

Multi-Agency Cleanup Assistance Hotline Training

After major disasters, survivors may be directed to call 1-800-451-1954 or 1-844-965-1386 to request assistance with debris removal, muck-outs, etc. Depending on the size of the disaster, this hotline may receive more than a thousand calls per day.

Volunteers answer and return these calls as a part of a *virtual call center (VCC)*. As a volunteer, you will enter each request into Crisis Cleanup. This information will be shared with dozens of relief organizations in hopes of helping the survivor. We cannot guarantee people will be helped, but we can guarantee they will not be forgotten.

To answer calls, you will need:

- A computer with an internet connection.
- A web browser with Adobe Flash.
- Any phone (cell phone, home phone, office phone, etc.)

Open these websites in your browser:

- VACD Web Site (Telephone Interface)
<http://www.vacd.biz>
- Crisis Cleanup (Property/Work Orders)
<https://www.crisiscleanup.org>
- Missed Call Google Spreadsheet (Only if you are returning calls)
<http://bit.ly/2dUWuaG>

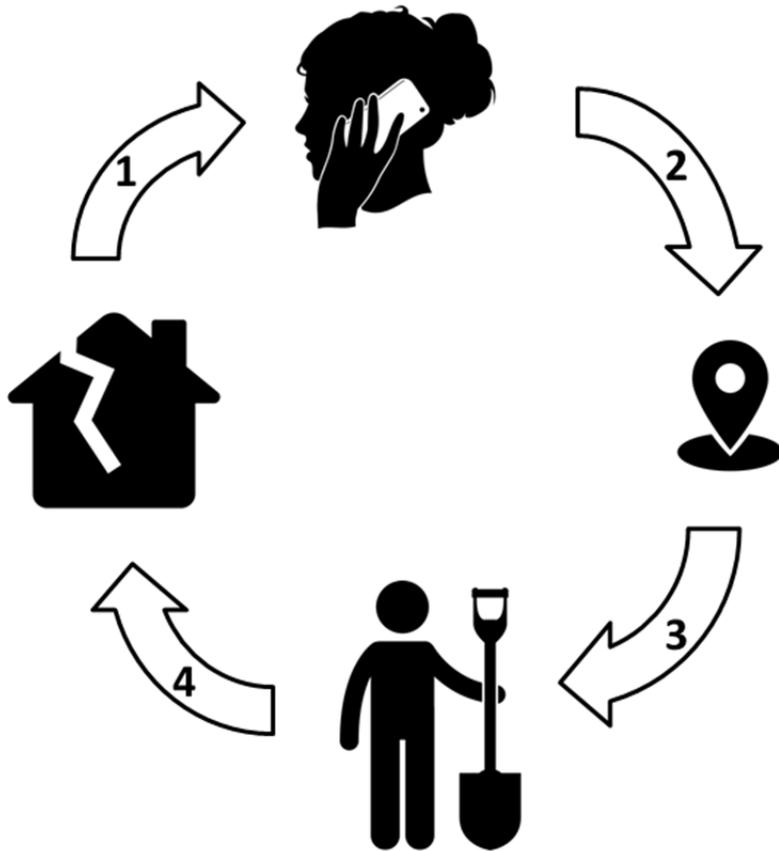
This document will walk you through the account creation, login, and basic operation of these websites.

For help, submit a trouble ticket here: <https://crisiscleanup.zendesk.com/hc/en-us/requests/new>

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General Work Flow

The Hotline and Crisis Cleanup are important parts of a larger system that helps survivors.



1. The survivor calls 800-451-1954. The call is routed to you on your personal phone. They request help.

2. You log into Crisis Cleanup and put the work order request on the map.

3. Volunteers log into Crisis Cleanup and claim the work order.

4. Volunteers help the survivor.

Your job as a virtual call center volunteer is essential.

- For every hour you spend on the phone, you save 29.5 volunteer hours in the field.
- For every 1 ½ hours you answer calls, you enable an additional house to be cleaned up and gutted.
- You are not expected to be an expert, know answers to most questions, or be a professional therapist.
- However, your job is to actively listen and gather useful assessment information. Do not rush. Take time to listen.

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Crisis Cleanup

You will need access to Crisis Cleanup. To gain access, you must be a member of a reputable relief organization.

Your supervisor will send you an invitation via email. If your organization does not yet have access, or your supervisor does not know how to send invitations through the Dashboard, contact help@crisiscleanup.org.

If you have not done so, watch the eight-minute Crisis Cleanup training video here:

<https://www.crisiscleanup.org/training>

Please watch this video, before proceeding.

- Did you watch the video?
- Do you have access to Crisis Cleanup?

