



SUBSCRIBER REPORT INSTRUCTIONS



Reading a Subscriber Report

Community Voice Mail (CVM) Subscriber reports show the most recent activity or usage of the voicemail boxes by clients. They show when clients most recently checked their messages, whether they have new messages, when they were enrolled, if they have been actively using their CVM number recently, and much more. The sample report (last page) was run on April 14, 2007

AZPHX 9xxx <Phoenix Collaborating Partner> is the participating agency name in the CVM-CTK database and is used to uniquely identify an agency. It is limited to 50 characters maximum. This will not be the actual agency name of an agency. It becomes especially important where CVM accounts/agencies at different locations may have the same name. From a security standpoint, it helps to identify case managers and which agency or CVM account they represent.

All address, phone number, fax number, primary and secondary contact information is pulled from the database posted from the **AGENCY PROFILE FORM** submitted to Community Information & referral's Community Voice Mail Program (CVM). **If any of this information on the top of the report is incorrect, PLEASE submit a new AGENCY PROFILE FORM to CVM**

Report Sections (Following information refers to sample report shown on last page)

Phone Number column

These are the phone numbers that have been previously assigned by the CVM manager to the agency listed on the report.

Client Name column

The client name that appears is the pseudo name or identifier that the case manager entered in the "Client's Report Name" field on the **CLIENT INTAKE/OUTCOME** form. For personal security reasons a client name may appear in the report such as "..., ...lastname, ...no-name, or a case management number based on **agency policies** on revealing client names or case numbers.

If there is no name listed on the report and it appears as "Client_" followed by phone number, either

- the number is not in use. If there was a previous client, the client has exited and has been completely reset
- the case manager at the agency has not submitted a **CLIENT INTAKE/OUTCOME** form,
- the data has not been posted from the **CLIENT INTAKE/OUTCOME** form into the CTK database,
- or the data was entered into CTK before the client enrolled in the voicemail box over the phone.

If the CVM Manager believes that a client name *should* be showing up then she/he should try to locate the client record in the database, re-save it and check again the next day or verify client/number status with agency case manager. If the case manager knows that there **is** an active client on a number not showing a client name, they should call the CVM staff.

Time of Last Client Login (GMT) column

This is the last date and time that the user called in to check their messages. If it has been more than 30 days since they called in, this can be an indicator that the client no longer needs the number, or needs assistance or instructions with retrieving their messages.

The times and dates listed on this report are reported in Greenwich Mean Time (GMT). For the correct time in Arizona subtract 7 hours from the time/date shown. For example: the date & time of login for number 6025554567 John Smith is actually 7 hours earlier than shown; actual time is Apr 12 2007 07:47PM (the day before listed date of Apr 13 2007 02:47AM).

Previous 30 Day Statistics

The following categories always report activity within the last 30 days. Even if the report shows a client split of 45, 60, 90, 180 or whatever number of days since last client access or last time they called in, the following categories will always report the last 30 days of *activity*.

- Logins – How many times clients have logged in over the past 30 days.



SUBSCRIBER REPORT INSTRUCTIONS



- New Messages – How many new messages have come in over the past 30 days. Broadcast messages will not appear in this column as new messages, only messages from external calls will count toward new messages.
- Saved Messages – How many messages the user has saved over the past 30 days. Broadcast messages will be included in the number of saved messages. *Note that the totals in this category might seem high compared to new messages, because broadcast messages appear here, but not in the new message category.
- Deleted Messages – How many messages the user has deleted over the past 30 days. Broadcast messages will be included in the number of deleted messages. *Note that the totals in this category might seem high compared to new messages, because broadcast messages appear here, but not in the new message category.

Enrollment Date

This is the Start Date listed on the **CLIENT INTAKE/OUTCOME** form submitted to CVM and CVM staff entered *in the CTK database* for the user's Start Date. This date should reflect the actual START date that a case manager enrolled the user on their voicemail number. When CVM staff enters data into CTK, it is important to enter the START date listed by the case manager on the intake form rather than listing the date of data entry.

