**TASC – 24/7 Hotline SOP (Landlords & Participants)**

Counties: Madison, St. Clair & Sangamon • Program: B2H

**1) Purpose**

Provide a single, always‑available contact pathway for urgent and non‑urgent issues related to participant housing and tenancy. This SOP standardizes triage decisions, escalation, documentation, and follow‑up to ensure safety, continuity, and accountability.

**2) Scope**

Applies to all calls/texts/emails received through the B2H hotline by landlords, participants, neighbors, or partner agencies. Covers life‑safety emergencies, urgent non‑life‑safety incidents, and routine requests.

**3) Definitions**

• Life‑safety emergency: imminent risk to life, serious injury, or active criminal activity. Examples: fire, medical emergency, active violence.  
• Urgent non‑life‑safety: time‑sensitive issues that can worsen without action within 24h. Examples: lockout, water leak, heat outage.  
• Routine: issues that can be handled in next business day. Examples: billing questions, scheduling, minor maintenance follow‑up.  
• Triage Specialist (TS): first‑line hotline staff who answers, verifies identity, categorizes, and routes calls.  
• On‑Call Case Manager (OCM): case manager assigned to after‑hours rotation for participant‑specific follow‑ups.  
• Supervisor (SUP): program supervisor responsible for approvals and high‑risk guidance.  
• PQI: Performance & Quality Improvement team that audits documentation and trends.  
• ECR: Electronic Client Record (system of record for notes, tasks, metrics).  
• ROI: Release of Information  
• PHI: Personal Health Information

**4) Hours & Access**

• Availability: 24 hours/day, 7 days/week.  
• Access modes: phone (primary), voicemail fallback, SMS/text (if enabled), and email alias for non‑urgent issues.  
• Greeting: 'You’ve reached TASC’s 24/7 support line for housing. If this is a life‑safety emergency, hang up and dial 911 now.'  
• Language access: interpreter line available; document preferred language in ECR.  
• Confidentiality: verify caller identity before sharing any participant information.

**5) Roles & RACI**

• Triage Specialist (TS): Owns intake, verification, categorization, initial guidance, and routing. (R)  
• On‑Call Case Manager (OCM): Owns participant follow‑up and resolution for non‑life‑safety. (R)  
• Supervisor (SUP): Approves high‑risk decisions, extensions, and incident reports. (A)  
• PQI/Data: Reviews audit sample weekly; maintains metrics dashboards. (C)  
• IT/ECR Admin: Maintains hotline systems, voicemail, paging, and ECR templates. (C)  
• Program Leadership: Informed of sentinel events and recurring trends. (I)

**6) Verification & Intake (TS)**

1) Verify caller type: landlord, participant, provider, other. Collect name, callback number, and relation to case.  
2) Verify participant identity (if applicable): full name, DOB (or last 4 of phone), address/unit, landlord name.  
3) Check ECR for active case and recent notes; confirm if caller is authorized contact.  
4) Record issue summary in standard template; capture time, location, and immediate risks.

**7) Decision Tree (TS)**

7.1 Life‑Safety? If YES → 'Please hang up and dial 911 immediately.' Offer to stay on the line while they connect. Document incident in ECR and notify OCM/SUP via paging. If landlord reports active criminal activity, advise 911, then notify OCM/SUP.  
7.2 Urgent Non‑Life‑Safety? Examples: lockout, flooding/leak, no heat in winter, electrical hazard, behavior escalating but not violent, welfare checks. Action: TS warms transfer to OCM. If OCM unavailable after two attempts within 10 minutes, page SUP. Provide immediate practical guidance and document in ECR.  
7.3 Routine? Examples: rent/AP questions, scheduling, minor maintenance follow‑up, documentation requests. Action: Create ECR task for assigned CM (next business day), acknowledge to caller, and close hotline incident as 'Routine – queued'.

**8) Escalation & Response SLAs**

• TS pick‑up target: ≤ 3 rings (or callback within 10 minutes if voicemail).  
• Life‑safety: immediate 911 direction; OCM/SUP notified within 15 minutes.  
• Urgent non‑life‑safety: OCM contact within 30 minutes; interim guidance provided by TS.  
• Routine: task created same day; CM outreach by next business day.  
• If OCM unreachable: escalate to SUP after 10 minutes and two attempts; SUP engages backup OCM.  
• Landlord lockout/entry issues: follow lease and local law; OCM to mediate same day when feasible.

