



THE LUC COCHRAN FOUNDATION

Where Opportunity Meets Technology to Build Futures.

Remote Fundraising Phone Outreach

Volunteer & Community Service Packet · Cold Calling

Everything you need to make approved fundraising calls for TLCHF from your own phone: your role, the word-for-word scripts, gatekeeper and objection responses, voicemail language, the call log standards, how service hours are verified, and the forms you and your supervisor will sign.

The Luc Cochran Foundation · 501(c)(3) nonprofit · EIN 99-1959689

1560 Commercial Court, Suite H, Jonesboro, GA 30238 · 833-TLCF-NOW · hi@luccares.org · luccares.org

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SECTION 1

Welcome to the calling team

Thank you for volunteering. TLCF's programs — Digital Foundations™, Scholars Tutoring™, Resume Workshop™, Nourish Network™, and Connect Mobile™ — are paid for by community supporters who first had to be found, called, and asked. Making those calls is the work you are about to do.

You do not need fundraising or sales experience. TLCF gives you the scripts, the rules, and the logs. You supply the phone, a quiet place to sit, and the hours. Every shift is the same four-step loop: **build your call list, call, log the call, follow up.**

What you provide and what TLCF provides

You provide	TLCF provides
Your own phone (cell or landline) and your own minutes or plan. There is no TLCF phone system and no equipment is issued.	The approved call scripts, voicemail language, and objection responses in this packet.
A quiet place to call from, something to write with, and printed or on-screen copies of the logs.	The printable call list, call log, time log, weekly verification, handoff, and do-not-call sheets.
Your own internet access for looking up published business phone numbers.	A named supervisor, weekly review, and your signed completion or community-service letter.

Why this role matters

Twenty volunteers completing ten hours each can produce roughly 3,500–4,000 documented call attempts and several hundred real conversations with local business owners. No small nonprofit staff can dial at that volume. Nearly every sponsorship, in-kind donation, and business partnership TLCF lands begins with one logged phone call.

How to use this packet

- **Sections 2–3** — your role, hard boundaries, and how service hours are earned and verified.
- **Sections 4–7** — the shift itself: set up, build a call list, dial, and what to say word for word.
- **Sections 8–9** — objections, gatekeepers, voicemail, and how to log every attempt.
- **Sections 10–12** — follow-up limits, warm-lead handoff, and compliance.
- **Sections 13–16** — quality standards, a sample ten-hour plan, FAQ, and the agreement you sign.

Read the whole packet before your first call. Keep the one-page quick reference on the last page next to you while you dial. If a call goes somewhere this packet does not cover, say “That’s a great question — let me have someone from our team follow up with you,” take the contact information, and end the call politely.

SECTION 2

Official role description

TLCF Remote Fundraising Phone Outreach Assistant

Volunteers in this role support TLCF's charitable programs by identifying prospective community supporters, placing approved fundraising calls to businesses and organizations, maintaining accurate call records, and referring interested donors and sponsors to TLCF staff.

What success looks like

Success in this role is **accurate, courteous, well-documented volume** — not dollars raised. You are never evaluated on how much money a business gives, and you are never paid or credited based on any amount raised.

Item	Detail
Classification	Unpaid volunteer / internship. Eligible for court-ordered community service, school service hours, and internship credit.
Location	Fully remote. You call from wherever you are, on your own phone.
Equipment	Your own phone and phone plan, your own internet access. TLCF does not issue phones, headsets, computers, or reimburse minutes or data.
Calling window	Business-to-business calls only, 9:00 a.m.–5:00 p.m. Eastern, Monday through Friday, excluding federal holidays. No evening, weekend, or holiday calling.
Scheduling	Self-scheduled inside the calling window. Blocks of 5, 10, 20, or 40 hours.
Reports to	TLCF Development Coordinator (your assigned supervisor).
Minimum age	16 with written guardian consent; 18 without.
Language	Comfortable holding a short, polite business conversation in English. Bilingual volunteers are welcome and may note additional languages on the agreement.
Term	Per assignment. Renewable by mutual agreement.

