

SVdP MHR Conference  
Modified Outreach Process



# Telephone Interviews

July 14, 2020

# Background and Introduction

- COVID 19 has changed the way we live and work
- Health & Safety Concerns Drive Need For Change, must consider:
  - Those We Serve
  - Fellow Vincentians
  - Clergy and Parish Staff
  - St Mary's School
  - Fellow Parishioners

# Some Things we can do to Protect People

- Masks
- Frequent Hand Washing
- Hand Sanitizer
- Social Distancing
- Minimize size of gatherings
- Temperature Check
- Face Shields
- Avoid Touching Face & Eyes
- Sanitize surfaces
- Gloves
- Minimize duration of encounters
- Plexiglass Barriers

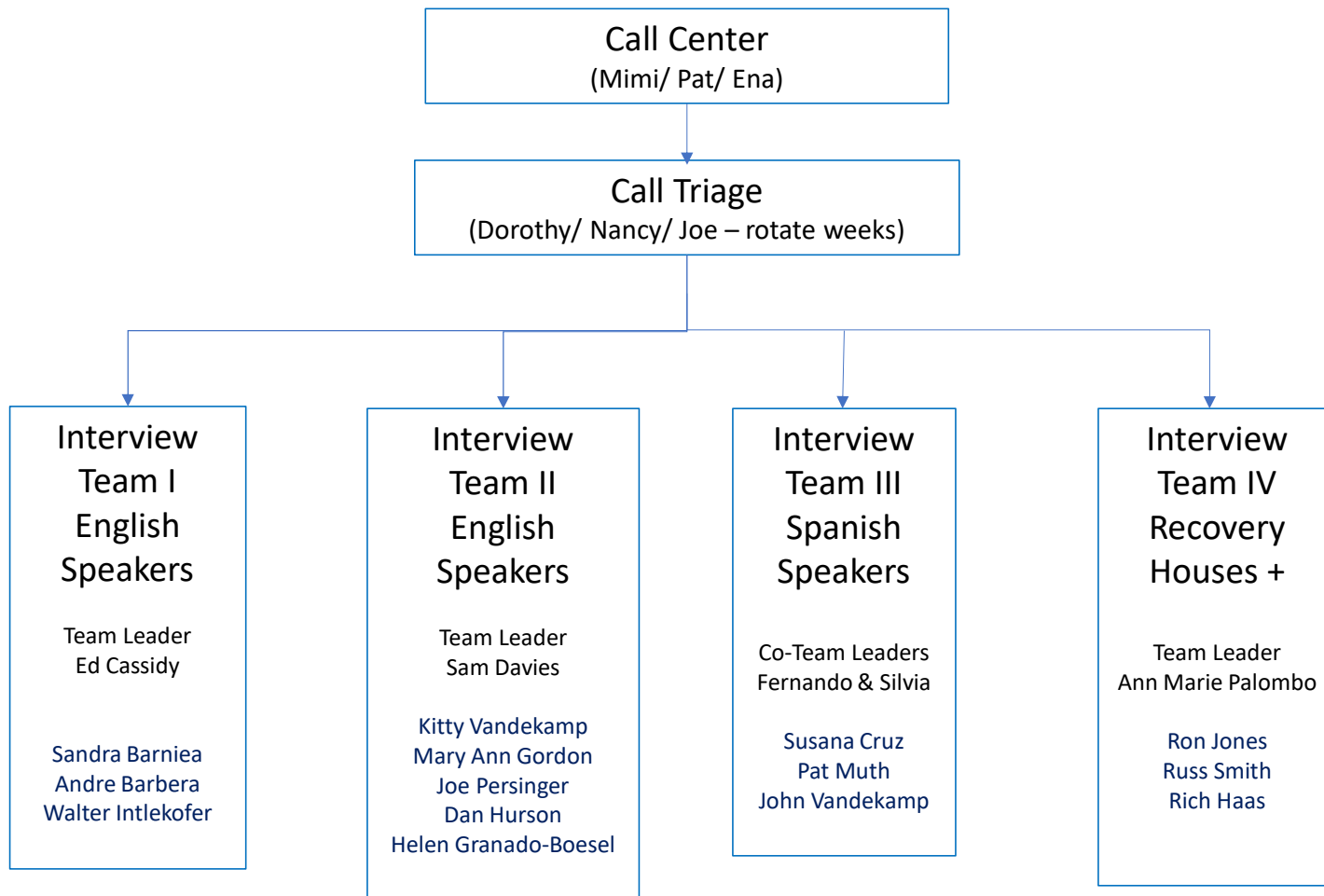
# Modified Outreach Process – 3 Phases

- Initial Contact Via Help Line
  - eliminate walk-in's / lines
  - call line is now primary means of initiating contact
- Telephone Interviews
  - not ideal, but much can be accomplished
  - reduce the amount of time needed face to face
- Face to Face by Appointment Only to Receive Assistance
  - minimize waiting / lines
  - fewer people inside the facility at any one point in time

# Telephone Interview Process

- Mimi, Pat, Ena, will take calls as normal and pass on to Joe, Nancy, Dorothy (SESSION LEADERS) by email.
- The session leaders will be alternating weeks of being in charge. They in turn will review client through data base and pass electronic information on to appropriate telephone interview team leader.
- The team leader can take client themselves or pass on to one team member of their group. They will pass on the information electronically to the team member.
- The team member will conduct the interview like our normal face to face interviews but on phone.

