

# COVID Call Center Data Form

\* Required

Date

Date

mm/dd/yyyy



## Most Frequented Branch - Closest Branch to Customer \*

- Central
- Athmar
- Ross-Barnum
- Bear Valley
- Blair Caldwell
- Broadway
- Byers
- Cherry Creek
- Decker
- Field
- Ford Warren
- Green Valley Ranch
- Hadley
- Hampden
- Montbello
- Park Hill
- Pauline Robinson
- Gonzales
- Sam Gary
- Schlessman
- Smiley
- University Hills
- Valdez-Perry



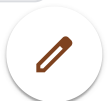
- Virginia Village
- Woodbury
- Westwood

You are:


- Matt
- Sonia
- Elissa
- Karim
- Jaime
- Alycia
- Carla
- Asmeret
- Reed
- Maggie
- Aaron
- Gordon

They are:

- Individual
- Couple
- Family



### Housing/Living Situation

Choose 

### Have you been displaced because of Covid?

- Yes
- No
- I might be

### Needs Identified by Customer

- COVID Testing and Medical Services
- Shelter Information/Homeless Resources
- Employment
- Food Resources
- LEAP/Energy Assistance/Utility Assistance
- Unemployment Claims/Application
- Domestic Violence
- Health Care - Primary Care- Non COVID related
- Mental Health Support/Resources
- Substance Use Support/Resources
- Moving/Rent Assistance
- Pet Resources
- Senior Resources/Services
- Emotional Support



## Referred To:

- CCH
- MHCD
- WICC (Walk In Crisis Center)
- Bayaud
- DHS
- Veteran's Services
- Urban Peak
- Comitis
- Denver Health
- Denver Indian Center
- Gathering Place
- Harm Reduction Action Center or LifePoint Syringe Access
- St Francis

## Referred to (if not listed above):

Your answer

## Were you a library customer before COVID?

- Yes
- No



New Customer to CR

Yes

No

Is this person service connected? \*

Yes

No

Unknown

If so where?

Your answer

Length of Time Spent with Customer

5 minutes or less

5-15 minutes

15-30 minutes

Over 30 minutes



## For Mental Health Crisis Only

- 911 Called
- Referred to WICC
- Called Colorado Crisis Services or Mobile Crisis
- Referred to ED

## For Substance Use Crisis Only

- 911 Called
- Referred to Detox
- Called Colorado Crisis Services
- Referred to other treatment option

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