

HELP LINE PROCESS

The SEAS SVdP Help Line is the primary way we learn of neighbors needing assistance. The Help Line volunteer is the first voice they will hear from our organization in their time of need.

Even though our helpline message asks for the name and address and states we only assist parishioners or those living primarily in 75023, many still leave a message with no address, often because they are outside of 75023 and desperate for someone to help. We help by giving them:

1. The SVDP conference in their area, and
2. The closest Catholic Church, and
3. Other churches in their area and
4. Resources listed in resource book based on their need.

We serve all neighbors located in 75023 and three apartment complexes located in 75025 on Chase Oaks Blvd; they are:

1. **Tuscany Villas at Chase Oaks**
2. **Plaza at Chase Oaks**
3. **Thornbury at Chase Oaks**

STEP ONE: Retrieving Messages

There are multiple options for retrieving Help Line voicemails, and volunteers can select the option they are most comfortable with

Via phone:

1. Call the helpline number: (972) 532-9607
2. **During the greeting, press ***
3. The greeting will finish playing and then you'll be prompted for the PIN. You can find the PIN in the "Login Info" report of the database app.
4. If you are asked for a "forwarding number", enter 214-334-7689 (don't worry, it won't forward anything).
NOTE: in order to avoid this step, your number can be registered with our Google account.
5. The most recent new message will start playing automatically
6. Menu Options - the actions you can take are:
 - o Press 1 ... listen again
 - o Press 2 ... return call / place a call
 - o Press 3 ... get message details (Caller ID, date/time, etc.)
 - o Press 7 ... mark message as read. See note A below.
 - o Press 9 ... keep message as new (unread)
 - o Press # ... skip to the next message, keeping the current message as new/unread
 - o Press * ... return to main menu
7. NOTE: Retrieving messages via phone will only play new messages. Once you listen, it will no longer be available via phone unless Option 9 is selected to keep as new. If 9 is not selected, you will still be able to listen to it via the emailed notification or via the online voicemail box.

Via email:

1. In the email you will find three main items:
 - a. The Caller ID of the caller in the email subject.
 - b. An attempted transcription of the message (see note B below).
 - c. A button to "PLAY MESSAGE".
2. Click "PLAY MESSAGE". If you are not logged into our conference Google account, you may see a Google page prompting you to set up Google Voice.
 - a. Look for a "SIGN IN" button somewhere on that page (it's not the same on all devices), which you would use to sign in to our SVdP account.
 - b. Sign in to the account with the Google Voice username and password located in the "Login Info" report in the database app. If you are asked to confirm or verify your login, select "Confirm your recovery email" and enter "PatMcCormick@yahoo.com".
 - c. You should now be able to listen to the message via the "PLAY MESSAGE" button in the email.
3. Note: If you listen to the message via the email, it will delete if from the voicemail box on the telephone, however you can listen again via the email or via the online voicemail box.
4. For request sent for assistance from Seton Website, See the Helpline Form Process document on SVdP website https://parishplus.com/Seton/Process_for_Help_Line_Form.pdf

Via the online voicemail box:

1. In a browser, go to <https://voice.google.com>. Click the blue LOGIN button near the upper right corner.
2. Sign in to the account with the Google Voice username and password located in the "Login Info" report in the database app. If you are asked to confirm or verify your login, select "Confirm your recovery email" and enter "PatMcCormick@yahoo.com".
3. Click the voicemail icon (🔊) near the top left of your screen to see the voicemail list.
4. From the list of voicemails, select the one you wish to listen to. Note: this marks the message as "read". See note A below.
5. In the center column of the screen, you'll find three main things:
 - a. The Caller ID of the caller, near the top.
 - b. An attempted transcription of the message, in the middle (see note B below).
 - c. A button to play the message (▶), near the bottom.
6. Click the PLAY button (▶) to listen to the message.
7. NOTE: When using the online voicemail box, Never DELETE messages from the voicemail box. Messages can stay in the voicemail box indefinitely, and it may be helpful at times to go back and review past messages.

Note A: Important "Read/Unread" Note: As a general rule, ONLY the scheduled helpline person should check messages (by phone or email). If a non-scheduled person checks the messages, the scheduled person may miss a Neighbor's call for assistance.

Note B: Important Transcription Note: The attempted message transcription should only be used to get the general idea of the message. It should not be trusted to be accurate. Always listen to the voicemail before creating a record or calling the Neighbor.

