



St. Vincent de Paul
GEORGIA

FEED. CLOTHE. HOUSE. HEAL.

Statewide Assistance Line & GoToConnect

FY 2025 - 2026

Every Conference Now Has the following tools for Intake Requests from Neighbors in Need

- **Unique Outlook Email Address** [_{Conference Name or Location} @svdpgeorgia.org](mailto:{Conference Name or Location}@svdpgeorgia.org)
 - Receive requests from Neighbors as email
 - Voicemails forward to Outlook as a transcript with caller ID
- **Optional Webform**
 - Customizable form hosted at svdpgeorgia.org
 - Collect detailed information from Neighbors before first conversation
 - Completed forms will forward to Outlook
- **Unique, Dedicated Phone Number**
 - Call Neighbors back from an SVdP phone number
- **Microsoft SharePoint folder**
 - Store files in the Cloud
 - Share files with Council
- **Plus, the Statewide Assistance Line that routes callers to you**

Our Neighbors' Reality

Struggles No Family Should Face Alone

"I never thought we'd be living in a motel."
– a Georgia mother of three

"I was working full-time and still couldn't afford groceries."
– a Georgia parent

"I had to choose between rent and medicine."
– a Georgia neighbor

**Behind Every Statistic Is A Neighbor
Fighting To Make Ends Meet.**

*"I called everywhere
for help. SVdP was the
only one who called
me back."*

– a Georgia neighbor



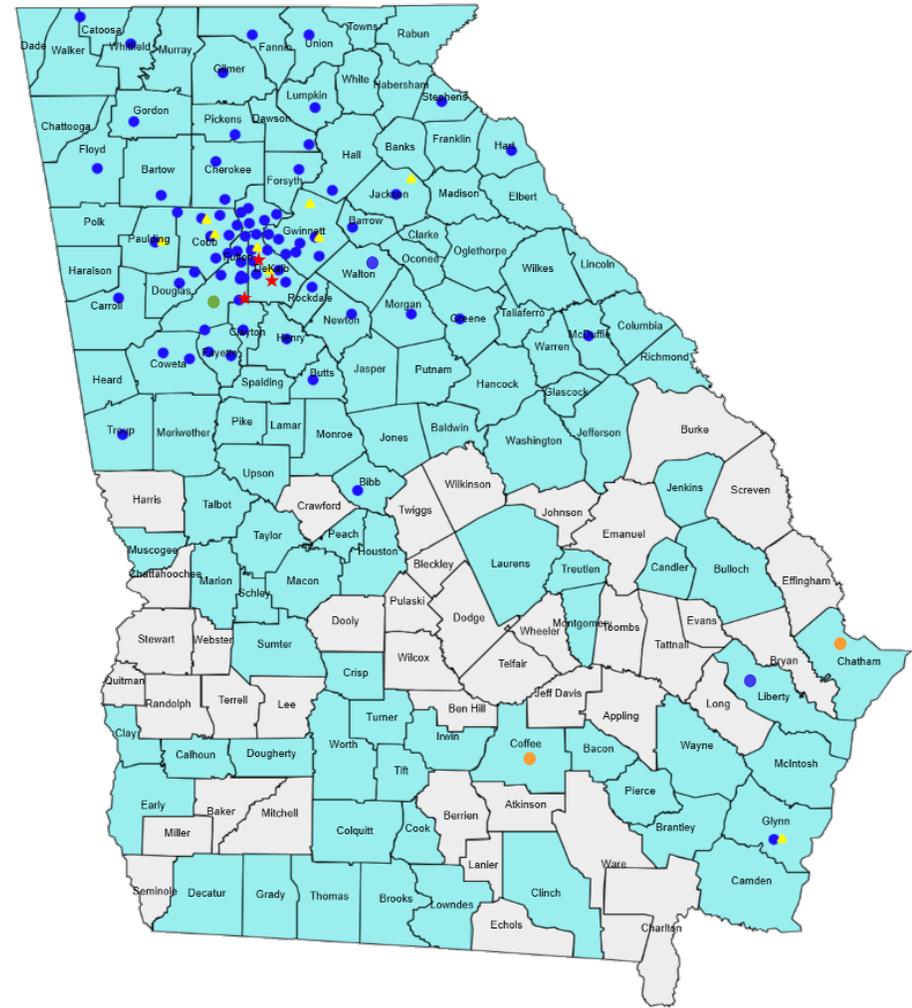
Statewide Assistance Line 678-892-6163

One Hotline for Neighbors in Need
anywhere in Georgia

- ~25,000 calls per month
- primarily from 54 Counties

Color Key

- Blue Dot = Conference
- Yellow Star = Thrift Store
- Orange Dot = Emerging Conference 2026
- Red Star = Council Facilities
- Light Blue = Where Neighbors have been Helped (2013 – today)



How Calls Route: 678-892-6163



1. Neighbor in Need dials the Statewide Assistance Line

2. *"Thank you for calling St. Vincent de Paul of Georgia."*



3. Choose Language

English

Spanish



4. Enter ZIP

Optional (Split ZIP)

"Press 1 if you live..."

"Press 2 if you live..."



5. Routing Options, based on Conference Preference:

- Forward to External #
 - Refer to Online Form
 - Refer to Email
 - Leave voicemail
- And allow voicemail, or
- End call.

How Messages Are Retrieved

678-892-6163

Option 1: Forward to Parish / Private #

- Intake Volunteer retrieves voicemails – physically at parish or by dialing in.
- Listens to messages one by one.
- Notes caller data.
- Returns the call / Prescreens by phone.
- Assigns Neighbor to Vincentian for casework.

PROs

