IDHS
Illinois Department of Human Services

Statewide Referral Network/PAIR Module Training for Service Providers

"It's really important to have your own life in your community. You get to make friends like everybody else does."

~ Vincent S., self-advocate living in SRN housing

Supportive Housing

Supportive Housing

- **Is** housing units for people with low incomes and disabilities (or multiple barriers to community living) **PLUS** the social/health services that they want and need.

- **Is** affordable, permanent, independent, and helps people live with stability, autonomy and dignity.

- **Is not** intended for every population that needs access to affordable housing.
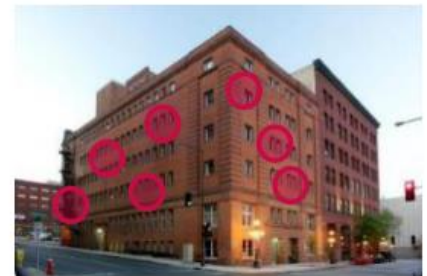
Supportive Housing

Single-Site/ Project Based

Clustered

Scattered Site

Integrated Affordable

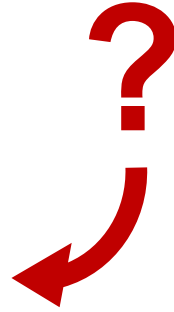# Supportive Housing

?

Housing
+ Social/Health Services
Supportive Housing

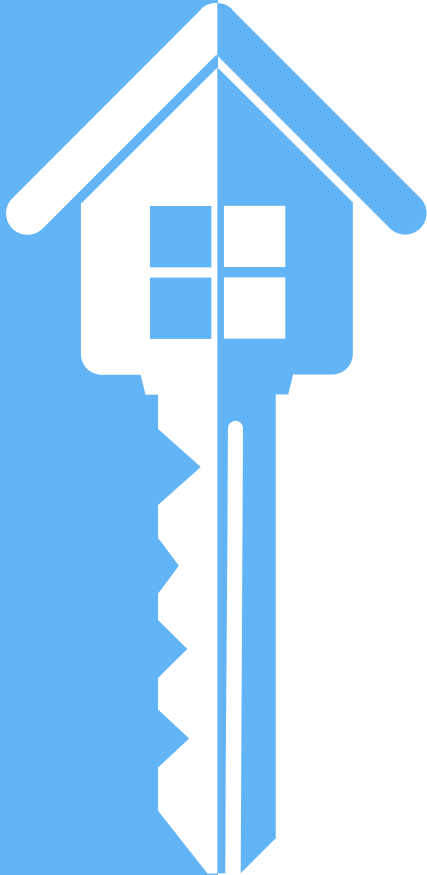**YOU!**

Overview of the 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.

SRN Eligibility

- **People who earn under 30% of the Area Median income AND:**

- People in institutions or at risk of institutionalization, OR

- People experiencing homelessness or at risk, OR

- People with disabilities including:
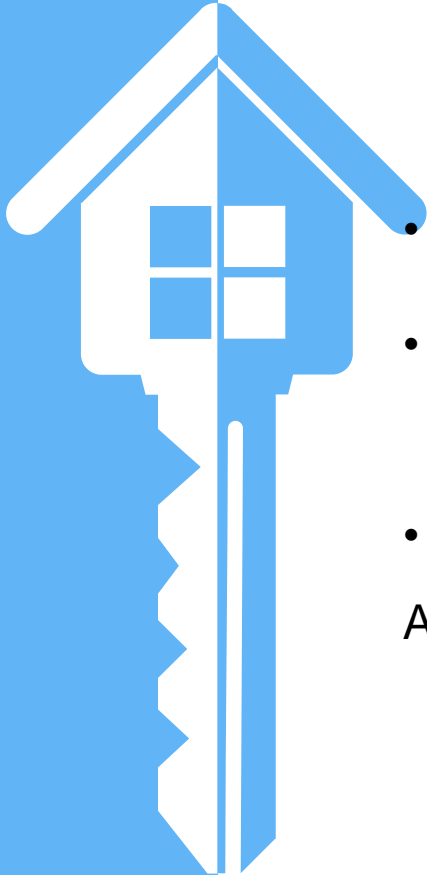
- Williams, Colbert, and Ligas class members

Housing Options

SRN Rent Determination:

- Affordable Housing– Rent is set to be affordable to a household earning under 30% AMI

- 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

HUD 811 Eligibility

- **People who earn under 30% of the Area Median income AND:**
- People under 62 AND receiving Medicaid Long Term Services and Supports or State Medicaid Plan Services AND:

- In institutions or at risk of institutionalization including

ALL HUD 811 UNITS ARE SUBSIDIZED

New Applications

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.

