



Connecticut Veterans Organization, Inc  
PO Box 1013 Middletown, CT 06457-1013  
Phone/Fax (877) 628-8387 E-Mail: [welcome@ctvo.org](mailto:welcome@ctvo.org)

Policy 2010-02  
Effective 13 April 2010  
Assistance Response Policy

This policy is to provide guidance for our volunteers in responding to our veterans seeking assistance. Our goal is to respond to all requests for assistance within 48 hours of receipt. We will breakdown how to respond to each type of request.

#### Voice Mail-

Voice Mail is the most common method of assistance requests. Almost 90% (As of Apr 2010) of these requests are made via Voice Mail. When you receive a voice mail forwarded to you, listen to it carefully. Fill out a CTVO Form 4 - Request for Assistance (Located in the Forms & Documents Library under Volunteer Home). Fill it out as much as possible. If the caller states what kind of assistance they are looking for, do some research on VetConnect to try to get the answer before calling back. If they did not specify, then call them back, obtain what kind of assistance they are looking for. Advise them that you will have to research the request further and will get back to them in the next 24 hours. Once you have obtained the information they are looking for, call the caller back and advise. Try to finish gathering the information on the form. Once the callback is complete and the caller is satisfied, forward the completed form electronically as an attachment to [welcome@ctvo.org](mailto:welcome@ctvo.org) with low priority and Completed Call Back in the subject line. If you are unable to submit electronically, please submit to an officer at the next members meeting or event that you are attending. If you are not attending any meetings or events in the near future, you may also mail the completed form, as well as a CTVO Form 11 - Reimbursement Request for the cost of postage to: CTVO PO Box 1013 Middletown, CT 06457-1013 Attn: Assistance Reconciliation.

#### E-Mail

E-Mail is the second most common method of assistance requests. Almost 10% (As of April 2010) of these requests are made via E-Mail. When you receive the e-mail, try to gather as much information from the e-mail before contacting the e-mailer back, so that you can research the request and respond on the first request (if possible). Sometimes (about 40%) of e-mail requests, already have the Form 4 filled out. Remember that this form must be filled out on all requests. Once the e-mail request has been completed and the e-mailer is satisfied (or you do not hear back within 48 hours), please forward the completed form electronically as an attachment to [welcome@ctvo.org](mailto:welcome@ctvo.org) with low priority and Completed Call Back in the subject line. If you are unable to submit electronically, please submit to an officer at the next members meeting or event that you are attending. If you are not attending any meetings or events in the near future, you may also mail the completed form, as well as a CTVO Form 11 - Reimbursement Request for the cost of postage to: CTVO PO Box 1013 Middletown, CT 06457-1013 Attn: Assistance Reconciliation.

## Mail

Request received by US Mail only account for less than 1% of assistance requests. Due to the low numbers received, and the difficulty in forwarding paper requests within the required 48 hour window, these requests are currently being handled by the officer who has received the request via mail. If we begin to get more mail requests, we may change this part of the policy in the future.

## “Mobile Requests”

Mobile requests are any request received while at an event. Because we do not receive many of these at the event, most of them are handled by the volunteers who were at the event. If there are too many requests to be handled by the volunteers, they will be distributed through the traditional e-mail channels to volunteers.

If you feel that you are receiving too many requests in a week, or would like to receive more, please e-mail us at [welcome@ctvo.org](mailto:welcome@ctvo.org) so that we can adjust the amount of requests that you are receiving. Typically you will receive about 3 requests a week. This is the initial policy and changes may be made as we gather feedback from volunteers and the veterans that they are assisting.

Sincerely,

///SIGNED///

Jason Cap  
President/Financial Officer  
Connecticut Veterans Organization

CTVO  
Connecticut Veterans Organization

The Connecticut Veterans Organization is a non-profit organization who helps veterans find jobs, housing and get the benefits that they deserve. If you know someone who can use our assistance or who would like to volunteer, please contact [welcome@ctvo.org](mailto:welcome@ctvo.org) or call 877-6-CTVETS.

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