If the report shows an enrollment date for a user, but no client name listed this indicates that the data was entered into the database BEFORE the client enrolled in the voicemail box over the phone OR that there was never any information entered and the enrollment date may actually be showing the enrollment date from a previous client.

It is important for agency case managers to submit the **CLIENT INTAKE/OUTCOME** form to CVM as soon as client starts CVM. It is important for CVM staff to locate the latest & correct client enrollment form and re-save or re-enter the data in CTK. (DO NOT reenter the data unless it was never entered in the first place, always do a search for number).

If the report shows a blank in the enrollment date field this indicates that the intake data is missing from CTK for the most recent client and needs to be entered from the **CLIENT INTAKE/OUTCOME** form (submitted by agency).

Box Setup Completed

This refers to whether or not the client/CVM user has gone through enrollment over the phone (recorded a name, greeting and personal pass code).

Yes = Client has completed enrollment, voicemail box is in use by client.

No = Client has not completed enrollment, voicemail box is considered available.

Client Exited

This refers to whether or not an exit date has been entered into the CTK database from **CLIENT INTAKE/OUTCOME** form with outcome data, that agency case manager submitted to CVM when client is removed from CVM..

Yes = Client has exited, voicemail box is available

No = Client has not exited, voicemail box is in use.

Blank= Either the box has been properly reset (all info cleared and ready for next client) or there has never been a client assigned to that voicemail box.

*Note: if you see activity for a voicemail box (recent logins, time of last call, client name listed) but the report says that the client has exited ("Yes"), **the case manager needs to be made aware that the voicemail box needs to be reset.**

Language

This refers to whether the voicemail box is currently set for English or Spanish prompts.

Client logged into their voicemail account within the past (xx) days

Each client that appears in this category has logged in and checked their voicemail at least once in the last (xx) days (whatever number of days was selected). The Time of Last Client Login column will tell you exactly when they logged in (GMT).

Client has not logged into their voicemail box within the past (xx) days

Each client that appears in this category HAS NOT logged in and checked their voicemail at least once in the last (xx) days (whatever number of days was selected). The Time of Last Client Login column will tell you exactly when they logged in (GMT).



SUBSCRIBER REPORT INSTRUCTIONS



This category of clients should be an indication to participating agency case managers of clients that potentially need assistance or are no longer using CVM. In addition to looking at the time of last login, also check to see if they have new messages. This could indicate that they still need the number but have forgotten how to log in/lost password. **Someone** is leaving them messages.

Total Number of DIDs

This is the total voicemail box inventory for the participating agency.

Percent Assigned

This refers to the percentage of all the agency's voicemail boxes that have been distributed to clients (how many have gone through enrollment)

Active Count

This refers to how many of the voicemail boxes are actively in use (how many have been logged into in the last X days)

Percent Active

This refers to the percentage of the total inventory that is actively in use for this agency (percent of how many have been logged into in the last (xx) days)

Clients Served YTD

This refers to how many clients in total have been served since the beginning of the calendar year. This number includes clients being carried over from the previous year (on system Dec31-Jan 1) and new clients since the beginning of the year (even if they have exited or ended CVM).

New Clients YTD

This refers to how many **new** clients have been enrolled since the beginning of the calendar year.

Exits YTD

This refers to how many clients have **exited** from CVM since the beginning of the calendar year.

Goals Met

This refers to how many successful employment, healthcare, other, housing and communication goals have been reported by the participating agency to the CVM manager. This information is entered when the agency case manager sends the CVM manager an updated (2nd copy) **CLIENT INTAKE/OUTCOME** form with **Achievements or Outcomes** circled in exit data, and the CVM Manager has entered this information into the CTK database.

Examples of how to read this report

John Smith

He is using his CVM number well. He has logged in 15 times over the past 30 days. He received 2 new messages, saved one message and deleted 4 messages (possibly messages from last month that he no longer needs.) He has been using his CVM number for about 5 months.

