseworkers</u>?	
Second most important benefit (n=239):	
Helps agency contact clients	51
Assists clients in finding a job/employment	33
Allows agencies to provide a valuable service	19

Finally, as a **third** most important benefit, respondents again chose **easy way for the agency to contact clients** as most helpful (**47** respondents), followed by *helping agency empower clients* (34 respondents) and *connects client with outside resources* (22 respondents):

⁸ Sixty-three respondents answered the optional question 12 ("Comments on previous question?"); please see Appendix A for write-in responses.

**10.3. What are the 3 most important benefits of CVM
for your agency and/or caseworkers?**

Third most important benefit (n=184):

Helps agency contact clients	47
Allows agency to help empower client (meet goals, no attached stigma, offers dignity, improves self-esteem, etc.)	34
Connects clients with outside resources	22

Also mentioned: “we can use broadcast messaging to reach all of our clients,” “privacy,” “can demonstrate that the community cares about helping those in need,” “reduces staff workload,” “helps clients feel part of larger society – ‘connected,’” “it’s easy to use,” “the ability to wish our members birthday and holiday greetings,” “it cuts down on clients needing to use my phone!” and “It is free! That’s a major benefit for a non-profit on a tight budget.”⁹

Eighty-seven percent of respondents indicated that a **local CVM host agency in their community is important** to their ability to successfully deliver CVM services. Only 12.9% did *not* feel a local CVM host agency is important:

11. Do you feel that a local CVM host agency located in your community is important to your ability to successfully deliver CVM services? (Other options could be a statewide, regional or national host, or no local host at all). (n=286)			
		Response Percent	Response Count
Yes		87.1%	249
No		12.9%	37

⁹ Please see Appendix A, Q. 10 for complete write-in responses.

Questions 13 -14: How Respondents Spend Their Time¹⁰

When asked to indicate which tasks respondents spend the most time doing in a given week, **27.4%** indicated that they spend the most time **making clients aware of CVM**. Thirty-six percent of respondents indicated that they next spend the most time on *completing intake forms for new CVM clients*, followed by 34.2% who say they *train clients to use CVM*. Nearly 36% of respondents then said that they *review and/or act upon monthly client usage reports*, while 55.2% said that they spend the least amount of time *collecting outcomes from clients*:

13. From the common CVM tasks listed below, indicate which tasks you spend the most time doing in a given week. The task that consumes the most time should be listed as #1, the next most time-consuming task should be #2, etc. (n=253)							
	#1	#2	#3	#4	#5	Rating Average	Response Count
Making clients aware of CVM (marketing/outreach)	27.4% (61)	13.9% (31)	23.3% (52)	20.6% (46)	14.8% (33)	2.82	223
Completing intake forms for new CVM clients	28.8% (68)	36.0% (85)	25.0% (59)	6.8% (16)	3.4% (8)	2.20	236
Training clients to use CVM (incl. the enrollment process via phone)	31.6% (71)	34.2% (77)	23.6% (53)	7.1% (16)	3.6% (8)	2.17	225
Reviewing and/or acting upon monthly client usage reports	11.0% (24)	14.2% (31)	21.6% (47)	35.8% (78)	17.4% (38)	3.34	218
Collecting outcomes from clients	8.0% (17)	5.7% (12)	8.0% (17)	23.1% (49)	55.2% (117)	4.12	212
Other (please specify)							30

¹⁰ Forty-one respondents answered the optional question 14 (“Comments on above list of activities?”); please see Appendix A for write-in responses.

Questions 15 -17: CVM Manager Communication Methods

Slightly over **40%** of participating agencies receive their monthly subscriber/inventory reports via **email** from their local CVM Managers. The next frequently-used method reported is *fax* (23.2%), followed by *postal mail* (21%) and *hand delivered* (7%). A little over eight percent of respondents indicated that they *do not receive* a monthly report:

15. How does your local CVM Manager usually send you your monthly subscriber/inventory report? (n=271)			
		Response Percent	Response Count
By email		40.6%	110
By fax		23.2%	63
By postal mail		21.0%	57
In person (hand delivered)		7.0%	19
I don't receive a monthly report		8.1%	22
Other (please specify)			15

The majority of respondents (**67.3%**) indicated that aside from the monthly subscriber/usage report, their local CVM manager communicates with them via **email**. *Telephone* was the second means of communication (21%), followed by *in person* (6.8%) and *no communication* (2.5%). Just over 1% of respondents said that their local CVM Manager communicates via *postal mail* and *fax*, respectively:

16. OTHER than when they send you the monthly subscriber/usage report, what is the primary way that your local CVM Manager communicates with you? (n=281)			
		Response Percent	Response Count
Telephone		21.0%	59
Email		67.3%	189
Fax		1.1%	3
Postal mail		1.4%	4
In person		6.8%	19
Other than the monthly report, there is no communication		2.5%	7
Other (please specify)			8

When asked their preferred means of communication, **77.9%** of respondents said that they would like to hear from their local CVM Manager primarily via **email**. Almost 14% of respondents chose *telephone*, and 5.3% picked *in person*. Again, *postal mail* and *fax* received just over one percentage point each:

17. By what means would you <u>prefer</u> that your local CVM Manager primarily communicate with you?			
		Response Percent	Response Count
Telephone		13.9%	39
Email		77.9%	219
Fax		1.1%	3
Postal Mail		1.4%	4
In person		5.3%	15
I don't want to communicate with the local CVM Manager		0.4%	1
Other (please specify)			10

Questions 18 – 19: Additional Information

A little over **sixty-seven percent** of respondents indicated that they would be willing to speak further with CVM staff about the survey; only 32.6% said that they would not:

18. Would you be willing to speak to us further about the topics covered in this survey?			
		Response Percent	Response Count
Yes		67.4%	190
No		32.6%	92

19. Please let us know any final thoughts or comments you have about the Community Voice Mail program: (n=164)¹¹

Twenty-two participating agencies expressed **various concerns**. One agency reported not using the CVM service yet, while another had just begun:

“We haven’t used it yet but look forward to offering this to our clients.”

“I have just recently been able to use the service. Our client base is rather small currently, but may get larger as our ministry grows. Then I may be able to provide more input.”

¹¹ For complete list of client responses, see Appendix A, Q. 19.

Demand too great:

"A great program. However, we are constantly running out of voice mail boxes and have to turn people away until we receive more numbers or a list of numbers to re-set."

"Please increase numbers available across the nation"

"Love it! We only have 5 boxes for our organizations, but they are an extremely valuable resource."

Demand not enough/service underutilized:

"I feel the program, at this time, is not something the clients appear to be interested in."

"We may be ending our program due to lack of usage by clients."

"The voicemail program is a great service. Currently I only have 5 numbers available, so I do not promote them in my agency very much. Consequently many of the clients are not aware of the program and do not understand what it is when they hear about it. It would be great if more numbers were available and if easy to understand materials were available to them."

"We need access to more numbers so we can offer it to every client served."

"We have times when we don't use all of our CVMs but they are a blessing when we do need them. Thank you for this service."

"It's a good resource but not very many of our participants want it."

"It's a very useful service; I just wish more of our clients would use it more consistently"

"We don't have very many users, but it is a great program. Thanks"

"I think it is an extremely useful program and I am glad we have access to it. We may not use many lines, but to the participants who use the lines we have, it makes a HUGE difference. Thanks!"

Paperwork too time-intensive:

"I think it's a good program and useful for clients who tend to be more high functioning. However, the amount of time spent by staff filling out paperwork for this service doesn't make sense. There are other free voice mail programs which are far less time intensive."

"I think this is a wonderful program and the only request I have is why can't the forms be automated and sent by email rather than filled out by hand and faxed. It would be less time consuming for the caseworkers."

Other concerns:

"For the few clients we have who use it, CVM has worked out well for them to get messages for job interviews, etc. For our own info line and changing messages, we have had a lot of problems with it."

"It is a lot of work because I have had reoccurring problems that have caused me to fall behind on clearing voicemails, etc."

"Email is the best method of communication. However we receive too many emails regarding Community Voice Mail. "

"The program works well except getting client to come in a turn their numbers in when not being used."

"Required meetings are too often, too long, and generally don't provide new information that can't be related over email. They seem like a waste of time."

"Experiencing problems lately with the new changes and all."

"Have had a lot of problems with clients not being able to retrieve their messages; as well as, having difficulty in setting up voicemail."

"The enrollments and reports are reasonably easy to accomplish. I have trouble with leaving a universal message for all CVM members."

"I like it very much it just has been very difficult to get other organizations to take advantage"

Clients would benefit from free phone access to voicemail:

"Clients should be able to access their voice mail through a toll free number. If a homeless client is using CVM they do not always have money to use a pay phone."

"CVM is a wonderful service for clients to access services/resources and address their goals! The free pay phones in the community have added to the usability of CVM - any chance of increasing the number of pay phones that clients can use to access their VM accounts for free?"

"[A]ccessing CVM through a toll-free number was key to homeless clients' ability to access their voicemail each day"

Need for client education on CVM service:

"I think it is a wonderful resource, however I constantly struggle in conveying this same message to those clients who have been assigned CVM and prefer their own cell phone that they truly cannot afford."

"CVM is such an appropriate service. I just wonder if there would be away to broadcast the fact that one does not need to be "Technology Literate" to use the services. Then clients maybe more apt to inquire about CMV."

"The biggest problem I have is teaching about 75% of the clients to use voicemail. They find it very hard. They have difficulty even remembering their PIN. I am a volunteer at a homeless shelter and many people have literacy problems. Only about 10% have ever used a computer."

High cost of service for agencies:

"This is a great program, but we cannot continue participating due to the increased cost."

"I am concern[ed] about the large increase in the cost of providing CVM to our clients"

One hundred and forty-five of the 164 respondents who answered this question took the time to **express their thanks for the CVM service**, both from an agency standpoint and on behalf of CVM clients:

"I hope that the Community Voice Mail program continues to receive funding so that the homeless population can continue to have an added support system when seeking potential employment opportunities without having to expose another barrier in their lives."

"I think it is a great service for our clients. When I explain how the voice mail works, and how convenient it is for them to receive and access their messages, they usually let out a sigh of relief knowing they no longer have just a one-way pathway of communication."

"Many clients have told me that the program is very important to their success."

"CVM is a great service to our County due to being very rural."

"I think it's a great asset to our agency and our clients! The system is functional, easy to use, and very beneficial. Keep up the good work!"

"In addition to peace of mind that [clients] have dependable answering machine service, it's really a boost to their self esteem and sense of pride that they're not left out."

“Community Voice Mail is such a helpful service. It helps clients make connections that they may not have made at all or in a timely fashion. It also helps clients to feel more connected, and less isolated and disenfranchised.”

“It is a great service to our clients who are without telephone communication. It allows this agency to leave messages for clients who otherwise we would have to look for.”

“Thanks for providing this low cost service.”

“A fabulous and well needed service. The service is a Godsend”

“It is a wonderful program that NEEDS to stay around, too many people depend on it.”

“It is a great program and we used it a lot, it seemed very helpful to our clients -- most of our clients were paying through the nose for pre-paid cell minutes with money they didn't have we were able to help them save some of that money by using CVM”

“This is a great resource for our clients. It allows us to contact them and also allows them to stay in communication with other within the community. Thank you!”

“As stated CMV is an invaluable service, essential to the client base we serve.”

“The services for the client are great!! It really helps in building their self-esteem and character. You can tell they act and feel important, because it is a step up from where they were.”

“I think this is a great opportunity for our clients, I am very glad the service is there. Also the handouts (sample greetings, wallet cards, Spanish pages...) are very helpful.”

“Everyone at our agency is happy with the CVM service, it has proven to be a wonderful resource for our women in substance abuse treatment. Employment is a requirement for successful completion of our program; CVM helps to find gainful employment. Thanks!”

“Thinks it is a great program and hope that it continues. Good support from the local administrators”.

“Without this program, a lot of clients would have been lost in the system. Having a contact # means a great deal to our clients. Good Work! Thanks!”

“Thank you for this service. It really is so helpful to have the resource hotline set up and refer clients to it during business hours. It frees up so much time, especially around the holidays, when clients call the most for resources.”

“CVM is definitely made a lot of technical process, by implementing the use of e-blasts to keep our programs up to date on services we have to offer each other. Everyone involved is doing a great job!!!”

THEMES

- Agencies perceive similar *benefits* from CVM service, mentioning the valuable connection of clients to jobs/employment resources; the importance of the lack of cost to the client; the value of a personalized, private number for clients' use; the benefit of increased access to information, including notification about available housing, medical services and other important resources. Also, many agencies appreciate that CVM alleviates the burden on agency staff in tracking down clients, free up agency resources, and helps in delivering services.
- Some agencies have *concerns* about fees and the time it takes to train clients and fill out forms.
- Many agencies indicated that they are new to CVM and expressed a hesitancy to offer opinions.

NEXT STEPS

Further research is necessary to determine why almost 60% of respondents say they are not interested in learning more about using the broadcast message service, particularly when 47.2% say their top method of letting clients know about an event in their area is the telephone, including the CVM number. Perhaps the answer lies in a lack of awareness; if that is the case, more education of the benefits and uses of broadcast voice messaging is necessary. Also, since CVM Managers may take on the role of broadcasting information to all clients across all agencies, respondents may rely on CVM Managers to take on this role vs. learning how to broadcast directly.

Due to the many participating agencies who indicated that they are new to the CVM service (see Q. 10, Additional Comments in Appendix A), there could be additional benefit from a follow-up survey administered in 6-12 months. A follow-up survey could gather more complete information from these agencies in particular and more accurately indicate the perceived value that CVM holds for agencies and their clients.

