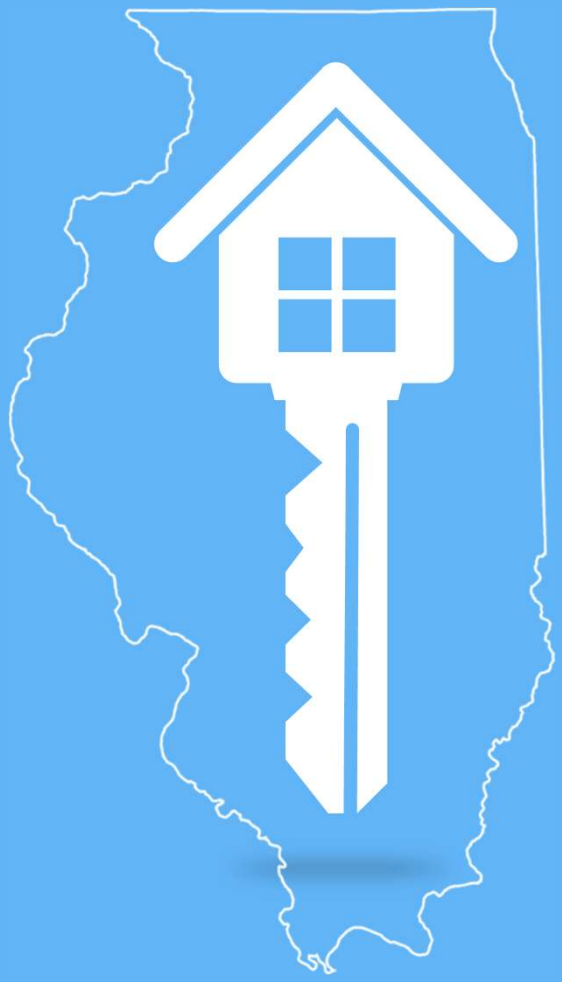
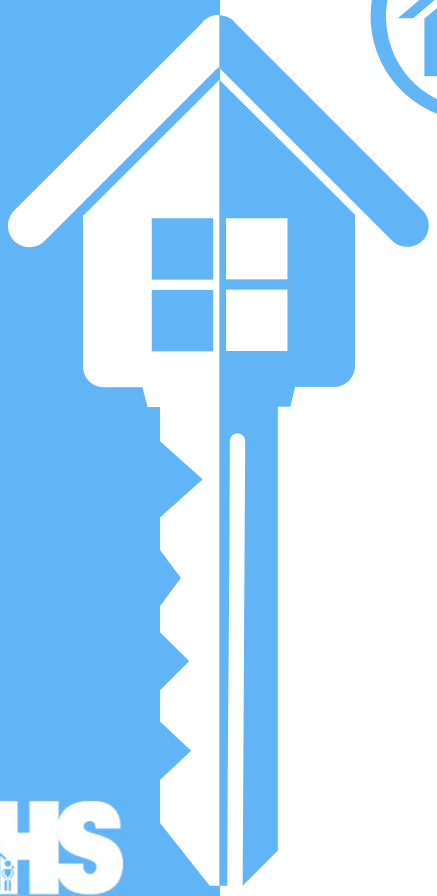


Illinois Department of Human Services

Statewide Referral Network/PAIR Module Training for Service Providers

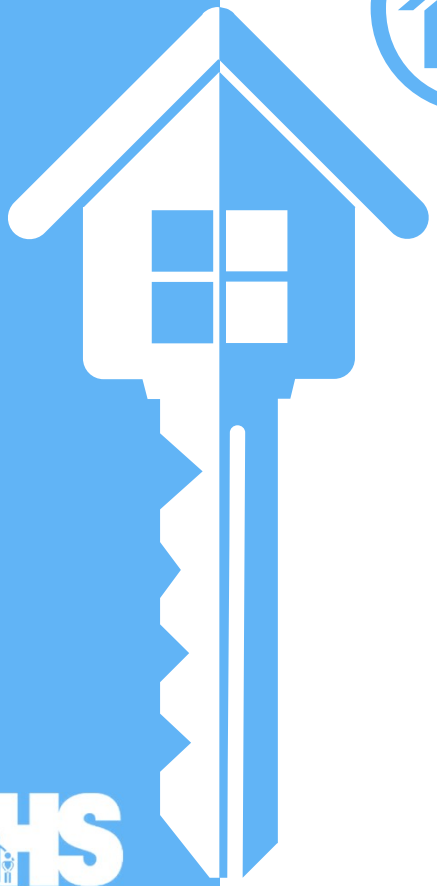
Supportive Housing Providers Association
February 10th, 2022
10:00 AM to 12:00 PM



Agenda

- Supportive Housing Intro
- Overview of the PAIR Module and SRN/811 units
- ILHousingSearch.org
- Accessing the PAIR Module
- New Applications
- Tracking/Transferring Applications
- Updating Applications
- PAIR Referral Process
- Removing/Closing Applications
- Common Challenges…
- Questions

IDHS
Illinois Department of Human Services



Housekeeping

- Please be courteous and mute yourself when others are speaking – at times we will mute everyone except for the presenters
- Please hold all questions until the end or put them in the chat box – we have a lot of material to cover!
- Write down slide numbers (top left corner), your questions, and/or note the time – this will help you reference information later
- Slides and/or recording of the presentation will be made available

IDHS
Illinois Department of Human Services

Supportive Housing Intro

Supportive Housing

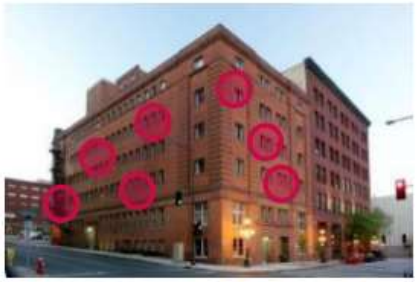
- *Is* housing units for people with very low incomes and disabilities (or multiple barriers to community living) **PLUS** the social/health services (including behavioral and physical health) that they want and need to succeed in the community.
- Is affordable, permanent, independent, and helps people who face the most complex challenges to live with stability, autonomy and dignity.
- *Is not* intended for every population that needs access to affordable housing. The threshold of need for supportive housing is higher than the simple need for affordable housing.

Supportive Housing

Single-Site/ Project Based

Clustered

Integrated Affordable



Scattered Site

Supportive Housing

?

Housing
+ Social/Health Services
Supportive Housing

YOU!

Housing Options

1) **Affordable Housing**
   a. Low Income Housing Tax Credits and other financing incentives (ILHousingSearch.org)
2) **Subsidized Housing**
   a. Public Housing (Public Housing Authorities or PHAs)
   b. Section 8 (PHAs)
      a. Housing Choice Vouchers (tenant-based)
      b. Project-Based Rental Assistance (tied to unit)
   c. Section 202 Supportive Housing for the Elderly (HUD)
   d. Section 811 Supportive Housing for Persons with Disabilities (PAIR/ILHousingSearch.org)
   e. Bridge Subsidies (currently unavailable)

Housing Options

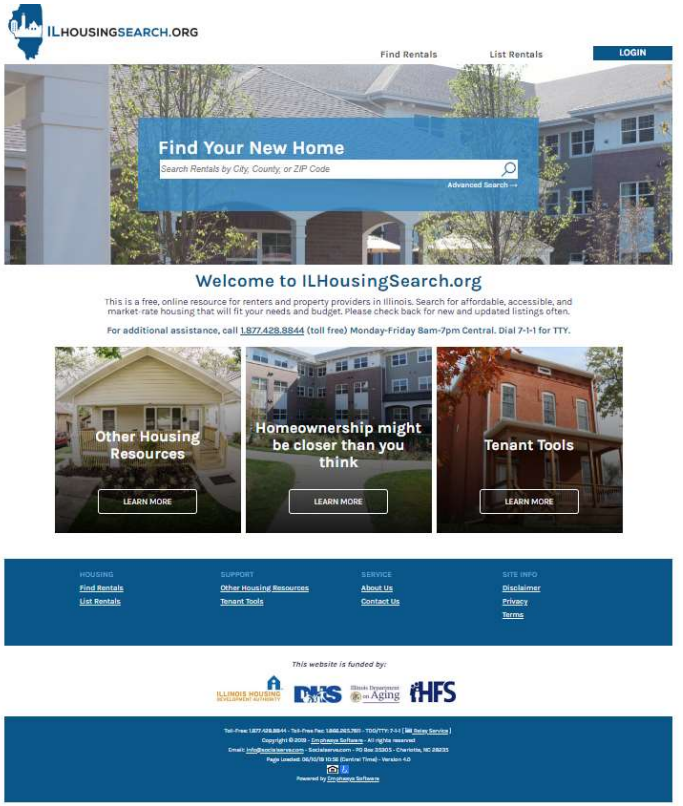
Rent Determination:

- Market Rate Housing – Rent is set at what market will support
- Income Based Housing – Rent is based on annual household Income and is targeted to income ranges
- Subsidized Housing – Rent is typically based on 30% of household income

