

## CONFERENCE CALL PROCEDURES

The conference call process has been established as a vehicle for communicating with a broad group of MHSA stakeholders and other interested parties throughout the State. The Department of Mental Health is attempting to be responsive to Stakeholders' concerns about the call-in process regarding the amount of time it takes to access a call, and concerns about maintaining anonymity on the calls. We may not be able to alleviate all concerns, but wherever possible, we will attempt to provide the purposes for the procedures in place.

Effective August 30, 2006, the revised call-in process will be as follows:

### Participant:

- 10 – 15 minutes before the scheduled call time, dial in to the call using the following number (also posted on the DMH web site): **1(866) 296-6505**  
When prompted, provide the following verbal passcode: **MHSA**
- Either provide your name  
Or  
Let the operator know you do not wish to give your name, in which case you **WILL NOT BE ABLE TO PARTICIPATE IN THE Q & A PORTION OF THE CALL**

### Operator will:

- Greet the caller and ask for the caller's name
- Assign a PIN and instruct the caller to write the PIN down and know that they will be identified by **THAT NUMBER** when the Q & A portion of the call begins, then place the caller into the call
- Place the caller into the call
- At the start of the conference call, the Operator will instruct participants on the Q & A portion of the call: participants **press \*1 when they wish to be placed in the Q & A queue**

The entire process should take no more than 1 – 2 minutes per caller.

**NOTE:** Please be aware that, if the caller does not specify the name of the conference call, the Operator will be unable to put them through to the call. At any given time, our conference call provider may be processing hundreds of different conference calls at the same time. Therefore, it is imperative that our callers be courteous, clear, and concise in communicating with the call operators, in order to facilitate the call process.