



1331 Euclid Avenue, Cleveland, Ohio 44115 ♦ Phone (216) 436-2082 ♦ Fax (216) 436-2252
Email: clevelandcvm@gmail.com ♦ clevelandcvm.org

QUICK GUIDE FOR CASE MANAGERS LORAIN COUNTY

STEP 1: IF ASSISTING YOUR CLIENT WITH FIRST-TIME ENROLLMENT

Make sure that your agency ID and passwords are not disclosed to your CVM clients as these things will allow them access to your program.

1. Ask your client to read and sign the Agreement of Understanding, determine his/her goals, and fill out the necessary demographic information.
2. Log the client's name (and password-if necessary) in your agency's CVM binder (**SECURITY LOG**).
3. Fill out a **MESSAGE RETRIEVAL FORM** with CVM number and client's new password.
4. Help client prepare a short greeting to record, e.g., "This is (name of client). I can't get to the phone right now. Please leave a message and I will call you back as soon as possible."
5. Call **1-888-803-5584**.
6. When you hear the initial greeting, press *.
7. The voice prompt will ask for your 10-digit phone number. Enter the **5-digit** Extension number (DID) to be assigned to the new client instead, followed by #.
8. Enter the default Security Code, followed by #: Your default Security Code is _____. **Please note your default security code agency security code are different.**
9. Have your clients follow the recorded prompts to finish the set up process.

Your client can also set up their own mailbox by calling their assigned phone number and following the system prompts.

STEP 2: ASSIST YOUR CLIENT WITH MESSAGE RETRIEVAL

1. Call the client's CVM number and leave your client a message.
2. Have the client dial his/her CVM number. Use a speaker phone, if possible.
3. Press * when the system answers and you hear the Client's outgoing message.
4. The voice prompt will ask for your 10-digit phone number. Enter the **5-digit** CVM extension number instead, followed by #.
5. Enter the client **password**, followed by #.
6. Press **1** to hear new messages (or **3** to hear saved messages).
7. Press **1** to repeat, **2** to save or **3** to delete.
8. Remind your client to refer to the **MESSAGE RETRIEVAL FORM** for help.

STEP 3: AFTER YOUR CLIENT HAS LEFT YOUR OFFICE

1. Fax the Agreement of Understanding to the Cleveland CVM Specialist at 216-436-2252.

STEP 4: RESET THE CVM NUMBER TO BE ASSIGNED

Reset the mail box number after the client is removed. This will reset the password to the default password. Follow these steps:

1. Call the *CVM Main Number* **216-635-0500**.
2. Press **1**.
3. The voice prompt will ask for your password. Enter your Agency ID instead, followed by #. Your Agency ID is-_____ followed by #.
4. Enter your agency password, followed by #. Your agency password is- _____.
5. Enter the **5-digit** extension number to reset, followed by #. The system will verify the number for you.
6. Press **1** to confirm reset.
7. Press **1** to reset another box or, * to exit the system.

Remember, when the client completes his/her use of CVM, or you remove a client due to lack of use or no contact, please fill out the Outcome portion of the Agreement of Understanding and fax it to the Cleveland CVM Specialist at 216-436-2252.