ILHousingSearch.org

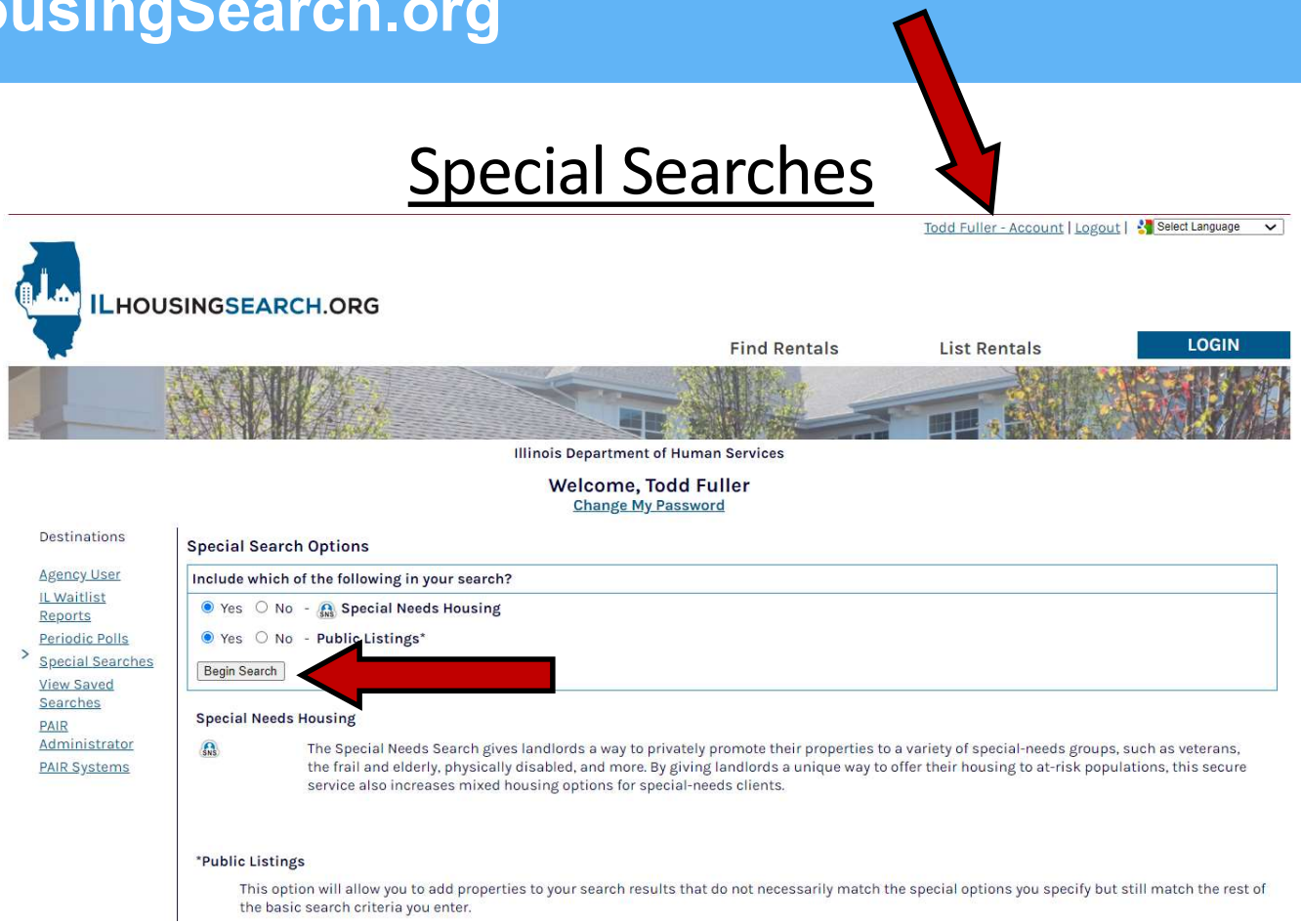
ILHousingSearch.org

- Online affordable housing locator
- Open to the public to list or search for units
- All IHDA developments listed
- Users are able to search for housing by several categories including: geographical location, size, price, bedroom/bathrooms, accessibility features, and amenities.
- As of December 31, 2021:
  - 142,449 units (3,735 actively available)
  - 7,993 landlords participating



