

Action by Appointment – Frequently Asked Questions – Beginning July 10, 2017

Why are you changing to appointments?

The Action Center is making the switch to appointments to better serve you, and better respect your time. The switch to appointments will mean you can expect to move quickly through the building to receive your services and will allow us to better manage the inventory of clothing and food available to you.

Who is my appointment with and how do I make an appointment?

Your appointment is with a staff person or volunteer participant advocate, and must occur before you get any Action Center services. The number to call to make an appointment is **720-215-4850**. Volunteers will be answering your call from 9am—4pm on Mondays, Tuesdays, Wednesdays and Fridays and from 11am – 5pm on Thursdays.

What are the hours for appointments and how far in advance can I make my appointment?

Appointments are available between 9am-2:40pm on Mondays, Tuesdays, Wednesdays and Fridays. And from 11am-4:00pm on Thursdays. You can make appointments up to two weeks in advance.

Will I leave a message to make an appointment or will a real person answer the phone?

All calls for appointments will be answered by a volunteer who will help you to set your appointment. You will be asked to provide a phone number so that we can call to remind you of your appointment.

How do I make an appointment if I do not have a phone?

We understand that not every participant owns a telephone. There are pay phones available for public use across the metro area.

Can I make an appointment for the same day that I call?

If there are still appointments available that day, yes, you can make an appointment for the day you call.

Do I still need to make an appointment if I am only coming in for mail?

No. If you are coming to The Action Center *only* to pick up or check for your mail, you do not need to make an appointment. If you want services other than mail, you will need to have an appointment.

Can I still come to The Action Center if I find myself in an emergency and I do not have an appointment?

Emergency situations will be handled on an individual basis. We cannot guarantee that you will be served without an appointment.

What if I am late for my appointment?

While we prefer you arrive on time for your appointment. If you arrive 20 minutes before or 20 minutes after your set time, we will still accommodate you. If you are more than 20 minutes late for your appointment, we will do our best to see you, but cannot guarantee that there will be an opening.

Will there still be walk in hours?

No. There will not be walk in hours. All services must be done through appointment, by calling 720-215-4850

How long will I be at The Action Center to get what I need?

It depends on how many services you will be getting. On an average, you should plan about 30 minutes per service. So, if you are coming in for your appointment, to visit clothing and grocery, it should take you about 1.5 – 2 hours at the most. (Seeing any outreach provider alongside of getting services will take longer)