



**FAMILY INDEPENDENCE ADMINISTRATION**  
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**POLICY DIRECTIVE #04-38-OPE**

**VOICE MAIL PROTOCOL**

<b>Date:</b> December 30, 2004	<b>Subtopic(s):</b> Voicemail
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**AUDIENCE**

The instructions in this policy directive are for all staff at the Job Centers and Non-Public Assistance (NPA) Food Stamp Centers and informational for all other staff.

**POLICY**

All aspects of HRA's voice mail system are the property of the City of New York and must be used to conduct official City business. Employees using voice mail are consenting to potential review by supervisory, administrative or other NYC agency staff of all such communications each time voice mail is used. Therefore, employees must not expect privacy when using the voice mail system, sending or receiving messages.

**BACKGROUND**

**Passcodes**

For administrative reasons, voice mail passcodes must be submitted to the Job Center Director/NPA FS Center Manager, who will respond appropriately to safeguard the passcode information. If a Worker needs to change a passcode, that Worker must notify the Telephone/Voice Mail Liaison and obtain authorization from the Center Director/manager.

Absent means scheduled vacation, on loan to another location, training or medical leave, etc.

The Center Director/Manager must establish a universal passcode that allows access to all staff voice mails in the event that a staff member will be absent for at least 5 days. The universal passcode could be a four- or five-digit number; for example, Job Center 85 must have a universal passcode of "0085." Job Center staff must reset selected passcodes to 0085 prior to a scheduled leave.

**HAVE QUESTIONS ABOUT THIS PROCEDURE?**  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

Voice Mail/Busy Greetings

Each Worker must record the standard voice mail greeting specific to his/her Center. In addition, Center Management must record the Director's/Manager's Office voice mail greeting, specifying the name of the Center, the Center's address and the hours of Center operation. These voice mail greetings are the messages a caller will hear when the line is not answered because the Worker is on another call, conducting an interview or not at his/her desk. Each greeting must contain the following standard information:

Model Office Staff Voice Mail Greeting

*"You have reached (name) at the (Model Office name). Please leave your name, case number, and a telephone number where you can be reached and the reason you are calling. Your call will be returned as soon as possible. If you have an emergency or need to report a change, you may do so in person from 8:30 AM to 5:00 PM, or contact Customer Service at (give number). Thank you."*

Job Centers/NPA Food Stamp Centers Voice Mail Greeting

*"You have reached (name) at the (Job Center/NPA Food Stamp Center). Please leave a brief message including your name, case number and a telephone number where you can be reached. Your call will be returned as soon as possible. If you require general information or wish to speak to another party in the center, please call our general information number (give number). Thank you."*

Director's/Manager's Office Greeting

*"You have reached the (name of Model Office/Job Center/NPA Food Stamp Center) at (give address). Our hours of operation are (give hours of operation). We are unable to take your call right now, but please leave your name, telephone number and a brief message and we will return your call as soon as possible. Thank you."*

**REQUIRED ACTION**

To ensure compliance with the voice mail protocol, the Center Director/Manager must designate an Associate Job Opportunity Specialist (AJOS) II/ Principal Administrative Associate (PAA) II as the Telephone/Voice Mail Liaison.

The Telephone/Voice Mail Liaison must:

- Ensure that each staff member records the voice mail script and annotate on the Telephone Voice Mail Master Log (**W-171D**) the staff member's name, job title, telephone number, passcode, date greeting was recorded and supervisor's name.
- Submit the **W-171D** with current information to the Center Director for review.
- Prior to a staff member's leave (extended or permanent), ensure that his/her passcode is set to the Center's universal passcode.
- Reset a Worker's passcode to the universal passcode in the event that Worker is officially declared Absent Without Leave (AWOL).
- Periodically review the **W-171D** to ensure that the log contains current Voice Mail system information.
- Perform random voice mail audits by leaving a request for services message on a staff member's voice mail and requesting a return call. The Telephone Voice Mail Liaison must record date/time he/she called the staff member's voice mail, the staff member's response time and calculate the average response time on the Voice Mail System Quality Control Log (**W-171E**). Submit the **W-171E** to the Center Director for review.
- Conduct system-wide telephone contacts once every three months to ensure that staff voice mail scripts are current and record any voice mail passcode changes on the **W-171D**.

The Supervisor must:

- Obtain the voice mail passcodes of staff in his/her unit.
- Reset absent staff voice mail passcodes to the universal passcode in cases where staff members forget or are unable to reset passcodes prior to leaving.
- Monitor absent Workers' voice mails so that important issues are handled in a timely manner and do not become emergencies.
- Submit to the Telephone/Voice Mail Liaison any changes within the unit as they relate to the voice mail system.

The Worker must:

- Provide his/her voice mail passcode to immediate supervisor once voice mail script and passcode are recorded.
- Respond within 24 hours to voice mail messages to ensure that an emergency does not arise because of inaction.

- Review new and saved voice mail messages during work hours (the first review must occur within half an hour of reporting to work).
- Ensure that his/her assigned personal passcode is set to the universal passcode 24 hours prior to his/her scheduled vacation or extended leave. In addition, the voice mail message must be changed to reflect absence and include the name and number of the immediate supervisor.

For example:

*You have reached the voice mail of (name of worker). I am out of the office and unable to assist you; however, please call (supervisor's name) at (telephone number) for further assistance.*

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**ATTACHMENTS**

Please use Print on Demand to obtain copies of forms.

**W-171D**  
**W-171E**

Telephone Voice Mail Master Log (12/30/04)  
Voice Mail System Quality Control Log (12/30/04)

## Telephone Voice Mail Master Log

Job Center/NPA FS Center: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Member's Name	Job Title	Phone Number	Passcode	Date of Recorded Greeting	Staff Supervisor

SAMPLE

Voice Mail Liaison: \_\_\_\_\_

Center Director: \_\_\_\_\_

### Voice Mail System Quality Control Log

Today's Date: \_\_\_\_\_

Job Center/NPA FS Center: \_\_\_\_\_

Staff Member's Phone Number	Staff Member's Name	Job Title	Date/Time Staff Member's Voice Mail Called	Staff Member's Response Date/Time	Response Time	In Compliance With Voice Mail Policy: Y/N	Comments	Auditor's Initials
						<input type="checkbox"/> Y <input type="checkbox"/> N		
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Average Response Time