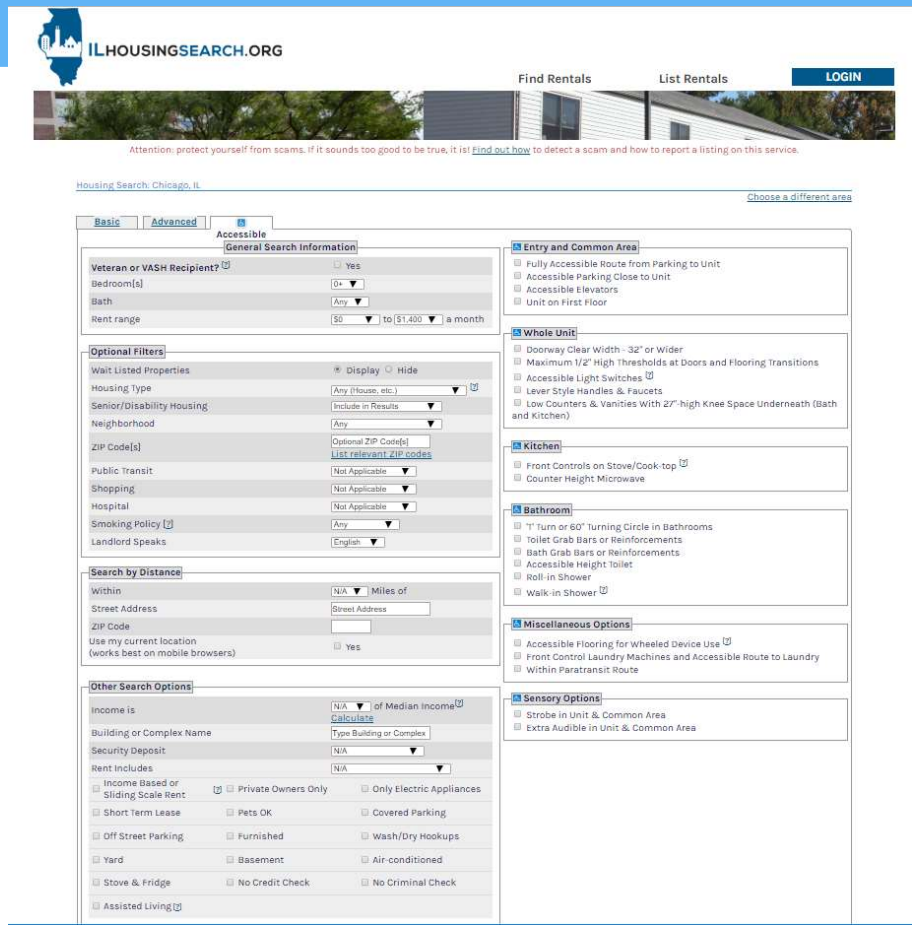
ILHousingSearch.org

Special Searches



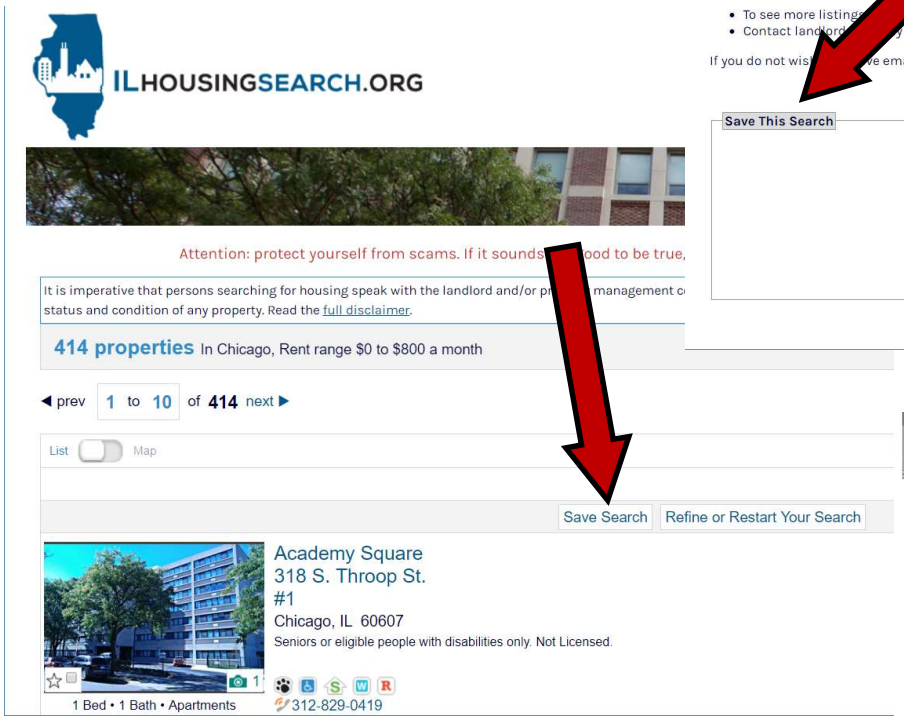
ILHousingSearch.org

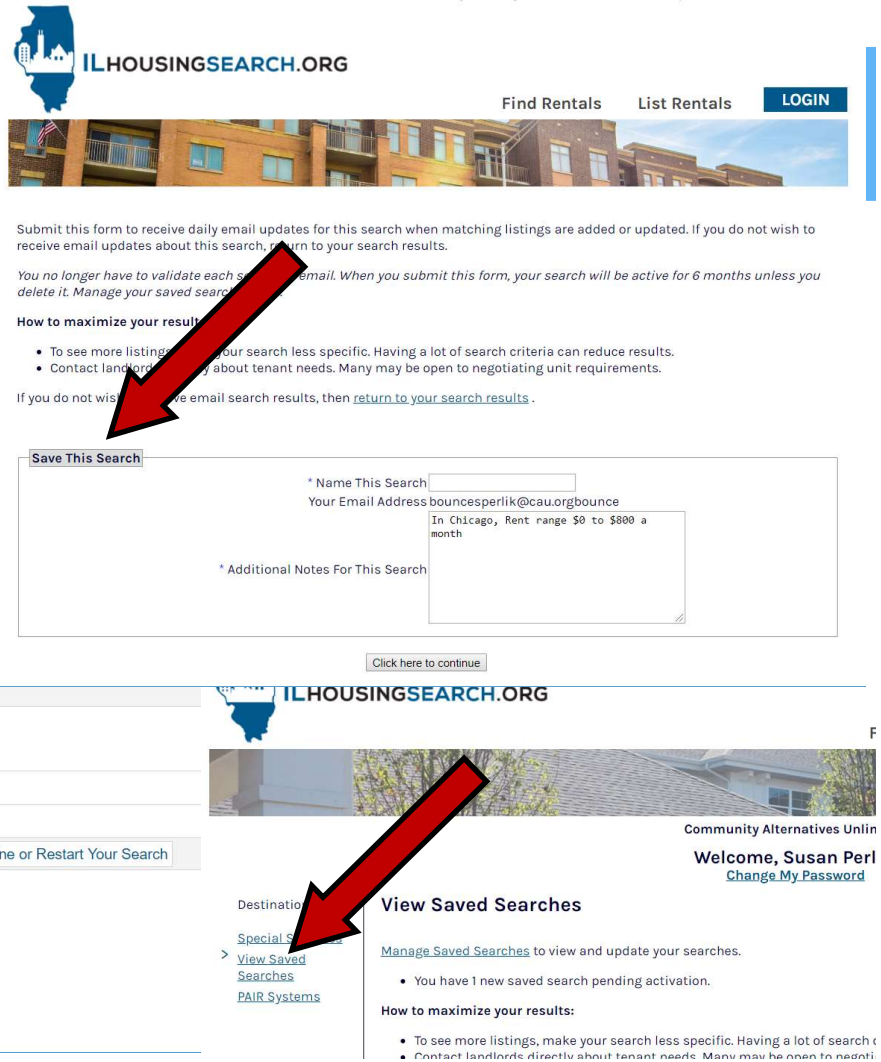
Special Searches



ILHousingSearch.org

Saved Searches

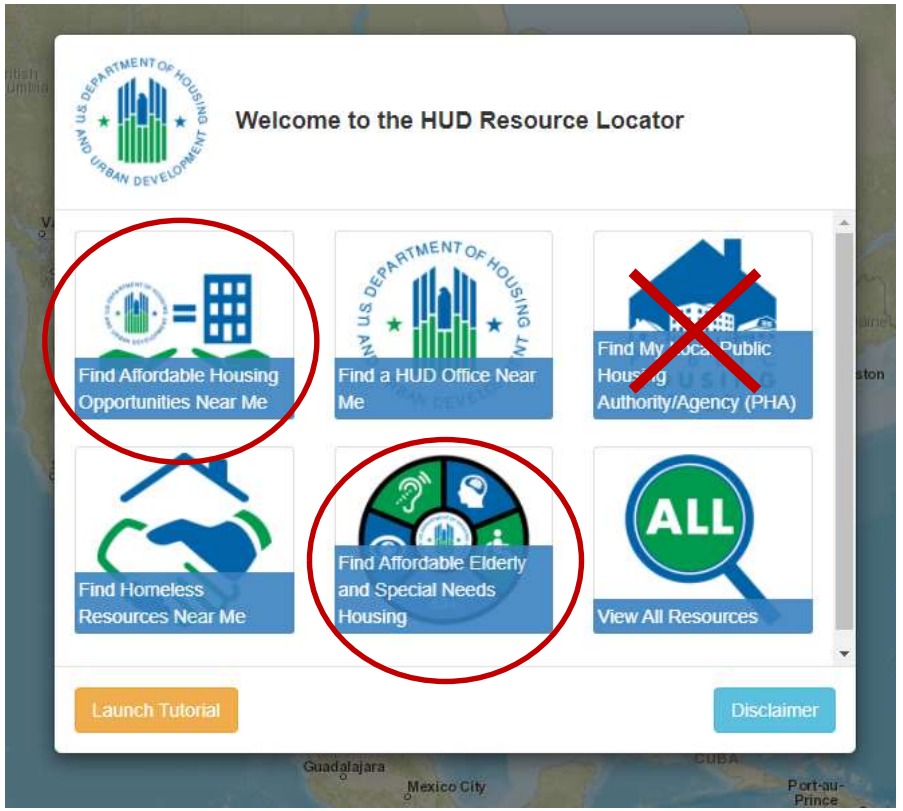




HUD Resource Locator

HUD Resource Locator

https://resources.hud.gov/



HUD Resource Locator

https://www.hud.gov/program_offices/public_indian_housing/pha/contacts

HA Contact Information by State (List)

HA Contact Information by State (Map)

Overview of the PAIR Module and SRN/811 units

Overview of the PAIR Module and SRN/811 units

PAIR = Pre-Screening, Assessment, Intake, and Referral

- Online portal accessed by caseworker login
- Includes SRN and 811 waiting lists *(more later)*
- Available to all Class Members, who are prioritized on the PAIR module waiting lists
- Online application, three pages (takes about 5 minutes to fill out)
- Matches available units to individuals with matching requests for unit location and features.

Overview of the PAIR Module and SRN/811 units

What is the Statewide Referral Network (SRN)?

The Network is a partnership of State Agencies and Social Service Providers that allows for the pairing of households with available housing units.

IDHS Illinois Department of Human Services

HFS ILLINOIS DEPARTMENT OF Healthcare and Family Services

Illinois Department on Aging

IDHS Illinois Department of Human Services

ILLINOIS HOUSING DEVELOPMENT AUTHORITY

Overview of the PAIR Module and SRN/811 units

What is the Statewide Referral Network (SRN)?

- Links vulnerable populations who are already connected to services, to affordable, available, supportive housing
- Managed by the Statewide Housing Coordinator in the Office of the Secretary of the Department of Human Services
- Service Providers assist eligible households to get their name on the waiting list (by using the PAIR module)
- Waiting list manager verifies eligibility and when a SRN unit becomes eligible matches the eligible waiting list participants with the unit.
- Eligible SRN supportive housing populations include:
  - Persons with disabilities, persons experiencing homelessness and persons at-risk of homelessness
  - Must have income at 30% of Area Median Income or below

Overview of the PAIR Module and SRN/811 units

Statewide Referral Network (SRN) and Section 811 PRA

	SRN	811
Type of housing	Unit financed to be affordable to 30% AMI household	Project-based rental assistance/subsidy for 30% AMI rent
Eligible populations	• Persons living with disability (including Colbert and Williams Class Members) • Persons experiencing or at-risk-of homelessness	• Colbert, Williams, Ligas Class Members • MFP program participants • Persons residing in a nursing facility who want to live in the community (post-MFP) • SODC residents moving to the community • Persons at-risk-of institutionalization (Williams Diversion)
Additional requirements	None	• Eligible to receive Medicaid Long Term Service and Supports or State Medicaid Plan Services • Ages 18-61
Number of units on waiting list or in pipeline	Over 2,300	Just under 300
PAIR waiting list?	Yes	Yes

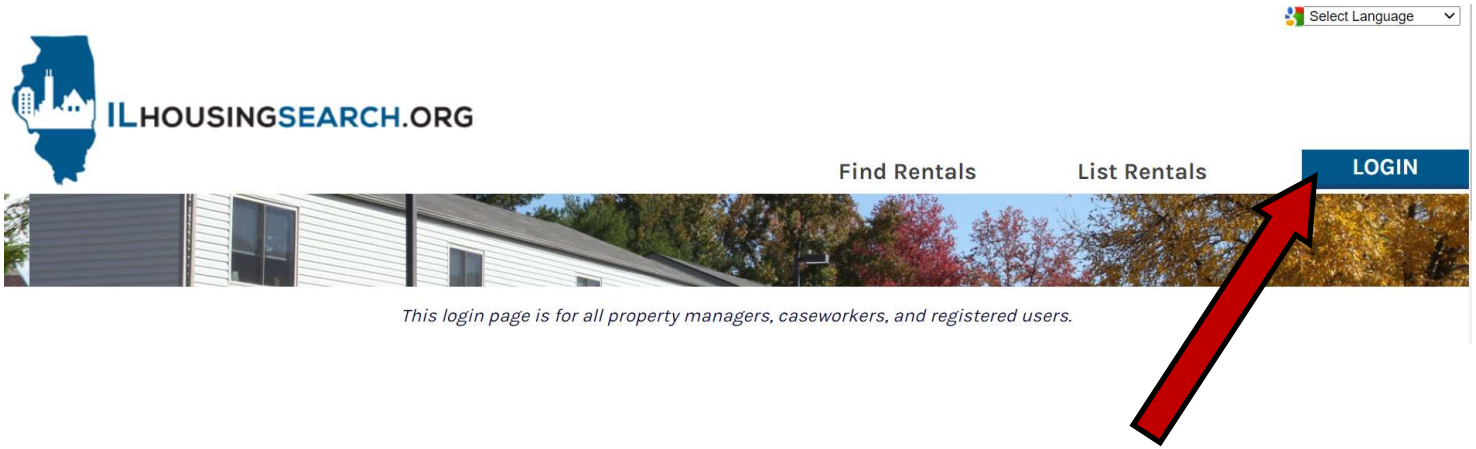
Overview of the PAIR Module and SRN/811 units

Important Distinction!

- All 811 units are subsidized to 30% of the individual household's documented income
- SOME SRN Units are subsidized to 30% of the individual household's documented income
- In general, SRN units have fixed rent that is affordable for a household with an income level at 30% AMI – class members under 30% AMI may need to use a Bridge Subsidy in order to afford SRN units

Accessing the PAIR Module

Accessing the PAIR Module



Login through the www.ILHousingSearch.org website

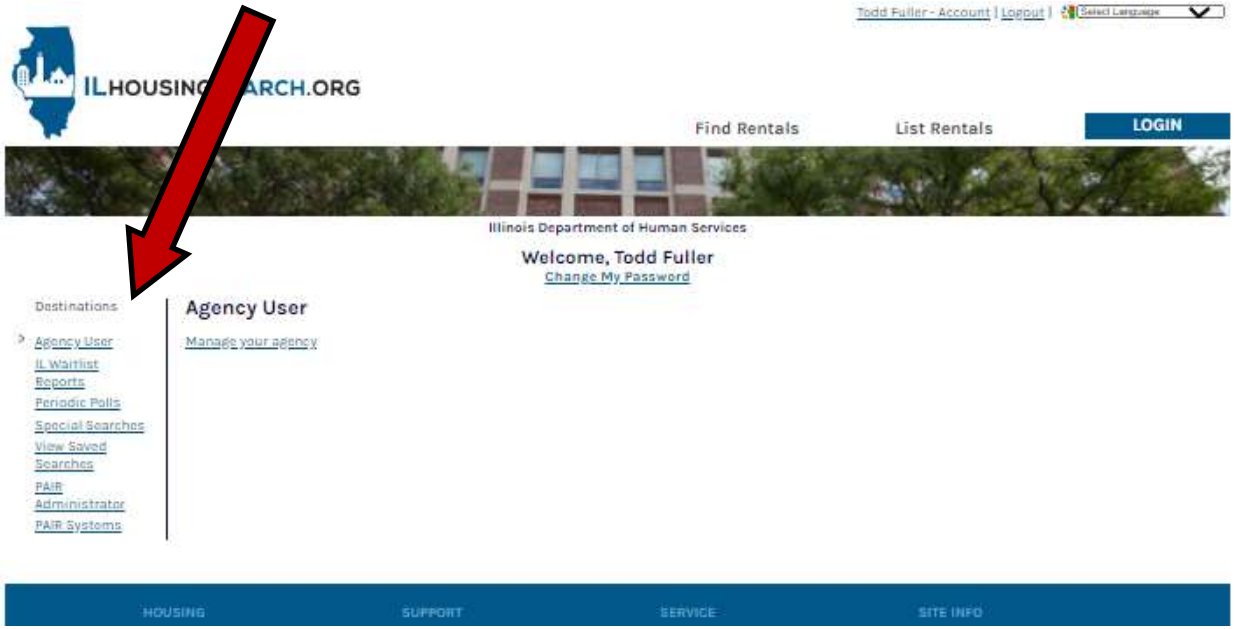
Accessing the PAIR Module

- To obtain login credentials:
  1. Email support@socialserve.com requesting a new caseworker login
  2. Sign the "ILHousingSearch.org caseworker portal user agreement" and send back
  3. Receive login credentials via email
- Read, understand, and refer to the terms of the user agreement – they are non-negotiable conditions of your access to the system

