

Appendix E

Electronic Postcard Telephone Follow-up Script and Item Justification

Section A

Hello. I am calling from HUD's Neighborhood Networks Initiative. Neighborhood Networks is committed to maintaining accurate and up-to-date information about Neighborhood Networks centers to ensure that all important resources and announcements are received. We normally ask Neighborhood Networks centers to provide updates via email. Did you receive an email requesting an update of your contact information?

If Yes: Great. We only call those centers that don't respond. If you don't mind, can you provide your updates to me over the phone right now? Next time, you can simply reply to the email. (Go to Section B.)

If No: I apologize for that. We will be sure to send you an electronic request next time. (Go to Section B.)

Section B

Do you have two minutes to verify your Neighborhood Networks center's contact information?

If No: Okay. Is there a better time when I can call you back? _____ Thank you for your time. (End of call.)

If Yes: Thank you. I have your center name listed as _____. Is this correct?

I have your center address listed as _____. Is this correct?

I have your center contact person listed as _____. Is this correct?

I have your center phone number listed as _____. Is this correct?

I have your center fax number listed as _____. Is this correct?

I have your center email address listed as _____. Is this correct?

Thank you very much for your time. If you have any questions about Neighborhood Networks, feel free to call the Neighborhood Networks Information Center at (888) 312-2743. (End of call.)

Justification: The items to be collected from the telephone follow-up call will assist HUD in maintaining accurate and up-to-date information about Neighborhood Networks Centers. The request for multiple methods of contact will help to ensure that Center staff members receive appropriate resources and announcements. Regular verification of these items is the first step in addressing HUD's need for more complete knowledge of the Centers and the residents served.