Core responsibilities

1. Research local businesses and organizations that may support a named TLCF program, and verify each one's published business phone number.
2. Place approved calls using TLCF's scripts — not your own pitch — during the calling window.
3. Navigate gatekeepers politely and ask for the owner, manager, or community-giving contact.
4. Leave approved voicemails when no one answers, and honor every opt-out immediately.
5. Log every attempt — including no-answers — on the TLCF call log the moment the call ends.
6. Make the limited, scheduled follow-up attempts described in Section 10 and no more.
7. Hand every interested business to TLCF staff within one business day using the handoff form.
8. Submit your logs weekly for supervisor verification.

What you get back. Real experience talking with business owners, a reference from a 501(c)(3) foundation, a signed record of every verified hour, and a direct hand in keeping tutoring, technology training, and food support free for Metro Atlanta families.

SECTION 3

Hard boundaries and service-hour rules

Always / never

Always	Never
Identify yourself by first name as a volunteer with The Luc Cochran Foundation, a 501(c)(3) nonprofit, on every call.	Never imply you are paid staff, a board member, or that you speak for TLCF leadership.
Use the approved script for the program you were assigned.	Never invent statistics, program details, sponsor names, or promises about what a gift will buy.
Take a message and refer pricing, benefits, and agreement questions to staff.	Never negotiate an amount, benefit, naming, exclusivity, or event detail.
Stop the moment someone says stop, remove me, or take us off your list.	Never call a business again after an opt-out, and never argue with one.
Log every attempt honestly, including the ones that went badly.	Never record a call, use an auto-dialer, robocall, mass text, or spoof a caller ID.
Refer anyone who wants to give to staff and to luccares.org/donate .	Never accept money, checks, card numbers, gift cards, bank details, or goods yourself.

Who you may and may not call

- **May call:** published main business lines of businesses, professional offices, churches, civic clubs, and other organizations — numbers the organization itself publishes to the public.
- **May not call:** personal or residential numbers, cell numbers of individuals, purchased or scraped consumer lists, numbers given to you privately, or any number on a TLCF do-not-call log.
- **May not call:** a business a friend or relative owns for the purpose of earning your hours faster, or any business where you would personally benefit from the gift.

Information you will never have access to

Donor records, banking or payment systems, participant records, personnel files, board materials, and grant documents are off limits to this role. You will never be asked for them and should report anyone who asks you for them.

If someone tries to give you money on the phone

Say this, word for word

"Thank you – that's very kind. I'm a volunteer, so I'm not able to take payment or card information. The fastest way is luccares.org/donate, and I can also have our team call you today to set it up. What's the best number and time for them to reach you?"

Then write it down on the handoff form and send it to your supervisor the same day. Never write down a card number, never repeat one back, and never accept a check.

How community-service hours are credited

- Hours are credited for **verified work performed**, never for dollars raised.
- Expectation: **one hour is roughly 18–25 dial attempts**, or **4–6 real conversations**, fully logged. Research and list building count toward your hours and are logged as such.
- Time is recorded in 15-minute increments on your daily time log, with the actual start and stop times.
- A 10-hour assignment typically targets roughly **180–220 logged attempts** across about 75–100 businesses.
- Your supervisor verifies your time log against your call log before signing. Blank or thin logs are returned unsigned.
- Falsifying calls, times, or outcomes ends the assignment immediately and is reported to your court, school, or referring agency.
- Completion letters and verification forms are issued within five business days of your final verified log.

SECTION 4

Before you dial: setting up your shift

Your ten-minute setup

1. **Find a quiet place.** No television, music, driving, or public noise. If a business hears chaos behind you, they hang up.
2. **Have your logs in front of you** — printed sheets or the spreadsheet template. You cannot log a call from memory later.
3. **Have the script for today's program in front of you** and read it out loud twice before the first dial.
4. **Build or open a call list of at least 20 businesses** before the first dial. Stopping to search between calls kills your rhythm and your hours.
5. **Check the clock.** Confirm it is inside 9:00 a.m.–5:00 p.m. Eastern on a business day.
6. **Silence your notifications** and put the phone on speaker or use a headset so your hands are free to write.