New Applications

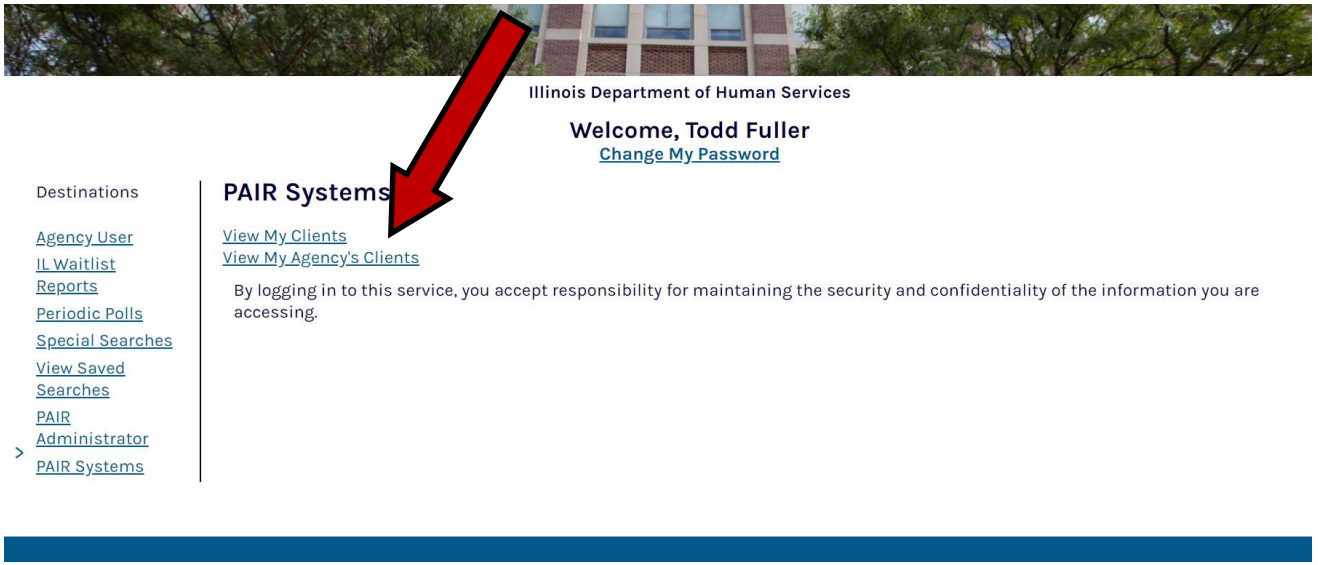
New Applications

After logging in, click PAIR Systems on the Destinations menu on the left sidebar



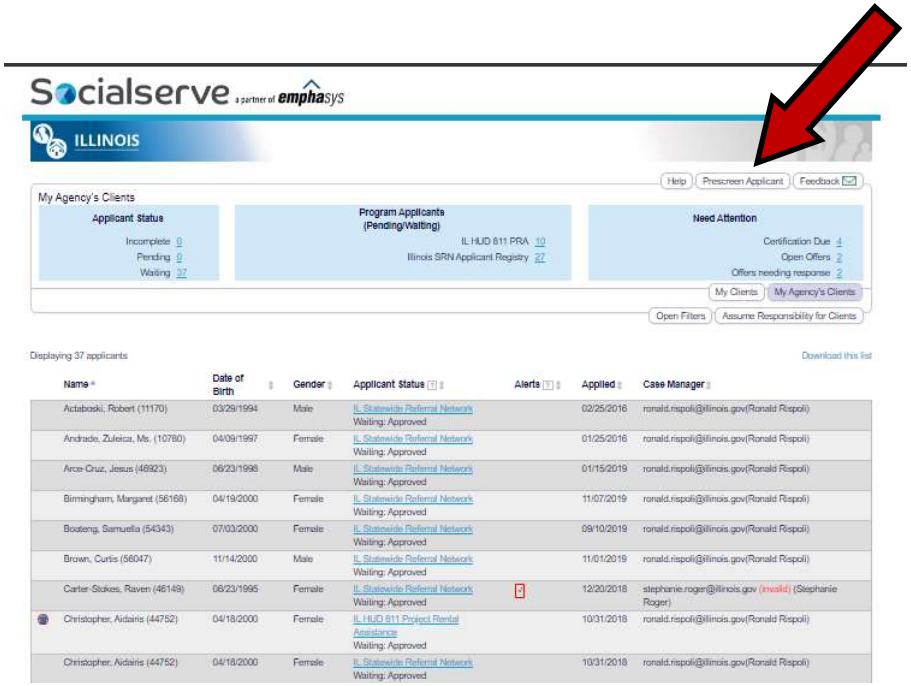
New Applications

Next, click on either View My Clients or View My Agency's Clients



New Applications

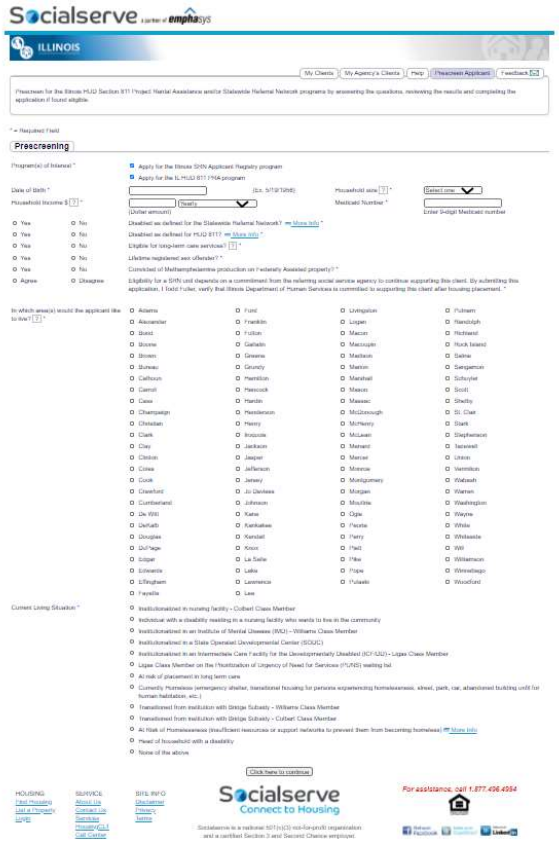
From the top of the applicant dashboard, click on



Prescreen Applicant

New Applications

- Complete the entire prescreening
- This information will copy into the application(s) in later steps
- Click on More Info * or ? * wherever you see the icons for common questions that come up



New Applications

Back button not allowed, use menu bar options; all 3 pages required for completion

Application Progress: Page 1 of 3

Personal Data

First Name *	Todd	Middle Name	L
Last Name *	Fuller	Suffix	
Date of Birth *	07/01/1975	Gender *	Male

Race * (Check all that apply)

- [x] White
- [ ] Black or African-American
- [ ] American Indian or Alaskan Native
- [ ] Asian
- [ ] Native Hawaiian or Other Pacific Islander
- [ ] Refused
- [ ] Unknown

Ethnicity * : Non-Hispanic/Non-Latino

- Limited English Proficiency More Info * : ○ Yes ◉ No
- Convicted of Methamphetamine Production on Federally Assisted Property * : ○ Yes ◉ No
- Lifetime Registered Sex Offender * : ○ Yes ◉ No

Military Service? * : No

Social Security Number * : 123 - 45 - 6789

Medicaid Number : 987654321
Enter 9-digit Medicaid number

Disability Type (Check all that apply)

- [x] Physical
- [ ] Developmental
- [x] Mental Health
- [ ] Unknown
- [ ] None
- [ ] Refused

Other Disability Type :

- Blind or visually impaired * : ○ Yes ◉ No
- Disability impacts ability to communicate * : ○ Yes ◉ No

New Applications

HUD Section 811 Disabled

Yes No Is this person disabled as defined for HUD 811 program? More Info *

Applicant Email

Applicant Email: PAIR@agency.org

Mailing Address

Physical Address is different

Street * : 818 Beechwook Avenue
Apt :
City * : Chicago
State * : Illinois
ZIP Code * : 60607
County * : Cook

Phone Numbers

1st Phone ___ - ___ - ___ ext. ___ Phone note ___

+Add Another Phone Number

Comment

(Describe change)

Click here to continue Cancel

Here you can enter a “generic” or “group” email address if desired

New Applications

* = Required Field

Back button not allowed, use menu bar options; all 3 pages required for completion

Application Progress: Page 2 of 3

Current Living Situation

Current Living Situation *

- ○ Institutionalized in nursing facility - Colbert Class Member
- ○ Individual with a disability residing in a nursing facility who wants to live in the community
- ◉ Institutionalized in an Institute of Mental Disease (IMD) - Williams Class Member
- ○ Institutionalized in a State Operated Developmental Center (SODC)
- ○ Institutionalized in an Intermediate Care Facility for the Developmentally Disabled (ICF/DD) - Ligas Class Member
- ○ Ligas Class Member on the Prioritization of Urgency of Need for Services (PUNS) waiting list
- ○ At risk of placement in long term care
- ○ Currently Homeless (emergency shelter, transitional housing for persons experiencing homelessness, street, park, car, abandoned building unfit for human habitation, etc.)
- ○ Transitioned from institution with Bridge Subsidy - Williams Class Member
- ○ Transitioned from institution with Bridge Subsidy - Colbert Class Member
- ○ At Risk of Homelessness (insufficient resources or support networks to prevent them from becoming homeless) More Info
- ○ Head of household with a disability
- ○ None of the above

New Applications

Housing Needs

○ Yes	○ No	Needs Physically Accessible Housing *
○ Yes	○ No	Needs Hearing Impairment Accessibility Features *
○ Yes	○ No	Needs Vision Impairment Accessibility Features *
○ Yes	○ No	Live-in Aide *
○ Yes	○ No	Needs Extra Bedroom for Medical Equipment *
○ Yes	○ No	Needs unit that allows pets? *

Smoking policy requirements *
- ○ No preference
- ○ No Smoking in unit
- ○ Allowed in unit

Unit Size Needed *
Please consider additional bedroom needs for live-in aide, medical equipment or future household members.

Select appropriate unit size(s)
- ☐ Studio
- ☐ 1 Bedroom
- ☐ 2 Bedroom
- ☐ 3 Bedroom
- ☐ 4 Bedroom

Additional information that may be useful in evaluating unit size needs.

◉ Yes	○ No	Eligible for Long-Term Care Services? [?] *

More on the next slide about physical accessibility

New Applications

- (●) Yes ( ) No — Ambulatory disability *
- ( ) Yes (●) No — Needs Hearing Impairment Accessibility Features *
- ( ) Yes (●) No — Needs Vision Impairment Accessibility Features *

Accessibility needs

Add or remove features to indicate which are absolutely necessary in the unit.

Needs Physically Accessible Housing *

- (●) Individual has full ambulatory disability (i.e. Uses a wheelchair full time)
- ( ) Individual has partial ambulatory disability

- [x] Stepless, ramped, or flat entry
- [x] Accessible elevators
- [x] Doorway clear width of 32" or wider, with required clear space for door swing
- [x] Maximum 1/2"-high thresholds at doors and flooring transitions
- [x] Lever style door handles and faucets
- [x] Accessible light switches (height and required activation action)
- [x] Low counter space and vanities with minimum 27"-high knee space underneath (bath and kitchen)
- [x] Front control on stove/cooktop
- [x] Counter height microwave
- [x] "T" turn or 60" turning circle in bathrooms
- [x] Grab bars or reinforced for grab bars at toilet
- [x] Grab bars or reinforced for grab bars in bathing area
- [x] Accessible-height toilet
- [x] Accessible Shower

Accessible shower * ( ) Roll-in shower required ( ) Walk-in shower

- [x] Accessible flooring for wheeled device use
- [x] Front control laundry machines and accessible route to laundry
- [x] Within a paratransit route

Select either “full ambulatory disability” or select “partial ambulatory” and select only the <u>needed</u> features.