APPENDIX A: Additional Client Responses

1. What is your position at your organization?

1. Regional Manager
2. ADMINISTRATIVE- TECH ASSISTANCE TO DIRECT CARE
3. Administrative Assistant and Supervisor
4. GROW Case Manager
5. and provide case management for clients
6. outreach worker
7. I am the point of contact for our organization.
8. Vocational/ Educational Coordinator
9. however our program ended 5/16/08
10. Grant and Adams Counties
11. assistant program manager
12. Client Services Program Assistant
13. Program Manager and Receptionist
14. case management supervisor
15. Intake Manager
16. Over see JobLink Program
17. Employment Specialist
18. Rehabilitation Specialist
19. Employment Coordinator
20. Employment Specialist
21. Caseworker Supervisor
22. Programs Director
23. Customer Service Supervisor
24. social services assistant
25. case manager
26. CVM Manager
27. Center Manager
28. Manager Career Centers
29. Americorps VISTA
30. ETS I - Database Admin
31. Program Director
32. work force development coach
33. Division Director
34. Executive Director
35. Services Coordinator

36. Director of Career and Counseling Services
37. Director
38. Executive Assistant
39. WorkFirst Counselor
40. Executive Director
41. Hotline Advocate
42. Special Projects Coordinator
43. Coordinator over the Training programs
44. Director
45. IT Specialist
46. Paralegal
47. Office Administrator
48. career development counselor
49. Resource Center Coordinator
50. Office Manager
51. Program Supervisor
52. house manager
53. Customer Service Representative
54. Administrative Coordinator/Community Outreach Coordinator
55. caseworker/service provider
56. Program Director
57. Program Manager
58. Advocate
59. Director of Program
60. Educational Services Representative
61. Customer Service Coordinator
62. I am the AZPHX CVM Manager
63. Volunteer Coordinator
64. Program Coordinator
65. Program Coordinator

2. Which of these statements best describes your role in providing Community Voice Mail to clients? (n=276)

1. I am 1 of 3 volunteers who do above; I am coordinator
2. I Provide CVM Numbers normally to other Agencies
3. a client here assists other clients in setting up vm
4. other staff provide CVM numbers to our clients
5. I provide CVM to all clients who request CVM through our agency
6. I provide CVM numbers directly to some clients at my agency
7. I provide the opportunity for cvm to all agency clients. I enroll those who are interested.
8. Provide service/training to staff so they can provide # as well
9. Those who want it.
10. I provide CVM number to my case manager's clients
11. I monitor the person who directly distributes the numbers to clients.
12. To both staff and clients as needed
13. families living in East Clark County and coming into the resource center
14. Myself and one other case manager provide vm
15. Directly just to clients who need it.
16. and other c-m's clients if they are not available
17. I provide community voicemail to clients in my program and to the homeless people that come in the agency for services
18. Provide to shared clients in our Community Service Dept
19. I do not provide numbers to guests or staff.
20. None of our students have taken advantage of CVM yet
21. provide CMV to WorkFirst Tanf clients at my agency
22. I provide
23. We provide CVM to the clients who request it
24. With a limited amount of CVM numbers, we provide numbers to the clients who will most benefit from the program.
25. I provide CVM numbers to other agencies and to my own clients
26. I provide CVM numbers to other agencies' casemanagers (I don't work directly with clients)
27. We are considering CVM for our clients
28. CVM manager
29. Services are provided to all state corrections clients
30. Provide CVM TO THOSE WHO DONT HAVE PHONE ACCESS OR MESSAGE PHONE
31. Community Voice Mail is available to all adult residents who live here.
32. I provide CVM numbers directly to all clients at my program
33. I provide CVM numbers to clients in the SAGE program at DESC

34. directly to all clients at my agency
35. Also Staff at emergency shelter
36. I provide CVM numbers to clients/customers who need it
37. I do provide CVM number to clients as well as providing to staff for clients
38. Staff Ref. Customers to me in order to provide VM
39. I provide CVM numbers to clients in two different levels of care.
40. I Provide CVM Numbers to other Agencies, Contract prevents me from assigning directly to clients
41. I provide cvm # to any clients at my agency who request them
42. not involved directly with clients
43. if they need it
44. Provide CVM numbers to clients and assist co-workers in providing CVM to their clients.
45. I provide CMM numbers to staff/case managers and clients at my office. I work with both directly.
46. I supervise a volunteer who provides CVM numbers directly to clients who use our services.

3. What are the 3 most important benefits of Community Voice Mail that you mention to clients when telling them about the service?

3.1 n=298

1. It's user friendly
2. Privacy
3. free
4. having access for Dr. appointments and job search
5. allows them to receive important info re jobs
6. It's consistent, won't get cut off
7. Job seekers have a # to put on resumes & job applications
8. Employment Search
9. phone use when homeless
10. Ability to leave a number for potential employers
11. Stable number for job applications
12. it is a way for employers to get in touch with you
13. Contact information
14. access to receive info from community service providers
15. confidential way to receive their messages
16. Contact with case managers
17. source for employers to contact on potential jobs
18. Job Opportunities
19. Therapist/Health Care providers can reach them
20. Seeking Employment
21. contact with family
22. Number for employers to leave a message
23. A means for others to communicate with you
24. it is free
25. CONTACT NUMBER FOR MEDICAL APPTS
26. they can check it from any phone
27. free
28. Like a home answering machine - doesn't reveal homeless situation
29. They can have a stable number to receive messages at.
30. To assist with the job search process.
31. They can receive all their important messages such as employment offers
32. Job Search
33. increases communication possibilities
34. Jobs
35. CASE MAGMT
36. How Community Voice Mail can help client obtain Employment.

37. free service
38. employment contacts
39. Individual voicebox
40. That it can be checked from any phone
41. use number when applying for a job
42. Privacy
43. It's free for you to use
44. reliable contact for receiving messages
45. Form of communication for possible employment.
46. Number is convenient for employment leads and for use on resumes
47. Beneficial when conducting a job search, apartment hunting, and connecting with family.
48. makes them available
49. ability to be called back for job interviews
50. it provides contact for very important appointments
51. reliable, personal contact number at no cost for employment opportunities
52. Place where potential employers may contact them
53. contact number for potential employers
54. Notices of job fairs/job opportunities
55. healthcare-get test results
56. Communication with service provider
57. It is a way for clients to get messages from employers and service providers.
58. You can access CVM from ANY phone.
59. Ability to receive messages
60. it's private
61. ability to have a contact for us to leave messages re: important long term case management
62. Agency able to contact them regarding services/classes or information
63. It's helpful to be able to give the number to housing/employers etc
64. Free message service
65. Being able to keep their whereabouts confidential
66. number to respond to for potential employers
67. employers can leave messages
68. The number belongs to you
69. At not cost to the customer
70. Keep in contact with your case manager.
71. Reliable means of communication
72. contact to case manager
73. able to address client goals
74. That employer can reach them
75. Easy to work with

76. Free No Cost
77. A REAL msg number vs a "group" gathering number
78. Calls for job interviews
79. Employer's have a method of contacting them
80. Resalable Communication
81. Ability to contact employers
82. Being able to stay in contact with family
83. Potential Employer
84. its free
85. Contact with social service providers
86. its discreet
87. no cost
88. Job Interviews
89. job search/employment
90. Open line of communication to receive messages
91. ability to receive voice messages from employers
92. Allows them to maintain contact with providers
93. good communication
94. getting messages for housing
95. their own phone number
96. personal, confidential, local phone number
97. Employment
98. Ability to get messages no matter where they are living
99. Provides voice mail for employment goals
100. Help connect with the community
101. They can retrieve their messages from any phone
102. Employer contact
103. Free
104. reliable way to obtain messages
105. you can get calls related to employment or housing
106. Links customers to employers
107. Ability to receive messages from employers, social, health or educational services.
108. It's easy to access.
109. useful for leaving message
110. it's free of charge
111. private, dedicated #
112. Potential employers have a reliable contact number
113. Way to keep in touch with family
114. Jobs
115. able to connect with service providers, housing providers, and employers

- 116. it's free
- 117. Communication
- 118. Message Line for potential employment opportunities
- 119. No cost
- 120. free service
- 121. that they need to use it or it will be taken down
- 122. Regular access to voice mail
- 123. free
- 124. resource contact
- 125. Job opportunities
- 126. Confidentiality
- 127. the simplicity of using the system
- 128. Employment
- 129. Allows better communication between client and services
- 130. place for family potential employers to reach you
- 131. They will get their calls.
- 137. voice mail for job leads
- 138. ability for children's childcare center to be in contact with parent
- 139. They can use number on resume
- 140. Phone number for employers to contact them
- 141. It will help you stay on top of things
- 142. clients will be able to receive messages when seeking employment
- 143. Source for family, friends, potential employers & any health care provider to reach client at anytime.
- 144. Able to Contact clients
- 145. Personal service for their communication needs
- 146. Number for Homeless Vets engaged in job search.
- 147. private voicemail/personalized outgoing message
- 148. employment
- 149. They are able to have contact with family, doctors, etc.
- 150. being able to connect with family members, employment and social services
- 151. Its a good way for employers to contact you
- 152. its free
- 153. Employment messages
- 154. Personal Voice Mail
- 155. We do not use the numbers at all
- 156. job search
- 157. consistent number
- 158. communication
- 159. For employment and appt. purpose

160. can receive message from potential employers
161. Scheduling Employment Interviews
162. Professional Services
163. You can use the number as long as you need it.
164. Communication source
165. do not have to give pay phone # to potential employers
166. Accessible from any phone
167. Secure way to get messages.
168. safe communication
169. Employment
170. It is Free
171. Communicating with health providers for appointments
172. Discretion that they can't afford a phone.
173. It will assist with job search
174. Able to receive messages
175. Accessibility
176. looking for employment
177. Communication
178. assistance to help in transition; accessible 24 hours a day from any phone
179. Employers can reach you
180. I will be able to contact you with information to help you.
181. a contact number will help you reach your goal of ...
182. Cuts down on phone calls to the main office
183. message about job apps or housing information
184. It's a contact # for prospective employers
185. Employer contact
186. It's free
187. communication with healthcare provider
188. break down barriers to employment
189. Safe communication
190. Employment opportunities
191. "Having a telephone number like everyone else."
192. Being able to be reached by potential employers
193. To receive incoming calls re: job search
194. privacy
195. No cost to them
196. connection with community
197. You can access it from any phone
198. It enables our attorneys to leave messages about important court dates with clients who do not have phones or other locations where mail correspondence can be left.

- 199. Ability to have prospective employers contact them
- 200. Have a phone number without the cost
- 201. provides a call back number for possible employment
- 202. Accessibility
- 203. Allows for privacy and digression when applying for a job
- 204. Employers may contact them to work
- 205. Keeping in touch with service providers
- 206. Free
- 207. Stable and reliable form of communication
- 208. a number where people can leave for Job applications
- 209. safe communication for the client
- 210. distribution messages
- 211. employment
- 212. hot employment leads
- 213. You are able to maintain contact with DARS
- 214. Contact between the client and employers
- 215. Employment messages
- 216. Can be used for employment search
- 217. It's a very important communication tool for them to use in order to keep in contact with friends, family and perspective employers.
- 218. You can be contacted for potential job interviews.
- 219. It is their own number
- 220. Helps them stay connected to family & friends
- 221. finding jobs
- 222. voice mail for housing
- 223. Able to be contacted by a potential employer
- 224. it's free
- 225. employment
- 226. It's free
- 227. You can create your own passcode
- 228. Confidential contact for employers
- 229. easy for them
- 230. Ability to get messages for appts that they otherwise would not receive
- 231. employers or landlords can reach you
- 232. reliable
- 233. It's like having your own personal answering machine.
- 234. A dependable number for employment messages
- 235. HCVM will allow client to have some stability
- 236. Employers are able to contact them for work
- 237. Employment contact number

- 238. availability from any phone
- 239. safety in leaving messages
- 240. Consistent number employers can use to contact client regarding employment
- 241. They have a way they can get jobs.
- 242. Job seeking
- 243. Free
- 244. It can help them get important information about their medical care.
- 245. Employers can contact them about jobs
- 246. Excellent tool for Job Search Activities
- 247. Gives them a connection point for family
- 248. Jobs
- 249. Free
- 250. Messages being secure due to security code
- 251. JOB PLACEMENT
- 252. It is free
- 253. able to be contacted for job search
- 254. It provides a way for our staff and potential employers to reach them.
- 255. free
- 256. Free
- 257. communication from any where in the US
- 258. Discreet message phone for job applications
- 259. no cost to client
- 260. housing prospects
- 261. Secure communication
- 262. messages from potential employers
- 263. This will give you a phone number to put on that application or resume
- 264. contact with potential employers
- 265. employment follow up
- 266. It is a local number where they can receive messages regularly without checking in with staff.
- 267. job contact number
- 268. voicemail as long as you need it and use it
- 269. Job Search
- 270. connection to jobs
- 271. Job Search
- 272. Have a # available for possible employer to L/M
- 273. A phone number that potential employers can leave messages for you for employment purposes
- 274. that it's personal and confidential
- 275. Provides a phone number for Job Apps and Resumes
- 276. People can call them and it will sound like they have their own answering machine.
- 277. Free
- 278. provides ability for employers to contact them
- 279. The reliability to get messages
- 280. Job Search - Way to get messages
- 281. Job search
- 282. It will help them seek employment

- 283. Being able to access the number from any phone
- 284. never miss a message
- 285. Free
- 286. If they leave a msg here at the office for their therapist or case manager, I can call them back to let them know I've received their call. Their cm can also contact them with vital info.
- 287. Your are able to receive important messages
- 288. potential employers can contact you directly
- 289. This number can be used for medical appointments
- 290. consistent communication
- 291. calls from employers
- 292. having a contact # for people to get a hold of them
- 293. Potential employer contact
- 294. Contact for potential employers
- 295. Provides a reliable number for employers & service providers to contact you
- 296. Because you do not have any means of communication
- 297. easy access to phone messages
- 298. It's free

3.2 n=291

- 1. It's password protected
- 2. Free Message Service
- 3. makes communicating possible
- 4. Being able to contact family
- 5. allows them to receive calls from other agencies
- 6. You can check it from anywhere
- 7. Peace of mind because of reliable and dependable message #
- 8. Goal Achievement
- 9. Communication
- 10. Stable number for coordinating medical appointments
- 11. your messages are there for you no one will lose them
- 12. it's no cost to them
- 13. for messaging from potential employers
- 14. helpful for work search
- 15. Contact to medical providers
- 16. source to keep in touch with case manager
- 17. A way to stay in touch with family members
- 18. Attorney can locate for Disability claims
- 19. Medical Appointments
- 20. contact with potential employers
- 21. Number for other agencies to leave a message
- 22. No cost to client
- 23. it can help with their job search