Using your own phone responsibly

- Calls come from your own number. That is expected and permitted. If you prefer not to show your personal number, you may set up a free second number yourself (for example a free internet calling app) — TLCF does not provide or pay for one, and you may not spoof or falsify a caller ID.
- Watch your plan. TLCF does not reimburse minutes, data, or long distance. If your plan is limited, ask your supervisor for a shorter block or a research-only assignment.
- Return calls to your number during the calling window only. If someone calls you back after hours, let it go to voicemail and return it the next business day.
- Your voicemail greeting should be plain and professional before your first shift, because businesses will call you back.

Your voice is the whole job

- **Stand up or sit up.** It changes your voice more than anything else on this page.
- **Smile while you talk.** People hear it.
- **Slow down.** Nervous volunteers speed up; the first sentence should take about five seconds.
- **Say your first name clearly** and the words “volunteer” and “nonprofit” early — they lower the guard.
- **Do not apologize for calling.** “Sorry to bother you” invites a no. You are offering a local business a way to help its own community.
- **Expect to be told no.** Most calls end in a no or a voicemail. That is a normal, successful shift.

Nervous about the first call? Call your supervisor first and read the script to them. Then make your first three real calls back to back without stopping to think. The nerves are gone by call four — every volunteer says the same thing.

SECTION 5

Step 1 · Build your call list

Work one category at a time. Calling twelve dentists in a row is far easier than calling twelve unrelated businesses, because by the fourth call you already know how that industry answers the phone.

Category	Usually the best ask
Restaurants, caterers, grocers, food distributors	Nourish Network™ — food, packaged goods, gift cards
Technology companies, IT firms, computer repair, office suppliers	Digital Foundations™ — refurbished computers, devices, sponsorship
Law firms, accounting firms, insurance agencies, banks, credit unions	General sponsorship — program or event underwriting
Real estate offices, dealerships, property management, apartments	Scholars Tutoring™ or event sponsorship
Staffing agencies, trade contractors, unions, employers hiring locally	Resume Workshop™ — workforce readiness sponsorship
Dentists, clinics, pharmacies, wellness practices	Hygiene and essentials drives, general sponsorship
Churches, civic clubs, chambers, fraternities and sororities	Volunteer partnership, drives, program referrals

Where to find prospects

- Public business directories and map searches for Clayton, Fulton, DeKalb, Henry, and Fayette counties.
- Local chamber of commerce member lists and city business directories.
- Business association and trade-group member pages.
- Local news coverage of businesses that sponsor youth sports, drives, or community events — these already give.

Qualify before you add it to the list

Add a business only when all five are true:

1. It is a real, currently operating business or organization.
2. It has a **published main business phone number** — not a personal cell, not a number you guessed.
3. It serves Metro Atlanta or has a location here.
4. There is an obvious reason this business would care about the program you are calling about.
5. It is not on the do-not-call log and has not been contacted by TLCF in the last 90 days.

The 90-day duplicate check

Nothing damages TLCF faster than three volunteers calling the same restaurant in one week. Before you add a business, check your own log and ask your supervisor for the current master list. When in doubt, skip it and note it — skipped prospects still count as documented research time.

Do not call these

- Businesses whose products conflict with a youth- and family-serving charity: adult entertainment, gambling, cannabis, vape and tobacco, payday lending, bail bonds, and firearms retail.
- Businesses already listed on TLCF's do-not-call log.
- Any business whose listing looks closed, abandoned, or fraudulent.
- Political campaigns and political action committees.

SECTION 6

Step 2 · The call

The shape of every call

Stage	Seconds	Your goal
Opening	0–15	Say who you are, that you are a volunteer with a local nonprofit, and why you are calling.
Ask for the right person	15–40	Reach the owner, manager, or whoever handles community giving — or get their name and the best time.
The ask	40–90	One clear, specific ask tied to one program.
Their response	90–150	Listen. Do not talk over a no. Answer with an approved response.
Close	last 20	Either take the handoff details, agree on a time to send information, or thank them and end.

A good call is short. Two minutes is a strong call. If you are eight minutes into a friendly chat with someone who is not going to give, thank them warmly and move on — your hours are better spent on the next dial.

