

Mission Ready Package (MRP) - Crisis Cleanup Call Center Support

Purpose: The Mission Ready Package (MRP) for the Rocky Mountain MRC Crisis Cleanup Call Center Support ensures a structured and efficient approach to providing vital communication and coordination services during disaster response. This team supports disaster survivors by connecting them with volunteer relief organizations through Crisis Cleanup's collaborative platform.

Overview of the Crisis Cleanup Call Center Support MRP

The MRP outlines the resources, personnel, and processes necessary to support the Crisis Cleanup platform. This initiative enables effective matching of unmet survivor needs with volunteer services.

Key Components:

1. Team Composition:

- **Call Center Volunteers:** Respond to incoming calls from disaster survivors, gather information about their needs, and input data into the Crisis Cleanup platform.

2. Capabilities:

- Receiving and documenting survivor requests for assistance.
- Data entry and management within the Crisis Cleanup platform.
- Collaborating with volunteer organizations to facilitate service delivery.
- Providing follow-up communication as needed to ensure survivors receive appropriate assistance.

3. Training Requirements:

- Orientation to the Crisis Cleanup platform, including user roles and data entry protocols.
 - Training in effective communication and active listening skills.
 - Familiarity with disaster-specific resources and support services.
 - Participation in simulated call center exercises.
- **Support:** Empowers survivors by connecting them with timely, appropriate assistance.

The MRP for the Rocky Mountain MRC Crisis Cleanup Call Center Support reflects our dedication to efficient disaster recovery efforts, providing a critical link between survivors and the resources they need to rebuild and recover.