24. CONTACT NUMBER FOR EMPLOYERS
25. sounds just like a regular voicemail
26. message # for employers to call
27. Can receive messages any time
28. It is helpful for potential landlords/employers to leave messages.
29. Provide a contact number when applying for housing.
30. It seems just like any other voicemail to anyone calling
31. Receive messages
32. gives client self-confidence
33. Benefits
34. FAMILY CONTACT
35. How Community Voice Mail can help client keep in touch with Healthcare Providers.
36. easy accessibility
37. housing contacts
38. Professional
39. They can receive important messages from their doctors
40. can check messages anywhere
41. Connecting to Employers
42. You don't have to rely on anyone taking messages for you
43. retrieving messages when convenient to client
44. Form of communication with CCO.
45. Reliable; doesn't require going to a certain place to get messages
46. You can call anytime from anywhere you have access to a phone and get your messages.
47. personal
48. reliable, personal contact number at no cost for housing opportunities
49. Place where we can contact them for job leads
50. contact number for case manager/treatment team
51. Always have a voicemail for case manager to leave a message
52. friends & family-stay connected
53. Communication with job possibilities
54. More direct. Clients do not have to count on a third party (neighbor, friend) to give as a number or to get messages.
55. No one knows that it is a CVM number as opposed to a home phone.
56. Own phone number
57. it gives you a place where people can reach you
58. ability to have a number for future employers to contact them
59. Employers being able to contact them for work
60. It's free
61. Helpful way to coordinate their care and help them to reach their life goals
62. Able to use for housing

63. our office can leave messages
64. It is free to you
65. employers will have a contact number for you without knowing you do not have a phone
66. Keep in contact with your doctor.
67. Free and easy to use
68. job leads
69. able to maintain contact with case manager
70. easy to set up
71. never miss a message
72. business oriented and can be reached 24/7
73. Having a free telephone service in case of emergency
74. they can receive messages regarding possible job leads
75. Free Service
76. Ability to contact doctors
77. Ability of potential employers to contact them
78. voice mail which our agency can stay in communication
79. housing search
80. Contact with employers
81. its no cost to the client
82. remove stress
83. Appointments
84. Keeping in contact with family and friends
85. Stay in contact with potential Employers
86. the ability to have access to a secure number that they know will get to them
87. Allows them to have a contact # when doing housing and job searches
88. never miss a call
89. communicating with case managers/medical
90. job openings listed
91. free
92. Maintaining family ties
93. Helpful in obtaining employment
94. Free
95. allows people to contact you
96. Employers won't know they don't have phone
97. DOC contact
98. Easy to use
99. no one knows it a voice mail and give to employers
100. you can retrieve you calls from any phone number
101. Links customers to messages from medical personnel
102. Ease of access-able to set up one time and use from anywhere there is a phone
103. You can use it for personal as well as business messages.

104. good for job search
105. number in the local area code
106. stable
107. They can get the messages at any time
108. It's free
109. housing
110. its free
111. Empowerment
112. Voice Mail for Family and Friends to reach you
113. Contact --
114. ability to get messages from employers
115. that they can now give this number to employers
116. Confidentiality of information
117. way for the Real World to contact you
118. personal contact resource
119. contact with family and friends
120. Easy Access
121. that it's free
122. Health Care
123. Safe # that is untraceable by abuser
124. easy to use
125. People will not recognize they are in a shelter which can harm prospective housing or job opportunities
126. Access to family members
127. ability to have medical/mental health appts. confirmed
128. contact # for social service agencies
129. Housing
130. If they are job searching Employers can leave messages for them
131. contact for possible messages
132. ability for potential employers to contact client
133. The agency has a way to contact them
134. Can get messages anywhere there is a phone available
135. It is very important for job interviews
136. clients will be able to access messages from any phone and confidentially
137. It's personalized.
138. Needed for Employment
139. As easy and convenient as a VM system in their home
140. check as often as you'd like
141. family
142. They are able to schedule appts. and other business.
143. can access their messages from any phone

- 144. You can access VM from any location
- 145. that they can receive messages
- 146. Messages concerning doctor's appointments
- 147. Local prefix
- 148. Agape does not use the numbers either
- 149. to have a phone number to employment
- 150. 24 hr access
- 151. information from broadcast messages
- 152. To keep in touch with family members
- 153. your own number FREE
- 154. Coordinating Family Services
- 155. Continuous Availability
- 156. You can have access to a voice mail box
- 157. Family contact
- 158. can check messages from any phone
- 159. Confidentiality-people don't know their situations
- 160. Can be accessed by any phone any time.
- 161. improved access to resources
- 162. Treatment
- 163. It is personal
- 164. Communicating with Family
- 165. Ability to keep in touch for job interviews.
- 166. It will assist with keeping in touch with friends and family.
- 167. Able to retrieve messages from pay phone without the cost of the call
- 168. People hear your voice
- 169. medical appointments
- 170. Ease
- 171. key to self sufficiency; helping you to get back on the main stream of daily activity
- 172. Can use if your minutes run out on a prepaid phone
- 173. Employers can leave messages for you.
- 174. Can be used by friends, family, social worker, doctor etc...
- 175. Girls have access for when they are out looking for work
- 176. rec medical appointments
- 177. for medical providers
- 178. Housing contacts
- 179. You can check your messages from anywhere
- 180. communication concerning housing
- 181. case workers and other services can contact client
- 182. Easy to use
- 183. Housing opportunities
- 184. Obtaining voice mail and email

185. Being able to be reached by agency staff
186. To make contact with clients, who are in a transit mode
187. security
188. Allows them to have a personal call back number
189. put on your resume
190. It's free
191. It also enables clients to leave messages on the system for our attorneys
192. Ability to have social services workers contact them
193. Potential employers can contact them
194. assist in obtaining housing information
195. Free Service
196. Keeps you connected to family
197. Messages can be taken for them
198. Aiding job searches
199. Consistent
200. Accessible from anywhere
201. a place for Doctors to leave messages for patients
202. able to have contact with family w/out fear
203. ease to have people contact you
204. privacy
205. a phone number for employers to call
206. You have a number for people to leave messages for you
207. Contact with service providers, i.e. food stamp case managers, doctors, etc.
208. Family Messages
209. Messages not left in shelters
210. It's free
211. Case workers will have a way to contact you.
212. They can use it for as long as they need it
213. Helps them to get first alert on anything going on in the community that can help them
214. finding housing
215. voice mail for messages/service provision
216. Able to be contacted by family members
217. you can access it anywhere in the world
218. privacy
219. It's easy to use
220. Its personal so, you don't have to explain your homelessness
221. Way to stay in touch with case managers, etc.
222. free
223. Connecting with providers that are hard to get hold of or to reach as a method of communication
224. our program can reach you with important info

- 225. free
- 226. It's good to use when looking for employments.
- 227. get messages anywhere there is a phone available
- 228. HCVM will allow client to obtain important messages from friends and family to stay connected to the rest of the world
- 229. Resumes & Applications have a contact phone
- 230. Independence to receive CVM for work
- 231. privacy for messages
- 232. assured you'll receive the message
- 233. contact for family/friends
- 234. We can communicate.
- 235. Contact with Community Corrections Officer
- 236. Having a point of contact for appointments etc.
- 237. It is easy and FREE.
- 238. Welfare can arrange appointment times for benefit assessments
- 239. Great for those without phone for caseworker contact
- 240. connection point for employment
- 241. Housing
- 242. Regular phone number
- 243. The guarantee of receiving messages
- 244. RECEIVE VOICE MAIL FROM EMPLOYERS
- 245. allows employers to contact you directly
- 246. able to be contacted by social service providers
- 247. They can be mobile and still check for messages.
- 248. no advertisements or weekly checking requirements
- 249. Confidential
- 250. employer contact
- 251. Reliable contract with service providers
- 252. allows potential employers to contact them
- 253. job prospects
- 254. Easy access
- 255. those in the shelters will have a means to be reached
- 256. it is a good touch to personalize your voice mail
- 257. contact with DPSS worker or case manager
- 258. Medical appointments
- 259. No one can locate them based on the phone number
- 260. Make appointments
- 261. use for employment, family, and friends to contact you
- 262. family contact
- 263. connection to landlords
- 264. Messages from family or employer

- 265. Agencies able to contact them with job lead
- 266. Retrieval of Voice mail is easily accessible by most phones
- 267. Client is connected to a reliable, continuous source of messaging.
- 268. Allows a client to be self empowered, and reduce their dependence on Agency staff.
- 269. They will be able to receive messages from possible employers.
- 270. Your OWN mailbox-People can actually leave you messages
- 271. provides ability for our agency to contact them
- 272. The fact that a cell or home is not necessary to maintain cvm box
- 273. Housing Search - Way to get messages
- 274. Social networking
- 275. Helps with social services that may benefit them
- 276. Being able to have a contact number to give to potential employers
- 277. helps to get jobs
- 278. accessible from anywhere
- 279. They won't miss any important information they might be expecting from family, friends, mental health providers, etc....
- 280. Important when they apply for housing, they can get an answer through voice mail
- 281. I can contact you about job leads
- 282. Very useful for housing and job applications
- 283. safe communication
- 284. emergency contact number
- 285. free service
- 286. Housing potential contact
- 287. contact for possible housing
- 288. Ability to check messages for free from our office & select payphone locations
- 289. To give when applying for jobs
- 290. free to them
- 291. It's quick & easy to set up

3.3 n=267

- 1. It's a strong communication linkage with doctor's/appts, job prospects, permanent housing, etc.
- 2. Free Safe Contact Number
- 3. private, confidential , and personal
- 4. Transportation
- 5. allows them to receive info from us
- 6. Prospective employers can always reach you
- 7. One more thing they don't have to spend limited income on
- 8. Organization

9. No charge
10. Stable number for housing applications, etc.
11. it is easy to use
12. messaging from friends and family
13. free
14. Contact with job search/vocational opportunities
15. Also, if client has any type of appointments
16. Job leads can contact them
17. Emergency
18. contact with other social agencies
19. Can lead to job and housing
20. it can assist them with their transition into independent living
21. NO-COST
22. receive messages at anytime
23. they do their own greeting
24. Can check messages any time, from any phone
25. It is helpful for doctors/medical case managers to leave messages for clients.
26. Provide an emergency contact number to family.
27. They can put this as their contact number on their resumes
28. Leave number for housing messages
29. helps other agencies and employers to update clients on possible employments and/or services
30. Housing
31. MEDICAL
32. How Community Voice Mail help client stay in touch with Family, Social Services, and Friends.
33. Way to stay in touch with employers/housing/etc...
34. medical contacts
35. Private
36. They can use it stay in contact with family and friends
37. privacy
38. Connecting to Family
39. You can check you v.m anytime
40. can list as a phone number
41. Form of communication for services (medical coupons etc.).
42. Non-stigmatizing for any other contacts
43. Provided at no cost and for as long as you need it.
44. private
45. reliable, personal contact number at no cost for safety, medical appointments, and other general use
46. Place for support agencies to contact them

47. contact number for family/friends
48. Always have a voicemail to receive messages if your phone goes out or runs out of minutes
49. Easy to use
50. family contact
51. It is their own personal private number.
52. It is free to you!!
53. Means for family and friends to contact them
54. it doesn't cost you anything
55. having a number potential housing managers or workers could contact them
56. Other agencies, landlords or doctors able to contact them
57. They can have it for a long time
58. Free phone booth checks throughout the area
59. Accessing other agencies
60. at no cost
61. People are able to reach you
62. able to utilize the number until no longer needed as long as you use it for business purposes
63. Keep in contact with dshs.
64. Eligibility for WTAP in the future
65. medical appointment/job contacts
66. free
67. will not miss calls
68. Broadcast messages = JOBS
69. dependable
70. Providing a free service until they can get on their feet
71. they can get emails without having to be here letting them know if they have a message
72. Pathway Toward Stability
73. Ability to contact family
74. Maintaining communication with case manager
75. voice mail which family can leave message
76. employment search
77. Contact with medical and housing
78. gives them a connection to work/ family etc
79. family contact
80. A number to be able to put on applications
81. Housing contact for people on waiting lists
82. Stay in contact with important people in your life
83. assist with job search
84. Allows them to get messages regarding agency events
85. stay connected with the community
86. keeping in touch with friends and family

87. can check from anywhere
88. assist you with housing, employment, healthcare
89. By pass being labeled as a homeless agency
90. Don't have to rely on others to give them messages
91. May be used for other important needs/goals
92. your responsibility to use and check it regularly
93. They can look for shelter or employment and receive messages
94. Family contact
95. A good way to keep in contact
96. know that you can access it from anywhere
97. there is no cost to you
98. FREE!!!
99. It is a professional way to get messages from potential employers.
100. it's free
101. stable private voicemail number to be contacted by employers
102. not answered by shelter staff-will get messages
103. It's very convenient
104. social
105. a way for others to connect with them
106. Independence
107. It's a way you can be contacted without someone knowing your in a transitional program/shelter
108. Confidential
109. solution to unreliable phone service (due to lack of money for phone bill)
110. that it can be used fro family to contact them
111. Ability to place phone # on applications for work
112. way for you to connect with the Real World
113. employment contact
114. able to have a voice mail
115. Free
116. that it can help with getting their information 24/7
117. Housing
118. ability to stay better connected
119. no charge to them
120. Family members can contact them.
121. Access to social services courts etc
122. ability for family to reach them
123. no charge for the service
124. Health Care
125. It is free for the client
126. have a physical contact

127. ability to stay in contact with family and friends
128. There families can contact them
129. Free
130. Close keep to family members
131. clients will be able to receive messages from their case manager
132. You can access your messages anywhere.
133. Free
134. Informative information broadcasts
135. social service agency
136. They have some feeling of being connected with life.
137. it is free
138. Provided you use it at least once per month; it remains active and its free
139. and that they will have their own personal number
140. Professional way of receiving messages
141. Your own voice on recording
142. NLP does not use the numbers
143. in case of emergency
144. confidentiality (job/housing prospects don't know they don't have a phone)
145. You are allowed to keep it as long as you need it
146. can retrieve from anywhere
147. Working with WN so that we can connect with them
148. Anonymity
149. You can give the phone number to potential employers.
150. Employment contact
151. CVM sounds more professional to potential employers
152. Does not prevent them from achieving their goals
153. Free for the client.
154. social service compliance
155. Source of contact
156. It is advantageous for contact purposes
157. Work related
158. Ability to receive agency information of importance.
159. CVM is theirs as long as needed
160. Solid and free service
161. Free
162. will quickly connect to the labor market that will help improve your job opportunities
163. Your family friends can leave messages for you.
164. If you don't use it you will lose it
165. communicate with family
166. no one calling knows they are homeless