New Applications

Interested In: *

- [ ] Adams
- [ ] Alexander
- [ ] Bond
- [ ] Boone
- [ ] Brown
- [ ] Bureau
- [ ] Calhoun
- [ ] Carroll
- [ ] Cass
- [ ] Champaign
- [ ] Christian
- [ ] Clark
- [ ] Clay
- [ ] Clinton
- [ ] Coles
- [x] Cook
- [ ] Crawford
- [ ] Cumberland
- [ ] De Witt
- [ ] DeKalb
- [ ] Douglas
- [ ] DuPage
- [ ] Edgar
- [ ] Edwards
- [ ] Effingham
- [ ] Fayette
- [ ] Ford
- [ ] Franklin
- [ ] Fulton
- [ ] Gallatin
- [ ] Greene
- [ ] Grundy
- [ ] Hamilton
- [ ] Hancock
- [ ] Hardin
- [ ] Henderson
- [ ] Henry
- [ ] Iroquois
- [ ] Jackson
- [ ] Jasper
- [ ] Jefferson
- [ ] Jersey
- [ ] Jo Daviess
- [ ] Johnson
- [ ] Kane
- [ ] Kankakee
- [ ] Kendall
- [ ] Knox
- [ ] La Salle
- [ ] Lake
- [ ] Lawrence
- [ ] Lee
- [ ] Livingston
- [ ] Logan
- [ ] Macon
- [ ] Macoupin
- [ ] Madison
- [ ] Marion
- [ ] Marshall
- [ ] Mason
- [ ] Massac
- [ ] McDonough
- [ ] McHenry
- [ ] McLean
- [ ] Menard
- [ ] Mercer
- [ ] Monroe
- [ ] Montgomery
- [ ] Morgan
- [ ] Moultrie
- [ ] Ogle
- [ ] Peoria
- [ ] Perry
- [ ] Piatt
- [ ] Pike
- [ ] Pope
- [ ] Pulaski
- [ ] Putnam
- [ ] Randolph
- [ ] Richland
- [ ] Rock Island
- [ ] Saline
- [ ] Sangamon
- [ ] Schuyler
- [ ] Scott
- [ ] Shelby
- [ ] St. Clair
- [ ] Stark
- [ ] Stephenson
- [ ] Tazewell
- [ ] Union
- [ ] Vermilion
- [ ] Wabash
- [ ] Warren
- [ ] Washington
- [ ] Wayne
- [ ] White
- [ ] Whiteside
- [ ] Will
- [ ] Williamson
- [ ] Winnebago
- [ ] Woodford

For Interested Areas, select any counties where the class member would like to live

BE CERTAIN!

New Applications

Interested in Cook cities *

**The following cities exist in multiple counties. Select each county to be eligible for a unit in that city and county.

East Dundee - Cook and Kane
University Park - Cook and Will
Woodridge - Cook, DuPage, and Will
Elmhurst - Cook and DuPage
Bensenville - Cook and DuPage
Hanover Park - Cook and DuPage
Lake In The Hills - Cook, Kane, Lake, and McHenry
Bartlett - Cook and DuPage
Park Forest - Cook and Will
Deerfield - Cook and Lake
Elgin - Cook and Kane

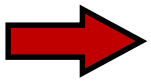
- [ ] Alsip
- [ ] Arlington Heights
- [ ] Barrington
- [ ] Bartlett**
- [ ] Bedford Park
- [ ] Bellwood
- [ ] Bensenville**
- [ ] Berkeley
- [ ] Berwyn
- [ ] Blue Island
- [ ] Bridgeview
- [ ] Broadview
- [ ] Brookfield
- [ ] Buffalo Grove
- [ ] Burbank
- [ ] Burnham
- [ ] Burr Ridge
- [ ] Calumet City
- [ ] Calumet Park
- [x] Chicago
- [ ] Chicago Heights
- [ ] Chicago Ridge
- [ ] Cicero
- [ ] Country Club Hills
- [ ] Countryside
- [ ] Crestwood
- [ ] Deerfield**
- [ ] Des Plaines
- [ ] Dixmoor
- [ ] Dolton
- [ ] East Dundee**
- [ ] East Hazelcrest
- [ ] Elgin**
- [ ] Elk Grove Village
- [ ] Elmhurst**
- [ ] Elmwood Park
- [ ] Evanston
- [ ] Evergreen Park
- [ ] Flossmoor
- [ ] Ford Heights
- [ ] Forest Park
- [ ] Forest View
- [ ] Franklin Park
- [ ] Glencoe
- [ ] Glenview
- [ ] Glenwood
- [ ] Golf
- [ ] Hanover Park**
- [ ] Harvey
- [ ] Harwood Heights
- [ ] Hazel Crest
- [ ] Hickory Hills
- [ ] Hillside
- [ ] Hines
- [ ] Hinsdale
- [ ] Hodgkins
- [ ] Hoffman Estates
- [ ] Hometown
- [ ] Homewood
- [ ] Indian Head Park
- [ ] Inverness
- [ ] Justice
- [ ] Kenilworth
- [ ] La Grange
- [ ] La Grange Park
- [ ] Lake In The Hills**
- [ ] Lansing
- [ ] Lemont
- [ ] Lincolnwood
- [ ] Lynwood
- [ ] Lyons
- [ ] Markham
- [ ] Matteson
- [ ] Maywood
- [ ] Melrose Park
- [ ] Merrionette Park
- [ ] Midlothian
- [ ] Morton Grove
- [ ] Mount Prospect
- [ ] Niles
- [ ] Norridge
- [ ] Northbrook
- [ ] Northfield
- [ ] Northlake
- [ ] North Riverside
- [ ] Oak Forest
- [ ] Oak Lawn
- [ ] Oak Park
- [ ] Olympia Fields
- [ ] Orland Hills
- [ ] Orland Park
- [ ] Palatine
- [ ] Palos Heights
- [ ] Palos Hills
- [ ] Palos Park
- [ ] Park Forest**
- [ ] Park Ridge
- [ ] Phoenix
- [ ] Posen
- [ ] Prospect Heights
- [ ] Richton Park
- [ ] Riverdale
- [ ] River Forest
- [ ] River Grove
- [ ] Riverside
- [ ] Robbins
- [ ] Rolling Meadows
- [ ] Roselle
- [ ] Rosemont
- [ ] Sauk Village
- [ ] Schaumburg
- [ ] Schiller Park
- [ ] Skokie
- [ ] South Barrington
- [ ] South Chicago Heights
- [ ] South Holland
- [ ] Steger
- [ ] Stickney
- [ ] Stone Park
- [ ] Streamwood
- [ ] Summit
- [ ] Thornton
- [ ] Tinley Park
- [ ] University Park**
- [ ] Westchester
- [ ] Western Springs
- [ ] Wheeling
- [ ] Willow Springs
- [ ] Wilmette
- [ ] Winnetka
- [ ] Woodridge**
- [ ] Worth

When you select a county or counties, all cities in that county or counties will drop down

AGAIN, BE CERTAIN!

New Applications

Click for Chicago Area Map!



Interested Community Areas *

Select all Community Areas in which the applicant is interested in living. See official Chicago Community Areas map

- Albany Park
- Archer Heights
- Armour Square
- Ashburn
- Auburn Gresham
- Austin
- Avalon Park
- Avondale
- Belmont Cragin
- Beverly
- Bridgeport
- Brighton Park
- Burnside
- Calumet Heights
- Chatham
- Chicago Lawn
- Clearing
- Douglas
- Dunning
- East Garfield Park
- East Side
- Edgewater
- Edison Park
- Englewood
- Forest Glen
- Fuller Park
- Gage Park
- Garfield Ridge
- Grand Boulevard
- Greater Grand Crossing
- Hegewisch
- Hermosa
- Humboldt Park
- Hyde Park
- Irving Park
- Jefferson Park
- Kenwood
- Lake View
- Lincoln Park
- Lincoln Square
- Logan Square
- Loop
- Lower West Side
- Mckinley Park
- Montclare
- Morgan Park
- Mount Greenwood
- Near North Side
- Near South Side
- Near West Side
- New City
- North Center
- North Lawndale
- North Park
- Norwood Park
- Oakland
- Ohare
- Portage Park
- Pullman
- Riverdale
- Rogers Park
- Roseland
- South Chicago
- South Deering
- South Lawndale
- South Shore
- Uptown
- Washington Heights
- Washington Park
- West Elsdon
- West Englewood
- West Garfield Park
- West Lawn
- West Pullman
- West Ridge
- West Town
- Woodlawn

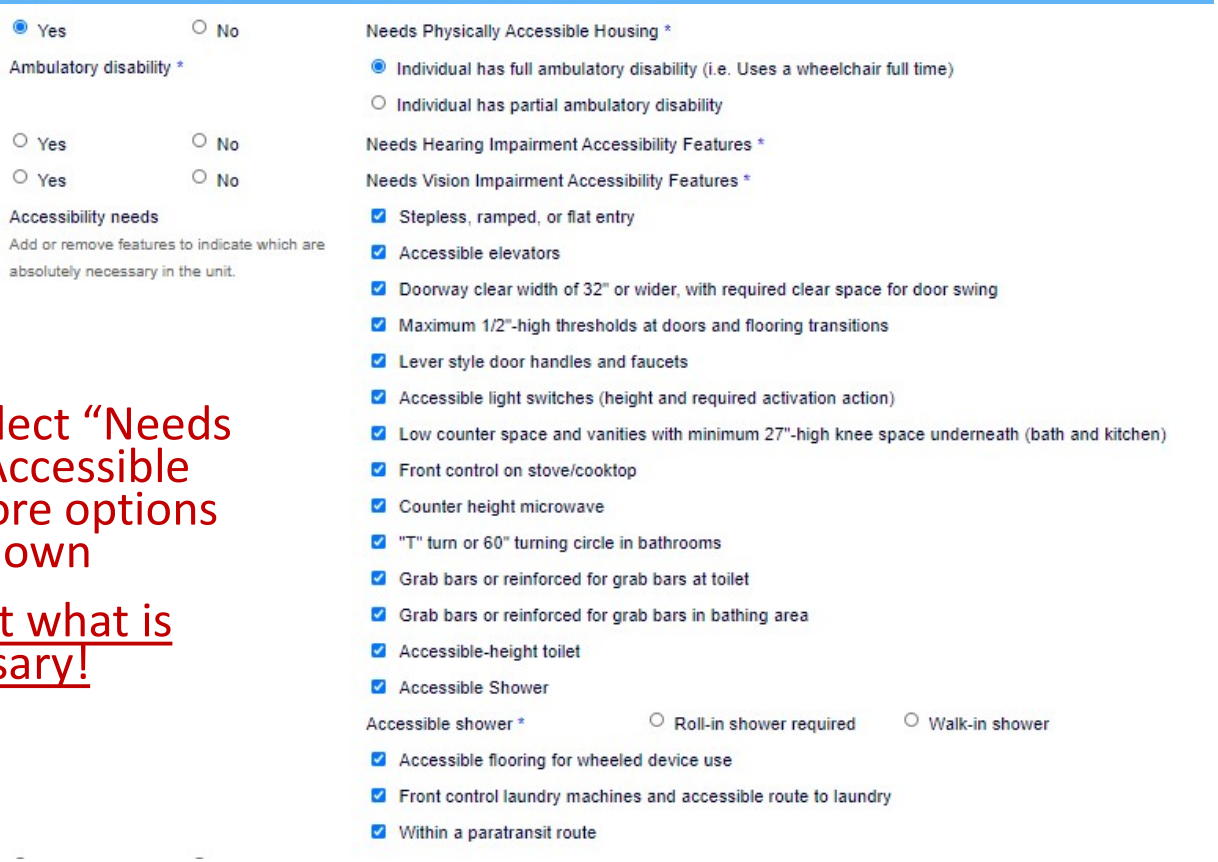
When you select Chicago, all of the neighborhoods will drop down

ONCE YET AGAIN, BE CERTAIN!

