

Handling helpline calls from Mater Dei area

First call (i.e. a friend calls who we have not already referred to MD)

Refer to MD

Warn the caller of long response times from MD

Provide resources via email

If food is requested and needed, make a PP Base Record and a Food Record

Callback from MD referral

1. If not an emergency or urgent situation, refer back to MD
2. If warm line person judges that this is a “dire or desperate” situation, create a base record, gather information and the reasons for the urgent need (i.e. do a short one-person phone visit)
3. Tell the friend we must check with MD before doing anything.
4. Alert the President (or vice president in the president’s absence) who will check with MD to determine whether they have recently helped the caller.
5. If the friend has not been helped by MD, president will provide the information from the phone visit and ask if MD will fund the assist. If MD agrees to the assist, MD will mail a check to Bill and we will make the actual payment.
6. If MD will not or cannot fund the assist, HFN will consider.