

CASE STUDY

Unanswered calls were lost opportunities to inform the public of HAPFV's efforts

In 2012, the Housing Assistance Programs for Veterans (HAPFV) needed a way to communicate its services to the public, ensuring that as many veterans were helped as possible.

HAPFV was formed in 2009 to address homeless and unemployed veterans by providing safe living facilities for veterans in the Coachella Valley area of Southern California. At-risk veterans were provided with free administrative assistance and professional clothing for job interviews. To make sure that the program was helping as many veterans as possible, HAPFV reached out to VoiceNation for help.

Because all HAPFV staff members were employed outside of the nonprofit organization, there was no full-time or dedicated receptionist. This meant that unanswered calls were lost opportunities to inform the public of HAPFV's efforts.

VoiceNation's 24-hour answering services were used by HAPFV to expand the communications. All calls were sent to VoiceNation's professional, US-based operators, who would promptly answer and then send the messages to the government agency.

Thanks to VoiceNation's 24-hour service, HAPFV was able to communicate with individuals and media outlets to share its

message on helping veterans.

VoiceNation's live answering helped HAPV increase opportunity to raise awareness and improved communication with the public and media, as well as strengthening the relationship with its staff members and veterans by ensuring no call was ever sent to voicemail.

"VoiceNation's competitive prices, flexible plan packages and quality services have enabled our organization to reach out and correspond with a larger audience towards the fulfillment of our mission statement," said Rafiq DeVose, HAPFV.

VoiceNation has all the live answering benefits at the most affordable cost. See how we can help your business by creating the best customer experience possible.

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