



# Coordinated Entry Phone Standard

## Answer the Phone

“Good morning/afternoon. Thank you for calling [YOUR AGENCY NAME]. This is [YOUR NAME]. How can I help you today?”

## Give the Caller a Clear Next Step

Provide one or more of the following, depending on their need:

- Information about your agency’s available services.
- An appointment date and time for a One Way Home Assessment.
- A clear timeframe for when someone will call them back to schedule an appointment for a One Way Home Assessment.
- Contact information for another access point or agency that can assist (listed on our website: [hhallianec.org/get-help/](http://hhallianec.org/get-help/)).
- If the caller is not in Okaloosa or Walton County, refer them to HHA: **850-409-3070**

## No Wrong Door

Do not end the call without giving the person a clear next step.

**Do not say** only:

- “We don’t have funding.”
- “We don’t do that.”
- “You called the wrong place.”

**Instead say:**

“We may not provide that service, but I can help you identify the next place to contact.”