

2-1-1 Script (5/30/25)

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.