

# The Daily Blurb

## ***Multiple Clients, Single Call***

DTA receives a large volume of calls from the advocates and stakeholders who assist our clients in communicating and doing business with the Department. Often calls from advocates and group homes are accompanied by requests to assist multiple clients. A very common scenario that most of us have experienced looks like this:

*Ben is the designated representative for the Hope House group home. After being assisted with an application interview for one group home resident, Ben asks for assistance with two other residents: one requires an application interview and the other needs to be reinstated.*

With our new phone queue and new business process requirements, it can certainly be confusing when determining how long a call should take. In some instances, it is absolutely necessary for call assist times to fluctuate. In fact, it is our obligation to ensure that calls from advocates, group home representatives, and stakeholders with multiple-client requests be assisted fully and to the best of our abilities.

An advocate looking to assist multiple clients in a single call *is not* required to call the IVR line for each individual client.

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