



Become a Phone Bank Volunteer

New York Cares' phone bank opportunities enable volunteers to make a meaningful difference on the lives of their neighbors from the safety of their own home.

Mission: VetCheck

The New York City Department of Veterans' Services (DVS) and The Mayor's Office of Community Mental Health have partnered to launch Mission: VetCheck, a new project to make supportive check-in calls to veterans across the city. These calls will provide veterans with vital information on essential public services, COVID-19 resources and testing locations, and online mental health support.

Volunteers who wish to participate will be asked to watch a webinar and review materials provided by DVS and The Mayor's Office of Community Mental Health to familiarize themselves more thoroughly with the Mission: VetCheck program goals.

The goal of the program is to combat social isolation and promote mental health for veterans while ensuring their basic needs are being met. The tone of the call is generally conversational in nature and should be approached as a regular social interaction. We strongly encourage all veterans and veteran-affiliated people to consider signing up for this project to support their peers in this difficult time.

How to Become a Phone Bank Volunteer

By completing two short online trainings and a background check you will be able to sign up for any of our phone banking projects.

Step 1: Create an account with New York cares

- Visit [newyorkcares.org](https://www.newyorkcares.org) and click register to create your account.

You will be asked to fill in some information and complete a 10-minute self-guided orientation.

Step 2: Complete the Phone Bank Training

Our phone banking projects require a specific training to ensure that all volunteers know how to use our platform.

- Once you have a New York Cares account, please click on the following link to access the training. The training takes approximately 15 minutes and is self-guided.
 - Training: <https://www.newyorkcares.org/trainings/phone-banking>

Step 3: Complete your Background Check

- Within 24 hours after completing your phone bank training, you will receive an email from our background check partner, Sterling Volunteers. Please follow the instructions in that email to complete your background check.
- New York Cares covers the cost of the background check.

Step 4: Sign Up for Virtual Projects

- Once your background check clears (usually within 2 days) we will send you an email informing you that you are good to sign up for our phone bank projects.
- To find a phone bank project, visit newyorkcares.org and search for virtual opportunities. You can sign up on any project that fits your schedule. Please note, these opportunities are offering Monday through Friday during the day at this time. You will not be able to view projects until you have been cleared as a Phone Bank Volunteer with a background check and you have received credentials for our phone banking software.

Frequently Asked Questions

Why is a background check required?

New York Cares requires background checks for any one-on-one, unsupervised volunteer action.

Who will see the results of my background check?

Only a few employees at New York Cares are cleared to review the information we receive from Sterling Volunteers. The specific information contained within the background check is not seen beyond these individuals and is not archived in our system.

Is there a required commitment?

We ask that volunteers commit to completing one project a week for a four-week period.

When do the projects take place?

Currently, most projects are scheduled from Monday to Friday during work hours. We have a limited amount scheduled for the weekend. Our opportunities will be expanding in variety and times over the next days and weeks.

How long is each project?

Each project is 2.5 hours long.

I don't see any open opportunities.

If you are not seeing an open phone banking project that's because all projects have been filled. Please continue to check our site as new opportunities will be posted on a rolling basis