






CALL CENTER PROTOCOL (Agreement) DRAFT

| STEPS | CALL CENTER STAFF (CCS), PROGRAM SPECIALIST (PS) & SPECIALIST (S) | | | | COORDINATOR AND ASSISTANT DIRECTOR | | | | |
|--|--|--|---|--|---|------|---|---|--|
| Step 1 | Intake: (CCS) Documents in Welligent Call Center (no later than 24 hours) | | | | | | | | |
|  | <p>A. Introduction B. Open new record in Call Center and complete fields in the "Caller Details" tab C. Complete "Call Information" tab 1. Use "LAST" (customer service tool) - Listen, Apologize, Satisfy, and Thank 2. Assess the areas of concern and select the "category" most applicable 3. If there are more specific concerns within the category, select the "sub category" most applicable 4. Indicate if the call is an Inquiry, Concern or Complaint (currently in Priority dropdown) 5. Document in clear, concise and concrete terms, caller's "claim", and information leading to their claim "evidence", and steps taken prior to calling D. Complete "Confidentiality" tab only IF caller is requesting information about a student 1. If the caller is not the parent/guardian, you must check if there is a written consent to release information. If none, do not proceed</p> <table border="1" data-bbox="391 717 1507 780"> <tr> <td data-bbox="391 717 923 749">If</td> <td data-bbox="923 717 1507 749">Then</td> </tr> <tr> <td data-bbox="391 749 923 780">If a complaint is already in Due Process...</td> <td data-bbox="923 749 1507 780">...then document it in the system and close it.</td> </tr> </table> <p>***Suspected child abuse must be reported immediately. Call the Department of Children and Family Services (DCFS) - (800) 540-4000 and/or local law enforcement. See BUL- 1347.2 and complete the "Suspected Child Abuse Report" form within 36 hours (FORM SS 8572). DO NOT DOCUMENT IN WELLIGENT, consult with your supervisor as necessary.</p> | | | | If | Then | If a complaint is already in Due Process... | ...then document it in the system and close it. | <p>➤ Support staff in the application of protocols and procedures to ensure:</p> <ul style="list-style-type: none"> • Accuracy of contact information • Coaching • Paraphrasing • Questioning • Application of customer service skills • Note taking • Quality assurance |
| If | Then | | | | | | | | |
| If a complaint is already in Due Process... | ...then document it in the system and close it. | | | | | | | | |
| Step 2: CLAIM & EVIDENCE | Call Type | | | | | | | | |
|  | Inquiry (Call Center Staff) | Inquiries & Concerns (Program Specialist) | Inquiries, Concerns & Complaints (Specialists) | <p>➤ Support staff in the application of protocols and procedures to ensure:</p> <ul style="list-style-type: none"> • Accuracy labeling calls • Application of writing an accurate "Claim" and "Evidence" • Sense of Urgency • Quality assurance <p>➤ Support Staff by maintaining an updated and accurate "Department Tiered of Responses and Resources"</p> | | | | | |
| Inquiry with immediate action. | Inquiry with follow up action. | Cross Reference Information and Assigns Intake to | | | | | | | |
| <ul style="list-style-type: none"> • Document "Claim" aligned to the "categories" and "subcategories" in "Call Information" • Check Department Tiers and Responses • Check Welligent • Check MISIS • If the call appears to be a concern or a complaint related to special education, write a "Claim" and pertaining "Evidence" in "Call Information" and assign to Coordinator | <ul style="list-style-type: none"> • Check Welligent • Check MiSiS • Check Departments Tier of Responses and Resources (DTRR) • Write or review "Claim" and pertaining "Evidence" • Review Action Steps | *Program Specialists (PS) | *Specialists (S) | | | | | | |
| Step 3: STEPS PREVIOUSLY TAKEN | Steps Previously Taken (Call Center Staff) | | Steps Taken & Action Steps to be Taken (Specialist or Program Specialist) | | | | | | |
|  | <ul style="list-style-type: none"> • Record what steps caller has taken to resolve the issue/inquiry on Claim/Evidence field | <ul style="list-style-type: none"> • Record what steps caller has taken to resolve the issue/inquiry on Claim/Evidence field | <ul style="list-style-type: none"> • Review Claim and Evidence • Record what steps the caller has taken in an effort to resolve the concern. | <ul style="list-style-type: none"> • Review Claim and Evidence • Record what steps the caller has taken in an effort to resolve the complaint. | <p>➤ Support staff in the application of protocols and procedures to ensure:</p> <ul style="list-style-type: none"> • Steps that yield a resolution are entered in a timely manner. • Quality assurance | | | | |
| Step 4: ACTIONS TO RESOLVE | FOLLOW UP (Following up on Actions to Resolve Cases) | | | | | | | | |
|  | <ul style="list-style-type: none"> • Response can be found in the Department Tiers, in the LAUSD Website, or FAQ. • Response is offered at the time of the call or the same day • Verify that the information provided satisfied the request | <ul style="list-style-type: none"> • Response requires locating appropriate responses or resources • Response requires a call back, email, or regular mail within 48 hours. Record in Welligent: *parent request *information provided. • Verify that the information provided satisfied the request | <ul style="list-style-type: none"> • Prescribe the steps and a timeline to address the concern in 5-10 days or less. • S/PS records date, time, and steps accomplished every 48 hours in "Follow-Up" tab • S/PS records what is pending to accomplish the next steps towards the resolution in <5-10 days | <ul style="list-style-type: none"> • Prescribe the steps and a timeline to address the complaint in 10-15 days or less • S records steps accomplished every 48 hours in "Follow-Up" tab • S records what is pending to accomplish the next steps towards the resolution in 10-15 days or less • Once S determines there is a violation of Special Education policies and laws, the S prepares a draft of the lawful response letter for review | <p>➤ Support staff in the application of protocols and procedures to ensure:</p> <ul style="list-style-type: none"> • Follow up efforts are recorded every 48 hours that all actions yield towards a resolution • Quality assurance | | | | |
| Step 5: RESOLUTION | RESOLUTION | | | | | | | | |
|  | <ul style="list-style-type: none"> • Response/Resolution is documented in "Resolution tab" • Close case in "Caller Details" within 24 hours | <ul style="list-style-type: none"> • Response/Resolution is documented in "Resolution tab" • Close case in "Caller Details" within 48 hours | <ul style="list-style-type: none"> • Response/Resolution is documented in "Resolution tab" • Close case in "Caller Details" within 10 days or less | <ul style="list-style-type: none"> • Response/Resolution/Remedy is documented in "Resolution tab with the alleged violation indicated" • Once letter is approved S signs and uploads a PDF copy to the Welligent record and informs Coordinator • Close case in "Caller Details" 5- 15 days or less | <p>➤ Support staff in the application of protocols and procedures to ensure:</p> <ul style="list-style-type: none"> • Accuracy on the legal response letter • Evidence that cases are being addressed in 5 to 15 days or less. • Quality assurance | | | | |