Juan Lopez

He is also using his CVM number well. He has logged in 10 times over the past 30 days. He didn't receive any new messages, nor did he save any messages. He deleted 3 old messages. He has been using his CVM number for about 3 months. His voicemail box is set for Spanish prompts.

Client_6025552345

This voicemail box has several interesting things to note.

- A client is enrolled in this box, which we know from "Box setup completed" saying "yes" and that there are 5 new messages waiting in the inbox.
- No intake data was ever input for this client into the CTK database, which we know because the Client name is still Client_6025552345, and because there is no enrollment date listed. Remember, the enrollment date is the date that is entered into CTK, not the date that the box was enrolled on the phone.
- This client has not logged into this voicemail box within the past 30 days, although they have 5 new messages.



SUBSCRIBER REPORT INSTRUCTIONS



The CVM manager should contact this participating agency in order to get client intake information.

Client 6025555678

This voicemail box was given to a client, and the intake form was sent to the CVM manager. However, the client never actually enrolled in the voicemail box. We know this because under Box setup completed it says “no”. There is an enrollment date because the CVM manager has already input the client intake information, noting the enrollment date that was listed on the intake form.

Basically, what happened here is that the case manager at the **AZPHX 9xxx <Phoenix Collaborating Partner>** gave their client the number and the instructions on how to enroll, but didn’t walk through the enrollment process with the client – instead they told them to do it later. An intake form was faxed to the CVM manager and the CVM manager entered the data. But if data is entered into CTK BEFORE a client enrolls over the phone, the system will “kick” identification information out (client name).

The CVM manager should, in this case, instruct the agency case manager to make sure that the client goes through enrollment, ideally by doing it with them in their office. Then the client data can be located in CTK system and re-saved (DO NOT reenter the data).

Client 6025559876

This number is currently not in use and never assigned since reset. This number is ready to be given to a new client.

Jane Doe

She hasn’t logged into her voicemail in the past 3 months, which we can tell from her time of last login. She doesn’t have any new messages. Technically, she has been exited from the program because there is a client exit on file. The fact that her name still appears in this report means that the case manager at the **AZPHX 9xxx <Phoenix Collaborating Partner>** **has not reset this phone number for new use.**

The CVM manager should remind the agency to reset this number in order to clear out any old messages and Jane’s outgoing greeting.



SUBSCRIBER REPORT SAMPLE



AZPHX 9xxx <Phoenix Collaborating Partner>

Subscriber Report

1234 Main Street
Any Town, AZ USA, 85XXX
Main: (602)555-5555
Fax: (602)555-1234

Primary Contact: John Doe (602)555-5678
jdoe@yahoo.com
Secondary Contact: (



-----Previous 30 day statistics-----

Phone number	Client name	Time of last client login (GMT)	Logins	New messages	Saved messages	Deleted messages	Enrollment date	Box completed	Client exited	Language
Client logged into their voice mail box within the past 30 days:										
6025554567	John Smith	Apr 13 2007 02:47AM	15	2	1	4	12/2/2006	Yes	No	English
6025553456	Juan Lopez	Apr 13 2007 07:44PM	10	0	0	3	1/15/2007	Yes	No	Spanish
Client has not logged into their voice mail box within the past 30 days										
6025552345	Client_6025552345	Mar11 2007 01:11AM	0	5	0	0		Yes		English
6025555678	Client_6025555678		0	0	0	0	3/07/2007	No	No	English
6025559876	Client_6025559876		0	0	0	0		No		English
6025554321	Jane Doe	Feb 12 2007 1:46AM	0	0	0	0	1/29/2007	Yes	Yes	English

Total number of DID's: 6
Percent assigned: 66.67%
Active count: 2
Percent active: 33.33%

Clients served YTD: 8
New clients YTD: 3
Exits YTD: 2

Employment goals met: 1
Housing goals met: 2
Healthcare goals met: 0
Other goals met: 0
Safe Communication goals met: 0