

PEOPLE NEED PEOPLE

CPACS is the **first, largest and oldest organization in the Southeast** to focus on issues and concerns of **Asian Americans, especially women, children and families with low incomes.**

CPACS' Mission

Center for Pan Asian Community Services, Inc. (CPACS) is a private nonprofit located in Atlanta, Georgia. **Our mission is to promote self-sufficiency and equity for immigrants, refugees, and the underprivileged through comprehensive health and social services, capacity building, and advocacy**

Phone Banking

- Sept. 9- Nov. 7
- Hosted 36 Phone Banks
- 572 Volunteers



Phone Banking

- Phone Attempts: 209,623
- Phone Conversations: 7,458
- Voter Turnout: 4,109



Phone Banking

Success

- Bilingual Volunteers
- Seniors and Student Volunteers address language needs
- Building student groups' capacity to host phone banks
- Train organization's leader to lead
- Returning Volunteers

Challenges

- Ext Number/Transferring Calls
- Issues with certain mobile provider
- Lags/Delays during peak times
- Space/Computer/Phones
- Language Specific Phone Bank



Best Practices

- Test Run
 - Adobe Flash is Updated
- Print Materials for Volunteers
- Back-Up Call List
- Provide Food and Refreshments
- Announce total # called during breaks
- Volunteer Training
- Debrief: Share success calls



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