

Intake Advocate Schedule

All Shifts 9 am – 2:30 pm	Monday	Tuesday	Wednesday	Thursday	Friday
DOM 1	Sharon White [Provo: 3541]	Cynthia Mendenhall [Ogden: 3006]	Amy Bodmer [Provo: 3522]	Cherie Stanworth [Cedar:3610]	Steve Julien [Cedar: 3611]
DOM 2	Michelle Lesué [Provo: 3526]	Dani Goucher [SL: 3354]	Fred Anderson [SL: 3379]	Amber Reed [SL: 3375]	Patricia Abbott [Provo: 3514]
HOU 1	Dee Kowalski [Provo: 3524]	Ken Bresin [SL: 3303]	Gloria Larrea [SL: 3316]	Barbara Baker [SL: 3318]	Deana Arellano [SLC: 3363]
HOU 2	Michelle Lesué [Provo: 3526]	Tim Williams [SLC: 3341]	Fred Anderson [SL: 3379]	Michelle Curtis [Ogden: 3003]	Marty Blaustein [SL: 3328]
PUB 1	Carrie Hamilton [Provo: 3511]	Lori Johnson [SL: 3324]	Mike Bulson [SL: 3343]	Sue Crisler [Ogden: 3005]	Gary Anderson [Ogden: 3009]
PUB 2	Claudia Hilton [SL: 3372]	Alex McBean [SL: 3373]	TantaLisa Clayton [SL: 3330]	Claudia Hilton [SL: 3372]	Patricia Abbott [Provo: 3514]

Protocol for Intake Advocates: Intake advocates must be available to handle intake calls from 9am until 2:30pm. The Intake queue does not accept new calls after 2 pm however calls already in the queue are still processed. Most calls are processed before 2:30pm. If there is high call volume we may ask you to stay on call until 2:45 or 3pm. Calls are transferred if the prospective client is eligible under LSC guidelines and ULS case service priorities as determined by the individual task forces. All eligible callers will be transferred to the advocates on call via the queue, except for Spanish Speakers.¹ An IM will be sent to both advocates on call, if not answered by an advocate. All advocates must be available during their scheduled time. If calls are not taken from the queue, they will stay on hold until answered.

SUBSTITUTES: If you are sick or otherwise unable to cover all or part of your shift you will need to find another advocate to cover for you. *It is imperative that you also let the intake unit know of the change. They must know who to IM, etc. DO NOT EXPECT NOR ASK YOUR COUNTERPART FOR THE DAY TO COVER FOR YOU!* You can notify the intake unit of any changes by sending an email to the intake unit ("intake paid" in the address book) and/or sending a VM message to the intake group². A call to the intake unit is always appreciated, but particularly for last minute changes. If you are unable to find a replacement and you have made a reasonable effort under the circumstances, contact your task force chair, then if needed, Craig at ext. 3313 or Eric at ext. 3348 and we will try to make other arrangements with you.

¹ Spanish speakers will be transferred directly as follows: 1) Pub Bens – Claudia (x3372); 2) Housing – Deana (x3363), Gloria Larrea (backup – x3316); 3) Domestic – Michelle Lesué (x3526), Lori Perez (backup – 3512). If they are not available, the intake will be transferred to the advocate on call and they will use the interpreter service to talk to the client.

² The process for doing this follows: From **your VM box:** 1) hit "5" (to send a message); 2) hit "# #" (to bring up a list); 3) hit "794" (you should then hear "Statewide Intake"); 4) hit "1" (to confirm the group); 5) record your message.