# SVdP Telephone Interview Teams



## Dial \*67 on your phone...

- Star six seven (\* 67) can be dialed on a telephone prior to inputting the desired contact number; this prevents the dialer's number from being seen on Caller ID by the individual on the receiving end
- The caller must redial the \*67 prefix at the beginning of each new call in order to maintain anonymity.
- \*67 may be used from both land lines and cell phones
- Leave a message if no answer – advise them of time you will be calling back and tell them to look for a blocked number.

**Record information received using our original form (electronic)**

This info will be used to when verifying ID during face to face

Make sure you review income and expenses.  
understand their situation before offering advice

Find out if they have been effected by COVID- 19

- laid off ? If so -- for how long?
- are they working now - full time or reduced hours
- are they eligible for unemployment
- have they received a stimulus check ( if eligible)

What is their housing situation

- are they living in public housing (HACA)
- is there anyone else who can help with the rent
- how are they doing on their utility bills

Please complete Front section only.				Log Number	Session Leader to fill in				
Last Name		First Name		Other Names		Best Phone			
Date of Birth (MM/DD/YYYY)		Last 4 of SSN		Other DOB		Other SSN		Other Phone	
<b>Address</b>					<b>Family Details</b>				
Number		Street Name	Unit #		Marital Status		# of Dependents		
Zip		City	State		# of Adults		Dependent Birth Year(s)		
<b>Income per Month</b>			<b>Costs per Month</b>			<b>Work History</b>			
Wages	Fuel Fund	Rent	Medical		Job Yes/No		Months Employed		
Child Support	Social Services	Electric	Other		Employer Name & Address				
Tenant	Medical Assist	Water	Phone						
Alimony	Disability	Transport	Internet		Referred by				
Food (FSP)	Social Security	TV	Other						
<b>Requested Support</b>									
Eviction Assistance ___ Recovery House ___ BGE Turnoff Notice ___ Other ___									
<b>Additional Notes:</b>									



If assistance is within our normal Assistance Guidelines, email completed intake form to your Telephone Team Leader

ANY SPECIAL REQUESTS ABOVE LIMITS SHOULD BE REFERRED TO THE TEAM LEADER WHO IN TURN WILL TALK WITH THE SESSION LEADER FOR APPROVAL BEFORE APPOINTMENT MADE

Pass on appointment time to client and let them know and what documents they must bring.

Tell client to bring Cell phone if they have one so that we can call them in to Seelos Hall for their appointment.

EMPHASIZE – no fever, must wear masks at all times when inside or in contact with Vincentians

Advise them to not come early to appointment or they will need to wait outside until called due to COVID restrictions and ... No additional friends or family if possible.

To be completed by St. Vincent de Paul Volunteer.										
Client Name										
New Client	IOU?	IOU details								
Date	Log # Session Leader to Fill In Later	Initials	Rent	Recovery	BGE	Utility Other	Medical	Transp.	Tuition	Other
BGE Account Number								Food Bags		
								Gift Cards		
Check #	Check Recipient									
	<input type="checkbox"/> <input type="checkbox"/>									
Notes:										
<p><i>Summarize situation and propose type and amount of assistance - tell client level of assistance is subject to approval</i></p> <p><i>It's OK to split the interview into two calls so you have time to research what help is available before discussing assistance</i></p> <p><i>Show Appointment Date &amp; Time at end of Notes</i></p>										

# Using SignUp Genius to Make Appointments

- A link will be sent to you by email to make Outreach Session Appointments using SignUp Genius. It will look like this:

<https://www.signupgenius.com/go/9040A4AA8A929A2FB6-outreach>

- The following is a link to video on how to use SignUp Genius

<https://1drv.ms/v/s!Air7Vgcb0cxdjGV6FphaBQkDIbh1?e=FkMapg>

- Take first available open slot when you schedule an appointment.
- Call Joe, Dorothy or Nancy if you have a problem

# After the Interview

- SEND FORMS by email to TELEPHONE TEAM LEADER by NOON WEDNESDAY
- TELEPHONE TEAM LEADER will review and transmit docs to SESSION LEADER by 5:00 PM WEDNESDAY
- Some clients may only need to come in and pick up an envelope with check or food gift cards or bus passes and therefore not need an appointment. They may come in anytime between 6:30 and 7:30PM. They must have their ID and a mask to receive the envelope.
- All interview team members will have a binder containing resource information, an electronic copy of interview forms, and a hard copy of our guidelines to use at home.
- Note Resource Binder Information and additional materials are available on our website: <https://svdpannapolis.weebly.com/>

# Additional thoughts

- Try to be patient -- Those in need may be struggling with multiple issues
  - they are probably under a lot of stress
  - they may not always be able to clearly articulate their needs
  - they may initially be defensive
- Listening can be a form of assistance
- Recognize that we may not be able to fix everything – hopefully we can help some
- Some people may need coaching on how to get benefits
- Use of IOU's will often be necessary due to the magnitude of the need



# Questions