Well-established habit
Convenient for tech-averse

CONs

Recordings may be inaudible
Difficult to forward / Manual
May require Parish / Physical access
Conference expense

How Messages Are Retrieved

678-892-6163

Option 2: Shared Voicemail on GoToConnect

- Intake Volunteers at a Conference share one email account -- @svdpgeorgia.org
- Accessible from any Internet connection; synchronized in real time
- Voicemails are received as **emails** with
 - transcript & audio file
 - time & date
 - caller ID – name and/or #
- Choose to return the call / Prescreen by phone, or
Choose to forward the email to another Vincentian for casework, or
Choose to forward the email to another Conference, if appropriate.

PROs

Unlimited voicemail box
Accessible anytime, anywhere
Caller ID captured for reliability
Easy to forward
Organize into subfolders
Council-absorbed cost

CONs

Vincentian training / new habit

Voicemails are Now Emails

The screenshot displays the Microsoft Outlook interface. The top navigation bar includes the Outlook logo, a search bar, and menu options: File, Home, View, and Help. The ribbon under the Home tab shows various actions: New, Ignore, Block, Delete, Archive, Report, Reply, Reply all, Forward, Meeting, and Share to Teams. The left sidebar shows the Favorites section with folders like Inbox (2), Sent Items, and Drafts, and a user-specific section for 'coweta@svdpgeorgia...' with an 'Inbox' folder (2) containing sub-folders like 'Called no help', 'eviction', 'food', 'homeless', 'hotel', 'mortgage-rent', 'utilities', 'Drafts', and 'Sent Items'.

The main inbox area shows a list of messages. The selected message is from 'NEW CASTLE DE - Voicemail box 0055' with the subject 'Voicemail from (302) 414-5819 on Nov 2 2025 10:25 PM'. A warning banner reads: '***This is an EXTERNAL message. Please handle with caution.***'. The message body features the 'GoTo' logo and the heading 'You received a new voicemail message'. Below this is a blue bar with an information icon and the text 'New voicemail message'. The message details are as follows:

Time:	Sunday, November 2 2025 10:25 PM
From:	(302) 414-5819
Duration:	28 seconds
Voicemail box:	0055
Transcript:	Yes my name is Cassandra Newsome and my phone number is 9 4 3 2 4 2 8 9 1 5 and I was trying to get some assistance with housing or pay my rent.

The bottom right corner of the image contains the logo for St. Vincent de Paul GEORGIA.

Optional Webform too

Collect important Neighbor information online before first contact.