- 167. Family and Friends
- 168. It's a good way for employers to contact you
- 169. communication concerning employment
- 170. stay in contact with friends and family
- 171. Job search
- 172. Connects you with friends and Family
- 173. Being able to be reached when you have no phone.
- 174. low to no cost
- 175. protects them from perpetrators
- 176. free
- 177. It allows for homeless clients to be able to use the service for other personal contacts and enables them to be reached when they are seeking employment.
- 178. Ability to have prospective housing contact them
- 179. assist in obtaining medical appointments
- 180. Monitor Scheduled Appointments
- 181. Keeps you connected when making doctor's appointments
- 182. Potential housing issues can be addressed
- 183. Keeping appointments
- 184. Secure
- 185. Secure
- 186. a place where family members can leave messages
- 187. only means of private communication for jobs & messages
- 188. no cost
- 189. stability
- 190. keeping connected
- 191. Your messages can be retrieved from any phone
- 192. Safe communication with family and friends
- 193. Access at all times
- 194. Can access from anywhere/Privacy
- 195. It's easy to use
- 196. You can stay in touch with family and friends.
- 197. It is free
- 198. Enables them to have a contact number for future employers
- 199. medical
- 200. voice mail for family/friends/employment
- 201. Able to be contacted by our organization
- 202. it's private
- 203. it's free
- 204. It will allow employers to contact you
- 205. You have your own number
- 206. A way for family and friends to contact them

- 207. Ways to keep in touch with family and friends that they would normally not have contact with
- 208. we can reach you when we're worried about you
- 209. able to act as voicemail
- 210. It's good to give that number to important places, i.e. their doctor.
- 211. services will not be turned off for lack of payment
- 212. HCVM will keep client aware of needs related to healthcare appointments
- 213. DSHS and ESD can reach them thru messaging
- 214. contact number
- 215. quick set-up and use
- 216. privacy
- 217. contact for daycare/medical
- 218. they are in touch with family
- 219. Housing opportunities
- 220. It is a good stepping stone on the way to bettering their life.
- 221. Medical care can be arranged
- 222. Extremely beneficial to Dom Violence Survivors
- 223. connection point for housing
- 224. interaction with friends and family
- 225. Can be checked from any phone
- 226. It is a free service to them
- 227. TELEPHONE NUMBER FOR APPLICATIONS
- 228. you know you will always get your phone messages for employment
- 229. able to keep in touch with family and friends
- 230. There is no cost for the use of it.
- 231. No time limits on how long they can utilize the number
- 232. re-establish & maintain family/friends support through communications
- 233. Reliable contact with friends and family
- 234. accessing resources
- 235. does not cost
- 236. You can use this number for personal reasons too.
- 237. contact with family members
- 238. permanent contact
- 239. It is FREE
- 240. Give number out as need to agencies who require it.
- 241. voicemail is a contact number
- 242. Medical contact number
- 243. connection to doctors
- 244. Find out about other community Svc
- 245. It is free and for employment search only
- 246. At no cost to client.

- 247. They get an exciting feeling of owning something of their own (for a while).
- 248. Helps with getting housing or a job, etc.
- 249. only beneficial to them if they check for messages frequently throughout the day
- 250. Having a consistent phone number to get messages for applying for employment (using on resumes, giving to employers etc...)

- 251. Increased self esteem
- 252. Community Voice Mail has many job fairs that our clients can take advantage off.
- 253. The number is theirs as long as they need it
- 254. easy to use
- 255. They can have the number for as long as needed
- 256. They can call and check their voice mail from numerous pay phones for free
- 257. Employment-can get call back messages, in other words I feel the most important benefit is that they will not miss very important messages
- 258. your friends can contact you
- 259. Able to keep in touch with friends and family
- 260. accessible communication
- 261. calls to employers/agencies
- 262. Ability for family members to keep in contact
- 263. ability to connect with professionals & opportunities via phone
- 264. It's free!
- 265. Family contact
- 266. confidentiality
- 267. A way for employers to contact them

4. What statement best describes how clients are told about Community Voice Mail at your agency? (n=38)

- 1. and all clients that list msg. #'s or no phones hear about it
- 2. We also tout benefits during mandatory orientation for clients new to our program
- 3. When applicant has no other way to be contacted
- 4. at intake we offer to all clients
- 5. During an assessment we ask for a contact number. If the client's only number is for someone they do not live with, they are offered CVM.
- 6. we recommend when client has telephone/contact barrier
- 7. In our Job Search Workshop, we inform them if they do not have a phone or message phone, we recommend CVM
- 8. Financial hardship/limited income, homelessness and inability to purchase a phone.
- 9. clients usually are already accessing CVM thru another agency

10. Particularly to individuals with no personal phones
11. Clients without cell phones and permanent residences
12. word of mouth
13. from posters we have displayed
14. especially those without cell phones
15. signs are posted for sign-up
16. and through word of mouth
17. we recommend it for clients who do not have a phone
18. we refer them to Opportunity Council
19. case managed clients
20. we recommend to clients when phone's are disconnected vs. unable to afford telephone service
21. Recommend for anyone without a phone.
22. Voice Mail poster is in our lobby, all client service workers offer to any client without a phone
23. My clients usually come in specifically for voicemail, other times they are sent by another agency or by friend. To agencies that we supply with voicemail, we recommend that they let every client know that voicemail is available and the benefits of having voicemail.
24. We provide CVM to individual clients who do not have access to stable phone service for job search/resource contact
25. We provide CVM for clients who do not have telephones or ways to be contacted
26. We only have 5 voice mails
27. clients know we have voicemail and ask US
28. HCVM is provided to those clients that do not have a means to stay connected to services that they value most.
29. Also all social work staff is informed of the service
30. recommend CVM to individual clients as appropriate for their goals
31. through our assessment process
32. word of mouth and employees let people knowledgeable regarding CVM
33. Agencies are told to provide CVM to all PHONELESS HOMELESS clients they work with.
34. We tell some clients and others find out by reading notices posted in the facility.
35. We offer to all our clients who don't have cell phones.
36. We also verbally recommend CVM to clients who would best benefit from this service.
37. We recommend it to all the clients that do not have a cell phone or other type of message phone
38. We post flyers around our program space and staff inform clients about the service.

7. Please tell us what information you believe would be most important to your clients to help them in their current situation.

(n=285)

1. Healthcare resources, job announcements, housing opportunities, and other community resources.
2. housing opportunities community events/resources
3. Social Security benefit appointments, payee appointments, doctors appointments (psychiatrist and medical), housing opportunities
4. Housing opportunities, jobs, child care for working single mothers,
5. job announcements
6. Affordable housing, children's resources, new or ongoing support groups, AODA resources, job announcements
7. Job fairs, job search workshops, resume & interview preparation workshops, job opening announcements
8. job announcements
9. housing resources, food resources
10. Giving potential employers a way of contacting them.
11. Job announcements, housing opportunities, healthcare resources
12. all the above
13. job announcements, legal resources, housing opportunities and healthcare resources
14. housing opportunities, case manager appointments, medical appointments, community resources, healthcare resources, job opportunities
15. job announcements
16. job announcements, healthcare, and housing
17. housing opportunities, healthcare resources, community resources
18. Job Announcements
19. inspiring stories and quotes of persons with success
20. Job announcements
21. Job announcements, housing opportunities and other community events/resources
22. housing opportunities
23. EMPLOYMENT OPPORTUNITIES, HOUSING INFORMATION, COMMUNITY RESOURCES, DENTAL RESOURCES
24. Housing opportunities, job announcements, Project Homeless Connect
25. job announcements, job fairs

26. Job and employment-related information is most applicable to our agency's mission and the majority of clients use CVM for this purpose.
27. Housing announcements such as openings in subsidized housing. Employment information related to job fairs or job openings. Healthcare updates, for example, flu shot clinic information or information on behavioral health resources.
28. Job opportunities, free training, additional transportation opportunities (the homeless have a hard time getting to jobs across town), housing opportunities.
29. Job announcements and housing opportunities
30. Availability of housing for homeless clients and job announcements for employable client. For clients who are waiting for approval of health care benefits and/or approval of other social services, it is very important to have a contact number and have an access to CVM.
31. Job fairs/job announcements, food distribution opportunities, available resources in the community for clothing and hygiene, etc.
32. COMM EVENTS, JOB FAIRS AND HOUSING AND I BELEIVE THE WEATHER ALERT IS ALSO NEEDED
33. Job announcements:
34. employment and housing opportunities
35. housing announcement
36. Each of our clients is in a different situation, but housing and job opportunities would be most helpful for most of our clients.
37. Free healthcare related community events
38. housing opportunities, job announcements
39. job announcements and housing opportunities
40. I believe the most important would be job announcements and or other resources that would be greatly needed
41. job and career announcements, housing and community resources
42. Employment leads, Transportation assistance, Health care fairs,
43. Not sure.
44. , jobs housing , medical
45. job announcements and job fairs, community resource fairs
46. All of the examples listed above, however, my experience has been that our clients are not routinely using or checking their voice mail, having preference of pre-paid cell phones that are too expensive for them to be able to afford despite suggestions against using what little financial resources they have toward pre-paid cell phones.
47. job fairs, job announcements, career fair/expojob readiness workshops

48. Job announcements; community assistance news & changes; any new information that may impact or make changes to their condition.
49. job announcements
50. job announcements, housing opportunities, community events
51. job announcements, housing opportunities, events, etc.
52. Generally our clients are below the poverty guidelines and without a telephone. Job announcements and housing information would be helpful for this group.
53. all of the above
54. job announcements and housing opportunities
55. Job Announcements and transitional living opportunities.
56. job announcements, housing opportunities, and healthcare & welfare resources
57. all of the above and if I were still working for TSA/KAT I would be very interested but my job has ended and I don't know who will be taking over CVM responsibilities
58. job announcements, community events, job fair/programs or training options
59. Housing information, financial assistance, employment, healthcare
60. housing opportunities, community resources, such as day shelters, info on literacy, esl and computer skill classes
61. Jobs, housing, and any other resources available to them.
62. Housing opportunities, any and all resources
63. employment opportunities
64. Job announcements, housing, job fairs, and other events being offered by our agency.
65. Housing opportunities, healthcare resources, contact with case manager, other community resources.
66. job announcements and healthcare resources
67. job announcements, housing opportunities, other community resources or events
68. job announcements, housing , efa resources, community giveaways
69. housing, employment, financial
70. Jobs housing community resources
71. job announcements, housing opportunities, healthcare resources, other community resources or events
72. all of the above mentioned
73. scheduled events
74. All of the above
75. Job announcements,

76. Job Opportunities, Housing Opportunities and other resources and events
77. Housing opportunities, job announcements, when the spay station is coming, community resources and events.
78. Employment and housing information
79. job announcements, housing opportunities, etc.
80. job announcements, housing for those with felonies, health fairs
81. all of the above
82. changes in schedule for services
83. housing opportunities
84. Housing opportunities, job announcements, free health care screenings, free events in Phx area
85. Job leads, housing opportunities, and other community resources.
86. Job Announcements and housing opportunities community events and resources
87. job announcements, interviews
88. all the examples
89. Housing opportunities
90. Dental Programs, housing
91. job announcements, housing opportunities, healthcare resources
92. job announcements and housing opportunities, Salvation Army events, community events
93. job announcements and housing opportunities
94. Employment and affordable housing options
95. health care, jobs, connections with relative supports,
96. Housing, medical, job info, contact with DOC, Court, etc.
97. job announcements, housing opportunities, health care resources, other community resources or events
98. Housing, Employment, Food boxes, Counseling
99. Job announcements, job fairs and community resources.
100. all listed above
101. job announcements, other community resources
102. job announcements, community resources and events
103. jobs, community resources, agency services
104. Housing, Job, Community event
105. all of the examples above... primarily HOUSING opportunities and AVAILABILITY
106. job announcements
107. Job and housing opportunities

108. Where there are available jobs, Is their stable housing and being able to get medical needs met.
109. All the above information
110. housing opportunities, healthcare resources, community events
111. Transportation support.
112. Job announcements, housing opportunities and healthcare resources
113. job announcements & housing opportunities
114. job announcements
115. all of the above
116. job announcements, housing opportunities, healthcare resources, community resources, local events, important local numbers
117. All of the above
118. Free health care testings/screenings; free service provision; free supplies (food/clothing); NEW service providers for any of the above; temp. shelter
119. job announcements and other community events
120. medical information, doctor conferences, social worker information, information from the house, from their home,
121. job announcements, housing
122. Local Job fairs
123. housing opportunities reminders about upcoming appointments
124. Job announcements; housing opportunities; healthcare; child care resource events
125. Job and housing opportunities.
126. job announcements healthcare resources community events housing opportunities
127. day jobs and hiring events; homelessness related information
128. Job
129. Shelters or housing information, upcoming Employment workshops, employment training
130. job announcements and housing opportunities summer programs for children announcements
131. Job postings, free training classes and community resources.
132. daycare resources, clothing assistance, gas vouchers/bus tickets, affordable entertainment for the family
133. Stay engaged with the community.
134. Low income housing opportunities
135. What you guys are doing now is awesome!!!
136. job announcements, housing opportunities, healthcare resources, other community resources

137. The same as above that what our clients needs to know about all the service that can help them to be productive citizen.
138. Job Announcements
139. job fair, community events, healthcare (Oregon Health Plan), Housing Authority Lottery, EITC etc
140. The housing program is closing in July. The program has been very helpful to our clients in the SRO program. It is a wonderful resource.
141. job announcements, housing opportunities, healthcare resources, other community resources
142. all of the above
143. Job & housing announcements Events related to community resources & job fairs
144. housing information, community resources, and events
145. All of the above. Specifically job placement for individuals with a criminal record.
146. Job announcements and housing opportunities
147. Job announcements, healthcare resources and other community resources available to them and their children.
148. All of the above!
149. All the above
150. job search, housing, healthcare
151. job announcements, other resources, events
152. job announcements and job fairs
153. Job announcements
154. job announcements, community resources
155. Employment, Housing, Health Care
156. Job announcements
157. job announcements
158. job announcements, housing opportunities, daycare resources,
159. job announcements, housing, treatment, events
160. housing opportunities, job/employment assistance, day care services
161. All of the above. I feel affordable housing has been the biggest dilemma this year.
162. housing opportunities
163. job announcements
164. Job announcements and housing that accept ex-felons.
165. Job announcements, workshop dates and titles, other community resources.
166. All types of resources
167. job availability

168. Job announcements!!!! most important and then to follow housing opportunities
169. Housing Opportunities, Job Announcements
170. Job announcements and housing opportunities
171. Job announcements.
172. The examples says it all.
173. Job announcements
174. job announcements, housing opportunities
175. Some form of a link to job information boards and housing information boards
176. housing, job announcements and community resources
177. job openings
178. Job announcement, housing opportunities, and educational opportunities.
179. Jobs, housing
180. housing or job fair announcements
181. Job announcements
182. Job Announcements-Job Fair, Job Leads
183. Employment, Housing, Health and Human Services
184. Job announcements, community resources...
185. Continue to forward emails of upcoming events.
186. All of the above plus available free computer access and /or training
187. jobs
188. job announcements, housing opportunities, healthcare resources and other community resources or events
189. The information that we get to the client is specific to each and has to do with court dates, appointments, etc. It's also at times privileged information so the broadcast system is not something that we would ever use.
190. Housing opportunities, job announcements, health education
191. Job announcements, housing opportunities, and healthcare resources.
192. Job opportunities, housing opportunities
193. Job Announcements and Other Community Resource Information
194. job announcements, housing opportunities, community resources
195. employment opportunities
196. job announcements
197. job announcements
198. Job announcements, housing opportunities, events, information about changes in agencies, i.e. dinners not being available.

