



Call Center Guidance and Resource Referral

Thank you for volunteering for this important project. The service you are providing will help the communities that we are serving to have access to a caring person and information during this very difficult time. Your role is to use official information to answer questions, and to refer callers to other resources that can address their expressed needs.

Call Center Process/Script

Hi, my name is (first name only) _____ and I am a Medical Reserve Corps volunteer answering your call today. I can answer questions from the information that I have been provided and provide referral information. I am not able to answer specific questions about your individual health risk. I am also not able to provide legal advice. Can I ask why you are calling?

- I. COVID QUESTIONS: Familiarize yourself with the official COVID-19 resources, and answer as many questions as you can from those resources. Resources are updated when additional official information becomes available.
 - a. For statewide questions people can call **211** or go to the website: <https://mass211.org/>
 - b. For Public Health recommend they call the local health department.
 - c. Here is the link to state COVID-19 info: <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>.
 - d. Click [HERE](#) to view and/or download the latest official FAQ about COVID-19.

- II. OTHER NEEDS: If the caller needs other resources (food, help with rent or utilities, unemployment) -
 - a. Put them in touch with a community action program (CAP) such as LEO (www.leoinc.org), NSCAP (www.nscap.org) or MASSCAP (www.masscap.org). Someone there can help them get access to other services they need.
 - b. Refer to the [Resource Spreadsheet](#) provided by the City of Lynn to look up information. This resource is regularly updated and has several tabs covering issues like housing, food (including special dietary needs), legal services, mental health, spiritual health, and emergency funds and many more.

- III. CAN'T ANSWER THE QUESTION: If you can't answer a question say something like **I have given you all the information that we have for the call center at this time. Can I take your name and number to follow up or refer you to other resources?**

Take down the name, number and question and email it to one of the people on the list below.

Please give us your feedback from the system as we roll it out so we can address any issues that come up, just shoot us an email!

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