COVID Call Center Data Form

* Required

Date
Date
mm/dd/yyyy
Most Frequent 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
COVID Call Center Data Form

- Virginia Village
- Woodbury
- Westwood

You are:

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

They are:

- Individual
- Couple
- Family
COVID Call Center Data Form

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
COVID Call Center Data Form

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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