Getting past the front desk

The person answering is not your obstacle — they are your best source of information. Be exceptionally kind to them. Ask for a name and a time, not a favor.

G1 · Gatekeeper

"Hi, my name is [first name] and I'm a volunteer with The Luc Cochran Foundation — we're a local nonprofit here in Metro Atlanta. Who would be the best person to speak with about community sponsorships or donations?"

If they ask what it's about:

"Of course — we run free tutoring, computer training, and food support programs for local families, and we're asking a few local businesses to help. It takes about two minutes."

If that person is unavailable:

"No problem at all. What's their name, and when is usually a good time to reach them? I'll call back then — I don't want to keep bothering you."

SECTION 7

Approved call scripts

Use these as written. You may say them naturally and in your own rhythm, but do not add claims, numbers, or promises that are not here. The bracketed lines are the only places you fill in.

C1 · General sponsorship

"Hi, this is [first name]. I'm a volunteer with The Luc Cochran Foundation – we're a 501(c)(3) nonprofit based in Jonesboro serving families across Metro Atlanta. Do you have about two minutes?"

"We run free programs for local families – tutoring for students, computer and technology training, resume and job-readiness help, and food and essentials support. We're reaching out to local businesses like yours to see whether you'd consider supporting one of them this year, either with a sponsorship or an in-kind donation."

"Would it be alright if I had someone from our team send you the sponsorship information and follow up with you directly?"

C2 · In-kind donation (goods)

"Hi, this is [first name], a volunteer with The Luc Cochran Foundation, a local 501(c)(3) nonprofit. I'm calling because we support Metro Atlanta families with food, hygiene items, school supplies, and technology – and I wanted to ask whether [business] would consider donating [specific item category] to help."

"We can provide a donation receipt for your records, and we handle pickup arrangements through our staff. Is that something you'd be open to hearing more about?"

C3 · Education programs (Scholars Tutoring™ / Digital Foundations™)

"Hi, this is [first name] with The Luc Cochran Foundation – I'm a volunteer. We provide free tutoring for local students and free computer and technology training for students, adults, and seniors who don't have reliable access at home."

"Local businesses help us keep those programs free – through sponsorship, or by donating working computers and devices. Would you be open to our team sending you the details?"

C4 · Workforce readiness (Resume Workshop™)

"Hi, this is [first name], a volunteer with The Luc Cochran Foundation. We help local job seekers with one-on-one resume help, interview preparation, and job-readiness workshops – free of charge."

"Since [business] hires here in the area, I wanted to ask two things: whether you'd consider sponsoring a workshop, and whether you'd want our team to share your openings with the people we serve. Can I have someone follow up with you?"

V1 · First voicemail (keep it under 25 seconds)

"Hi, my name is [first name] and I'm a volunteer with The Luc Cochran Foundation, a local nonprofit in Metro Atlanta. We run free tutoring, technology training, and food support programs for local families, and I'm reaching out about community sponsorship. If that's something you'd consider, you can reach our team at 833-TLCF-NOW, or learn more at luccares.org. Thank you, and have a great day."

V2 · Second and final voicemail

"Hi, this is [first name] again, volunteering with The Luc Cochran Foundation. I left a message last week about local business sponsorship for our tutoring, technology, and food programs. I don't want to keep filling up your voicemail – this is my last call. If you'd like information, our team is at 833-TLCF-NOW or luccares.org. Thank you for what you do for this community."

R1 · Someone calls you back

"Thank you so much for calling back. My name is [first name] – I'm a volunteer with The Luc Cochran Foundation. I called about community sponsorship for our local programs. I'm not the person who handles the details, but if you give me your name, email, and the best number, I'll have our team reach out to you today."

Ending any call**Close — use one of these every time**

Interested: "Wonderful. I'll have someone from our team reach out today. What's the best email and number for you?"

Send info: "Absolutely. What's the best email? I'll pass it to our team and they'll send it over today."

No: "I completely understand – thank you for taking the time.

Have a good day."

Opt-out: "Understood, I'll take you off our list right now. Thank you, and have a good day."

