

# LSS 211 Central Ohio Script (1/6/2026)

**OPENING:** Thank you for calling LSS 2-1-1 Central Ohio, this is \_\_\_\_\_. How may I assist you today?

**CALL BACKS GREETING:** This is your call back from LSS 2-1-1 Central Ohio, thank you for your patience, this is \_\_\_\_\_ speaking. How may I assist you today?

## 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.

**LSS 2-1-1 asks callers for additional demographic details, would you be willing to answer some non-identifying questions?**

{Open the Contact Data tab and ask Veteran Status, Source of Income, Household Income range, Household Size, Minor Child in Household, Does everyone in the home have health insurance, Contact Made By, Client Race, and Language.} {Items are not required – the caller has the right to decline; indicate as appropriate “client refused” or “no information”.}

{If necessary, advise the caller that some of the data collected above can help to maximize your search for resources.}

If necessary: **if you are not comfortable answering this question, we can skip this one and move to the next question. OR If you are not comfortable answering the questions, we can skip them.**

**SEARCH:** Thank you for answering those questions. The details you have shared will help me to maximize my search for you and allow me to focus on resources that fit the situation.

## REFERRAL:

**MET NEED:** I found a program that may work. Let me tell you a little about it.

Do you have a pen and paper to take down the information? Or, would you prefer an email/ text with the details?

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?**

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

## **LSS 211 Central Ohio Follow-up Scripts:**

### **CLIENT REQUESTS THAT A MESSAGE BE LEFT:**

**Hello, this is \_\_\_\_\_ with LSS 2-1-1 Central Ohio. I am calling about the conversation I had with [Client's first name] on [Date and time of call]. I'm sorry I was unable to reach you at this time, but I will attempt to contact you again tomorrow. If you need assistance before then, please contact LSS 2-1-1 Central Ohio by dialing 2-1-1 or (614)221-2255. If not, I look forward to speaking tomorrow. Have a great day!**

### **SOMEONE BESIDES THE CLIENT ANSWERS:**

**Hello, this is \_\_\_\_\_. I am calling to speak with [Client's first name]. When would be a better time for me to call to speak with [Client's first name]? Thank you so much. I will try to reach her/him then. Have a great day!**

**NOTE:** If the client has not requested that a message be left, do not leave a message. Reschedule to contact the client the next day.

\*Under no circumstances are you to leave your direct extension\*

\*Please be aware of these guidelines to help ensure safety for clients who may be in dangerous situations\*