**9) Scripts (TS)**

Open & Verify: “Thanks for calling TASC’s 24/7 support line. My name is \_\_\_\_. If this is a life‑safety emergency, please hang up and dial 911. Can I get your name, callback number, and how you’re connected to this situation?”  
Life‑Safety: “This sounds like an emergency. The fastest help is 911. I’ll stay on the line while you connect if you’d like.”  
Urgent Non‑Life‑Safety: “I’m going to connect you with our on‑call case manager now. If we get disconnected, they will call you back at \_\_\_\_.”  
Routine Close: “I’ve created a task for your case manager. They’ll follow up by the next business day. If anything worsens, call us back anytime.”

**10) Documentation (ECR)**

Create a 'Hotline Incident' note including: caller type, verification status, summary, category (life‑safety / urgent / routine), actions taken, people notified, and next steps. Attach any photos/voicemails if available. Link to landlord/participant records. For urgent incidents, open a 'Follow‑Up Task' assigned to OCM with due date/time.

**11) Special Scenarios**

• Behavioral Health/SUD distress without life‑safety: OCM offers de‑escalation, contacts provider on-call if applicable, sets welfare check if needed.  
• Property damage/maintenance: landlord is primary for repairs; OCM coordinates tenant support and expectations; document with photos if provided.  
• Bridge housing location: confirm vendor policies; remind participant of house rules; notify vendor contact if needed.  
• Law enforcement involved: document case number, officer, and outcome; notify SUP.

**12) On‑Call Scheduling & Coverage**

• Publish monthly on‑call calendar (OCM primary + backup; SUP on‑call). Ensure paging list is current.  
• Coverage swaps require SUP approval and calendar update.  
• If volume exceeds capacity, enable overflow to secondary TS line or temporary vendor answering service (see Contingency).

**13) Contingency & Outages**

• Phone outage: forward hotline to backup cell/answering service; post banner in ECR.  
• High call volume: engage overflow vendor with confidentiality agreement; TS reviews vendor log each morning.  
• Staff unavailability: SUP activates backup OCM.  
• Critical incident: SUP initiates Incident Command protocol and leadership notification.

**14) Metrics & PQI**

• Volume by category (life‑safety / urgent / routine).  
• Response times: TS pickup time, OCM callback time.  
• Resolution time to close.  
• Repeat callers within 7 days.  
• Landlord/participant satisfaction (post‑incident micro‑survey when appropriate).  
• Monthly audit: PQI reviews 10% sample for documentation and decision accuracy; findings feed CQI loop.

**15) Privacy & Compliance**

• Minimum necessary information; do not include PHI in emails/texts.  
• Follow consent/ROI rules before sharing participant information with third parties.  
• Maintain secure storage of recordings/voicemails per policy and retention schedule.  
• Use person‑first, destigmatizing language in all communications.

**16) Training & Readiness**

• Quarterly training for TS/OCM on scripts, de‑escalation, and updates.  
• Shadowing for new hotline staff.  
• Tabletop exercises every 6 months (life‑safety, landlord dispute, bridge housing incident).

**Appendix A – Call Categories & Examples**

• Life‑safety: fire, active violence, severe medical distress.  
• Urgent non‑life‑safety: lockout, critical utility outage, major leak, police welfare check, escalating conflict.  
• Routine: billing/AP, documentation request, minor maintenance follow‑up, scheduling.

**Appendix B – Data Elements for ECR (Hotline Incident)**

Timestamp; Caller type; Caller identity verified (Y/N); Participant name & Case ID; Address/Unit; Summary; Category; Actions taken; Routed to (OCM/SUP); SLA tick (met/missed); Attachments; Next steps; Close date.

**Appendix C – Templates**

• Hotline Incident Note template (ECR).  
• Follow‑Up Task template (ECR).  
• Supervisor Notification template (email/pager).  
• Post‑incident survey link (optional).