

TRANSFERRING CALLS FOR REFERRALS OR HELP



TRANSFERRING TO 211 FOR REFERRALS

211 Northeast Michigan's team is highly trained and has the most up-to-date information about referral sources for items like food, shelter, utilities and more. We ask that if a caller asks for information or referrals, transfer them to 211 at the end of your call, or earlier if necessary.

1. Let the caller know that you can connect them to the 211 team.
2. Ask permission to put them on a brief hold. Then follow the inter-agency transfer procedure. (See steps below).



TRANSFERRING A CALLER IN CRISIS OR EMERGENCY

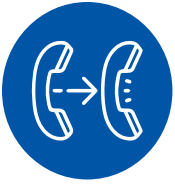
CRISIS: 211 Northeast Michigan partners with Listening Ear Crisis Center, who are a nationally recognized suicide hotline.

1. Let the caller know that you care about their concerns and that you would like to transfer them to someone who can help.
2. Ask permission to put them on a brief hold then follow the inter-agency transfer procedure.

EMERGENCY: If the caller has expressed imminent harm or danger to themselves or others.

1. Try to gather as much information as you can: Name, address, are they armed, any others in the home, are they alone, do they have a weapon/means to commit harm or suicide/is there a plan/have they started with that plan.
2. Place the caller on hold – with their permission if possible – and click **NEW**. Enter the 911 dispatch number of their county (below). Click **CONFERENCE** to bring the caller on the line with 911 if at all possible.
3. If the caller refuses to provide information or be placed on hold, hang up and call 911 immediately with all information you have on hand.

Alcona	989-724-0911	Midland	989-839-6466
Alpena	989-354-9111	Montmorency	989-785-4238
Arenac	989-846-4561	Ogemaw	989-345-9911
Bay	989-892-9551	Oscoda	989-826-3214
Cheboygan	231-439-3500	Otsego	989-732-7858
Clare	989-539-7166	Presque Isle	989-734-2156
Crawford	989-348-6341	Roscommon	989-275-0911
Gladwin	989-426-9284	Saginaw	989-797-4590
Gratiot	989-875-7505	Sanilac	810-648-2131
Huron	989-269-6421	St. Clair	810-895-8115
Iosco	989-362-1430	Tuscola	989-673-8738
Isabella	989-773-1000		



HOW TO TRANSFER CALLS

INTER-AGENCY TRANSFERS

Used to connect callers to 211 and Listening Ear

1. Ask the caller if they mind a brief hold to be transferred to the 211 center.
2. Thank the caller and click **HOLD** near the top of the window in InContact Agent.
3. At the bottom of InContact Agent, click **NEW**.
4. In the generated text box, type **INTER** and a list will generate of various 211 call centers
5. Choose the call center that covers the county the caller needs – refer to your call center list for the abbreviation if you need and click on the agency.
6. When the **CALL** button appears, click it to initiate the transfer.
7. Wait for the phone to ring before clicking **TRANSFER**.
8. Hang up phone and headset if necessary.

COLD TRANSFERS

Used when callers understand the next steps

1. Ask the caller if they mind a brief hold to be transferred.
2. Thank them and click **HOLD** near the top of the window in InContact Agent.
3. At the bottom of InContact Agent, click **NEW**.
4. In the generated text box, enter the phone number to transfer the call to.
5. Listen for the phone to ring before clicking **TRANSFER – DO NOT SKIP THIS STEP**
6. Hang up phone and headset if necessary.

WARM TRANSFERS

Used for callers struggling to get connected

1. Ask the caller if they mind a brief hold to be transferred to an agency, assuring them that you will be on the line until the call is answered.
2. Thank the caller and click **HOLD** near the top of the window in InContact Agent
3. At the bottom of InContact Agent, click **NEW**
4. In the generated text box, enter the phone number to transfer the call to
5. Click **CONFERENCE** to add the caller on hold to the call
6. Introduce yourself to the agency and let them know, “(Caller) is on the line and would like to speak with your agency about (services). (Caller,) you can speak with them now but please feel free to call 211 at any time. Thank you.”
7. Click **TRANSFER – DO NOT SKIP THIS STEP OR YOU WILL DISCONNECT THE CALL.**
8. Hang up phone and headset if necessary.