Good. (If not, go back to page 1)

Open these three websites in your browser:

- <https://www.crisiscleanup.org>. Log in.
- <http://www.vacd.biz>. See next page.
- <http://bit.ly/2dUWuaG>. See page 8, if you are returning calls.

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Calling Tips

- The first three hours of every morning are the busiest. Most volunteers are needed then.
- Answer the phone as "Cleanup Assistance Hotline," or "Multi-Agency Cleanup Assistance Hotline." Do not answer as "Crisis Cleanup Hotline."
- Listen. Often callers need this more than anything. Do not rush.
- Manage expectations. Emphasize **we cannot guarantee service**. You are putting their name on a list that is available to relief agencies. If anyone is able to help, it may take several weeks or more. Consider using the words, "it may take a long, long time." If available, a relief organization will contact them directly.
- All services are free. They are performed by local churches and relief organizations—their neighbors.
- If they need any other services, encourage them to **dial 2-1-1**. We do not provide any other services. We are not FEMA.
- If you personally know of local resources, you are welcome to share them, but it is not required.
- You are not expected to be a referral service or a professional counselor.
- When returning calls, always leave a voice message if possible. Encourage them to call 800-451-1954 again.
- Do not be afraid to say "I don't know."

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VACD.biz

The screenshot shows a web browser window at the URL `vacd.biz/AgentUI/`. The browser's address bar and search bar are visible at the top. The main content area displays a login form titled "Login..." with fields for "Username:" and "Password:". A red circle highlights the "Login" button. To the right of the login form is a "Current Call Information" panel with fields for Call State, Call ID, Source, ANI, DNS, Call Type, Call Time, Queue Dur, Duration, Term Party, and Reason. Below the login form is a "Remember Me" checkbox. At the bottom of the page, there is a "User Information" section with a "User ID:" field.

For Crisis Cleanup, each volunteer has his/her own username/password.

For the phone system (vacd.biz), all volunteers use a shared username/password.

Username: **LDS**
Password: **bigflood2017**

Click "Login"

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vacd.biz/AgentUI/

File User State Script Preview Chat Phone Stats Tools Help

Daily Stats

Total Login Time: -
Total Offhook Time: -
Total Talk Time: -
Current Call (approx): -
Total Login Sessions: -
Total Calls Handled: -
Total Success: -
Total Preview Dials: -
Total Manual Dials: -
Total RNA: -
Pending Disposition: NO

Inbound Stats

Active: 0
In Queue: 0
Routing: 0
Presented: 14
Answered: 8
Abandoned: 4
Deflected: 2
Short Calls: 1
Long Calls: 7
SLA Passed: 3
SLA Failed: 11
Avg Queue Time: 153.5

Inbound Gates:

	ID	Name	Desc
<input checked="" type="checkbox"/>	1098	Crisis Cleanup Hotline	

Your phone number or SIP:

5555551212 ext

Start taking calls

Cloud Contact Center Software

Current Call Information

User Information

User ID: 1497164

Phone PIN:

Enter your personal phone number. Cell phone, office phone, or home phone is OK.
Click "Login."

Don't worry: You will NOT immediately start taking calls, regardless of whether the "Start taking calls" checkbox is on.

Your phone number will NOT be visible to the caller.

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The screenshot shows a web browser window at `vacd.biz/AgentUI/`. The interface includes a menu bar (File, User State, Script Preview, Chat, Phone, Stats, Tools, Help) and several data panels:

- Daily Stats:**

Total Login Time:	00:00:04
Total Offhook Time:	00:00:00
Total Talk Time:	00:00:00
Current Call (approx):	00:00:00
Total Login Sessions:	1
Total Calls Handled:	0
Total Success:	0
Total Preview Dials:	0
Total Manual Dials:	0
Total RNA:	0
Pending Disposition:	NO
- Inbound Stats:**

Active:	0
In Queue:	0
Routing:	0
Presented:	14
Answered:	8
Abandoned:	4
Deflected:	2
Short Calls:	1
Long Calls:	7
SLA Passed:	3
SLA Failed:	11
Avg Queue Time:	153.5
Avg SQA:	118.28
- Current Call Information:** (Partially visible)
- Current Agent State:** Shows a green "Go Available" button circled in red, next to a dropdown arrow.
- User Information:** Shows User ID: 1497164.

You must leave this window open. As soon as you close this window, you will be logged out, and will not receive any calls.

The left side of the screen shows call statistics.

The most important number is "In Queue." These are people waiting to talk with someone.

Click the "Go Available" button to start receiving calls.

When a call comes, you will see their caller ID.