SECTION 8

Objections, word for word

You may respond **once**. If they say no a second time, thank them and end the call. TLCHF never argues, never pressures, and never calls back someone who has said no.

They say	You say
"Just send me some information."	"Happy to — what's the best email? And is there a name I should put it to?" Then log it as Send info and submit a handoff.
"We don't have the budget."	"I completely understand, and thank you for being straight with me. A lot of businesses help with items instead — food, supplies, or working computers. Would that be easier?"
"We already give to other charities."	"That's great to hear — this community needs that. Would it be alright if our team sent you our information to keep on file for next year?"
"How much are you asking for?"	"I'm a volunteer, so I don't set the amounts — our team has levels that start small and go up. Can I have them call you with the details?"
"Is this a scam? / How do I know you're real?"	"Fair question — please don't take my word for it. We're The Luc Cochran Foundation, a 501(c)(3), EIN 99-1959689, in Jonesboro. Look us up at luccares.org , and our office is 833-TLCHF-NOW."
"Are you getting paid for this?"	"No, I'm a volunteer. No part of a donation goes to me." (Never say anything else about pay.)
"I'm not the right person."	"No problem — who would be, and when's a good time to reach them?"
"I'm busy right now."	"Totally understand — I won't keep you. Is there a better time tomorrow I could try you back?" Log the time and call once at that time.
"Take us off your list."	"Understood — I'll take you off right now. Thank you, and have a good day." Log on the do-not-call sheet the same day. No further contact, ever.
Anything about amounts, benefits, logos, contracts, events, or taxes	"That's exactly the kind of question our team should answer — may I have them reach out to you today?"

If someone is rude or hostile: "I understand — thank you for your time," then hang up. Do not respond in kind, do not call back, and note it in your log. You will never be penalized for ending a call that turned hostile. Tell your supervisor if it upset you.

SECTION 9

Step 3 · Log every call

Log the call before you dial the next one. An unlogged call did not happen, cannot be verified, and does not earn hours. Batching at the end of a shift always produces wrong times and missing outcomes.

Field	What goes in it
Date and time	The actual date and clock time of the attempt.
Business name	Exactly as published.
Phone number called	The published business line you dialed.
Contact name / title	If you learned one — this is often the most valuable thing a call produces.
Program	DF (Digital Foundations), ST (Scholars Tutoring), RW (Resume Workshop), NN (Nourish Network), CM (Connect Mobile), GEN (general).
Script used	C1, C2, C3, C4, G1, V1, V2, or R1.
Attempt number	1, 2, or 3. There is never a fourth.
Disposition	One of the nine below.
Next attempt date	Calculated from the follow-up rules in Section 10, or “none.”
Notes	Facts only. What they said, names, best times. Never opinions, guesses, or predictions.

Notes: what a useful one looks like

Useful note (facts)	Useless note (opinion)
“Owner is Dana Pierce, back Thursday after 2 p.m. Front desk said they donate every August.”	“Seemed nice, might give later.”
“Asked what percentage goes to programs. Told them staff would answer. Wants an email.”	“They asked a bunch of questions I couldn’t answer.”
“Said no — corporate handles all giving out of Nashville. No local decision.”	“Probably a waste of time.”

Write what you heard, not what you felt. Staff follow up on facts — a name, a month, a reason, a time to call back. Predictions and impressions cannot be acted on and can be unfair to the business.

The nine dispositions

Code	Disposition	Meaning
1	Interested — referred to staff	They want to hear more. Submit a handoff form within one business day.
2	Send info	They asked for information by email. Capture the email and submit a handoff.
3	Callback scheduled	You were given a name and a time. Call once at that time.
4	Declined	A clear no. No further attempts.
5	Gatekeeper — no decision maker	You spoke to someone, but never reached the right person.
6	Voicemail left	V1 or V2 left. Counts as an attempt.
7	No answer / busy	Nobody picked up and no voicemail was available. Counts as an attempt.
8	Wrong or disconnected number	Mark the prospect dead and do not re-dial.
9	Do not call	Any opt-out. Log on the do-not-call sheet the same day.

