



HSC Follow-up Script

This document corresponds to the [HSC online follow-up form](#). This document is not required but may be helpful for training staff on the HSC follow-up process.

“Hello, this is **your name** with **your agency** and the Housing Stabilization Collaborative (HSC). I am calling with a few questions for you because we recently helped you with either rent or utilities assistance. Is now an OK time to talk?

IF NO: “When would be a better time to call back?”

Make a note and call back at a better time, set a calendar reminder so you don’t forget.

If YES: “Awesome, I’m glad I got a hold of you. First, I have one question for you.

“Are you currently housed and/or have a lease?”

If NO: provide homelessness resources

If YES: “That’s great news! Do you feel like there is anything else you might need at this time to be OK in the long run? We want to make sure you have everything you need.

If they respond with a specific need -

- **Make sure you get all pertinent details for helping them connect to a resource.**
- **If you can and it is helpful, provide them with information immediately.**
- **Otherwise, tell them you will need to find out more and schedule a time to call back or follow up via email (make sure to ask what form of communication they prefer)**
- **Take notes so that when you are off the phone you can try and find a solution to their need.**
- **If they respond with needing rent/utility assistance, offer them another month of rental assistance and file the appropriate proposal forms**

If they say they don’t need anything, they are fine, etc. - make it clear that it is okay if they don’t need anything but also prompt them to think more deeply and use your knowledge of the applicant to help you along.

Example “I’m glad to hear you’re doing well and it is totally okay if you don’t need support right now. Since I have this time set aside to talk with you, can you take a moment and think about anything that might be on the horizon that we could assist you with. I know the school year is ending soon and you have school age kiddos – do you think you might need help planning for summer childcare?”

If you are unable to provide a resource:

“I’m unaware of any resources to help with that right now, but I am going to note it down to see if I can find any. Thank you for telling me.”

That’s all of the questions I have for you today. Thank you for taking time out of your day to speak with me. Please let me know if you have any questions, but otherwise, have a great day!