199. Our program is focused on helping clients find full-time employment in the foodservice industry, so announcements related to opportunities in that field would be extremely helpful.
200. all of the above
201. jobs and housing
202. job announcements community resources and events
203. job announcements
204. Job Fairs and Vision/Dental Assistance
205. Since most of our clients are homeless, it is important to provide the basics to them: job announcements, housing, locations for free meals, healthcare resources, etc.
206. housing opportunities
207. Jobs and housing.
208. All of the above listed
209. All of the above to include but not limited to job announcements, housing opportunities, healthcare resources, other community resources or events, etc.
210. Targeted to the specific individual job openings, and information about their disability claims
211. Job Announcements, & Other community resources or events.
212. housing, community resources
213. Job leads, job fairs, fellowship events, updates about their fellow members of our ministry, happy birthday wishes
214. job opportunities, housing opportunities, resource events
215. job opportunities, housing, healthcare resources, legal resources
216. job announcements
217. job fairs, housing opportunities, and healthcare resources
218. Job fairs, program announcements
219. low income housing
220. Housing opportunities, volunteer opportunities, job opportunities, healthcare resources, community events that are low cost, any new resources.
221. Housing opportunities that are time sensitive
222. Job announcements, employer's contact and requests for a job interview; emergency contacts.
223. Employment possibilities is priority one and any financial assistance programs available to our population.
224. job announcements
225. Job announcements and housing for homeless
226. healthcare resources and job announcements
227. housing opportunities, job announcements, changes to the CMV

- system
- 228.** healthcare resources
 - 229.** job announcements
 - 230.** reporting instructions
 - 231.** Job announcements, housing information, community events, self-help programs
 - 232.** all of the above
 - 233.** Job announcements, Events related to housing/social services
 - 234.** Job announcements/fairs...etc
 - 235.** housing, healthcare and employment
 - 236.** job announcements
 - 237.** Job announcements, free food, child care assistance
 - 238.** ALL OF THE ABOVE
 - 239.** Job announcements and community resources
 - 240.** Employment announcements, upcoming Job fairs, and community resources i.e. food boxes, emergency housing.
 - 241.** Job announcements, housing opportunities, healthcare resources, other agency resources and events.
 - 242.** Job announcements and funding opportunities/information to help them gain independence
 - 243.** Community Resources/Legal Resources/Job Fairs
 - 244.** Housing opportunities, food bank/feed information
 - 245.** job fairs, recruitment events, workshops, section 8 openings, available grants scholarship lines special events
 - 246.** None. Clients often complain that they do not appreciate the broadcast announcements because they are unsolicited and make it more difficult to get to important messages
 - 247.** job announcements
 - 248.** housing opportunities
 - 249.** Housing opportunities seems to be an ongoing concern for the low income latino community
 - 250.** Local community events and notification of job fairs and hiring events
 - 251.** job/education resources, housing resources, mental health resources
 - 252.** Job announcements, Housing, Food and any resource need for homeless individuals
 - 253.** Job announcements, housing opportunities, community resources however all information must be available in multiple languages.
 - 254.** job announcements and/or housing opportunities

- 255. job announcement, housing, political events,
- 256. all of the above
- 257. Housing information
- 258. job announcements
- 259. All of the above are very important. However, it does not include information for the Galveston County area.
- 260. job announcement, housing opp.
- 261. Job announcements
- 262. community resources, area events and program information
- 263. Job announcements, housing opportunities and community resources.
- 264. Job and housing opportunities
- 265. job announcements
- 266. job announcements and events, new resources,
- 267. Housing opportunities and financial resources.
- 268. Affordable apartment list, Job announcements, healthcare resources, ESL classes, computer classes, GED classes, furniture resources
- 269. All of the above.
- 270. Job Announcements and Housing Opportunities.
- 271. Housing opportunities and Job fairs, as well as vision and dental resources.
- 272. job announcements
- 273. Housing opportunities, healthcare resources, food bank type services, free lunches/dinners for the homeless...
- 274. Any community resources that would enable the client to achieve self sufficiency.
- 275. employment and housing
- 276. Housing opportunities would be number one. We serve homeless clients, so providing them with opportunities for affordable housing would be useful. I would also want to provide them mental health and substance abuse resources, as those are major issues with our clients.
- 277. jobs
- 278. We tell clients about this service when we help them with their job search in our office. Once a client has been hired, we are able to get them in touch with the other resources in our office available to airport employees.
- 279. Housing opportunities, healthcare resources (including drug/alcohol treatment), employment opportunities, homeless services.
- 280. job announcements

- 281. housing opportunities, healthcare resources, food resources, other resources
- 282. Job announcements and housing opportunities.
- 283. Monthly group meetings and other community resources or events
- 284. shelter, housing, funding, clothing, food etc
- 285. job announcements & housing opportunities

10: What are the 3 most important benefits of CVM for your agency and/or caseworkers?

Q. 10.1 (n=277)

- 1 Clients are able to stay informed of important messages such as doctor's appts/changes, job appts, etc.
- 2. Client Contact Number
- 3. Allows us to contact clients
- 4. ability to contact client ourselves
- 5. contacting the clients who don't have phones
- 6. knowing we can contact our clients w/vital info
- 7. One more tool we can offer clients looking for work
- 8. it is another service we can offer to those who can benefit
- 9. Employment contacts
- 10. being able to get in touch with the client
- 11. Offer better services
- 12. access to clients
- 13. ability to leave messages for clients
- 14. Staying in contact with clients
- 15. clients can receive their own messages
- 16. able to contact participants
- 17. Able to reach clients for appointments
- 18. Another way to have contact w/clients

19. a way for us to contact them regarding appointments, etc
20. Contact students who are seeking employment with opportunities
21. Allows for a way to communicate with clients
22. it gives our clients a contact number
23. ELIMINATES A BARRIER TO EMPLOYMENT
24. Allows us a way to consistently contact clients.
25. parents have a message #
26. Encourages client self-sufficiency
27. Able to maintain contact with homeless clients.
28. helping our clients receive their messages
29. Job opportunities
30. ability to reach the client
31. Having an on-hand resource for clients in need of phone services
32. Contacting clients about updated services.
33. CASE MGMT
34. contacting our clients
35. way to relay info to clients
36. immediate contact
37. It allows us to know that clients have an individual mailbox
38. We are able to leave messages with our clients
39. job applications
40. Clients use our office to take messages less
41. Helps the customer to get over barriers of employment
42. additional service provided to clients
43. Allows clients the flexibility of checking messages on their time or schedule.
44. Low cost voice messaging
45. providing a free resource to our homeless clients in an effort to assist in their empowerment to become self-sufficient

46. being able to be contacted
47. a valued service
48. A reasonably reliable way to contact at-risk clients
49. it provides a way to contacts ct who don't have a telephone
50. contact number for clients
51. our clients always receive a message if we are unable to reach them on their non-CVM phone
57. ability to contact clients
58. ability to contact clients
59. That it helps our clients
60. helps to contact client and coordinate care
61. a contact number for clients
62. Allows clients to retrieve their own messages
63. to receive messages from employers
64. Provide us a way to reach individuals
65. Contact with clients.
66. Reliable means of communication
67. client assess
68. able to maintain consistent contact with client
69. jobs
70. inform client of housing
71. allows us to leave messages for clients
72. contact method
73. A way for their clients to gain employment
74. Employer's contacting Customers
75. Ability to contact participant
76. Reliable Communication
77. clients can be contacted by caseworkers
78. being able to offer it to our guest in need

79. Employment notification
80. Easy access to the CVM service for clients
81. it gives us another tool for assistance
82. Ct. have independence
83. Makes clients feel connected
84. Being able to reach clients for follow-up interviews
85. Stay in contact with clients
86. job search
87. To be able to leave messages for clients who cannot be reached any other way
88. direct contact
89. having clients take responsibility for messages
90. can leave broadcast messages
91. ability to communicate with clients who do not have phone
92. Clients are able to receive their own calls
93. Helping the client achieve their goals
94. a way to contact resident
95. Can contact offenders
96. Able to contact our clients
97. Always available
98. employers getting a hold of our customers
99. can reach students who do not have phones
100. offer service for homeless families
101. personal way for customer to receive phone call from employers
102. Ability of clients to receive job messages
103. provide the service to our clients onsite
104. assist in communication with the clients
105. One less barrier to employment for our participants
106. help in employment
107. Being able to reach our clients

108. helps the vet with a means of being contacted for appointments
109. connecting with clients for other service providers
110. it provides a method of contacting clients
111. independence
112. To provide a sort of lifeline to our clients w/CVM's help
113. Privacy for our clients
114. ability to contact clients
115. a way to contact (specific) homeless clients
116. jobs
117. contact with client
118. Providing additional method to contact clients
119. job opportunities
120. public service for clients
121. Ability to leave message for client
122. able to get info to the families
123. Jobs
124. The monthly reports provide updates about clients
125. An important service for our clients
126. clients can communicate with potential employers
127. It encourages people to look for work and housing. They feel connected.
130. contact w/ clients
131. Case managers able to leave clients messages.
132. It gives us a way to contact clients
133. ability to assist clients in meeting goals
134. employment for clients
135. a reliable way of contacting clients
136. Clients having a source to be contacted.
137. connection with client
138. clients can seek employment without using the agency phone number as contact number
139. Connects to the outside world.

140. able to reach clients
141. Allows for better communication
142. the ability to connect with clients when necessary
143. We are able to communicate with our clients
144. No message taking responsibility
145. Provides a confidential way for clients to receive messages about employment
146. job search
147. we do not use it
148. providing a communication tool for clients
149. able client to communicate in job search
150. giving client's a number to receive messages.
151. Employment Opportunities
152. source of contact for us
153. Ability to contact Job Seeker
154. employment
155. easier communication from potential employers
156. another resource
157. Quick service
158. way to contact clients safely
159. Help clients feel at ease because they can receive messages/information in a reliable and accessible form.
160. it's a tool to assist the clients
161. A benefit for being in our program
162. Quick access to clients for workshop dates and titles at the Tulsa Housing Authority.
163. Able to contact clients
164. voice mail for those without
165. help to maintain contact with clients
166. communication between case manager and client
167. Clients feel more comfortable applying for jobs knowing they can be reached

168. Able to send message to client requesting they call us.
169. having a number to leave messages for our clients
170. enhances our program, as our focus is employment
171. consistent and stable contact for staff with clients
172. Provides a tool for our clients
173. to get housing information
174. stay connected
175. Ability to hear from employers
176. enables clients to access healthcare
177. Employment
178. Ability to leave messages for clients when away from shelter.
179. helps our clients be self-sufficient and feel good
180. Connects everyone in the community
181. Another tool to make contact with clients
182. Staff can contact the clients
183. To make contacts with clients
184. the ability to contact client when needed
185. A voicemail can be sent to all clients at one time
186. Previously mentioned
187. Having a way to contact our consumers
188. assist clients in getting job
189. staying in contact with consumers we don't see during outreach
190. reporting on self-sufficiency
191. Provide phone number to clients at no cost
192. Accessibility To Clients
193. Method of communication with clients
194. Keeping in touch with clients
195. Helps clients contact employers

196. makes them more responsible
197. helps clients find jobs
198. It allows us to contact our clients for job orders that may fit their skills.
199. a sure way to get in touch with clients
200. Maintain contact with consumers
201. not being responsible for locating client to relay message
202. Maintain contact with clients
203. Gives clients direct information (messages) without going through a third party
204. Case workers have a way of contacting the customer.
205. clients more likely to receive messages from employers
206. Stay connected to clients
207. voice mail
208. the ability to reach out to our members and encourage them
209. we can get in touch with the client more efficiently
210. confidentiality
211. potentially removes barriers to employment
212. Having a way to contact clients
213. Easy way for us to contact our clients
214. Being able to leave a message that we know the person will get so we can communicate with them.
215. being able to get in touch with the women
216. Resume and Job Application completeness
217. availability for clients who don't have phone access
218. provides opportunity for clients to become employed
219. allows clients to maintain their appointments at our agency
220. employment contact
221. communication that we want a person to report

- 222. access to homeless program participants
- 223. To maintain contact with clients for appointments
- 224. Being able to leave voicemails for patients we couldn't otherwise get a hold of.
- 225. method of contact for caseworkers to reach clients
- 226. Helps clients coordinate services (employment, appointments, etc)
- 227. Ability to contact homeless clients regardless of their location
- 228. job search tool
- 229. We use it to inform clients of holiday resources
- 230. reliable
- 231. Provides a way to contact the client
- 232. future appointments
- 233. STAYING IN CONTACT WITH CLIENT
- 234. Increase a Client's chance for employment
- 235. provides us with a contact number for the client
- 236. It allows us to have access to clients that may not have stable housing.
- 237. Contacting clients about appointments or goals in a confidential manner
- 238. best way to contact regarding employment
- 239. Allows staff to maintain contact with clients
- 240. ability to complete referrals to specialists, etc
- 241. low cost
- 242. homeless clients have no way to receive calls/messages
- 243. Easy communication
- 244. housing
- 245. Employer have a way to contact clients

- 246. a number where clients can be reached by family, medical providers, potential employers, etc...
- 247. alternative to clients with no other phone system
- 248. leave client messages
- 249. stay in contact
- 250. employment calls
- 251. Job Search
- 252. Easy to use; set-up number, minimum paperwork.
- 253. opportunity to provide way of communicating for and with participants
- 254. We are able to notify them of appointment cancellations and/or openings.
- 255. Be able to L/M
- 256. helping clients get jobs
- 257. Job announcements
- 258. to leave messages for our clients
- 259. May help clients get a job-a way to reach them
- 260. job search & employment
- 261. ability to reach the client
- 262. Helps them find housing
- 263. It cuts down on clients needing to use my phone! :)
- 264. Job notifications
- 265. ability to contact a customer
- 266. Can communicate with our clients
- 267. to be able to leave messages for clients
- 268. notice of hot job leads
- 269. It provides important contact information for getting in touch with homeless clients.