Log the bad ones too. No-answers, hang-ups, and hostile calls are all real, credited work. A log that shows only successes is a log your supervisor cannot sign.

SECTION 10

Step 4 · Follow up — and when to stop

TLCF's reputation depends on knowing when to stop. **Three attempts, then done for twelve months.** There is no fourth attempt for any reason.

Attempt	When	What you do
1	Day 0	Call. If no one answers, leave voicemail V1 (or no message if there is no voicemail).
2	3 business days later, at a different time of day	Call again. A morning no-answer often answers in the afternoon.
3	5 business days after attempt 2	Final call. Leave voicemail V2 if no answer. Then stop.
—	After attempt 3	Mark the prospect closed for 12 months. Do not call again, and do not hand it to another volunteer.

Stop earlier than three when

- Anyone says no, not interested, or take us off the list — stop immediately.
- The number is wrong or disconnected — stop and mark it dead.
- You reached the decision maker and they declined — stop; do not try a different person at the same business.
- A callback time was given — that scheduled call replaces your next attempt; it does not add one.

Never do these

- Never call a business more than once in the same day.
- Never call outside 9:00 a.m.–5:00 p.m. Eastern, Monday–Friday.
- Never text a business phone number, message it on social media, or show up in person.
- Never contact an owner's personal number, even if a staff member gives it to you — give it to your supervisor instead.

SECTION 11

Handing an interested business to staff

The moment someone is interested, your part is finished. Do not negotiate, do not quote amounts, do not promise recognition, and do not keep calling them.

1. On the call, capture: contact name and title, direct phone, email, program discussed, and the best time to reach them.
2. Write it on the **Interested Business Handoff Form** while it is fresh — including their own words.
3. Send the form to your supervisor and to hi@luccares.org **within one business day**, with the subject line **WARM LEAD — [Business Name]**.
4. Mark the call log disposition **Interested — referred to staff**.
5. Stop contacting that business unless staff asks you to.

What staff needs from you

- Business name and location.
- Contact name, title, direct number, email, and the best time to call.
- Which program they responded to, and which script you used.
- Date and time of the call, and your attempt number.
- **Their exact words** — “we do a back-to-school drive every August” is worth more than “they seemed positive.”
- Anything they asked for: a packet, a W-9, a pickup, an event date, a tax letter.

You get full credit regardless of what happens next. Whether the business gives \$0 or \$5,000 has no bearing on your hours, your letter, or your standing. Your job was the call and the record — both are done.

SECTION 12

Compliance and conduct

Truthfulness

Say only what is in this packet and on luccares.org. Never state a statistic, a number of people served, a percentage of funds used, or what a specific gift will buy. If you are asked something you cannot answer truthfully from this packet, say so and refer it to staff. An honest “I don’t know, but I’ll find out” protects TLCF and impresses the person on the other end.

Solicitation law and calling conduct

- TLCF solicits as a registered 501(c)(3) charitable organization. Always give the full legal name, **The Luc Cochran Foundation**, and the EIN if asked: **99-1959689**.
- Business-to-business calls only, to published business numbers, inside the calling window.
- No auto-dialers, no pre-recorded messages, no mass texting, no caller-ID spoofing — all are prohibited by TLCF policy.
- No call recording of any kind, even where law would allow it.
- Honor every do-not-call request immediately and permanently, and report it the same day.
- Never solicit a personal donation for yourself, and never collect funds in any form.

Confidentiality

Contact details, names, and call notes you gather belong to TLCF. Do not share them, post them, keep copies after your assignment ends, or use them for any other purpose. Return or destroy your working copies at the end of your assignment and confirm to your supervisor that you have done so.

Conflicts of interest

Tell your supervisor before calling any business you, a relative, or a close friend owns or works for, or one where you would personally benefit from a gift. Disclosure is not disqualifying — hiding it is.

Raising a concern

If you see or are asked to do anything dishonest, unsafe, or contrary to this packet, email your supervisor or send “CONCERN” in the subject line to hi@luccares.org. Anonymous reports are accepted and protected. No volunteer will be retaliated against for raising a good-faith concern.