Answer the call, and you will hear a voice that says "Incoming Call."

Press "1" to accept. If you do not press 1, two things will happen:

1. The call will roll to the next available volunteer.
2. You will go to "Inactive" state. You will need to press "Go Available" again to receive calls.

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Return Calls

Visit the Missed Call Google Spreadsheet. You may need to request access: <http://bit.ly/2dUWuaG>

Caller information. Columns B through E show you the phone number, how many times they have called, and the location of their area code.

If the phone number appears in Crisis Cleanup already, a case number will appear in Column F.

Highlight the person you call. Click on the phone number you are calling. This will ensure others do not try to call the same person at the same time.

Click on the "Return Calls" tab. Ignore other tabs. These are all of the calls you will need to return.

Call this person back using vacd.biz. **Do not call the person back directly from your cell phone**, to avoid letting the person have your caller ID.

Add the date you called, notes on their status, and your name. If you add the person to Crisis Cleanup, record the case number.

Add language needs (e.g. "Speaks Spanish") in the "Status" column.

Phone Number	Calls	Wait (Days)	Location	Case #	Date Called Back	Status	Name of Person who Returned
202-555-1212	1	-	Washington, DC: Washington	R572	10/9/2012	Added to Crisis Cleanup	Aaron Titus

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The screenshot shows the vacd.biz/AgentUI interface. The 'Phone' menu is open, and the 'Make Manual Outbound Call' option is circled in red. A text box in the center provides instructions: 'To make an outbound call, go back to vacd.biz. Click **Phone** → **Make Manual Outbound Call**. NEVER call survivors back directly from your personal phone.'

Daily Stats

Total Login Time:	00:01:53
Total Offhook Time:	00:00:00
Total Talk Time:	00:00:00
Current Call (approx):	00:00:00
Total Login Sessions:	1
Total Calls Handled:	0
Total Success:	0
Total Preview Dials:	0
Total Manual Dials:	0
Total RNA:	0
Pending Disposition:	NO

Inbound Stats

Active:	0
In Queue:	0
Routing:	0
Presented:	14
Answered:	8
Abandoned:	4
Deflected:	2
Short Calls:	1
Long Calls:	7
SLA Passed:	3
SLA Failed:	11
Avg Queue Time:	153.5
Avg SOA:	118.28

Current Call Information

Call State:
Call ID:
Source:
ANI:
DNIS:
Call Type:
Call Time:
Queue Dur:
Duration:
Term Party:
Reason:

Hold Transfer Hangup Re-Queue

Call Notes

Save Notes

Current Agent State:

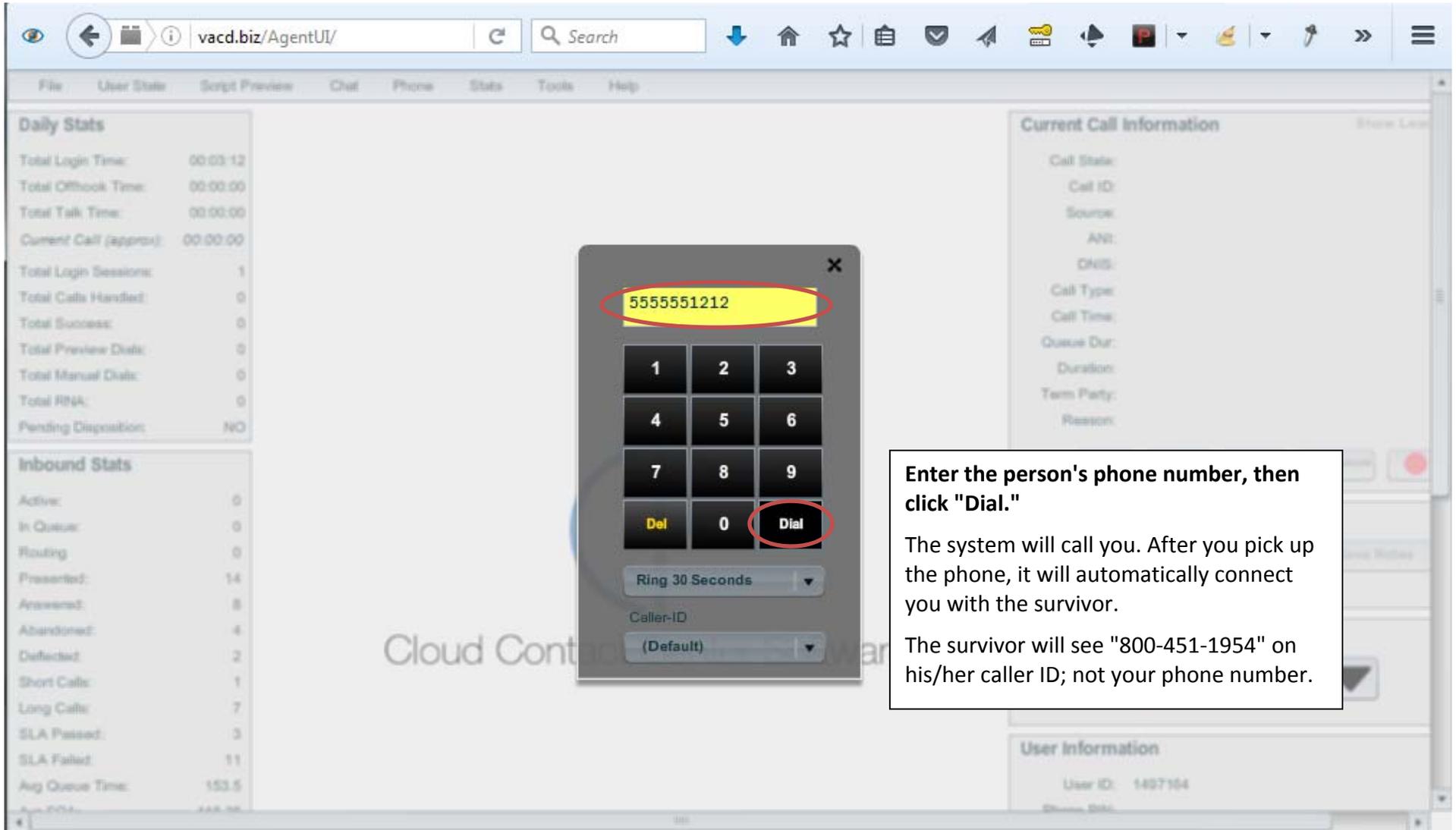
Go Available

User Information

User ID: 1497164
Phone PIN:

Cloud Contact Center Software

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The screenshot shows a web-based call center interface. A central dial pad overlay is active, displaying the phone number 5555551212 in a yellow text field. The 'Dial' button is highlighted with a red circle. The interface includes a menu bar with options like 'File', 'User State', 'Script Preview', 'Chat', 'Phone', 'Stats', 'Tools', and 'Help'. On the left, there are 'Daily Stats' and 'Inbound Stats' sections. On the right, there is a 'Current Call Information' panel with fields for Call State, Call ID, Source, ANI, DNIS, Call Type, Call Time, Queue Dur, Duration, Term Party, and Reason. At the bottom right, there is a 'User Information' section showing 'User ID: 1497164'.

Enter the person's phone number, then click "Dial."

The system will call you. After you pick up the phone, it will automatically connect you with the survivor.

The survivor will see "800-451-1954" on his/her caller ID; not your phone number.

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Common Procedures

- **Example Script:** "Cleanup Assistance Hotline. My name is _____. How may I help you? Have you called before?"
Return call: " My name is _____ from the Cleanup Assistance Hotline. Someone from this number called to ask for help cleaning up after a recent disaster. I am returning your call. Were you calling to follow up on a previous request?"
- **Take Notes:** Always note the outcome of return calls on the Missed Call Google Spreadsheet: <http://bit.ly/2dUWuaG> (See Page 9).
- **Enter a Work Order:**
 - 1 Log into crisiscleanup.org.
 - 2 Click "Intake" at the top of the page.
 - 3 Enter the information. See <https://youtu.be/3wumEh8wcak?t=161>
 - 4 To avoid errors, **DO NOT** hang up until you have saved the work order and confirmed it saved correctly.
 - 5 Google guesses better if you enter the address, then the zip code.
 - 6 Always click "Save." Never click "Claim and Save."
- **Find and Edit an Existing or Duplicate Work Order:**
 - 1 On crisiscleanup.org, click "Map" at the top of the page.
 - 2 When the map loads, search for the person's name, case number, or address in the top right search box. See <https://youtu.be/3wumEh8wcak?t=358>
 - 3 If you see the person, click their name. Then click the bouncing icon.
 - 4 Click the "Edit" button on the infobox that appears near the bottom of the screen.
 - 5 Make changes, and save when complete.
- **Update Information:** Please update a work order with **new** information if a survivor asks. Follow the steps above.
- **Change in Status:** If you learn the status has changed, change the status to "Closed, done by others," "Closed, no help needed," etc.—
 - 1 Follow steps 1-3 for "*Find or Edit an Existing or Duplicate Work Order*" above.
 - 2 On the infobox, change the status.
- **Survivor asks for Update:** In general, we cannot give many updates. We cannot predict when or if they will receive help. Ask, "has a relief agency contacted you?" If they answer yes, then encourage them to contact that relief agency directly. If they answer "no," then assure them they are on the list, but it may take a very long time to receive help.
NEVER SHARE CONTACT INFORMATION FOR INDIVIDUAL VOLUNTEERS, WITH SURVIVORS.
If you feel this person is in immediate need, see "*To Advocate for a Survivor*" below.
Sometimes they will want more help, has already helped. If the work order is Open, add the information to the work order. If the work order is closed, you may create another (duplicate) work order at the same location with the new request.
- **Financial Assistance:** We not provide financial assistance. They should call 2-1-1.
- **Off-Site Debris Removal:** Relief agencies will only haul debris to the side of the road. They will not take it to the landfill. Once debris has been moved to the side of the road, it is the responsibility of the homeowner to remove it. Often the city or county will provide curbside pickup for a few weeks after a disaster. The survivor should contact the local city, county, or 2-1-1 to see if they are providing that service.
- **To Advocate for a Survivor:** Please advocate on behalf of survivors who need special or immediate attention. Once a person has been added to the map—
 - 1 Follow steps 1-3 for "*Edit an Existing or Duplicate Work Order*".
 - 2 Click on an orange, yellow or green icon near the survivor's home.