New Applications

When you select “Needs Physically Accessible Housing” more options drop down

Only select what is necessary!



New Applications

Back button not allowed, use menu bar options; all 3 pages required for completion

Application Progress: Page 3 of 3

Applicant Incomes

Total income from pre-screening is: $9,396

Indicated Household Size: 1 Member

Income Sources	Income Received		
SSI	$	Yearly	Applied
SSDI	$	Yearly	Applied
Earned Income	$	Yearly	
Unemployment Insurance	$	Yearly	
Veteran's disability payment			
Private disability insurance			
Worker's compensation			
Temporary Assistance for Needy Families (TANF)			
General Assistance (GA)			
Social Security			
Veteran's pension			
Pension from a former job			
Child support			
Alimony or other spousal support			
(Other income source)			

+Add Another Household Member

The system cannot evaluate eligibility for households greater than eight. Enter up to eight total household members and call (217) 557-3095 or email bouncejeri.bond@illinois.govbounce to verify your client's eligibility.

Add amounts & frequencies for all sources of income for the head of household

Click ? if you are not sure what to include.

New Applications

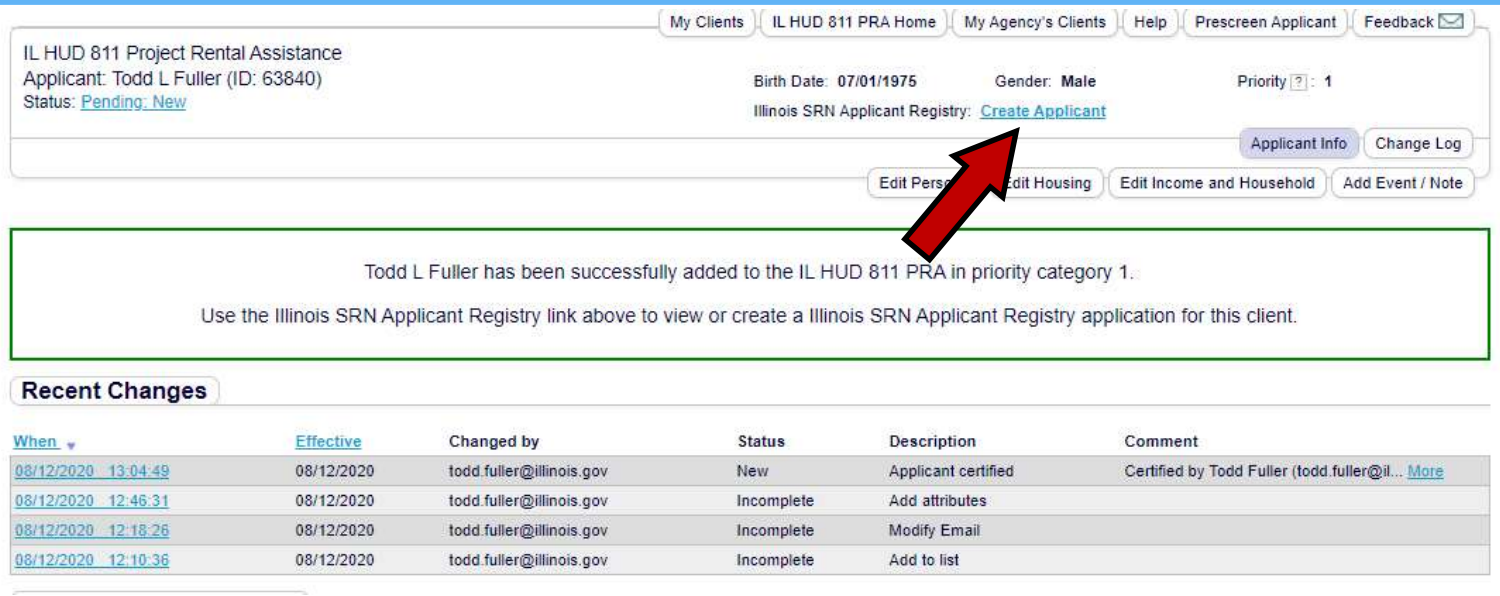
Additional Household Member

Relationship	Spouse		
First Name *		Middle Name	
Last Name *		Suffix	
Date of Birth *	MM/DD/YYYY	Gender *	Select one

Income Sources	Income Received		
SSI	$	Yearly	Applied
SSDI	$	Yearly	Applied
Earned Income	$	Yearly	
Unemployment Insurance	$	Yearly	

- This is where you will add all household members that will be living in a unit with the class member
- Enter all income sources for household members as applicable

New Applications

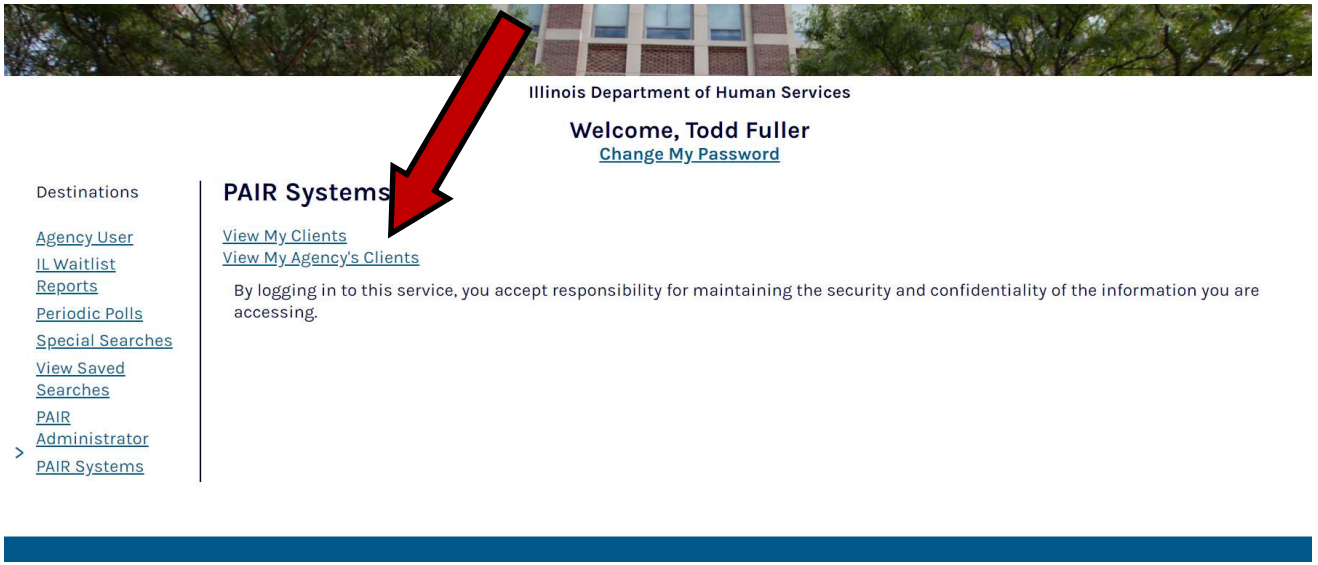


Add another application as instructed if applicable, by clicking on Create Applicant. All info entered will copy over.

Tracking/Transferring Applications

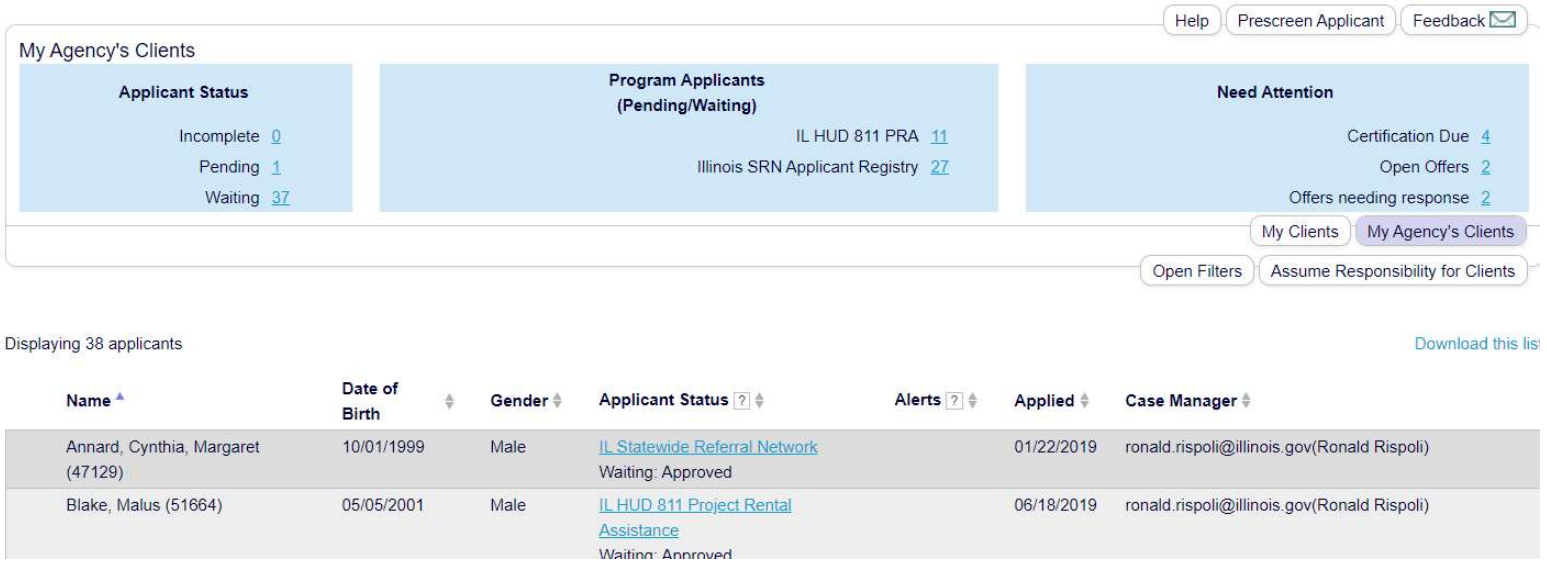
Tracking/Transferring Applications

Navigate to PAIR Systems and click on either View My Clients or View My Agency's Clients



