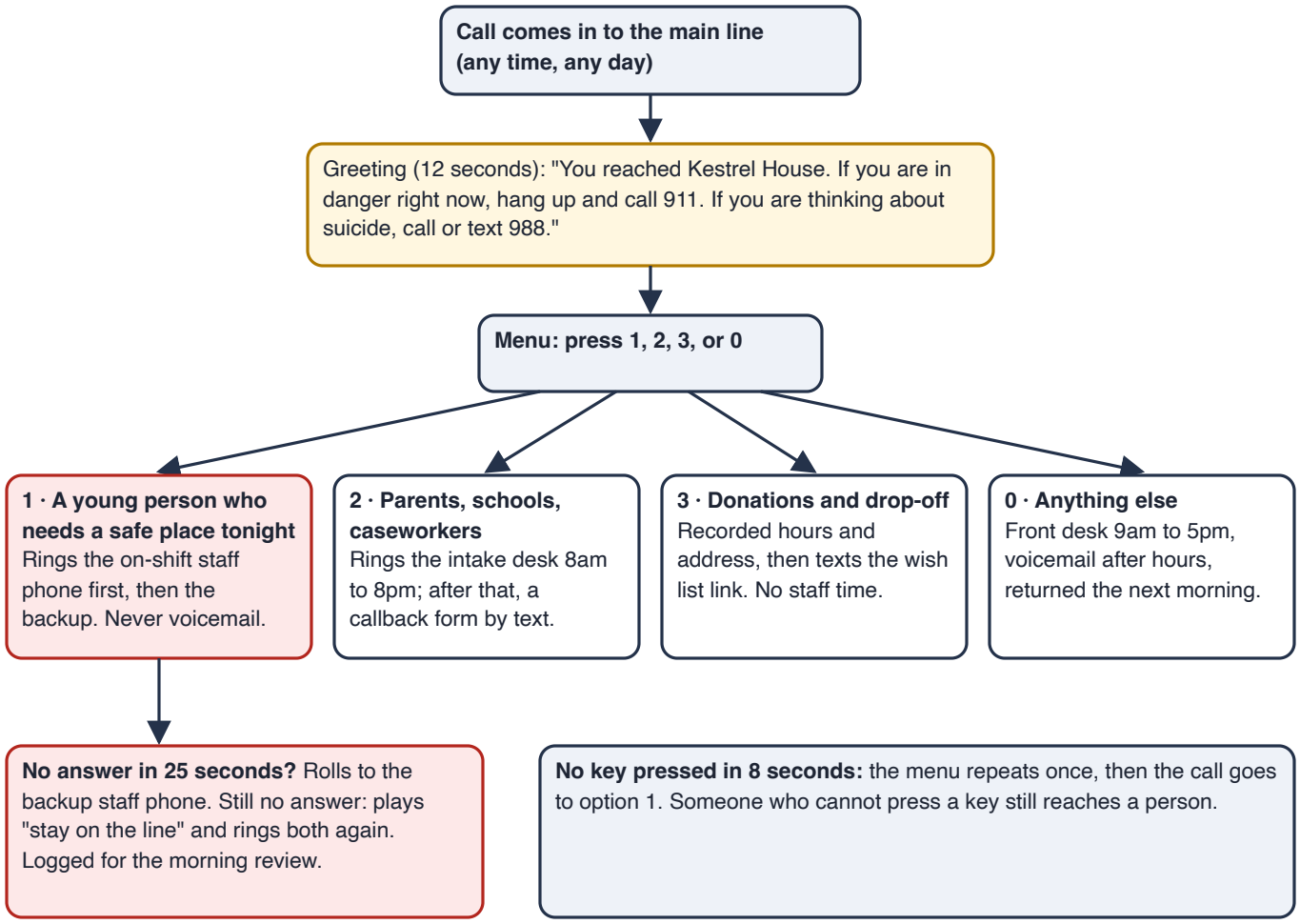
PHONE MENU · CALL FLOW

The main line, rebuilt: crisis first

Kestrel House Youth Shelter. Works in any phone system that has a menu (auto attendant): RingCentral, Google Voice for nonprofits, Grasshopper, Nextiva, or the one you already pay for.



Why this order: the old line rang whoever was on shift for every call, so a young person looking for a bed could wait behind a question about dropping off coats. Now the urgent call is the first choice and the only one that never reaches voicemail, and donation questions answer themselves.

What callers hear (record in a calm, slow voice)

STEP	WORDING	LENGTH
Greeting	"You reached Kestrel House. If you are in danger right now, hang up and call 911. If you are thinking about suicide, call or text 988, any time."	12 s
Menu	"If you are a young person and need a safe place to stay tonight, press 1. Parents, schools and caseworkers, press 2. For donations and drop-off times, press 3. For anything else, press 0."	14 s
Option 1 hold	"Stay on the line. We are calling the person on shift right now."	4 s
Option 3	"Thank you. Drop-off is Monday to Saturday, 10am to 6pm, at the side door. We are texting you our current wish list."	9 s
After hours, option 2	"The intake desk is closed. We will text you a link to leave your details, and someone will call by 10am. If this is an emergency, press 1."	10 s

Spanish version: same flow, recorded by a staff member. Press 9 for Spanish goes in the greeting once recorded **CONFIRM who records it**.

Where each option rings

KEY	RINGS FIRST	IF NOBODY ANSWERS	VOICEMAIL	HOURS
1	On-shift staff phone	Backup staff phone, then repeat	Never	24/7
2	Intake desk	Callback form by text	After 8pm	8am to 8pm
3	Recording + wish-list text	None needed	n/a	24/7
0	Front desk	Voicemail to the shared inbox	After 5pm	9am to 5pm

Before it goes live: test checklist

1. Call from an outside phone at 2pm and 2am. Press 1 both times. A person answers within 25 seconds.
2. Call and press nothing. Confirm the menu repeats once and then rings option 1.
3. Press 3 from a mobile. Confirm the wish-list text arrives within a minute.
4. Turn off the on-shift phone and press 1. Confirm it rolls to the backup and the missed call shows in the morning log.
5. Read the greeting aloud to two staff members. Change any word that sounds like a form letter.

Not included: nobody here answers calls or gives counseling. This menu routes calls to your staff. The 911 and 988 lines in the greeting are the public emergency and crisis numbers; your own numbers go in the routing table **CONFIRM staff phone numbers**.