Immediate removal

Any of the following ends the assignment immediately:

- Falsifying calls, hours, dispositions, or a supervisor signature.
- Accepting money, checks, card numbers, gift cards, or goods.
- Calling after an opt-out, calling outside the window, or using an auto-dialer or recording.
- Claiming to be staff, inventing facts about TLCF, or pressuring, threatening, or harassing anyone.
- Sharing TLCF contact data, or using it for personal or commercial purposes.

When in doubt, ask first. Nothing in this role is urgent enough to guess at. A two-minute question to your supervisor protects you, the person on the other end of the phone, and TLCF's standing in this community — which is the only reason a stranger takes our call at all.

SECTION 13

Quality standards

What counts as one quality attempt

A quality attempt is a dial to a **verified, published business number** of a **qualified, non-duplicate** prospect, made **inside the calling window**, using an **approved script**, and **fully logged** with a disposition. Anything missing one of those five does not count toward your totals.

How your work is checked

- Your supervisor spot-checks roughly 10% of your logged calls each week — numbers are verified as published and real, and a few businesses may be politely followed up with by staff.
- Your time log must be consistent with your call log. Six hours logged against nine calls will be questioned.
- Repeated missing fields, guessed numbers, or off-script claims lead to retraining, then removal.

Self-check before you submit a week

1. Does every row have a date, time, business, number, script, attempt number, and disposition?
2. Did every opt-out get onto the do-not-call log the same day?
3. Did every interested business get a handoff form within one business day?
4. Are all of my notes facts — with no opinions, predictions, or promises?
5. Does my time log show real start and stop times, in 15-minute increments?
6. Did I stay inside 9–5 Eastern, Monday through Friday, on every single call?

An illustrative funnel

The figures below are an **illustration of how this role can work — not a promise, a quota, or a prediction**. Results vary widely by category, season, and luck.

Stage	Illustrative
Dial attempts in a 10-hour assignment	180–220
Conversations with a live person	40–60
Reached the decision maker	12–20
Asked for information / interested	3–8
Referred to staff as warm leads	2–5
Outcome after staff follows up	Determined by staff — never by the volunteer

SECTION 14

A sample 10-hour assignment

A workable rhythm. Yours may differ — what matters is that the time log matches the call log.

Block	Focus	Typical output
0:00–0:30	Onboarding call with your supervisor, read the packet, practice the script out loud.	Ready to dial
Hour 1	Build call list #1 — one category, 20–25 verified numbers.	20–25 prospects
Hours 2–3	Calling block #1. Log each call before the next dial.	36–50 attempts
Hour 4	Build call list #2 — a different category.	20–25 prospects
Hours 5–6	Calling block #2.	36–50 attempts
Hour 7	Attempt 2 round on everyone from block #1, at a different time of day.	18–25 attempts
Hour 8	Build call list #3 and call it.	18–25 attempts
Hour 9	Final attempts, V2 voicemails, and handoff forms for every interested business.	Handoffs submitted
Hour 10	Clean up logs, complete the weekly summary, review with your supervisor.	Logs signed

Call in blocks, not trickles. Two focused hours of back-to-back dialing produce more — and feel far easier — than eight scattered calls across a day.

SECTION 15

Frequently asked questions

Do I need experience?

No. If you can read a short script out loud politely and write down what you hear, you can do this role.

I'm terrified of calling strangers. Can I still do this?

Yes, and most volunteers say the same thing before their first shift. Practice with your supervisor, make your first three calls without pausing, and remember the worst outcome is a polite no.

Do I use my own phone?

Yes. You use your own phone, your own plan, and your own internet for research. TLCF does not issue phones or reimburse minutes. You may set up a free second number yourself if you prefer not to show your personal one.

What if a business calls my number back?

Answer professionally using script R1, or return it the next business day. Never give out amounts — take their details and hand them to staff.

How many calls am I expected to make?

Roughly 18–25 dial attempts per hour, including research time. Quality and accurate logging always outrank raw volume.

Can I learn hours for research instead of calling?

Yes. Building and verifying call lists is credited work, logged as research. Ask your supervisor if you need a research-only assignment.

