



The email template below should be used when HSC participant does not answer their phone, and an application processor must perform due diligence and email them. This document is not required but may be helpful for training on the HSC follow-up process.

Dear **Participant**,

I am emailing you today as part of the HSC rent/utility assistance program follow-up. We were unable to reach you by phone but still wanted to reach out and make sure you were doing well.

If you'd like to reach us by phone, please call **phone number**. We can work with you to connect you to resources that you may need.

Otherwise, please see the attached graphic that shows some commonly requested resources and where to access them.

Thank you,

Your Email Signature