- 270. Helps clients get employed
- 271. helps clients get jobs
- 272. Ability for clients to be connected to services
- 273. Job opportunities
- 274. reliable contact number
- 275. a way to get in touch with them
- 276. Inform clients about housing updates
- 277. contact for individual clients

Q. 10.2 (n=239)

- 1. This is a free service to our clients
- 2. Number for prospective landlords to contact them at
- 3. quick and easy to use
- 4. ability for other service providers to contact client
- 5. providing another service
- 6. One more way to communicate with many clients with little effort
- 7. help with job and housing searches
- 8. Announcements
- 9. the client being able to have the service to use to help them in there needs
- 10. High-users of voicemail can use an individual box instead of our general voicemail box, saving staff time
- 11. contact information for employers
- 12. request a return call
- 13. Letting clients know of important appts/events
- 14. reduces staff workload
- 15. able to relay important job information
- 16. Referrals are able to reach clients
- 17. Informing about job announcements
- 18. when we can't locate them, we call them
- 19. Follow up with clients
- 20. Allows us to engage clients in setting goals
- 21. COMFORT IN KNOWING WE CAN CONTACT CLIENT
- 22. Helpful when we are assisting clients in securing housing.
- 23. staff can get in touch with parents
- 24. Relieves our front desk staff from taking as many messages
- 25. Remind clients of scheduled appointments.
- 26. housing opportunities
- 27. ability to re-schedule appointments
- 28. Phone number=empowerment; clients are one step closer to independence and stability
- 29. Contacting clients about Job leads and Housing.

30. DOCTOR APPT INFO

31. letting clients know what's going on/events
32. way to get a return call from clients
33. follow up
34. It means that we don't have to take down all of the messages
35. Clients have a call back number when to give to other service providers we refer them to, resulting in a higher success rate in referrals
36. privacy
37. Clients are able to connect to employers
38. helps us to be in contact with the customer
39. free to clients
40. Helps empower clients to find employment more quickly.
41. Easy to administer and maintain.
42. personal
43. Tool to report urgent information
44. it provides a voice mail service for ct who don't have a phone
45. our clients can receive information on job opportunities
46. saves caseworker time (not playing go-between)
47. Providing a communication link for jobs
48. make kids more accessible to employers
49. Less missed messages from the client's standpoint.
50. ensures client privacy
51. ability for employers to contact clients
52. We can contact our clients
53. provides sense of security for clients
54. info line for students to call in (when it's updated/working)
55. less clients phone calls
56. to leave messages for clients
57. We are able to leave messages
58. Aids is self efficacy for clients
59. reduce barrier to other services
60. able to give client info/resources to address goals
61. housing
62. inform clients on employment
63. spent less time on the phone
64. no non-sense communications
65. To receive housing information
66. Customers having the ability to give a number to give number, although they are homeless
67. Decrease number of messages taken for participants
68. Knowledge of service
69. Client can be outreached for possible employment
70. offers services beyond our budget
71. Emergency announcements/notifications
72. Easy to set up on site
73. keeps communication open
74. Ct. has one less excuse of looking for housing/work
75. Has helped with getting employment
76. Assisting clients with goals such as employment
77. Delivery of message for appointment
78. interviews
79. assisting with housing

80. low cost
81. assist clients with meeting their goals
82. Cuts down on switch board time
83. Can monitor usage
84. Follow up with employment
85. great way to stay in contact w/ clients
86. customers can check messages from anywhere
87. can assist students in adding CVM to their resumes
88. health appointment contacts
89. provide CVM as a tool for job hunting
90. coordination of care
91. Can leave a message for participants we have not seen in a while
92. way to contact clients
93. Helping the clients with a number for job search
94. a way for families to stay in contact
95. connecting with clients for housing placement
96. real tool to share with clients
97. Connection to family & services for our clients
98. Contact source for our clients
99. provide immediate solutions to client barriers
100. a way to announce events to homeless clients
101. family
102. contact number for referrals
103. Providing method for clients to empower themselves
104. broadcasting job fairs
105. enabling clients to have a way for employers to get hold of them
106. Free service
107. to keep the guests informed with updated news
108. Information
109. It is a tangible service that can be provided to assist clients with their plans.
110. A way we can contact clients when there is a need
111. re-establish family communication
112. It lightens the caseworker load, not taking messages.
113. safety of our clients
114. increase in productivity
115. assistance in communication for job/housing/etc
116. Let customers know of job openings, job fairs, etc.
117. It gives us a way to schedule appointments
118. ability to remain in contact with clients
119. appointment for clients
120. message service for clients to receive information from other social service agencies
121. Clients developing responsibilities towards becoming independent.
122. employer contact client
123. build client relationship by offering a needed service
124. option for our clients
125. Easy to set-up
126. to give clients a way to act on behalf of themselves
127. It assists our clients with obtaining employment
128. can empower independence in population
129. messages about doctor's appointments
130. job referral

131. able us to contact the clients
132. Having portability for the clients.
133. Housing Issues
134. source of contact for them
135. housing
136. gives our clients a sense of pride
137. a way to contact clients
138. availability
139. provide a way for other social service agencies that are working collaboratively with the client to contact them/exchange information
140. Scheduling purposes; providers can contact clients to make or change appointments
141. Access to job information.
142. having a good call back number to notify clients
143. communication with landlords
144. I can see who is using their box, probably a more active jobseeker
145. Able to find out current needs of clients.
146. It gives our homeless clients a sense of pride that they at least have a contact #
147. consistent and stable contact for clients with employers
148. allows us to contact our clients
149. rec job interviews or to apply for jobs
150. disseminate information
151. Confidentiality
152. housing needs
153. Housing
154. Contact # for childcare
155. helps caseworkers in contacting clients
156. Clients Obtain objectives faster
157. Another tool for Employers to contact our clients
158. Employers can contact the clients
159. To reply to incoming job interviews
160. the ability to send broadcast messages to all clients
161. Helping the consumers reach their goals
162. assist clients in getting housing
163. having another tool for consumers to feel in control of their current circumstance
164. witnessing self-sufficiency
165. Marketing/Information Sharing
166. Help achieve goals
167. Making appointments
168. Helps clients contact other services
169. helps clients stay connected to employment program
170. It allows me to get messages necessary to them concerning any changes, etc. in CVM.
171. the ability for our clients to receive interviews
172. Provides a way for vendors to contact consumers and arrange services
173. Having them responsible for returning calls
174. Excellent resource for clients
175. Decreases the number of client related calls staff incur.
176. Employers have a way of setting up interviews.
177. clients (homeless) have a permanent contact method
178. Able to send out a mass message
179. the ability to pass along job leads
180. teaches the client more responsibility towards the goals we work on with them

- 181. timeliness of getting message quicker
- 182. eliminates excuses
- 183. Clients use them for jobs and housing
- 185. Knowing that they are able to make their own appts with other providers and set their own schedules for appts.- Being more independent
- 186. getting info out more quickly
- 187. Contact number for job announcements/referrals
- 188. privacy
- 189. keeps clients from using agency phone for messages
- 190. allows clients to be connected to the rest of the world
- 191. agency contact
- 192. They can get a job
- 193. safe means of communication
- 194. To verify compliance with specific instructions
- 195. Having one more resource to offer.
- 196. information sharing regarding job fairs, etc.
- 197. Free
- 198. communication tool for cw and client
- 199. Great support/assistance from CVM staff
- 200. very important for our clients
- 201. helps with housing
- 202. being able to keep up with clients when they are not residents
- 203. JOB SEARCH
- 204. Provide a service to Clients in need
- 205. Allows potential employers to contact our clients
- 206. There is no cost for the service.
- 207. Increasing client's independence in working toward goals
- 208. keeps shelter phone numbers from being given out
- 209. Increased probability of assisting client is securing employment
- 210. a way to stay in touch with client
- 211. it is a way for potential employers to reach clients
- 212. job resources
- 213. Agency has a way to contact and follow up with clients
- 214. The client does not need to check in daily with staff to retrieve messages
- 215. no risk, safe exchange of information
- 216. provide client with resources
- 217. use for benefit applications
- 218. Can be reached by family
- 219. Track client's usage.
- 220. Phone number to be placed on resume
- 221. Return a client's phone call after they have left us a voice mail.
- 222. Housing opportunities
- 223. Don't have to worry about messages not received-if someone who doesn't speak English answers the phone
- 224. keeping in contact with employers/family/etc.
- 225. Allows them to communicate with service workers and others
- 226. It gives clients autonomy.
- 227. Casework follow-up
- 228. They can communicate with us
- 229. to follow up with clients after they have left program
- 230. notice of meetings

- 231. It is free! That's a major benefit for a non-profit on a tight budget.
- 232. Can establish contact with the client
- 233. clients never miss messages
- 234. Consistent, reliable number
- 235. Health care issues
- 236. client is able to address other barriers because of communication
- 237. For possible jobs
- 238. Inform clients about monthly meetings
- 239. reliable

Q. 10.3 (n=184)

- 1. the service can be used as leveraging \$ for grant renewals/application purposes.
- 2. it can be used with any client
- 3. ability to maintain a social network for clients
- 4. activity reports are an indicator of client's continued use of the tool
- 5. job opportunities
- 6. promotes client empowerment
- 7. able to discuss overall needs
- 8. Contact number stays the same regardless of where they move to
- 9. Informing about events/trainings available
- 10. Clients' success in finding employment
- 11. Allows us to provide another service to our clients
- 12. ADDED SERVICE WE CAN OFFER
- 13. Helpful when we are coordinating clients' medical care.
- 14. it's easy to set up
- 15. Easy to set up
- 16. Improved self-esteem of clients after receiving a #.
- 17. messages
- 18. increase of employment numbers as a result of better communications
- 19. System is easy to enroll in for clients and caseworkers
- 20. Setting Appointments
- 21. F/U APPT/ HOUSING/ MEDICAL
- 22. leaving messages for clients
- 23. community info
- 24. It allows us to provide a great service for our clients who receive the most messages
- 25. can use after they leave shelter
- 26. helps knowing we helped the customer to accomplish one of their goals
- 27. contact with client not interrupted
- 28. Lessens the stigmata attached to being homeless, others don't have to leave messages w/ staff at a shelter
- 29. Easy to educate clients in its use.
- 30. ?
- 31. Way for us to keep in contact with clients to find out if they are still looking for work
- 32. we can send broadcast messages to all our clients
- 33. helps caseworker provide service to client that is ongoing and proactive
- 34. give our youth a sense of importance
- 35. encourages independence
- 36. ability for mental health or landlords to contact clients

37. helps client reach self sufficiency goals
38. Decreases work case managers have to do for clients.
39. able to get in touch with client relatively quickly
40. community resources
41. set appointments
42. allows us to stay in touch with clients
43. a means for receiving job referrals or appointments
44. To schedule appointments with their career advisor
45. Potential interview set up,
46. Incentive to follow through on other issues
47. Opportunity for the clients
48. clients can stay connected to family
49. inter-agency collaboration
50. Agency notification
51. Easy to contact clients without landlines
52. helps solve problems
53. Has helped with getting to appts as scheduled.
54. Providing homeless clients with a phone line so they can be reached.
55. let clients know they need to contact job coach
56. announcements
57. medical appointments
58. easy to use
59. Clients can receive important messages quickly
60. Can see if they are checking their calls
61. give them messages or resources
62. it's free
63. knowing that it does not expire until the customer no longer needs it.
64. can demonstrate that the community wants to help those in need
65. CVM is a way to contact my clients
66. Privacy
67. to let vets know of events in community
68. touching base with clients
69. link them w/ other resources
70. Able to contact our patients to get them here for appointments
71. optional source of saving monies (cell phone and or phone line with monthly bill)
72. a great service to provide to hurting/desperate folks
73. friends
74. announcements
75. Providing method for clients to maintain dignity during trying times
76. enabling clients who are homeless to have access to a voicemail account
77. Confidential
78. for the families to receive important info 24/7
79. Phone service
80. clients feel part of larger society - "connected"
81. It gives the client some independence
82. family assurance that they can get in touch with family members
83. we can contact clients
84. tie to agency to keep on case plan
85. Just knowing we've helped with at least one barrier for the customer.
86. a reliable back up to clients other contact phone
87. Being able to access their messages on any phone line.

