**Friendly Phone Calls**

**Quick Reference**

*ALWAYS REACH OUT TO ERAS STAFF FOR CLIENT CONCERNS*

1. **Call Client**
   - Timing of call
   - Be persistent
   - Be consistent
   - Keep conversation positive
   - Redirect from difficult topics

2. **Reminders**
   - **Conversation** is your main focus
   - Take notes on things you want to remember
   - Establish when next call will take place

3. **Survey**
   - Complete survey for all calls & attempts
   - Complete survey same day
   - Multiple attempts made on the same day should be on one survey

4. **The Unexpected**
   - If client has an immediate need, call Eras or advise client to call medical professionals or 911 if it is emergent
   - Refer client to Eras for resources
   - Do not attempt to solve issues client share

5. **Repeat**
   - Use calendar to schedule next call
   - Reach out to Eras staff with any questions

Client not answering?
Please make three attempts to reach them in a week. If they haven’t answered after 2 weeks, let Eras know.

Attempts are logged as 15 minutes, you can get credit for one attempt/day.

Refer client to main line with any requests or questions.

Keep conversations pleasant, redirect if needed.

It’s OKAY to end the call if past 30 minutes.

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**INSTRUCTIONS**

- [Tinyurl/FPCInst](Tinyurl/FPCInst)

**HOURS SURVEY**

- [Tinyurl/ErasLogin](Tinyurl/ErasLogin)

**TIPS & TRICKS**

- [Tinyurl/FPCDoDont](Tinyurl/FPCDoDont)

**MAIN PHONE LINES**

- **Milwaukee County:** (414) 488-6500
- **Waukesha County:** (262) 549-3348