

## Accessing Services – Telephone Prompter

Use this prompter when calling about information, resources and services – it will remind you of the questions you should ask. **Before calling, complete numbers 1 and 2.**

### 1. Information for the Agency/Organization You Plan to Call

Date of Call	
Name of Agency/Organization	
Phone Number	

### 2. Your Information

My name is	
I need help with or information on	

### 3. When You Call the Agency/Organization

What is your name?	
What is your callback number?	

### 4. **SHARE**: Information from # 2.

### 5. **ASK**: Can you help me?

<b>If the Answer is NO</b>	
Do you know other agencies or organizations that can help me?	
Phone Number(s)	

<b>If the Answer is YES</b>	
What services do you provide?	
What are the costs? How are they paid?	
What are the eligibility requirements?	
Can you send me more information?	
How do I apply?	