2-1-1 Script (9/30/25) STANDARD 2-1-1 CALLS

OPENING: **Thank you for calling 2-1-1, this is _____. How may I help you?**

OPENING FOR CALL BACKS: **This is your call back from 2-1-1. Thank you for your patience. This is _____. How may I help you?**

ASSESSMENT:

{Ask open ended and close ended questions so that you have a good understanding of the situation; determine what terms to search BEFORE collecting demographic data.}

Okay, you're looking for_____. I would be happy to check on that for you. Since programs serve different areas and ages, may I ask the ZIP code and age of the person who needs the service? _ _ _ _ _. Okay, that's _ _ _ _ _. Is that in __ or __? Thank you. Sometimes there are additional services for those who have served in the military. Has anyone in the household ever served in the military?

SEARCH: **Thank you. While I search for that, I want to tell you about a program here at 2-1-1 that helps with accessing free or low-cost medications. Do you or does anyone in your household need assistance with the cost of prescription medications?**

REFERRAL:

MET NEED: **I found a program that may work. Do you have a pen and paper to take down the information? That's okay, I can wait a moment/send it to you in an email/ text. Thank you. Do you have questions about the referral(s) I've provided?**

UNMET NEED: **I want to explore all avenues that could possibly be helpful. Could you tell me a little more about the situation and what happened?** {Search for resources to address the underlying cause problem-solve with caller.}

POST-REFERRAL: {Summarize next steps for the caller}. **We talked about** {name and briefly describe each program discussed} **Do you have any questions about those resources? Do you feel you have enough information to get started? Great. Is there any other need I can help with today?**

FOLLOW-UP (when follow-up is done by a Navigator; as per policy): **May I call you back to see how you're doing and if your needs were met? If the call goes to voice mail or someone else answers, is it okay to leave a message?**

FOLLOW-UP (specifically **auto-generated EMAIL / TEXT survey**): **Would you like us to follow-up with you by text or email in a few days to find out if you were able to get connected to help?**

CLOSE: **Thank you for calling 2-1-1. If you need further assistance, or this information does not work out, please call us back. We're here 24 hours a day.**

2-1-1 Script (9/30/25) CUYAHOGA English Calls

OPENING: **Thank you for calling 2-1-1, this is _____. How may I help you?**

OPENING FOR CALL BACKS: **This is your call back from 2-1-1. Thank you for your patience. This is _____. How**

what terms to search BEFORE collecting demographic data.}

Okay, you're looking for may I help you?

ASSESSMENT:

{Ask open ended and close ended questions so that you have a good understanding of the situation and the need; determine _____. **Is this for you, or someone else? I would be happy to check on that.**

Programs serve different areas and ages. I see that the ZIP code _ _ _ _ _ was entered, is this the ZIP of the person who needs the resource(s)?

I want to confirm, what city that is, you / they live in the city of _ _ _ _, is that correct? Thank you.

I see that the age _ _ was entered, is that the correct age of the person who needs the service? Thank you.

I'd like to confirm military status for the household; you indicated NO / YES, is that correct?

I'd also like to confirm that you / they DO or DO NOT need assistance with the out of pocket costs of prescription medications, is that right? Thank you.

SEARCH:

{Continue to ask open ended and close ended questions so that you have a good understanding of the situation and need; determine what terms to search and narrate the search with the caller.}

REFERRAL:

MET NEED: **I found a program that may work. Do you have a pen and paper to take down the information? That's okay, I can wait a moment/send it to you in an email/ text. Thank you. Do you have questions about the referral(s) I've provided?**

UNMET NEED: **I want to explore all avenues that could possibly be helpful. Could you tell me a little more about the situation and what happened?** {Search for resources to address the underlying cause problem-solve with caller.}

POST-REFERRAL: {Summarize next steps for the caller}. **We talked about** {name and briefly describe each program discussed} **Do you have any questions about those resources? Do you feel you have enough information to get started? Great. Is there any other need I can help with today?**

FOLLOW-UP (when follow-up is done by a Navigator; as per policy): **May I call you back to see how you're doing and if your needs were met? If the call goes to voice mail or someone else answers, is it okay to leave a message?**

FOLLOW-UP (specifically **auto-generated EMAIL / TEXT survey**): **Would you like us to follow-up with you by text or email in a few days to find out if you were able to get connected to help?**

CLOSE: **Thank you for calling 2-1-1. If you need further assistance, or this information does not work out, please call us back. We're here 24 hours a day.**