

Tips for Handling High Intake Volume

- Adopt the Council's GoTo phone system. The voicemails will be emailed to a shared Outlook inbox. Your conference's intake workers will check here for voicemails. The voicemails are transcribed in email messages which makes it easier to quickly scan through intake requests.
- Utilize the GoTo "softphone" instead of using *67.
- Rotate intake workers.
- Involve new Vincentians in shadowing intake.
- Consider asking others for help!
 - Case workers could assist with intake on their off weeks
 - Food pantry workers
 - Senior Vincentians who no longer do case work
 - Think about involving other ministries like the Women's Guild or the Knights of Columbus. They could also potentially become Vincentians in the future!

Questions? Contact Ann Jordan | ajordan@sudpgeorgia.org | 678.203.4309