

July 10, 2013

Scripts for setting appointments:

Today we can start setting and rescheduling appointments for applicants. Please review the new scripts for setting RREM and Resettlement appointments. Each program is handled differently.

Saved here:

\\nap-dfs\e\Users\Restricted\desktop\Agents\Quadel New Jersey\Intel Training - SSHIP\Program Award

**\* Please note that note all the Resettlement appointments have been loaded into appointment plus. \***

Another Call Center – Securus in Oregon

There is another call center also taking appointment calls. They do not have access to eGrants so they may call Inktel to get more information for the applicant.

Resettlement Appointment Rescheduling when not found in Appointment Plus

If an awardee for **Resettlement** calls to reschedule their appointment and you cannot find there appointment in the systems please double check the PDF file to confirm their time/date/location.

Saved Here: \\nap-dfs\e\Users\Restricted\desktop\Agents\Quadel New Jersey\Intel Training - SSHIP\Program Award

File Name: For Appointment Search

Once confirmed you they are on the list, you can reschedule an appointment in the system **after** the following dates:

- Atlantic - 8/3
- Bergen - 8/14
- Cape May - 7/26
- Essex - 7/15
- Hudson - 7/26
- Middlesex - 7/29
- Monmouth - 8/18
- Ocean - 8/30
- Union 7/17

*Dispositions as Appointment Questions*

If the agent still can't find the applicant either in AP or on the PDF, then you should create CRM ticket and let the applicant know a case manager will be following up in 48 -72 hours.

Please note that the other call center will also be transferring calls to Inktel if the applicant was not found in the system for us to enter a CRM ticket for them.

*Disposition as Appointment Questions*

*Sample Award Letters with more details:*

The award letters had more details than the ones I previously shared. Please review the letters.

Saved Here:

\\nap-dfs\e\Users\Restricted\desktop\Agents\Quadel New Jersey\Intel Training - SSHIP\Program Award\Letter Samples

*Quality:*

Please remember we should not be giving the status of the application based on the information in eGrants. Correct script:

*The program is communicating written award status to homeowners this week. All Homeowners who applied will be notified of their award status via mail. The letters were mailed on Monday and may take a couple of days to arrive. The letter will include instructions for next steps required for the homeowner. **The award status is not available by phone and therefore, the applicant is requested to check their mail and email during the week to confirm receipt and be notified of their next steps.***

*If the applicant has not received their letter after the week is over (July 15th) they should call the call center and the agents can take their name, application number and contact number so that a replacement letter can be mailed.*