St. Vincent de Paul
GEORGIA

[WHO WE ARE](#) [WHAT WE DO](#) [GET INVOLVED](#) [WAYS TO GIVE](#) [THE GUARDIAN SOCIETY](#) [MEMBERS](#)

To request financial assistance, please fill out the form below, starting with the drop-down box regarding your zip code. Please note that we limit our service to received our assistance and those who have not received our assistance in the past 12 months.

PLEASE SELECT THE ZIP CODE WHERE YOU LIVE:

30033

Head of Household Information

NAME *

First

Middle

Last

ADDRESS *

Street Address

Address Line 2

Head of Household Information / Información sobre el Jefe de Familia

Name / Nombre

Tara Tester

Phone / Número de teléfono principal

678-111-2222

Email / Dirección de correo electrónico

tlabouff@svdpgorgia.org

Address / Dirección

123 Main Street
Atlanta, Georgia 30000
United States

[Map It](#)

Assistance Requested (select all that apply): / Asistencia solicitada (seleccione todas las que correspondan):

- Housing | Alquiler/Vivienda
- Utilities | Utilidad
- Food | Comida

Living Situation / Situación de vida

Rent Apartment. | Alquiler de Apartamento

Please tell us why you need assistance: / Por favor, cuéntenos su situación:

Lost hours at work due to accident / injury; loss of income means can't keep up with this month's bills



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How Calls Are Returned

Optional 'SoftPhone'

Option 1: Call the Neighbor from your personal #, or

Option 2: Call back from a Dedicated SVdP 'softphone' #

What is a SoftPhone?

software to make and receive phone calls over the internet using devices like a computer, tablet, or smartphone instead of a physical phone

Unique Phone Number for Your Conference

Any Vincentian can use from Anywhere on Any Device after installing the GoToConnect team app

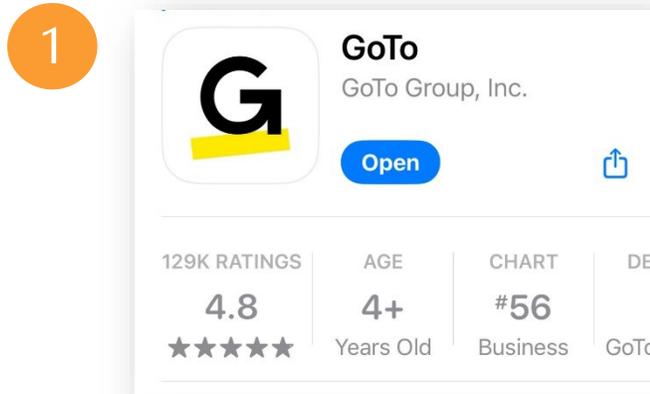
Dial Back as "SVdP"

Your calls are identified as "SVdP ___(parish name)___"