88. client connection with family
89. Its no cost to the patient
90. self esteem building
91. It allows our clients to keep in touch with family members and friends.
92. cost savings
93. Cuts down time on office phones
94. application
95. Help the client reach goals with the CVM.
96. Health Care Issues
97. source of contact for employer
98. treatment
99. communication with other community agencies that are working with our clients
100. leaving messages for multiple clients
101. affordable!!!
102. achieving individual goals (employment, childcare)
103. General communication
104. Staying connected to friends and family.
105. just being able to communicate for what ever reason
106. communication with job opportunities
107. I can get in touch with clients who move or miss appointments
108. Able to inform clients of current opportunities.
109. It's easy to sue
110. stable resource for clients with limited resources
111. to rec dr. appt. and other information that will help them to become productive in the community
112. offer service
113. Ability to contact family and friends
114. employment
115. Various appointments
116. Prevents personal calls coming in on hotline.
117. Able to disseminate information in a timely matter
118. The clients can check to see who is trying to contact them.
119. Notify them of upcoming schedule appointment
120. the ability to see client usage via monthly report
121. assist clients in getting healthcare
122. Having a way to stay connected to the agency
123. maintaining privacy
124. Good resource
125. Helps us contact clients
126. helps clients stay connected to community
127. It allows me to get feedback on job referrals, etc.
128. the feeling of greater self sufficiency in our clients
129. Monitor consumers' level of participation in the program
130. Ultimately giving the client autonomy
131. Satisfaction for clients
132. Gives the clients a sense of responsibility and privacy
133. Customers have a way to stay in touch with family and friends.
134. clients less likely to be stigmatized by using shelter #
135. Enables client to stay connected w/family members
136. the ability to wish our members birthday and holiday greetings
137. there's no cost associated

- 138. helps women get employment- self sufficiency
- 139. Clients can abstain from explaining their homelessness
- 140. Makes our job easier by providing our clients with a way for employers to contact them
- 141. Knowing that if someone needs to reach them it is possible - family contact and friends and community support and contact is so important in their managing their illness and relapse prevention
- 142. having a valuable service to offer our clients
- 143. Contact number for making reporting requirements
- 144. allows clients to obtain valuable information they need to make it another day
- 145. they can communicate with there family
- 146. connections with other service providers
- 147. The client's ability to maintain contact with community resources
- 148. asset to D.V. Survivors to overcome isolation barriers
- 149. It's free
- 150. needed program in our agency
- 151. helps with employment
- 152. relay medical appointments/and other appointments that are equally important
- 153. REFERRAL INSTRUCTIONS
- 154. Being able to contact Clients as needed
- 155. Provides our clients with a level of professionalism that they would otherwise not have.
- 156. It provides a level of stability for our clients.
- 157. Increasing client's contact with supports and services
- 158. allows us to contact clients and leave messages as needed
- 159. Provides clients who may be isolated, homeless or in transition maintain contact with support network increasing their success
- 160. beneficial to client's job search
- 161. it is of no cost to clients who cannot afford a cell phone
- 162. benefits
- 163. Client always has a number to give out to stay in contact with services
- 164. having a number where client can be reached assists with achieving success.
- 165. provides client with added flexibility and freedom
- 166. provide client with important changes or news
- 167. family
- 168. Can be reached by other agencies that are helping
- 169. For those without phones and housing, it helps with the flow of communication.
- 170. Community resources or referrals
- 171. A way to bridge a gap or barrier to help clients get employed
- 172. keeping in contact w/ clients
- 173. Gives them a sense of ownership and independence.
- 174. Clients available to employers and family
- 175. be able to provide a number for client when doing referrals
- 176. notice of meeting changes
- 177. It empowers clients to set up appointments and fill out applications, with some assistance from staff.
- 178. Being able to provide free services
- 179. easy to use
- 180. Ability to broadcast information to homeless population
- 181. Housing opportunities
- 182. housing
- 183. Scheduling appointments
- 184. amazing resource for clients!

12: Comments on previous question? (Optional) (n=63)

1. Our host agent is very supportive of our programs and staff.
2. It's reassuring to have someone local, who I know and have met face-to-face, available to answer questions, bounce ideas off.
3. Solid Ground, our local host agency is in our neighborhood.
4. PERSONAL TOUCH, ASSISTANCE IS AVAILABLE AND RESPONSE TIME QUICK
5. When staff has questions, we can get immediate response.
6. Local contact has been helpful in providing prompt response when issues/problems arise
7. Since the goal of the CVM program is "community" voice mail assistance, I feel it is essential for the CVM host agency to be stationed in the community. By being nearby the CVM host agency is connected to the specific needs of our clients and is informed and abreast of current circumstances, events, or issues.
8. Our CVM host is very responsive to our needs. I am not sure whether ours is regional or state-wide. Whatever the organization is, I would not change a thing!
9. Having the local host will be more effective.
10. I think trainings would be more difficult is it was statewide or regional.
11. none
12. CVM has been a major help because many of our customers do not have a home phone or cell phone (that is reliable). However, CVM service has provided a way for networking to still continue it.
13. has been very helpful if I need assistance
14. This helps us to provide quick answers to questions raised by clients who are sitting in our office; gives us prompt direction for difficulties faced (i.e., host agency is working on the "reset" feature today -- pls. use numbers that don't require reset; etc.); host agency can ask for feedback on new features, or take suggestions directly from the field.
15. Our CVM host agency is not exactly local, in another town; I presume it's regional but apparently it services a small enough area to provide quick and personal response; we're very pleased.
16. I believe the service helps our mission to help people help themselves
17. We need a host agency that understands the unique needs and concerns of our community.
18. for drop-in clients and for person to person interaction
19. CVM help indigent client to engage back into life changes
20. CVM IS A GREAT SERVICE FOR THE COMMUNITY.

21. By having CVM at our agency, it allows our clientele to be able to make one stop for assistance instead of having to make several stops. It makes it more convenient, especially when they are dependant on the transit system, which most are.
22. Helpful to have a local person that can trouble shoot issues when they arise
23. Again, we refer to OC
24. I find CVM to be an essential invaluable service.
25. We have found the people from Catholic Charities here in San Antonio WONDERFUL to work with. Our clients greatly appreciate this CVM service they are receiving while here at Alpha Home, we get positive feedback from them almost daily.
26. I feel that the local agency gives more personal attention.
27. Lori Morton has been wonderful. She goes completely out of her way to make the information easy to understand and accommodate out schedules.
28. We definitely need a host, but I only communicate with ours through email and phone, so it's not necessary that she be nearby.
29. The current agency that administers voice mail is terrific. Scott More does a wonderful job and communicates all pertinent information.
30. I wouldn't want to attend meetings at a state, national, or regional level.
31. I can attend trainings, etc.
32. the local CVM is most effective and very much needed
33. Crystal Nicolas does an amazing job of keeping us up to date on the advances with CVM and the important opportunities that are in the community for clients.
34. Stephanie is very accessible no matter where she is based.
35. It's great to have someone local that I know and don't need to travel great distances to meet. Mike is excellent.
36. I seriously don't know what I would do without Ruby Mitchell. She is always there with any question, never makes you feel like you are asking a stupid question, and always makes you know how much we in the field are appreciated. She is the backbone of the Chattanooga operation. She is a great support for me. When there are problems, she gets right on with the solution.
37. It is nice to have a local person that I can contact and address issues and someone that I can conveniently meet with as needed.
38. The customers who are offered CMV are normally homeless or with minimal means. Without CVM, they would not have any opportunity to advance themselves and obtain gainful employment. CVM enables them to have a way for the employer to contact them.
39. Great for networking with other agencies, but not sure it is important from a business provider perspective.
40. I was trained very well by my instructor, Larry Sykes

41. Our host agency has been extremely helpful and supportive of staff and of the consumers in setting them up and of understanding them and how to use them.
42. I like doing things locally when possible and feel as though we can call or email our contact person easily, and she knows who we are.
43. CVM is a VITAL service, especially as the economy is causing costs for everything to increase!
44. Patt Patterson has been very helpful.
45. This is a small community and we have very few (if any) clients using CVM services at any one given time. A regional host would most likely be adequate for our needs.
46. Kristi has been so helpful! She is so willing to answer questions and show me how to set things up.
47. Definitely, CVM has always been user friendly to my site and Mr. Patterson in the past has come in to train new staff with CVM updates
48. WE HAVE CVM AT OUR AGENCY
49. none
50. I wish that we could have easier access to additional phone numbers
51. This is a great service for all.....
52. Our local CVM host agency is always responsive. Can't work with a better team.
53. I like have my local CVM host available for questions and concerns.
54. CVM has proven it's usefulness throughout the years by extending clients the ability to remain connected and offer ongoing access to confidential messages, important reminders etc...
55. I used to work for the agency that provides me with CVM
56. Regional, if done online, email, or phone for initial set-up, follow-up training, and problem solving. Online training Modules need to be well designed, also webinars would be helpful as a User Group Connections between users in various locations.
57. It has been convenient to have staff of CTA help with signing people up for voice mail. I really appreciate all their assistance.
58. It is nice to have someone to help with training and to answer questions.
59. Local is best as they are immediate to our locale and able to meet our needs.
60. Appreciate the work of Solid Ground of Washington for being the Host Agency
61. I love having a local host. They help keep the program organized and deal with the administrative aspects (such as generating monthly reports and updating us on changes to the CVM system). They are a key part to our ability to provide to clients that need it most.

- 62. We have not accessed Community Voice Mail in over 2 years
- 63. I think your doing a wonderful job and I am glad you're sending this info out. I would like someone to come out though and show me again and my new co-worker how do set up the voice mails as I know they are changes

13: From the common CVM tasks listed below, indicate which tasks you spend the most time doing in a given week. The task that consumes the most time should be listed as #1, the next most time-consuming task should be #2, etc. (n=30)

- 1. Most of my time is spent working with clients CVM is only a small portion of what I do in a day
- 2. administrative functions
- 3. HAVE NOT RECEIVED A MONTHLY USAGE REPORT?
- 4. Providing individual information calls
- 5. fixing problems with CTK database entries/Crystal Reports
- 6. We only have two clients with CVM services, there is no time involved
- 7. Right now this isn't taking up any of my time.
- 8. no one is using the CVM service at this time
- 9. I have a very small amount of CVM usage and can go quite awhile without doing any of the above
- 10. Don't use it that often (only have 2 numbers and many clients)
- 11. Finding time to work w/clients in a quiet place
- 12. Staff performs these activities unable to rank
- 13. None of the above
- 14. none of the above
- 15. Assessing needs and linking to all resources
- 16. n/a
- 17. Because we are brand new to this system, I don't believe I can answer this knowledgeably.
- 18. N/A
- 19. Not yet providing CVM
- 20. training staff to support women with voicemails
- 21. Faxing intakes and outcomes
- 22. We use so seldom - still trying to broaden this w/ staff
- 23. 1. Setting up resource hotline
- 24. at intake time client is made aware of CVM
- 25. None to report at this time. CM is new to program.
- 26. Client follow up visits and connecting to service
- 27. Included with #1 is trouble shooting and resolving problems that are National in flavor.

28. Replacing revised forms so packets are ready to go for the next client
29. The one that takes more time is setting it up. Tricky sometimes
30. We just started using CVM last week.

14: Comments on above list of activities (optional): (n=41)

1. In my agency I have developed an Excel spreadsheet that provides a snapshot of status of each account and greatly assists in "recycling" / reassigning accounts.
2. I am not sure as I never do this activity with people
3. We have a large agency with several sites so it is challenging to get all information shared/collected.
4. The entire process is not very time consuming.
5. CVM is a tool for us. And like any other tool in the box, it has its purpose and is doing it well.
6. I do spend very much time on CVM each week. I spend some time once a month or so on CVM.
7. We only have a few who use the CVM, and they are already established users, so we don't spend a lot of our time with CVM other than checking messages and attempting to change our outgoing info line messages (which we have had a lot of problems with).
8. We tell clients about the option of having a community voice mail at the time of intake
9. I am not part of the sponsoring agency. I sign clients up when it appears to be appropriate for their needs.
10. Since I don't have much direct client contact I don't do any of those regularly. I am like the backup person for CVM at our facility.
11. I need/want to utilize it and offer it more.
12. we have just started CVM in our feasibility
13. Many of my clients are now linked to our CVM system through our local HMIS service and that cuts down on our paperwork etc
14. We have a limited number of CVM boxes and therefore, I "advertise" with case managers and housing advocates to get the boxes assigned to those in need. Case managers fill out intake forms and I process them.
15. We do not use it
16. Only as the need occurs.
17. We do not have any clients using CVM currently but we are working to enroll some in the near future.
18. When we are aware there is not phone, we always refer to CVM

19. Most clients now have cell phones and don't seem interested in CVM as an option.
20. Outcomes are collected as part of overall program outcomes, not specifically for the voicemail.
21. These don't necessarily apply to our agency because we have a very limited number of numbers compared to the number of clients we serve.
22. It is almost impossible to collect outcome information on our clients. Our population is mostly homeless and they do not communicate responsibly due to transitional life situations.
23. I also spend time contacting clients to see if they still need their CVM if they haven't been using it regularly.
24. My clients are all recommended to use CVM, however with cell phones, our office being on site, and that fact that I see my clients almost everyday, CVM is seldomly used
25. On any given week, priorities change, however, I think the way you listed the tasks is usually how I divide my time.
26. The process runs smoothly and I am pleased with it.
27. The amount of time spent on tasks such as client intake forms and monthly usage tracking make CVM a less ideal service for our clients and staff who are attempting to assist our clients.
28. Sometimes a consumer will have one and not use it because they forgot how but they are scared to tell staff so we are not aware of this for quite a while.
29. most of my clients have cell phones or other contact numbers or have signed up for cvm through another agency
30. Very user-friendly and customers are most pleased to have such a service.
31. Currently I only have 1 active client. I've got to get another account closed.
32. We only have 3 numbers, and do not do many of the above weekly.
33. We have such a small amount of numbers now and our clients are not using them as much so my time is minimal.
34. Information is gathered in our follow-up process up to 120 days
35. none
36. Many of my clients are interested in getting a number until they see the paperwork they have to sign. The paperwork looks more difficult to them than it really is, so many of them turn it down even though it would be beneficial to them.
37. Work on reducing agency work load, improving agency staff response and yet make it easier for agency staff to learn quickly. Some of these goals can be in conflict but can be worked out with an easy to learn program and accessibility to training materials and / or personnel for initial training and follow-up on trouble shooting.

