



THE LUC COCHRAN FOUNDATION

Where Opportunity Meets Technology to Build Futures.

Phone Outreach Call Logs

Remote Fundraising Phone Outreach Assistant

TLCF provides these logs — you provide the phone and the hours. Print them or keep them on screen, and log every call before you dial the next one. Your supervisor verifies your service hours against these records.

Sheet	Use it for	Print
1. Call List / Prep Sheet	Verified businesses and published numbers, built before you dial	1 per calling block
2. Call Log	Every dial attempt, its disposition, and the next attempt date	1 per 14 calls
3. Daily Time Log	Actual clocked time, in 15-minute increments	1 per week
4. Weekly Summary & Verification	Totals and your supervisor's signature	1 per week
5. Warm Lead Handoff Form	Interested businesses passed to TLCF staff	1 per lead
6. Do-Not-Call Log	Anyone who asks to be removed — honored permanently	As needed

Calling window: 9:00 a.m.–5:00 p.m. Eastern, Monday–Friday · **Attempts:** three per business, then stop for 12 months · **Money:** never accepted by volunteers · **Opt-outs:** honored immediately and logged the same day.

Sheet 1 · Call List / Prep Sheet

Build your list before you start dialing — at least 20 businesses per calling block. A prospect is not ready to call until every column is filled in.

[illegible]

Qualify check: real operating business · **published** main business number (never a personal cell or a guessed number) · serves Metro Atlanta · an obvious reason to care about the program · not on the do-not-call log · not contacted by anyone at TLCF in the last 90 days. Research and list building are credited work — log the time on Sheet 3.

Continuation page — print as many as you need.

[illegible]

Sheet 2 · Call Log

One row per dial attempt — including no-answers. Log the call before you dial the next one; an unlogged call earns no hours.

Date	Time	Business name	Number called	Program	Script	Attempt #	Disposition	Next attempt	Notes (facts only)

Program: DF = Digital Foundations™ · ST = Scholars Tutoring™ · RW = Resume Workshop™ · NN = Nourish Network™ · CM = Connect Mobile™ · GEN = General **Script:** C1 · C2 · C3 · C4 · G1 · V1 · V2 · R1 **Disposition:** 1 Interested (refer today) · 2 Send info · 3 Callback scheduled · 4 Declined · 5 Gatekeeper — no decision maker · 6 Voicemail left · 7 No answer / busy · 8 Wrong or disconnected number · 9 Do not call **Attempts:** #1 day 0 · #2 three business days later at a different time of day · #3 five business days after that, then stop for 12 months.

Sheet 2 · Call Log (continued)

Continuation page — print as many as you need.

Date	Time	Business name	Number called	Program	Script	Attempt #	Disposition	Next attempt	Notes (facts only)

Record actual clocked time in 15-minute increments. Hours are credited for verified work performed, never for dollars raised.

Guideline: roughly **18–25 dial attempts** or **4–6 live conversations** per calling hour, including short breaks. List building and research hours are logged here too. A 10-hour assignment typically produces 180–220 logged attempts across 75–100 businesses. Record your real time even if your volume differs.

Page 6

Sheet 4 • Weekly Summary & Supervisor Verification

Submit at the end of each week with Sheets 1–3 attached.

Volunteer name	Week ending	Assignment #

Metric	This week	Assignment to date
Hours worked (from Sheet 3)		
Businesses researched and verified		
Dial attempts logged		
Live conversations		
Decision makers reached		
Voicemails left (V1 / V2)		
Callbacks scheduled		
Declined		
Wrong or disconnected numbers		
Interested — referred to staff		
Do-not-call requests honored		

What went well / what you need help with

Supervisor verification confirms that the hours claimed match the logged calls. Logs with missing dispositions, guessed numbers, or calls outside the 9–5 Eastern window are returned unsigned.

TLCF supervisor (print)	Signature	Date

Hours verified this week	Assignment hours to date	Hours remaining

Sheet 5 · Warm Lead Handoff Form

Complete within one business day of any interested business. Email to your supervisor and hi@luccares.org with the subject WARM LEAD — [Business Name].

Business name		Date & time of the call
Contact name & title	Direct phone	Best time to reach them
Email address	Program discussed	Script used / attempt #

What they said — in their own words (no promises or predictions of your own)

What they asked for (packet, call back, W-9, pickup, event details, other)

Reminder: never accept money, checks, card numbers, or bank details over the phone — refer them to TLCF staff and luccares.org/donate. Once this form is submitted, do not call the business again unless staff asks you to. You receive full credit for the call regardless of the outcome.

Volunteer name	Date submitted	TLCF staff received (initials / date)

Any opt-out is honored the same day and permanently. Report every entry to your supervisor at the end of your shift.

Remove the business from your call list immediately, mark the call log disposition “9 — Do not call,” and never make another attempt. Calling a business after an opt-out ends the assignment.

Page 9