

Schedule B

Springboard Statement of services and rates for supporting NAHAC's current/interim program for Outreach activities on existing in process clients is as follows:

Services	Description	Rates
Incomplete Application Outreach	<p>1. Perform outbound follow up call and email campaign(s) for existing clients with an "in-queue but incomplete on-line applications status:</p> <ul style="list-style-type: none"> a) Make 3 call and email attempts over 14 day period week period. If client email is available, send at least 3 follow up notifications. b) For right party contact, offer to client to review, update and complete the application. Once completed, begin registration, housing counseling and document collection processes, otherwise, offer housing counseling. c) For unable to contact after 3rd attempt, or clients that self-withdraw, provide NAHAC clients applications to withdraw or close as incomplete. d) Record notes on NAHAC operating system of work performed. 	<p>No charge except that the rates and requirements for payment of fees for Client Application and Document Collection set forth on Schedule A will apply.</p>