Simultaneous inbound/outbound calling by multiple volunteers

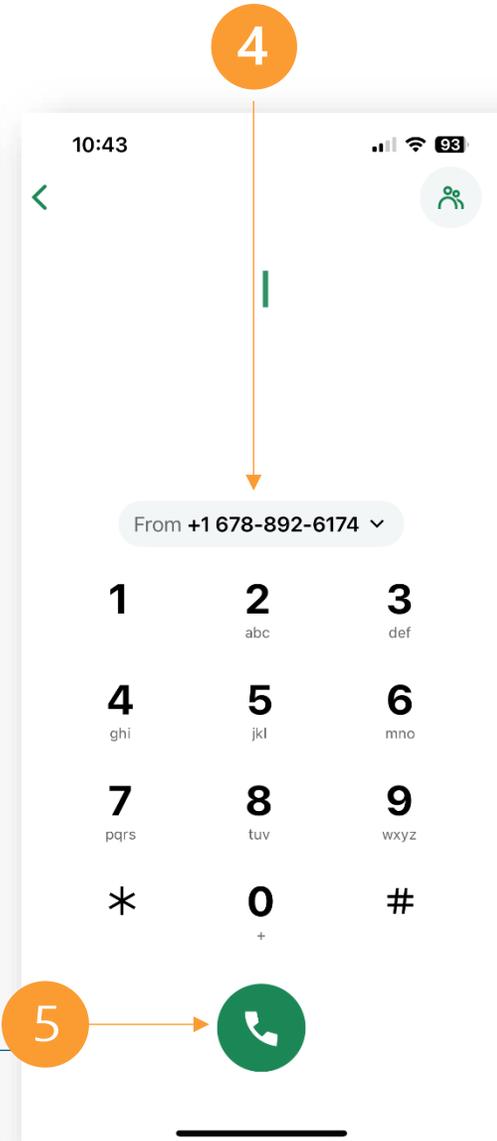
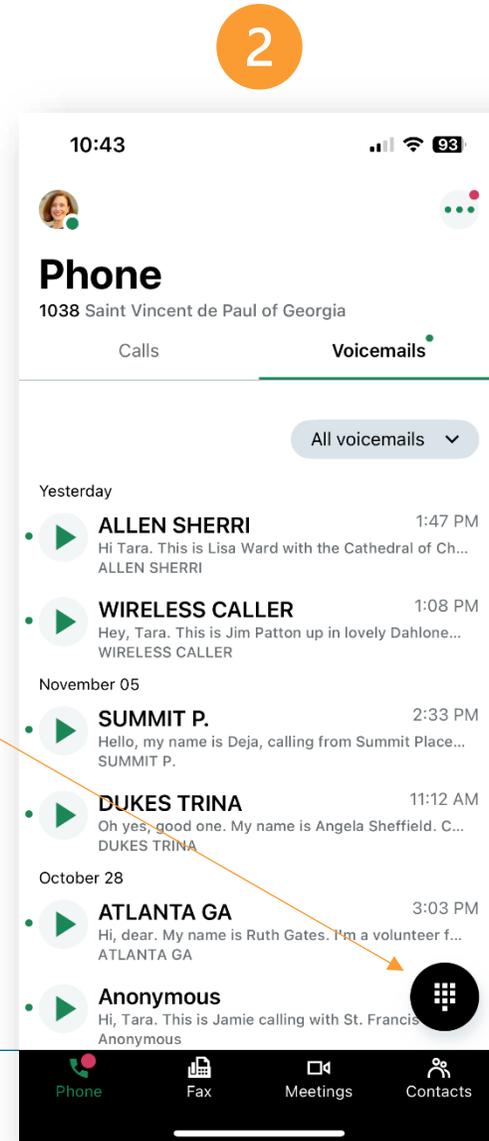
All voicemails received at Outlook email address

How Calls Are Returned Dialing via 'SoftPhone'



How to call using your Conference Phone Number

1. Download the GoTo App
2. Open the GoTo App on a smartphone, laptop, or tablet
3. Tap the phone keypad icon
4. Confirm that your Conference phone number appears on the dial screen
5. Dial, then tap the green phone icon to connect



To Activate Your SoftPhone GoTo Connect

1. **Tell Council You're Ready**
2. **Login to Outlook**
3. **Open GoTo Invitation**
4. **Share with Conference members**

Join a team account for GoTo products [Summarize](#)

GoTo <noreply@logmein.com> 😊 [← Reply](#) [← Reply all](#)
To: [👤 SVDP Mary Mother of God](#)

*****This is an EXTERNAL message. Please handle with caution.*****



Simplifying the way
you work

[Get started](#)

