

Community Call Virtual Phonebank Guide

What is a 'community call' and how can they help us connect with Joe Biden supporters?

This is an anxious, difficult time for Americans. As a nation, we are being tested as never before. Through it all, average Americans are stepping up. They're reaching out to help their neighbors and those in need.

Together, we're doing things that are truly heroic. This is the America we know—this is who we are.

Through our community calls, we're reaching out to our neighbors and checking in on them. Further, we're providing an opportunity for those who want to take part in our campaign to do so by connecting them with opportunities that are right for them in this moment - like joining a virtual community event or taking action online through joebiden.com/organizenow.

Step 1: Getting Started

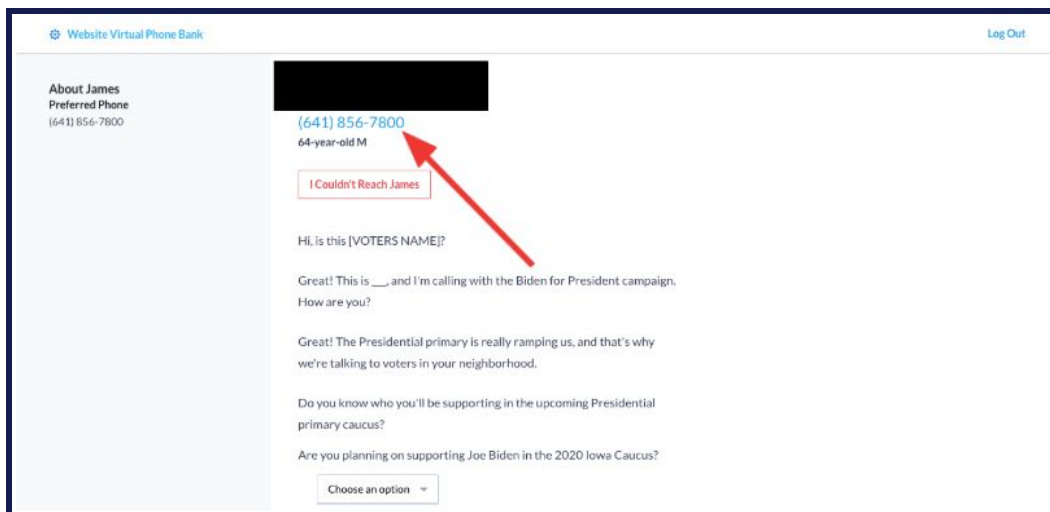
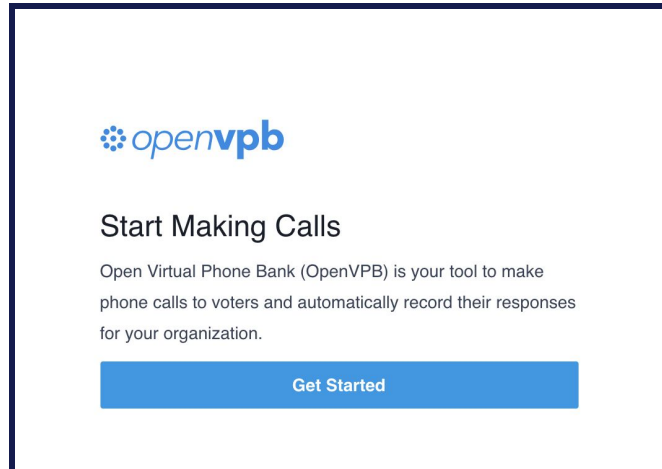
- 1. Login/ Set Up Your Account.** If you already have an actionid use it to log in. If you do not you will need to create an account to access the Virtual Phone Bank. To do that you click on Create an ActionID account.
- 2. Create your Account:** To create your account fill out the requested fields. Be sure to write down your password, because you will use it every time that you phonebank.

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Step 2: Getting ready to make calls

Login to your actionid account and click the link to your Virtual Phonebank. Click “Start Making Calls”. Call the number that appears at the top of the screen. Then, using the script as a guide, have a conversation with each person on your list.

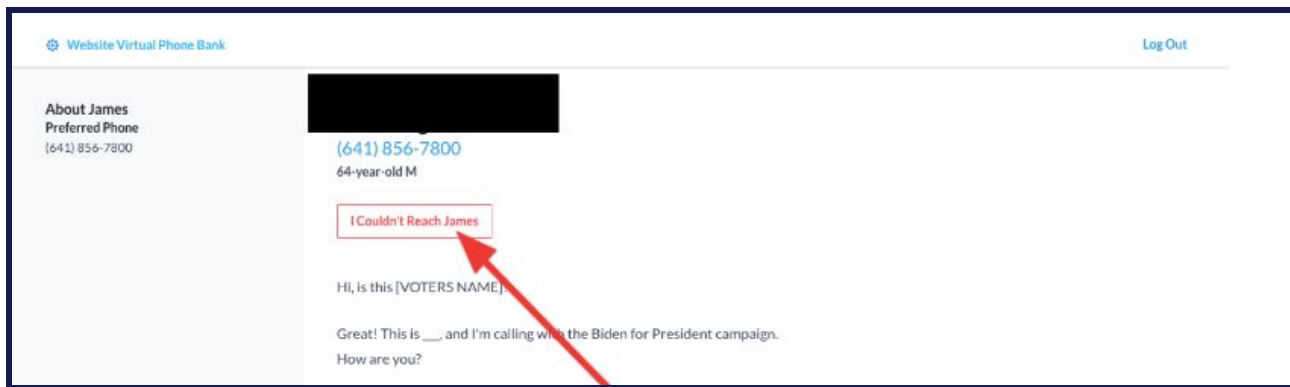


Step 3: Making calls

It's important we know what happened on each call so we can follow up with our supporters in the future. Follow the guidance below to understand how to mark the results of your call based on whether or not you're able to reach the person on your list and the results of the conversation.

