



Getting Connected Training

CONSUMER



FRIENDLY

Serving Erie County

Are there times when you get questions from Consumers looking for help and don't know how to help them connect to appropriate services or supports in the community?

The "Getting Connected" training is a fun, interactive way to learn about:

- Quickly and effectively connecting consumers to information, appropriate services and supports in the community
- Refresh with colleagues on utilizing good customer service skills
- Practicing the "No Wrong Door" protocol
- Utilizing 2-1-1 effectively and efficiently to better serve consumers
- Other large systems/agencies that serve consumers in Erie County

**Participation is
limited to the first 40
registrations**

Date: Thursday, February 18th, 2010

Time: 8:30 a.m. to 11:30 a.m.

Location: Erie County Health Dept
420 Superior Street
Sandusky, Ohio
Back Building Conference Room

REGISTRATION: Please complete the registration below by Thursday, February 15th, 2010 and fax to: Erie County Health Department (419) 626-8778
ATTN: Colette Fox
e-mail: cfox@eriecohealthohio.org

Workshop will be repeated on:
May 18th, 2010 1:30 p.m. -4:30
September 15th, 2010 8:30 a.m. - 11:30
November 16th, 2010 1:30 p.m. -4:30

Name: _____

Organization: _____

Position: _____ Phone: _____

Email: _____