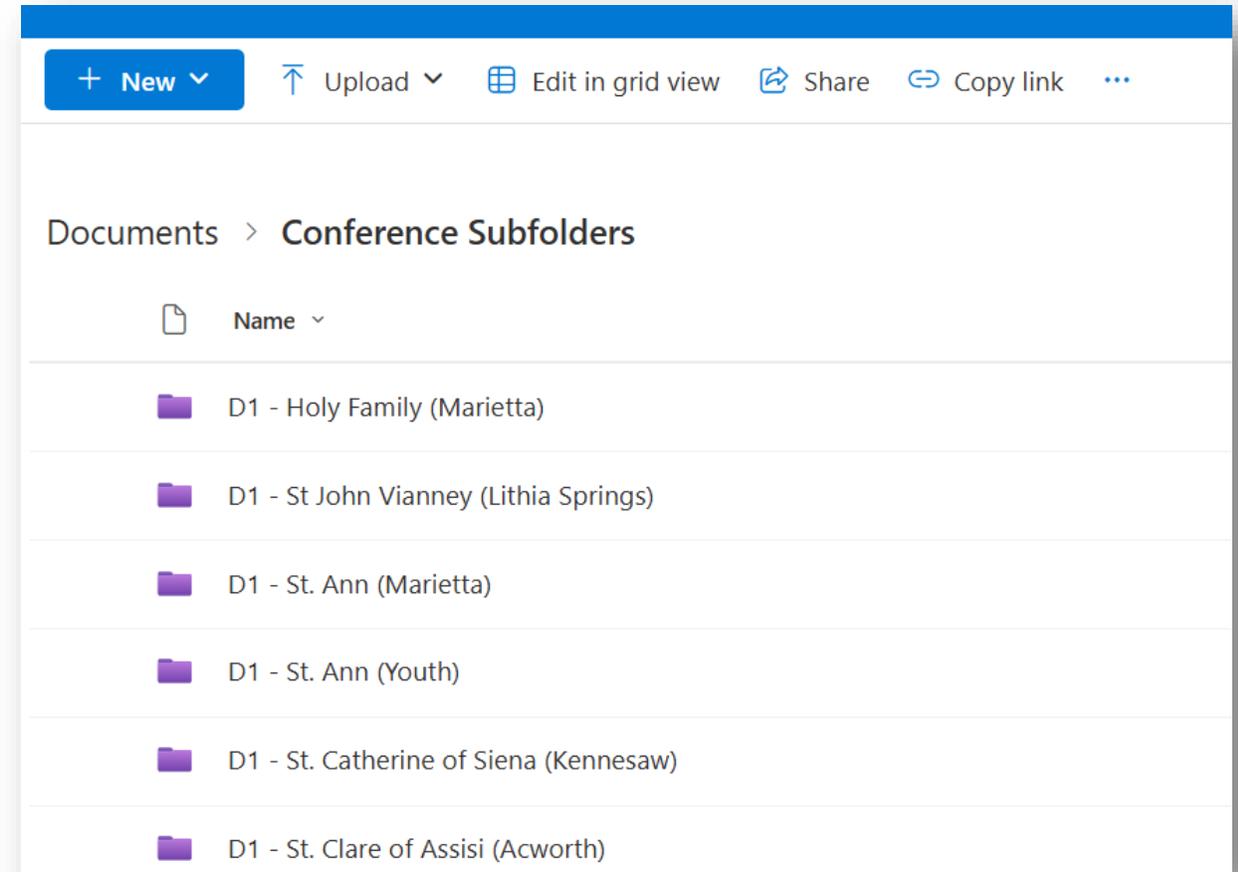
Saint Vincent de Paul of Georgia invites you to join
this account. Get started with your email address:
mmog@svdpgeorgia.org.

Also Available: File Space in the Cloud

Microsoft Sharepoint

Dedicated file space for your Conference

- Store files in the Cloud
- Longevity beyond any one Officer
- Seamless file-sharing with Council or with other Conferences



Summary of Benefits

Dedicated, free email as @svdpgeorgia.org

Unique, free phone number

Caller ID as “SVDP” for any Vincentian

Easily transfer Neighbors to another Conference

4-digit dialing between Conferences

Cloud space for your Conference

Easy file sharing among Conference, District or Council

Our Mission

Rooted in Love. Focused on Impact.



Our Mission:

To Serve our Neighbors with Love and Respect: Delivering Help, Hope, and Pathways to Self-Sufficiency

Our mission explains why we exist and who we are at our core— a community rooted in **love, respect, and action.**

We speak of **neighbors** because relationships matter, and our care is always personal.

“Help, hope, and pathways” reflects both our compassionate response in times of crisis and our commitment to **long-term sustainability.**

Questions?

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