WHEN YOU DO NOT HAVE A CONVERSATION:

Select the correct response from the drop down menu. For example, if the person you are calling was not home you would click “Couldn't reach *PERSON'S NAME*” and indicate why in the drop down menu.



See a list of all possible results to anything other than a conversation with the person on your list.

NH	Not Home	WN	Wrong Number	WX	Disconnected
RF	Refused	LG	Other Language	DC	Deceased

WHEN YOU HAVE A CONVERSATION WITH SOMEONE:

Our script will guide you through a conversation. Based on the responses you receive to a few of the questions you'll talk through with them, select the correct "response" from the drop down menu, as shown below. For example, after you ask "how are you feeling?" and they indicate they are feeling well, select "good" from the drop down menu, as shown below.

Script

Hello, is [supporter name] available? Hi, my name is _____ and I'm a volunteer calling with Joe Biden. We know with all that's going on in the world, it is an uncertain time. I wanted to call you to thank you for being a supporter, but more importantly to see how you are doing.

[LISTEN & RESPOND APPROPRIATELY; SQ TEMPERATURE CHECK 1-5 - ONE BEING NOT WELL, AND FIVE BEING GOOD]

How are you feeling?

[REMEMBER, IF SUPPORTERS HAVE QUESTIONS OR CONCERNS ABOUT COVID-19, DO NOT OFFER MEDICAL ADVICE; INSTEAD, REFERENCE THE FAQs BELOW AND REFER THEM TO CDC.GOV OR THEIR HEALTHCARE PROFESSIONALS]

How are you feeling?

1 - Not Well
2 - Somewhat Unwell
3 - Neutral
4 - Somewhat Good
5 - Good

[REMEMBER, IF SUPPORTERS HAVE QUESTIONS OR CONCERNS ABOUT COVID-19, DO NOT OFFER MEDICAL ADVICE; INSTEAD, REFERENCE THE FAQs BELOW AND REFER THEM TO CDC.GOV OR THEIR HEALTHCARE PROFESSIONALS]

See a list of all possible responses below:

1- Not Well 2- Somewhat Unwell 3- Neutral 4- Somewhat Good 5- Good

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Next, you'll ask a few questions about their community and, if appropriate, share a campaign update. If appropriate, you'll ask them to join a future virtual event.

Indicate their interest in joining a virtual event hosted with members of their community **using the drop down menu under the question "would you be interested in joining a virtual event with members of your community?"** as shown below.

<p>Q1: Which neighborhood are you from? How are people in your neighborhood doing during this public health crisis? Are there any groups that are active and already organizing in it? [LISTEN AND RECIPROCATE]</p> <p>-----</p> <p>Q2: [IF APPROPRIATE] Have you ever volunteered or organized in your neighborhood before? [LISTEN AND RECIPROCATE]</p> <p>-----</p> <p>Q3: Are there other issues that are important to your community that we should know about right now?</p> <p>[IF APPROPRIATE, GIVE SHORT CAMPAIGN UPDATE]: Thanks so much for sharing. I wanted to give you a quick update about our Soul of the Nation Saturday. Last week the campaign organized it's first Soul of the Nation Saturday where tens of thousands of supporters across the country came together to take action to support their community, and to thank first responders and frontline workers for their work. The campaign also hosted a live stream with speakers including Atlanta Mayor Keisha Lance Bottoms and artist Billy Porter, along with Jill and Joe Biden. You can find the campaigns' live streams this week at joebiden.com/events.</p>	<p>[IF APPROPRIATE, MOVE TO ORGANIZING ASKS]</p> <p>During these difficult times, we want to empower our supporters to make a difference in their communities. We're asking supporters to host virtual community meetings with friends and neighbors to discuss how we can strengthen our neighborhoods, show support during this crisis, as well as connect with our campaign. Will you attend a virtual community meeting sometime in the future as it comes up?</p> <p>[MARK THAT THEY ARE INTERESTED IN ATTENDING A VIRTUAL EVENT]</p> <p>Would you be interested in joining a virtual event with members of your community?</p> <p><input checked="" type="checkbox"/> Choose an option <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe</p> <p>[IF</p> <p>Great! We would be excited to have you at a community meeting and we'll keep you posted as events come up. If you're interested in hosting an event, or getting more immediately involved with the campaign, you can go to joebiden.com/organizenow where there are many actions you can take.</p>
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Click "save & next call" at the end of every call, or "stop making calls" when you're ready to sign off.

Notes
<input type="text"/>
<input type="button" value="Stop Making Calls"/> <input type="button" value="Skip"/> <input type="button" value="Save & Next Call"/>

A FEW TIPS

- Be polite and professional
- Dial every number that appears on the list and confirm you have the correct person on your list on the phone
- Start the conversation by politely asking how they're doing today.
- Mark the results of every conversation before moving on to your next call.
- Don't answer questions you don't have answers to! Use the FAQ listed at the end of the script to answer any COVID-19 questions that come up.