



How Do I | Create my own Community Outreach Calling Documents?

Note: You will need a Google account to use these templates. But once the documents are created in your own Google drive, they can be shared with anyone even if they don't have a Google account.

Create your own copies

1. Click the link for *each document* below.
2. Click the **Make a copy** button. This will save the document in your own Google Drive.
 - **Volunteer Form**: Used to collect information from community members interested in volunteering.
 - **Assistance Request Form**: Used to collect detailed information from residents requiring assistance.
 - **Call Sheet Spreadsheet**: Used to log residents to be called, results of call, and category of follow-up required.
 - **Call Script Document**: Used by staff when speaking with residents.
 - **Directions for Callers Document**: Sample instructions from leadership to staff on how to conduct calls and utilize forms and documents above.

Customize for your community

1. Paste the links for your Assistance Request and Volunteer forms into the Call Sheet in the cells indicated.
 - a. In your Google Drive, click one of the forms.
 - b. Click the link icon  to get a shareable link.
 - c. Copy and paste the link into the Call Sheet.
2. Create Response Spreadsheets for each form.
 - a. Open each form and click the Responses tab at the top.
 - b. Click the Sheets icon  in the first section.
 - c. Choose where to save the Responses.
3. Identify people to call.
 - a. Volunteer Form – this is for tracking organizations and/or people in your community that may be able to donate resources and/or be able to otherwise help with assistance requests. Each community will identify these contacts differently.
 - b. Call Sheet – this is for tracking the people in your community that you call to check on. Each community will identify these contacts differently. Enter the Name and Phone number for each person in columns A and B. Ideally, this will be copied and pasted from another spreadsheet, table, or some other digital list.
4. Edit the Call Script as needed.
5. Edit the Directions for Callers document.
 - a. Identify the population you are calling out to (i.e. seniors) in item 1.
 - b. Paste the links to your customized documents at the end.
 - c. Customize the directions further as needed.

Share the Directions for Callers document with your callers.

If you will have your local Volunteer organizations monitoring responses to the Assistance Request form, you will need to share the link to the Responses spreadsheet for that form.



SEMOG

SEMOG provides this community outreach resource guide in partnership with Orion Township. See [Orion Township's website](#) for more on how it is organizing its COVID-19 response. Visit [SEMOG's website](#) for additional resources.