

HRC Virtual Phone Banking Operation Swing State

Why We Call Equality Voters

Voter-to-voter contact is the most effective way to communicate what’s at stake for the LGBTQ community in this election. Moreover, we need to communicate safe voting options for HRC supporters and pro-equality voters in states that will help decide this election. Our goal is to have as many quality conversations as possible--*as soon as possible*. By doing so, we can bank as many commitments to vote for pro-equality candidates and get resources to anyone who is concerned about how they will cast a ballot amid the COVID-19 public health emergency. Everyday brings us closer to Election Day with even less time ahead of voter registration and early voting deadlines in these states--we need your help now!

Note: *Our organizers will support you with the training, scripts, and best practices you need to get important information on voting safely state by state to those who need it most.*

Step 1: Getting Started

Sign up for a shift: hrc.im/SwingStateSquad

1. Sign up for a shift time that works for you. We call every Tuesday night.

HIGHEST PRIORITY VIRTUAL PHONE BANK

Operation Swing State: Call Remotely Now!



Call equality voters from anywhere!

Even in these difficult times, we still have so much work to do if we are going to beat Donald Trump in November. More important now than ever is that these calls will help voters in key states understand their options for voting by mail and voting early

[Read more](#)

Pick timeslots

Eastern Time

Tuesday, May 5

5:00pm-10:00pm

Tuesday, May 12

5:00pm-10:00pm

Tuesday, May 19

5:00pm-10:00pm

Tuesday, May 26

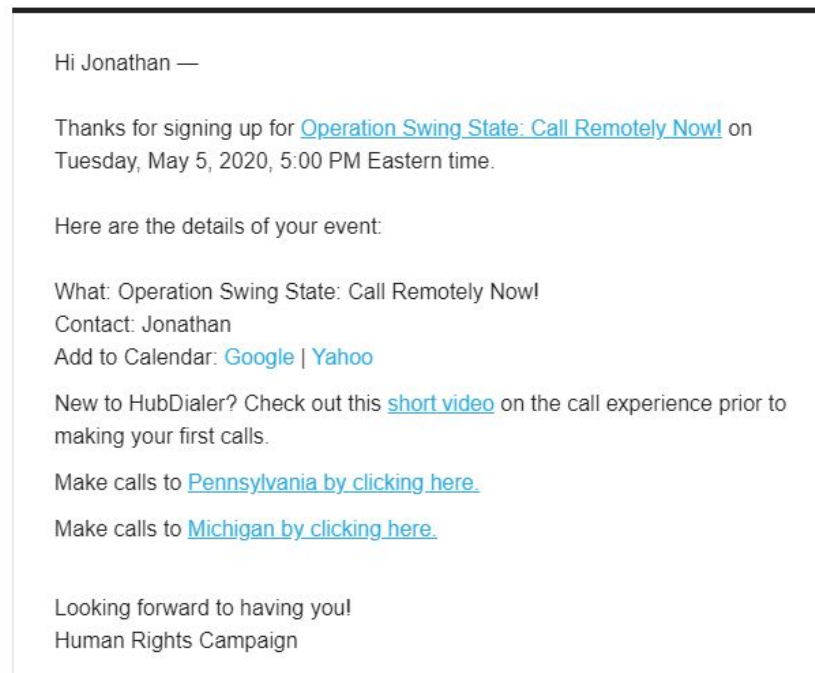
5:00pm-10:00pm

[Sign up for 1 timeslot](#)

Signing up as Jonathan Shields · [Not you?](#)

[Share on Facebook](#)

2. Look out for an email from MobilizeAmerica & HRC with instructions on how to make calls.



Sign Up Tip: *Bookmark the links in the confirmation email including the video how-to and the call campaign links for the states. Also, add the shift to your calendar so you don't forget!*

Step 2: Get Ready to Make Calls

1. Get familiar with HubDialer by reviewing this [brief video](#) of the caller experience.
2. When your shift is about to start, log in to the HubDialer and Zoom campaign links found in your shift confirmation email.
3. Our organizer will check-in with you and your fellow callers to make sure you're feeling comfortable with your script and troubleshoot any issues you might have with HubDialer. Feel free to stay in the Zoom meeting room while you make calls in case you have any questions or just need some company and encouragement while you dial!
4. Your organizer will share the call campaigns available for that night or you can choose a campaign link from your confirmation email that will take you directly to HubDialer.

Calling Tip: *Keep in mind that you're here to help! Don't know the answer? Ask an organizer or take the question down in order to follow up.*

Step 3: Making Calls

1. **If you DON'T have a conversation with someone:** Select the correct response from the menu on the left of your screen before selecting “Next Call.”

The screenshot shows the HUBDIALER interface. At the top left is the HUBDIALER logo. At the top right is the email address volunteer@blueforprez.com and the text 'Current Call Time: 00:00:10'. The main area is divided into two sections. The left section, titled 'THIS PERSON IS:', contains a list of radio button options: Not Home, Wrong Number, Refused/Hung Up, Do Not Call, Language Barrier, and Deceased. Below this list is a 'Next Call' button. The right section contains a script: 'Hi, this is _____. I'm calling from the Blue for President Campaign. May I please speak to **Rose Hartmann**.' Below the script is a survey question: 'If the election for President were held today, for whom would you vote?' with a 'Clear this question's answer' link. The survey options are: Candidate Blue, Candidate Red, Candidate Green, and Not Sure.

2. **If you DO have a conversation with someone:** Select the correct survey response from within the script’s menu. For example, if a voter indicates strong support for HRC and commits to voting for pro-equality candidates, select “YES, voting for pro-equality candidates”.
 - a. **IF YOU TALK TO A SUPPORTER OF OUR CAUSE OR CANDIDATE:** This is an opportunity to engage them further on actions they can take with HRC depending on the rest of the script. We may ask these individuals to volunteer or apply to vote by mail or absentee in their state.
 - b. **WHEN YOU TALK TO SOMEONE OPPOSED TO OUR CAUSE OR CANDIDATE:** You should always be respectful and try to wrap the conversation as soon as possible following the script prompts accordingly and ending with -- “Thank you for your time, have a nice day.”

Note: It’s **REALLY** important we know what happened on each call so we can follow up with voters appropriately in the future. Follow the guidance below to understand how to mark the results of your call based on whether or not you’re able to reach the voter on that call and the results of any conversations.

More Tips & Resources

- Always confirm you have the correct voter that appears on your call list rather than just anyone in the household or answering the phone.
- Be polite and professional! Remember--you're here to help voters.
- If someone asks you a question you can't answer--don't sweat it! Try to take a note and their phone number and name and relay it to your organizer or email dialer@hrc.org.
- Please don't sit idly while logged in to make calls. If you need a break or time to pause--exit the campaign and log back in to ensure we aren't using up time not calling.
- Be enthusiastic when you get a supporter! People are often happy to hear about ways they can help out even if they can't commit to anything specific in the conversation.
- Don't sweat the folks who aren't receptive to the call when they pick up. We're meeting voters where they are at any given day or time, so a tough call one day might turn out okay for another volunteer days or weeks later.
- Mark your results accurately from each conversation before moving on.

Do they need to check if they are registered to vote? Visit [HRC.org/Vote](https://hrc.org/Vote)

Are they supportive of HRC and looking for ways to get involved? Visit [HRC.org/Election2020](https://hrc.org/Election2020)

General inquiries about HRC? Visit [HRC.org](https://hrc.org)

