Title: Vetting Data by Task Force

Name of Agency

Before Call: Check for website/social media page of the location and note hours and services.

Note Website/social media:

Note Hours listed:

Note services (including languages):

Make Call:

Leave voicemail if no answer.

Note time/date:

Note if not able to leave voice mail (not set up, just rings forever, mailbox full):

Note time/ day that they call back:

During Call: State your first name only and that you have some questions about their services.

What are your hours?

What services do you offer? Tele Health?

If I don’t have insurance or can’t afford to pay, are there free services or a sliding fee scale?

How does your agency and all of your providers show that they LGBTQ+ welcoming and affirming?

Is ADA compliant and accessible?

How does your agency support populations of diverse races, ethnicities and cultures?

Do you have access to translation/interpretation services?

How long would it take to get a first appt.?

After the call:

Your overall impression of how helpful staff was.

(not at all) 1 - 2- 3 - 4 - 5 (very)