

Maintaining Regular Contact – Telephone Message Documentation

Employment Networks (EN) are required to maintain regular contact with Ticketholders, meaning at least **once a month** in the initial services phase and at least **quarterly** in the ongoing support phase. If you are unable to reach a Ticketholder, Social Security recommends leaving a voicemail message or a message with another person at the Ticketholder’s contact number. Please use the language below, replacing the language contained in brackets [] with the correct information for your EN.

Note: *ENs must be careful not to divulge any personally identifiable information (PII) when leaving a voicemail or message with someone other than the Ticketholder. Use only a Ticketholder’s last name when leaving a message.*

If leaving a voicemail:

“Good [afternoon/morning/evening]! This is [EN Representative’s Name] from [EN Name]. I am calling to speak with [Ms./Mrs./Mr. Doe]. We’ve met in the past and I’d like to speak with you about ongoing services I can offer. Please call me back at [EN Phone Number].

If leaving a message with another person:

“Hi this is [EN Representative’s Name] from [EN Name]. Please have [Ms./Mrs./Mr. Doe] call me back at [EN Phone Number].

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Note: *Please retain a copy of this section for your case notes.*

Ticketholder’s Name		EN Representative’s Name	
Number Called		Date (DD/MM/YY)	Time
Successfully Left Message Yes No		Name of Person Message Was Left With (if applicable)	
Notes			