38. we make clients aware at assessment process
39. We don't have very many lines so I don't spend too much time on any of these. However, because we don't have many lines, I find I have to take a few minutes to remember the process of starting up a new box. The "cheat sheets" help.
40. we are a new provider so I'm not sure about this
41. It's a tough set up to add in all the #'s needed to set up the voice mails. I have always had a hard time with it all...and the clients also

15: How does your local CVM Manager usually send you your monthly subscriber/inventory report? (n=15)

- 1 not sure/if it is by mail or email
2. My boss gets it so I would guess by e-mail.
3. goes to our billing department
4. have not used it yet
5. Printed and put in my mail box, by my colleague
6. I do not receive reports on a regular basis
7. Not sure, they aren't coming directly to me. I rely on someone else in the organization to give them to me. Not very efficient, but I don't know how they are being sent.
8. Haven't gotten to that point yet
9. E-mail is great, especially with the nifty features excel offers.
10. Ruby uses different ways according to her schedule. Sometimes, if she is out, she will drop it by to me just to touch base.
11. I haven't received one yet, but we've just recently activated clients
12. Not too experienced here either.
13. I haven't received my first report yet, but I think she will be mailing it.
14. we are new but I think he emails to us
15. I haven't gotten one yet

16: OTHER than when they send you the monthly subscriber/usage report, what is the primary way that your local CVM Manager communicates with you? (n=8)

- 1 At first, more phone / face-to-face but now that we know each other well, email is most convenient
2. TELEPHONE
3. and/or email

4. She's responded to emails when we've had problems
5. Don't know yet-signed 2 weeks ago
6. She sits on the other side of my desk
7. Email, telephone or Fax
8. E-mail always works best :)

17: By what means would you prefer that your local CVM Manager primarily communicate with you? (n=9)

1. email or fax is good too
2. email is fine, I check it daily, M-F
3. postal mail
4. contact should be with my office rep
5. It doesn't really matter, whatever works for her.
6. Both telephone and email
7. or e-mail; also I enjoy meeting in person from time to time
8. I am happy with the way we communicate
9. we really don't have any clients participating in this program at the moment

19: Please let us know any final thoughts or comments you have about the Community Voice Mail program: (n=164)

1. The CVM program is a vital service to the community. Thank you
2. CMV is a great service to our County due to being very rural.
3. love it
4. In addition to peace of mind that they have dependable answering machine service, it's really a boost to their self esteem and sense of pride that they're not left out.
5. Many clients have told me that the program is very important to their success.
6. it's wonderful
7. Great resource for the population I serve
8. We have times when we don't use all of our cvms but they are a blessing when we do need them. Thank you for this service.
9. great service for clients in dire need of phone service who would otherwise not be able to have it

10. Great program for our clients that are unable to afford a phone or do not have a stable living situation.
11. important factor in our jobs development program STEP
12. Larry Sykes who is the contact for Dallas is doing a wonderful job in providing broadcast announcements, marketing material and support.
13. I am concern about the large increase in the cost of providing CVM to our clients
14. Please increase numbers available across the nation
15. CVM is a very important and useful resource for our clients.
16. A great service
17. The CVM program has been a lifesaver for many of my clients especially the homeless. The process of gaining one's independence after significant life events such as job loss, home loss, or relocation is not an easy one. I am interested in additional methods to help my clients, who are working so diligently and persistently, to improve their lives. Thank you for the opportunity.
18. Have had a lot of problems with clients not being able to retrieve their messages; as well as, having difficulty in setting up voicemail.
19. CVM program is very important tool for people with limited resources (homeless or low income clients).
20. I believe strongly that everyone that uses CVM will at least 1 if not all of what they're looking to get out of CVM. It helps clients find employment, housing, receive important messages and keep some from being homeless.
21. I think it's a great asset to our agency and our clients! The system is functional, easy to use, and very beneficial. Keep up the good work!
22. It is a good program for people who can't afford a phone or don't have access to a phone.
23. Quite valuable for connecting with services
24. I think that the CVM program is so important, and I truly appreciate the work you all provide!
25. The CVM is an excellent program and allows people to have some feeling of control in there lives.
26. Thanks for providing this low cost service.
27. I think it is a wonderful resource, however I constantly struggle in conveying this same message to those clients who have been assigned CVM and prefer their own cell phone that they truly cannot afford.
28. You have a great program!
29. Community Voice Mail is such a helpful service. It helps clients make connections that they may not have made at all or in a timely fashion. It also helps clients to feel more connected, and less isolated and disenfranchised.
30. It is a great service to our clients who are without telephone communication. It allows this agency to leave messages for clients who otherwise we would have to look for.

31. CVM is an excellent program for the homeless population.
32. It's a great program. I'm glad it exists
33. It is a great program an we used it a lot, it seemed very helpful to our clients -- most of our clients were paying through the nose for pre-paid cell minutes with money they didn't have we were able to help them save some of that money by using CVM
34. For the few clients we have who use it, CVM has worked out well for them to get messages for job interviews, etc. For our own info line and changing messages, we have had a lot of problems with it.
35. We don't have very many users, but it is a great program. Thanks
36. IT IS GREAT!!
37. It is a great program and it is appreciated by the guest that has them.
38. CVM is a wonderful service for clients to access services/resources and address their goals! The free pay phones in the community have added to the usability of CVM - any chance of increasing the number of pay phones that clients can use to access their VM accounts for free?
39. A fabulous and well needed service. The service is a Godsend
40. Great, it has helped many clients gain employment and housing where if they didn't have a number they may not have had a opportunity
41. This is a very valuable resource for the community
42. My office rep handles CVM activity. I see the need and the success of its use therefore am glad that he/we are involved.
43. EXPERIENCING, PROBLEMS LATELY WITH THE NEW CHANGES AND ALL.
44. The program is an essential tool for our clients. I will continue to convey this opportunity to our clients.
45. It has been very useful for those clients who have taken advantage of it.
46. Great job in keeping agencies informed of changes and announcements.
47. none at the present it is a fine program
48. Thank you April for all that you do!!
49. Really appreciate your services. Thank You
50. I just want to thank all of your for allowing the worksorce to be able to be a part of this program that you all went to get because this has brought success to our business here.
51. The enrollments and reports are reasonably easy to accomplish. I have trouble with leaving a universal message for all CVM members.
52. We are glad to have it and though we may not have a lot of clients I do field a lot of calls or contacts and send them to agency's closer to their needs. We are several blocks from the DSHS CSO for this area so I am referred by them

53. We believe it is a great resource for our clients and are grateful for allowing to participate and provide this service to our ladies.
54. It's very useful service that makes any service provider contact clients. Please keep it going
55. I believe it to be a very important resource special. for our homeless veterans
56. I am grateful to CVM for making it possible for people to stay connected to the folks who care about them.
57. I hope that the Community Voice Mail program continues to receive funding so that the homeless population can continue to have an added support system when seeking potential employment opportunities with out have to expose another barrier in their live.
58. Thanks
59. GREAT program!!
60. The program works well except getting client to come in a turn their numbers in when not being used.
61. Email is the best method of communication. However we receive too many emails regarding Community Voice Mail.
62. You provide a very valuable service in our community. Thank you!
63. I like it very much it just have been very difficult to get other organizations to take advantage of this
64. Love it! We only have 5 boxes for our organizations, but they are an extremely valuable resource.
65. we really appreciate having this service and we have a great CVM agency representative
66. Great job keep up the great work Kelin
67. Love it!
68. Laura Vitagliano - local CVM representative is; empathic, helpful and efficient
69. It has been a convenient tool we use to encourage communication with those we serve and help them meet their personal goals.
70. Great program for people who don't have cell phones
71. iTS A WONDERFUL PROGRAM
72. CVM is doing a wonderful job!!!
73. This is a great resource for our clients. It allows us to contact them and also allows them to stay in communication with other within the community. Thank you!
74. THANK YOU FOR HAVE THIS SERVICE FOR CLIENTS SO WE CAN HELP THE PEOPLE.

75. The services for the client is great!! It really helps in building their self-esteem and character. You can tell they act and feel important, because it is a step up from where they were.
76. Program is a great opportunity for our clients to save a little money and stay in touch... Thanks
77. This is a great program, but we will be unable to continue participating due to the increased cost. Additionally, accessing CVM through a toll-free number was key to homeless clients' ability to access their voicemail each day
78. A very good job!
79. I think this program is an integral part to our clients goal of self sufficiency
80. Great program, empowering for participants and a considerable agency support system.
81. I think that it is a great service for our clients!
82. You may take us off list, give numbers to OC
83. As stated CMV is an invaluable service, essential to the client base we serve.
84. Great program!
85. It's very helpful to our clients.
86. CVM is great.
87. Everyone at our agency is happy with the CVM service, it has proven to be a wonderful resource for our women in substance abuse treatment. Employment is a requirement for successful completion of our program; CVM helps to find gainful employment. Thanks!
88. This is a great resource for our most needed individuals; it is very successful and easy. Thank you!
89. The program is an excellent one that does allow us to communicate with our clients while they address their family crises.
90. Thanks
91. I feel the program, at this time, is not something the clients appear to be interested in.
92. This is such a wonderful service for people in need. Thank you for your hard work and the financial resources that support it.
93. It's a very good program for those who need a little help and being able to reach out and touch someone by phone.
94. We may be ending our program due to lack of usage by clients.
95. Clients should be able to access their voice mail through a toll free number. If a homeless client is using CVM they do not always have money to use a pay phone.
96. I really appreciate this program, it helps a great deal.
97. it is an absolute necessity for the homeless
98. It is a terrific program that helps many of the most needy in our community.

99. The CVM program has been very helpful to the clients that have used it, especially for employment purposes.
100. I think this is a great opportunity for our clients, I am very glad the service is there. Also the handouts (sample greetings, wallet cards, spanish pages...) are very helpful.
101. I perceive the CMV is resourceful and beneficial on behalf of the client, as well as the Agency. The CMV also empowers the client in regards to their self worth and level of independence.
102. Required meetings are too often, too long, and generally don't provide new information that can't be related over email. They seem like a waste of time.
103. GREAT Survey :-)
104. I have none
105. I am extremely thankful for this program because it allows men, who are starting all over again, to have a way of receiving valuable information.
106. CVM is such an appropriate service. I just wonder if there would be away to broadcast the fact that one does not need to be "Technology Literate" to use the services. Then clients maybe more apt to inquire about CMV.
107. None
108. It's been a great help to our clients
109. best idea/program for our clients
110. Our agency was one of the first to sign up with CVM years ago. Since I took over the program for the career center in 2001, we have been #1 in the city. I can't say enough about CVM!!!
111. I think this is a wonderful program and the only request I have is why can't the forms be automated and sent by email rather than filled out by hand and faxed. It would be less time consuming for the caseworkers.
112. When the consumer utilizes the service, they benefit greatly. CVM serves as a great way to communicate until the consumer is able to maintain stability and obtain phone service.
113. It is a lot of work because I have had reoccurring problems that have caused me to fall behind on clearing voicemails, etc.
114. Excellent program and resource for our clients. Thank you!!!
115. It is a valuable tool for customers who would have no other means of communicating with case workers, employers and agencies offering assistance.
116. The biggest problem I have is teaching about 75% of the clients to use voicemail. They find it very hard. They have difficulty even remembering their PIN. I am a volunteer at a homeless shelter and many people have literacy problems. Only about 10% have ever used a computer.

117. It is a wonderful program that NEEDS to stay around, to many people depend on it.
118. I think it's a good program and useful for clients who tend to be more high functioning. However, the amount of time spent by staff filling out paperwork for this service doesn't make sense. There are other free voice mail programs which are far less time intensive.
119. It is a great benefit for the members of the temporary employment program to use. Over the years, many of the participants have had their own cell phones, so we haven't needed the program as much as in past years. But we never know about the needs of the participants in the program, so we are glad to be part of the CVM service. Betsy Arroyo and the rest of the staff are wonderful to work with.
120. I'm thankful it's a service available to us and it supports our agency and the participants with overcoming domestic violence by addressing different impacts like isolation with family, employment, housing and healthcare.
121. It's a wonderful program for our consumers. Thank you.
122. Good idea if clients have access to a phone when they are living on the street.
123. It is a wonderful service for the homeless, unemployed and working poor or disabled.
124. The women we serve value this program a lot, and so do we. It's hassle free, cost effective and useful.
125. I have just recently been able to use the service. Our client base is rather small currently, but may get larger as our ministry grows. Then I may be able to provide more input.
126. This is a great service and I am currently using it as needed.
127. Without this program, a lot of clients would have been lost in the system. Having a contact # means a great deal to our clients. Good Work! Thanks!
128. Seems to work just fine.
129. Thinks it is a great program and hope that it continues. Good support from the local administrators.
130. Thank you for this service. It really is so helpful to have the resource hotline set up and refer clients to it during business hours. It frees up so much time, especially around the holidays, when clients call the most for resources.
131. This program is life saving and such a great help to those in need. Thank you for the work you do!!!
132. CVM is definitely made a lot of technical process, by implementing the use of e-blasts to keep our programs up to date on services we have to offer each other. Everyone involved is doing a great job!!!
133. Clients love it.
134. Keep up the good work
135. CMV IS A GREAT WAY TO KEEP INTOUCH WITH OUR CLIENT.

136. I have worked with Community Voicemail at a prior employer and believe that it is a very valuable tool for clients. It is a service that allows clients to improve their lives.
137. Pat Patterson is awesome and one of the most helpful individuals I work with as a resource for our clients. He is patient and so willing to help me out whenever I have any questions. Give him a job well done certificate or something
138. We need access to more numbers so we can offer it to every client served.
139. The voicemail program is a great service. Currently I only have 5 numbers available, so I do not promote them in my agency very much. Consequently many of the clients are not aware of the program and do not understand what it is when they hear about it. It would be great if more numbers were available and if easy to understand materials were available to them.
140. Funding in the Phoenix Area and expansion to other communities in region (Tucson, Salt Lake City, Las Vegas, Albuquerque, and smaller rural communities with their very sparsely populated surrounding areas.
141. It is very beneficial for clients that are in need of a form of communication but do not have housing stability.
142. The CVM system is a great way for client to get follow information when accessing employment, medical and other community resources
143. I think it is a great service for our clients. When I explain how the voice mail works, and how convenient it is for them to receive and access their messages, they usually let out a sigh of relief knowing they no longer have just a one-way pathway of communication.
144. thank you
145. Thank you for CVM and the service they provide.
146. A great service
147. Great program, it has really served our clients well.
148. I love CVM, I recommend all of our clients to sign up with CVM.
149. It's a very useful service; I just wish more of our clients would use it more consistently
150. I think it is an extremely useful program and I am glad we have access to it. We may not use many lines, but to the participants who use the lines we have, it makes a HUGE difference. Thanks!
151. It's a good resource but not very many of our participants want it.
152. Jason Mitchell has done a wonderful job with this service. Thanks very much!!
153. The clients who have signed up are very appreciative that the service is available.
154. Think it is a great service for our clientele
155. It is a very valuable service to our clients. It address the communication barrier many of the have will trying to obtain employment or housing.
156. we haven't used it yet but look forward to offering this to our clients

157. I love the CVM program. We feel honored to receive voice mail numbers from CVM and assign them out to homeless clients who need them most. This is one of the most important programs out there in social services.
158. A great program. However, we are constantly running out of voice mail boxes and have to turn people away until we receive more numbers or a list of numbers to re-set.
159. Thank you for this much needed service!!!
160. contact me so we can talk..good job on the survey
161. Community Voice Mail is a great way to assist individuals with no means of communication to connect with jobs, housing and medical appointments. Great System
162. I love it!
163. Have not used the CVM services.... we refer to other agencies
164. Our clients really appreciate the resource community voicemail provides.



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