**(1) To retrieve calls:**

* Dial 848-226-6257
* It will prompt you for an ID number that is 6204#
* It will ask you for a password, that is 789#
* Delete messages by pressing 3.

**(2) You will then hear either:**

* YOU HAVE NO MESSAGES – nothing to do at this time
* YOU HAVE 1 MESSAGE – press 1 to get initial information
Copy name and number, etc., on notepad
Delete message (once you have necessary information) by PRESSING 3
* YOU HAVE 1 SAVED MESSAGE
Listen to see if you have to handle this; call the previous Intake person to confirm

**(3) Call back guests from information on your notepad:**

* PRESS \*67 before you dial number to block YOUR number from guest;
* Have the INTAKE FORM ready to fill in.
(form found on website) https://www.svdpstluke.org/forms
* Just say your first name and that you are with the St. Vincent de Paul Society.
* Determine if they are in our parish boundary or are a member of our parish. This is done by asking their ZIP CODE. Refer to the ZIP CODE list you were given.
	+ Refer to your St. Luke Parish Street Names packet if you are still unsure.
	(list found on website) https://www.svdpstluke.org/forms

	\*Check St. Luke’s boundaries by zip code – 08755 and 08753 Silverton section
* If they are in our boundary, continue taking information. Please be sure to include the zip code in the address section and that the names are spelled correctly.
* If they are out of boundary, give the correct number to them from your SVdP church list. [See below for out-of-boundary special cases.]
* Explain that another SVdP volunteer will call to schedule a HOME VISIT. Be sure to get a specific time when the guest can be reached by our home visitor.
* They should gather pay stubs, utility bills, mortgage information, etc. for the home visit
* If there is a pet in the home, please ask that it be confined to another room for the home visit.

**(4) The INTAKE FORM must now get to Joe Damato**

* Type the information on the blank sheet you have stored on your computer and email it to: ajax50@aol.com. (form found on website) https://www.svdpstluke.org/forms
* Be sure to put the name of the guest and the date of the intake in the **SUBJECT** line of your email. (Example: Intake for Ann Lopez June 18 2013)

**(5) Remember to delete all messages from your shift.**

**(6) Problems or Questions:**

* If you have problems or questions, try calling another INTAKE volunteer to see how she/he handled the situation. If the problem is not resolved, call Joe Damato at
732-657-6334.

**(7) Food Pantry/ Helping Hands Inquiries:**

* NOTE: If guest is calling about Food Pantry: Mon AND Fri-9 a.m. to 12:45 p.m.
If you have a question about the FP, call John Connelly 732-232-7184.

**REMEMBER: Never give out private numbers of Board Member or volunteers!**

**(8) SPECIAL CASES**

* **W**hen guests live in area where there are no SVdP conferences, determine if they are in St. Maximilian Kolbe.
NOTE: St. Maximilian Kolbe of Toms River (08757) does NOT have an SVdP at all; please tell guests to call them first for help--732-914-0300. They should find out the name of the person to whom they spoke and call us back if they are denied assistance. We refer to this area as "the black hole."
* We will try to assist guests in this area after they have contacted the parish office first.
* Helping Hands Donations that we CAN NOT accept due to “liability issues” and “sanitary concerns”. Therefore, we do not have these items available for guests who inquire.
	+ Baby Bottles, Car Seats, Cribs, High Chairs, Pacifiers
	+ Canes, Walkers and Wheel Chairs
	+ Sports Equipment, Sports Clothing, Sports Shoes (cleats, etc)