STEP TWO**Before returning the call left by a neighbor,**

- The best practice is to write down the message as you listen. Keep the message until you have returned the Neighbor's call and all information has been verified.
- If the Neighbor has left their address in their message, a google search should be completed to confirm the zip code. (sometimes they are so desperate for assistance, they say 75023) **If they do not live in 75023 check the "Dallas Conference Map" located on the Database web page under Other Web Pages** to see which parish serves their area, so you can refer them to that parish that might be able to help.
- **Note the Dallas Conference Map will indicate SEAS for the small area of 75075 that we service, those are referred to St. Marks.**
- If they do not live in 75023, when you call them ask if they are a parishioner of Seton. We assist all parishioners of Seton no matter where they live. If they indicate they are a SEAS parishioner, call the Seton office to confirm. If they are not registered or are listed as inactive, let the Lead Advocate know.

Then, say a prayer for guidance before calling the neighbor back.

You can call from Helpline number by pressing option 2 or if calling from your personal telephone number PRESS *67 (star 67) to block your number from appearing on Neighbor's caller ID.

Begin the conversation, by letting them know your first name only, and you are returning their call to our Helpline and asking them how they are doing, this usually opens up the floodgates and you will receive a wealth of information.

Tell them who St Vincent de Paul is, such as:

"A global Catholic ministry and our conference is with St Elizabeth Ann Seton Catholic Church in Plano and we assist those in need in 75023."

If caller is not in our service area:

If caller is not in Zip Code 75023 or not a SEAS Parishioner, refer caller to

- SVdP Conference in their area by entering street address and zip code in conference map located in database
- If no SVdP conference, the local catholic church, which will be indicated in the conference map and .
- Other churches in their area using Churchfinder.com
- And resources from our resource book

If caller is in our service area or SEAS Parishioner,

If caller message indicates that they live in 75023 or are a SEAS Parishioner,

- check the database using the Find button. .
- Search using the individuals last name, if not found by last name,
- check by telephone number that they left in the voicemail
- If not found by either of these searches, search using the number that google voice captured as calling the helpline.

If the caller is already in the database:

- Confirm that the record indicates the name, telephone number and address that was left in the voice message. The families we serve move and change telephone numbers frequently. Some change their name with marriage or divorce.
- **In the record, Change Process to Assigned and note date and reason for the call and your initials** in the Help Line Comments section. Call or text the advocate based on their preference of contact noted in their record in the database. Noting the Neighbor's number and reason for the call from the Neighbor.

If the caller is not found in the database,

After the introduction noted above, in your return call to the neighbor you should ask specific questions that **confirm** the spelling of neighbor's name, address, phone number, the general need.

Then, confirm that they are willing for Advocate to call for a telephone interview or home visit when we resume to do those after COVID has been resolved. Once home visits resume, we are not able to assist if the neighbor is not open to an in person visit. We do make exception and visit in a location outside the home.

With the verified spelling of their name and telephone number confirm that they are not already in the database.

If neighbor in not in database, but located in our service area

Create a new record by:

Select Add New Record option (located next to Find)

Enter Name: First, Middle (if provided) and Last Name

Enter Email Address: (This makes it possible for advocate to share resource book and follow up information)

Enter Process: Assigned

Enter Advocate: Lead Advocate on the schedule for the day (no more than 2 new Neighbors are typically assigned to an advocate in one day unless the advocate is willing to handle more). If advocate can only take 2, then conference should be asked to take others unless a second lead advocate is signed up for the day.

Enter Address: including Apartment, City and Zip Code (if parishioner may be outside of 75023)

Enter Telephone number: Home or Cell field whichever applies

Enter Apartment Complex: if applicable

Enter Referred by: Select who gave them our number to call.

Enter Parish: if applicable (in case they are a registered parishioner of other Catholic Church)

Enter Help Line Comments: Start with the day of the call, the reason they gave for the call and any other comments made that you think will help the Lead Advocate, and your initials.

Call or text the Lead Advocate, based on their preference noted in their database record, the Neighbor Number and reason for the Neighbor's call.

| SVdP Helpline Worksheet | Data to Obtain from (New Neighbor) – Voicemail/Return Call |
|--|---|
| Date Message Left | |
| Caller Name | |
| Caller Telephone Number | |
| Caller Address & Zip Code: (Zip Code 75023 or SEAS Parishioner) | |
| Situation/Need of Caller & Reason: | |

CHECKLIST

Google Search address to confirm 75023

If not in Zip Code 75023, our small portion of 75075 or SEAS Parishioner,

refer caller to SVdP Conf. using zip code, if no SVdP, give them local catholic church and known resources in our resource book

If in 75023,

Check Database using Find, for Caller's last name, and check by Telephone number for existing record.

If record found, click on Modify in Record:

In Comments field enter date, reason for call and your initials.

Change status to Assigned

Contact Advocate (using find enter advocate last name, record should reflect contact preference)

Then using Option 2 in google voicemail, or if dialing from personal phone dial *67, and obtain:

Spelling of first and last name

Confirm address including apartment number

Who referred them to us

Reason for assistance if not in message on helpline.

Create Record in Database and contact advocate

At end of the day, enter number of calls in database using: [HelpLine - Enter Daily Call Counts](#)