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- 3 On the infobox, look for "Claimed by," then click on the organization's name. You should see contact information for that organization. This organization is working close to the survivor.
 - 4 **DO NOT SHARE THIS CONTACT INFORMATION WITH THE PUBLIC/SURVIVOR.**
 - 5 You may contact this organization. Ask them if they would be able to prioritize the survivor. Share important details. Do not tell the survivor which organizations you are speaking with. Allow the relief agency call the survivor directly.
- **Return Call, no Answer:** Leave a message whenever possible. If not possible, make a note on the Missed Call Google Spreadsheet. <http://bit.ly/2dUWuaG>. We try to call back twice on different days.
 - **Return Call, Wrong Number:** Note that fact on the spreadsheet.
 - **Needs Spanish or Other Language:** Note that fact on the spreadsheet. It will remain open. If you speak a language, scan the spreadsheet for opportunities.
 - **Questions Unrelated to Cleanup:** Say something like, "This hotline is only for cleanup requests, and I do not know the answer to that question. In many states you can dial 2-1-1, and perhaps they can point you in the right direction."
 - **An Individual Volunteer Calls:** Say something like, "Thank you for volunteering. The best thing to do is to find a local church or relief agency that is helping in your area." You are not expected to know of any particular relief agencies in the volunteer's area. Unaffiliated volunteers cannot have access to Crisis Cleanup.
 - **A Volunteer Relief Agency Calls:** If a church, relief agency, etc. calls wanting to help, encourage them to sign up for Crisis Cleanup—
 - 1 Visit www.crisiscleanup.org.
 - 2 Click "Sign Up" at the top right corner of the page.
 - 3 Register as a new organization.
 - 4 Someone will contact them within a day or two.
 - 5 The Crisis Cleanup administrator (Aaron Titus) will take it.
- **Wrong Incident:** If you accidentally enter a person into the wrong incident, IT'S OK. Do not try to create a duplicate entry. Instead, create a trouble ticket: <http://bit.ly/2u0fsA7>. Share the work order number, and the incident it should go to. The admin will move it.
 - **Move a Misplaced Work Order:** If you notice that an icon is out of place—
 - 1 Look up the correct location/address on Google Maps/ Zillow/ etc.
 - 2 Follow steps 1-3 for "Edit an Existing or Duplicate Work Order".
 - 3 Zoom out as far as you can without making the icon disappear in a group.
 - 4 Click "Edit." Without zooming in or out, move icon as close to the location and save.
 - 5 Search for the case number in the search box again. Click on the correct case number, just to make sure that it saved in the correct location.
 - 6 Repeat steps 2-5 until you get it to the correct location.

It's a laborious process. Sorry.
 - **A Survivor Calls from Another Incident:** Sometimes a survivor calls asking for help from another disaster to which you do not have access. If the disaster happened several months ago, encourage them to dial 2-1-1. If the disaster happened up to two months ago, you may add them to the map. A Crisis Cleanup administrator will move their work order to the correct disaster. Emphasize that there are no guarantees of service, and that many relief agencies may have already gone home.
 - **Government or Other Official:** If someone calls from FEMA, the American Red Cross, Emergency Management, the press, or you receive any other hard question from a non-survivor, refer that person to Aaron Titus: aaron@crisiscleanup.org, 202-669-2969.