



# 988/211 United Way

1. 988/211 United Way (United Way 988/211 Program Descriptions) 211-Information and Referral-Does each call handled go through an intake process to capture demographics and assess the caller's greatest needs to help determine most appropriate referrals?
2. 988/211 United Way (United Way 988/211 Program Descriptions) 211-Information and Referral-Are callers who choose the option to opt for a call back receiving a call back when they reach the top of the queue?
3. 988/211 United Way (United Way 988/211 Program Descriptions) 211-Information and Referral-If a caller indicates through our IVR (Interactive Voice Recording) that they are suicidal or in crisis, are they placed on the top of the queue?
4. 988/211 United Way (United Way 988/211 Program Descriptions) 211-Information and Referral-Do you use historical call volume data to ensure adequate coverage is available?
5. 988/211 United Way (United Way 988/211 Program Descriptions) 988-As best as possible, do 988 calls go through an intake process to capture demographics and assess the caller's greatest needs to help determine most appropriate referrals?
6. 988/211 United Way (United Way 988/211 Program Descriptions) 988-Are Crisis and Suicide Calls given the highest priority?
7. 988/211 United Way (United Way 988/211 Program Descriptions) 988-If there is no available specialist, are callers re-routed to another NSPL contact center that has immediate availability?