**ISSUES THAT NEED TO BE ADRESSED BY THE F2F BEFORE THE CALL**

Write Answers to the following questions to create a prep sheet for your callers.

* **Review the required data collection instructions (attached).**
	+ Make sure your callers know how you want them to collect and report the data to you.
* **Prepare Callers to answer questions about the Vaccine:**
	+ Offer to send reliable vaccine resources via text or email from familyvoices.org/vaccineoutreach
* **Leaving a voicemail message?**
	+ When to leave a voicemail message
		- Make sure the callers know want you want them to say when leaving a message.
		- Call back number
* **When to follow up:**
	+ If the person asked to be called back at a better time
	+ If the person agrees to schedule a vaccination on their own
	+ If the person agreed to come to your organizations vaccine event
		- Follow up the week before to make sure they have the info, etc.
* **Will the caller assist with vaccination appointments?**
	+ Does the F2F have an upcoming vaccine event?
	+ **YES** - CHW can sign them up for a time at the F2F vaccine event
	+ **NO** - have the person text their zip code to **438829** to find where they can get the COVID-19 vaccine for free or search by type of vaccine and zip here on the CDC’s site: <https://www.vaccines.gov/search/>