Tracking/Transferring Applications

Your application dashboard will show you a linked summary and a list of applicants where you can manage your portfolio of applications



Tracking/Transferring Applications

Down the far left side of the applicant list are icons that show status on any offers made

	Name	Date of Birth	Gender	Applicant Status	Alerts	Applied	Case Manager
	Vidhyanath, Winston (53417)	08/27/1997	Male	IL HUD 811 Project Rental Assistance Waiting: Approved		08/12/2019	gemillia.staple@illinois.gov(Gemillia Staple)
	Vidhyanath, Winston (53417)	08/27/1997	Male	IL Statewide Referral Network Waiting: Approved		08/12/2019	gemillia.staple@illinois.gov(Gemillia Staple)
	Varda, Archie (44435)	12/19/1998	Female	IL HUD 811 Project Rental Assistance Waiting: Approved		03/04/2019	ronald.rispoli@illinois.gov(Ronald Rispoli)
	Varda, Archie (44435)	12/19/1998	Female	IL Statewide Referral Network Waiting: Approved		10/23/2018	ronald.rispoli@illinois.gov(Ronald Rispoli)
	Tran, Magnus (10513)	09/11/1994	Male	IL Statewide Referral Network Waiting: Approved		01/06/2016	ronald.rispoli@illinois.gov(Ronald Rispoli)
	Tigger, Rolf (10872)	12/04/1994	Male	IL Statewide Referral Network Waiting: Approved		02/03/2016	ronald.rispoli@illinois.gov(Ronald Rispoli)
	Tai, Morton (44752)	04/14/2000	Female	IL HUD 811 Project Rental Assistance Waiting: Approved		10/31/2018	ronald.rispoli@illinois.gov(Ronald Rispoli)
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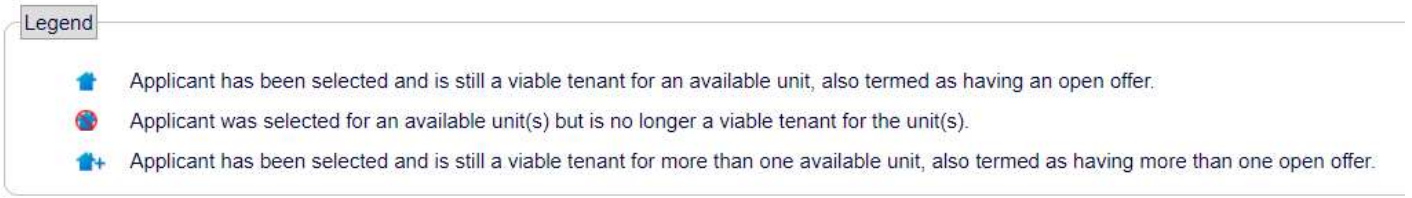
Tracking/Transferring Applications



- Open Offers
- Offered, but offer is no longer open
- Offers open for more than one unit (not generally practiced)

Tracking/Transferring Applications

There is another column for application alerts

- ! Nearing or at program age limit
- ? Missing data
- ✓ Applicant cerification due
- ! Eligibility or data issues
- ± An offer letter has not been acknowledged

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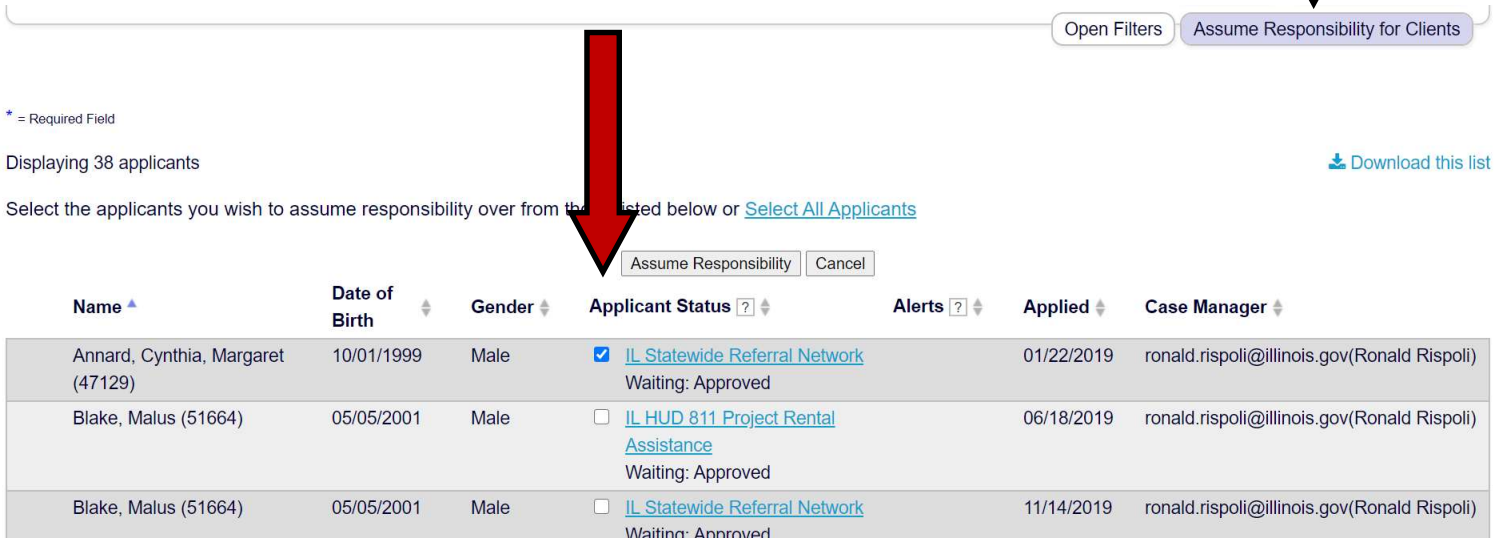
Tracking/Transferring Applications

- Clicking Assume Responsibility for Clients will allow you to check applications and add those applicants to “My Clients” from “My Agency’s Clients” as often as needed
- Helpful for time off or staff turnover



Tracking/Transferring Applications

Only site administrators can reassign applicants from one agency to another

Applicant Information Edit

(Added To System: 12/13/2018 16:26:44)

Last yodhs 12/13/2018; next certification due 12/13/2019 ?

Managed by: stephanie.roger@illinois.gov (invalid) (Stephanie Roger) Edit, Illinois Department of Human Services

(217) 558-3350; bouncestephanie.roger@illinois.govbounce

Updating Applications

Updating Applications

- Annual recertifications at a minimum are required for every application
- Please update when ANY changes happen
- Notices/referrals will not be sent for applications without timely recertification
- No update to “Current Living Situation” necessary for class members moving into supervised residential/transitional housing programs
- Class members moving into a private market unit with the assistance of a Bridge Subsidy will need their “Current Living Situation Updated”

Updating Applications

Current Living Situation:	**Institutionalized in an Institute of Mental Disease (IMD) - Williams Class Member**
Additional information that may be useful in evaluating unit size needs.	
Interested Area(s):	**Cook**
Interested Cities:	**Chicago**
Interested Community Areas:	**Edgewater, Uptown**

Income and Household Information Edit

Income Source	Monthly	Yearly	Applied
SSI	**$750**	**$9,000**	-

HOUSING
Find Housing

SERVICE
About Us

Socialserve
Connect to Housing

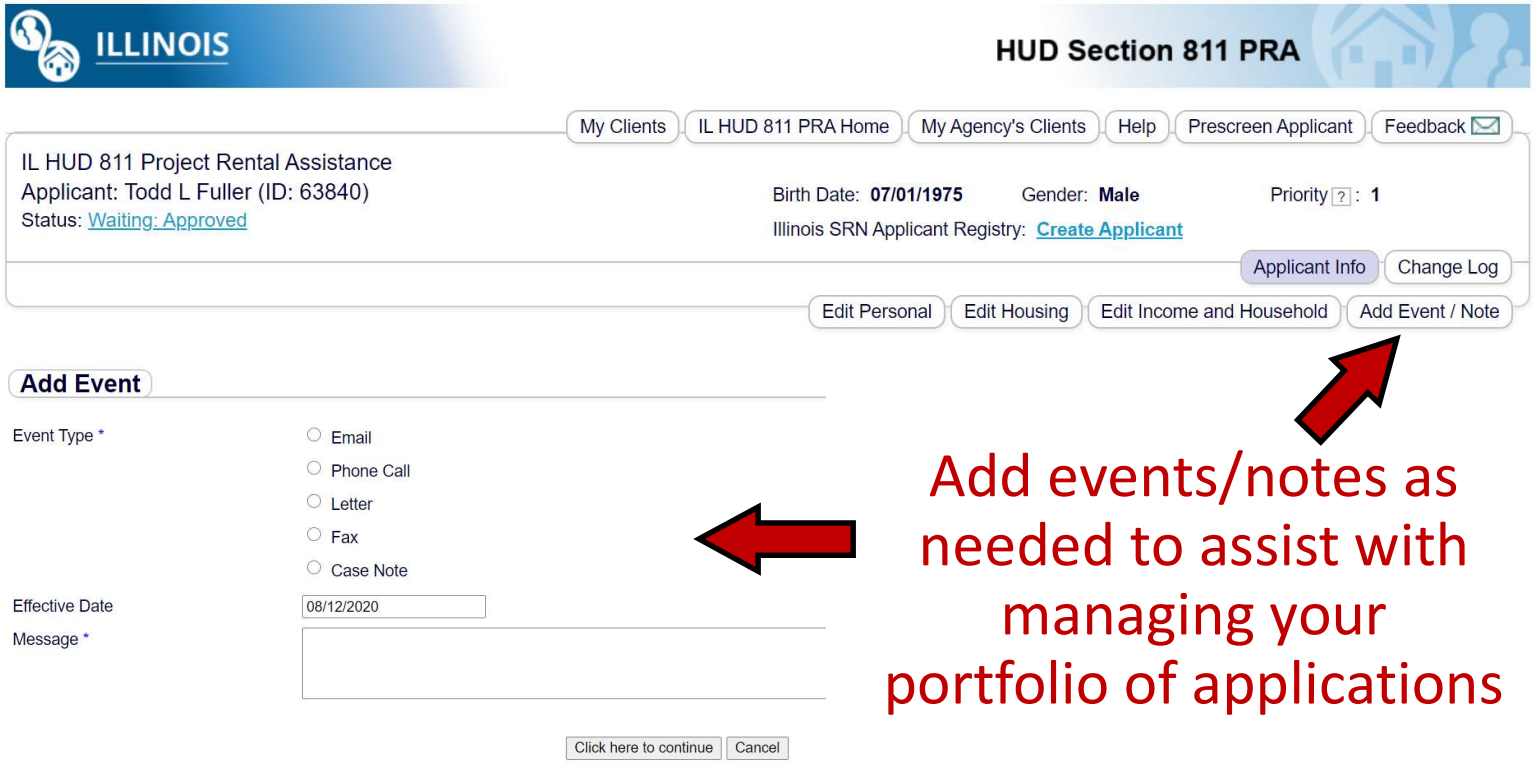
For assistance, call 1.877.496.4954

Find us on Facebook · follow us on Twitter · Follow us on LinkedIn

Certify →

Click the Certify button at the bottom of the application page to recertify applications – Please review and update as necessary

