

FACIT Warmline MATERIALS CHECKLIST

- Articles of Incorporation, By-Laws
- Warmline Mission Statement/Philosophy
- Organization Structure/organizational chart with Warmline detailed
- Advisory Council/Board minutes from the last 12 months
- Program Operating Budget
- Monthly Warmline Use (duplicated and unduplicated count) and description of data collection procedures
- Warmline Program Manual, Training Manual, and Policies and Procedures Manual
- Sexual harassment and grievance policies; background check on all employees & volunteers
- Warmline Consumer Satisfaction Survey
- Warmline Summary Program Reports
- Warmline Operator Schedule/Calendar
- All forms used by the Warmline
- Warmline operator and manager Job Descriptions
- Warmline Brochures
- Letters or advertisements soliciting warmline operators
- Warmline community initiatives and outreach materials
- Warmline Strategic Plan
- Warmline Program PowerPoint Presentation
- Warmline Outreach/Marketing Plan

