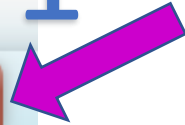




# VTRSS Calling

Vermont Telephone Recovery Support Service Calling










1



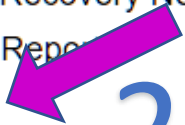
## Reports & Dashboards New Re

### Folders

#### All Folders

-  Unfiled Public Reports
-  My Personal Custom Reports
-  My Personal Dashboards
-  FAVOR Reports
-  Recovery Vital Signs
-  Turning Point of Rutland
-  Vermont Recovery Network
-  VRN ED Rep
-  VTRSS

2



To access the list of Participants for calling today,

Click on 'Reports' tab (1).

Open 'VTRSS' folder (2).

5

New Report...

New Dashboard...

## VTRSS

Find reports and dashboards...

Action

Name ↑



Call Log with Preferred Time



Participant Summary Call Info  
Use to identify fields that are blank



VTRSS All Participants



VTRSS Calls List



Click on Report  
'VTRSS Calls List'.

Click on each Participant and call.

Grouped By: Best time to call  
Sorted By: Best time to call ↑ ▼

Participant: Name	Receive Calls	Leave Voicemail Messages	TRS Last Contact	Was Contact Made? Last TRS	Best day(s) to call?	Phone (Cell)
<input type="checkbox"/> Best time to call: Morning (3 records)						
	Yes	Yes	8/9/2019	No	Fridays	
	Yes	Yes	8/7/2019	No	Fridays	
	Yes	Yes	8/9/2019	No	Fridays	
<input type="checkbox"/> Best time to call: Afternoon (5 records)						
	Yes	-				
	Yes	Yes				
	Yes	Yes				
	Yes	Yes				
	No	Yes				
<b>Grand Totals (8 records)</b>						



**Note to User:**  
Please call each of the listed Participants. The 'Best day(s) to call?' column may indicate another day, however you should still call all participants listed.



## Interactions

New Interaction

No records to display

## Notes & Attachments

New Note

Attach File

No records to display

## TRS Logs

New TRS Log

Action	TRS Logs Name	Date	Was Contact Made?
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">TRS Log-159728</a>	8/12/2019	No
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">TRS Log-132461</a>	8/24/2018	0



## RC Logs

New RC Logs

No records to display

For each call made, scroll down to 'TRS Logs' section and click on 'New TRS Log' button.



Note to User:  
Be sure to record the time!

▼ Contact Made

Type of Time

Start Time  [ 9/23/2019 11:56 AM ]

End Time  [ 9/23/2019 11:56 AM ]

Support Using

Available		Chosen
12-step group	<input type="button" value="▶"/>	
Assistance with physical health	<input type="button" value="◀"/>	
Childcare		
Employment/Financial Services		

Using Other

Abstinence main addiction

Needs support

Referral given

Number of referrals

Comments

Note to User:  
Comments are so important we are using two arrows!

'Comments' is the correct place to record all notes about a conversation. Don't forget to use the 'Time Stamp' to record the time of the conversation.

▼ Type of Contact	
Date	8/13/2019 [ 8/13/2019 ]
▼ No Contact	
Time	[ 8/13/2019 8:26 AM ]
Was Contact Made?	--None-- --None-- Yes No

Reason No Contact	--None--
No Contact Other	--None--
Notes	Left voicemail No answer Refused call Wrong number Other

If no contact was made, complete 'Reason No Contact' as it is important to track this information. Again, don't forget the 'Time Stamp'!



## Frequently Asked Questions:

Where do I put notes? What about all the other notes fields.

✓ Answer: The Comments Section is the right place to put notes.

What should I do if something happens & I can't make the calls?

✓ Answer: Contact Chelsea Boston at [chelsea@vtrecoverynetwork.org](mailto:chelsea@vtrecoverynetwork.org) once you have notified your supervisor. If time permits, contact another Center to seek coverage of the calls.

When do I call a Participant under time period Evening?

✓ Answer: Between 4-5PM.





Questions may be directed to tech support via 'Submit a Ticket' on your RDP home screen.

If you do not see the 'Reports' tab as an option in your top bar, submit a request be granted user access to the tab OR have your supervisor / Center Director forward that request to [fawn@vtrecoverynetwork.org](mailto:fawn@vtrecoverynetwork.org)