Are hours tied to money raised?

Never. Hours are credited for verified work performed. TLCF does not use commission-based or dollar-based credit of any kind.

How many times can I call one business?

Three attempts maximum, then stop for twelve months — or sooner if they decline or opt out.

Can I text or message them instead?

No. This role is phone calls only, to published business numbers. No texts, social media messages, or in-person visits.

Can I call in the evening or on a weekend?

No. Calls are 9:00 a.m.–5:00 p.m. Eastern, Monday through Friday only. You may do research outside those hours and log it as research.

What if I say something wrong?

Correct it on the call if you can, note it in your log, and tell your supervisor. Honest mistakes are expected; hidden ones are not.

Can I volunteer from outside Georgia?

Yes. The role is fully remote, but all calling must follow the Eastern-time window.

What documentation do I get?

A signed completion or community-service verification letter with your verified hours and a description of the work, issued within five business days of your final verified log.

Is this role paid?

No. It is a volunteer / internship position. As the foundation grows, compensation for some roles may scale with that growth, but no offer of pay is made or implied by this packet.

Questions about this role

Email hi@luccares.org with "Phone Outreach Assistant" in the subject line, or call 833-TLCF-NOW. The Luc Cochran Foundation · 1560 Commercial Court, Suite H, Jonesboro, GA 30238 · EIN 99-1959689

SECTION 16

Volunteer agreement and acknowledgment

Initial each statement, then sign below. This agreement is kept in your volunteer file and is required before your first call.

Initial	Statement
_____	I have read the TLCF Remote Fundraising Phone Outreach Assistant Packet in full.
_____	I understand this is an unpaid volunteer / internship role, and that no payment is offered or implied.
_____	I will use my own phone and my own resources, and I understand TLCF does not reimburse minutes, data, or equipment.
_____	I will identify myself as a volunteer with The Luc Cochran Foundation on every call and will use only approved scripts.
_____	I will call only published business numbers, only between 9:00 a.m. and 5:00 p.m. Eastern, Monday through Friday.
_____	I will not use auto-dialers, pre-recorded messages, texting, or call recording, and I will not falsify caller ID.
_____	I will never accept money, checks, card numbers, gift cards, or goods, and I will refer all giving to TLCF staff.
_____	I will honor every do-not-call request immediately and permanently, and report it the same day.
_____	I will make no more than three attempts per business and will stop sooner if asked.
_____	I will log every attempt accurately and understand that falsifying records ends my assignment and is reported to my court, school, or referring agency.
_____	I will keep all contact information confidential and will not use it for any purpose outside this role.
_____	I will disclose any conflict of interest before calling a related business.

Volunteer name (print)	Signature	Date

Email	Phone	Referring court / school / agency (if any)

Parent / guardian name (if under 18)	Guardian signature	Date

TLCF supervisor	Assignment # / hours authorized	Date

KEEP THIS NEXT TO YOU

One-page quick reference

The loop

1	Build a list of 20+ verified, published business numbers before you dial.
2	Open your call log and the script for today's program.
3	Dial. Name, volunteer, nonprofit, one clear ask — in the first fifteen seconds.
4	Answer one objection, then accept the answer.
5	Log the call before the next dial — always with a disposition.
6	Interested? Handoff form to your supervisor within one business day.

Hard rules

Rule	No exceptions
Calling window	9:00 a.m.–5:00 p.m. Eastern, Monday–Friday
Attempts per business	3 maximum, then stop for 12 months
Money	Never accept any — refer to staff and luccares.org/donate
Opt-outs	Honored immediately, permanently, same-day logged
Recording / auto-dialers / texting	Prohibited
Amounts, benefits, contracts	Staff only — never the volunteer
Unlogged call	Did not happen, earns no hours

Your first fifteen seconds

"Hi, this is [first name]. I'm a volunteer with The Luc Cochran Foundation — a local 501(c)(3) nonprofit here in Metro Atlanta. Who's the best person to speak with about community sponsorships?"

The Luc Cochran Foundation · Where Opportunity Meets Technology to Build Futures.
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