Updating Applications



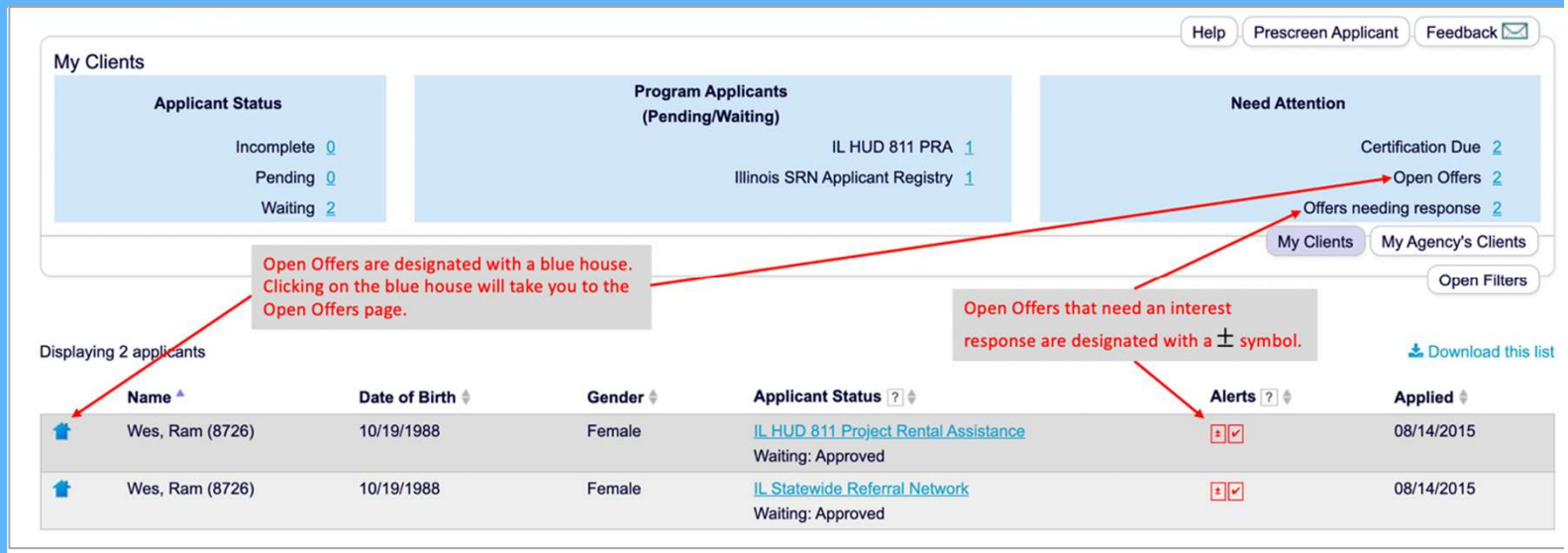
Add events/notes as needed to assist with managing your portfolio of applications

PAIR Referral Process

PAIR Referral Process

1. Unit becomes available on PAIR waiting list.
2. PAIR Administrator selects unit and sees list of eligible persons (e.g., based on location, unit size, age restrictions, etc.)
3. List of eligible persons is based on priority status and date of waiting list entry.
4. PAIR Administrator sends out 3-5 notices of availability (emails with unit details to the service providers).
5. PAIR Administrator responds in 5 business days or less if their client is interested in the available unit.
6. PAIR Administrator sends referral to the property manager (CCs service provider and client).
7. Client applies for the referral unit, complying with the development's tenant selection process.
8. When unit is filled, service provider and/or property manager notifies the PAIR Administrator to update the PAIR database.

PAIR Referral Process



Filter your clients by using the “Offers needing response” quick link on the NEW dashboard. Click on the blue house next to the applicant name to navigate to the page to express interest in the unit.

PAIR Referral Process

On the Open Offers page, use the radio buttons to indicate if your client is interested or not interested in the unit and then select the “Acknowledge Offers” button at the bottom of the table. You response will be recorded on the client record.

PAIR Referral Process

- Unit is listed as vacant for the admin users to see
- Staff performs search of the SRN List
  - Admin users review/approve applications
  - Checks household/unit size, accessibility features, etc.
- Information sent to Caseworker
- Referral to property manager
- Household views unit and applies
- Property processes application
- Approves application
- Move In!

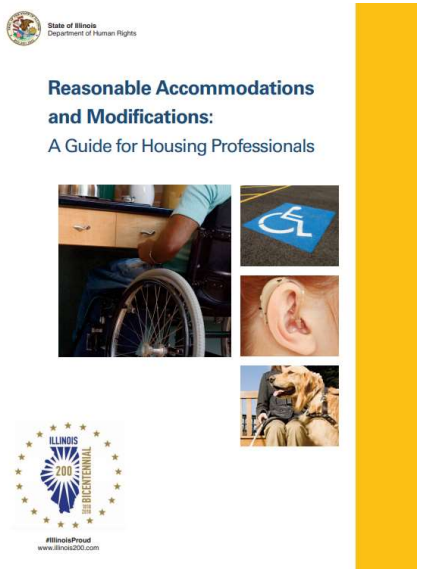
PAIR Referral Process

- Apply for the unit like any other affordable housing unit, completing the application on site or as instructed.
- Property then processes the application like any other rental application and reviews it against the Tenant Selection Plan
- You will need:
  - Picture ID
  - Social Security Card
  - Birth Certificate (for all people in the household)
  - Income verification/Proof of Income (e.g., check stubs, Social Security award letter)
- Lease is signed and resident provides deposit/first month's rent
- Reasonable accommodation and modification**

PAIR Referral Process

Reasonable Accommodations/Modifications

- Due to a disability, Household has needs that do not fit standard processes
  - At Application
  - At Screening
  - At Move in
  - Any time
- IDHR Reasonable Accommodation and Modification Handbook: https://www2.illinois.gov/dhr/Fair-Equal/Documents/IDHR-Reasonable-Accommodations-and-Modifications-1.1.pdf



Removing/Closing Applications

Removing/Closing Applications

Click the link under “Applicant Status” from your dashboard

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Removing/Closing Applications

Click the Status link at the top of the application page directly underneath Applicant's name

Removing/Closing Applications

Select the appropriate reason for the application being removed

Applicant Status

Applicant Status ?

- Pending: Verification Needed
- Pending: Removal by administrator
- Waiting: Approved
- Removed: No Longer Eligible — For any reason
- Removed: Declined Too Many Units
- Removed: Deceased — Self-explanatory
- Removed: Withdrawn By Applicant — Opting out of services
- Removed: Non-responsive
- Removed: Housed through another program — 811 or SRN (housed in one, removed from the other)
- Removed: Duplicate
- Removed: Housing in non-SRN or non-811 unit — Any other unit if meets needs
- Removed: Other — Use sparingly, only as appropriate

Removing/Closing Applications

Do's

- Remove an application when an applicant moves into a permanent (non-811 or SRN) unit with a permanent subsidy
- Remove an application when an applicant is no longer financially in need of a subsidy
- Remove an application when an applicant is no longer able for any reason to live in a permanent supportive housing unit in the community

Removing/Closing Applications

Dont's

- Don't remove an application when a class member moves into a private market unit with the assistance of a Bridge Subsidy (update "Current Living Situation")
- Don't remove an application when an applicant moves into an SRN or 811 unit – The admin user that sent the referral must be notified so they can "attach" the application to the unit to show that a class member was "Housed" in that unit

Common Challenges…

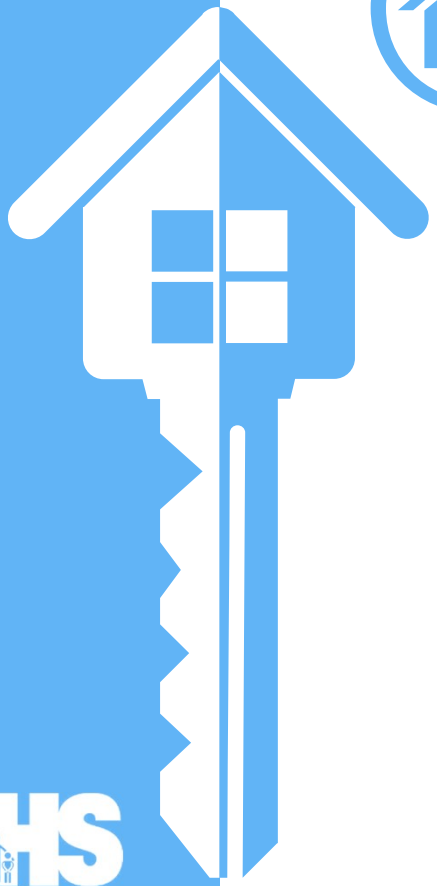
Common challenges…

- Keeping data current for units AND applicants
- Geography
- Responsiveness
- Follow-up/follow-through
- Time
- Declining/refusing
- Denial of application
- Reasonable accommodations/modifications
- Class member considerations

Common challenges…

Best Practices:

- Keep application as open-ended and flexible as possible within your client's needs and your agency's capacity.
- Referrals are based on **available units**.
- Respond to referral inquiries ASAP.
- Update and maintain client profiles often.
- Access as many housing resources as possible.
- Use ILHousingSearch!



Admin Users

Illinois Department of Human Services (IDHS)

- **Jeri Bond, Waitlist Manager – Jeri.Bond@Illinois.gov**
- Todd Fuller, Statewide Housing Coordinator – Todd.Fuller@Illinois.gov
- Raul "Ivan" Lopez – Raul.Lopez@Illinois.gov

Corporation for Supportive Housing (CSH)

- **Stephanie Sideman - stephanie.sideman@csh.org**
- **Jeremy Nichols – jeremy.nichols@csh.org**
- Julie Nelson – Julie.Nelson@csh.org
- Richard Rowe – Richard.Rowe@csh.org
- Brett Penner – Brett.Penner@csh.org

Questions?

THANK YOU!