Accessing the PAIR Module

Login through the www.ILHousingSearch.org website

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

- Online application

- Matches available units to individuals

New Applications - 1

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

New Applications - 2

Next, click on either <u>View My Clients</u> or <u>View My Agency's Clients</u>

New Applications - 3

From the top of the applicant dashboard, click on

Prescreen Applicant

New Applications - 4

- 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

Applicant is possibly eligible for both Illinois SRN Applicant Registry and IL HUD 811 PRA

Area(s) in which applicant is possibly eligible for both Illinois SRN Applicant Registry and IL HUD 811 PRA:

- Cook

By submitting this form it is understood that personal information will be available for ... y other users of this service and that the client, applicant, legal guardian or other legally accountable pers ... authorized this sharing of the information as required.

Continue with application process

Make a mistake? Change your answers.

New Applications - 5

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
Last Name *	Fuller
Date of Birth *	07/01/1975

Middle Name	L
Suffix	
Gender *	Male

Race [?] *
Check all that apply

- ☑ White
- ☐ Asian
- ☐ Unknown

- ☐ Black or African-American
- ☐ Native Hawaiian or Other Pacific Islander

- ☐ American Indian or Alaskan Native
- ☐ Refused

Ethnicity * [Non-Hispanic/Non-Latino ▼]

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

Military Service? [?] * [No ▼]

Social Security Number * [123] - [45] - [6789]

Medicaid Number [987654321]
Enter 9-digit Medicaid number

Disability Type
Check all that apply

- ☑ Physical
- ☐ Developmental
- ☑ Mental Health
- ☐ Unknown
- ☐ None
- ☐ Refused

Other Disability Type [   ]

- ○ Yes ● No   Blind or visually impaired *
- ○ Yes ● No   Disability impacts ability to communicate [?] *

New Applications - 6

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

New Applications - 7

* = 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 - 8

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

Select appropriate unit size(s)

Unit Size Needed *   ☐ Studio   ☐ 1 Bedroom   ☐ 2 Bedroom   ☐ 3 Bedroom

Please consider additional bedroom needs for live-in aide, medical equipment or future household members.   ☐ 4 Bedroom

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

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

New Applications - 9

Yes ○ No

Needs Physically Accessible Housing *

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

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.

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

Accessible shower *   ○ Roll-in shower required   ○ Walk-in shower

☑ Accessible flooring for wheeled device use
☑ Front control laundry machines and accessible route to laundry
☑ Within a paratransit route

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

New Applications - 10

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

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

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

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New Applications - 11

Click for Chicago
Area Map!

When you select
Chicago, all of the
neighborhoods will
drop down
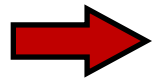
Interested Community Areas *
Select all Community Areas in which the
applicant is interested in living. See official
Chicago Community Areas map

☐ 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

New Applications - 12

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 - 13

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**

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 head of the household

- Enter all income sources for household members as applicable

New Applications - 14

My Clients | IL HUD 811 PRA Home | My Agency's Clients | Help | Prescreen Applicant | Feedback ✉

IL HUD 811 Project Rental Assistance
Applicant: Todd L Fuller (ID: 63840)
Status: Pending: New

Birth Date: **07/01/1975**   Gender: **Male**   Priority ? : **1**

Illinois SRN Applicant Registry: Create Applicant

Applicant Info | Change Log

Edit Pers... | ...dit Housing | Edit Income and Household | Add Event / Note

Todd L Fuller has been successfully added to the IL HUD 811 PRA in priority category 1.

Use the Illinois SRN Applicant Registry link above to view or create a Illinois SRN Applicant Registry application for this client.

Recent Changes

When ▼	Effective	Changed by	Status	Description	Comment
08/12/2020 13:04:49	08/12/2020	todd.fuller@illinois.gov	New	Applicant certified	Certified by Todd Fuller (todd.fuller@il... More
08/12/2020 12:46:31	08/12/2020	todd.fuller@illinois.gov	Incomplete	Add attributes	
08/12/2020 12:18:26	08/12/2020	todd.fuller@illinois.gov	Incomplete	Modify Email	
08/12/2020 12:10:36	08/12/2020	todd.fuller@illinois.gov	Incomplete	Add to list	

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

Updating Applications - 1

- Annual recertifications at a minimum are required for every application

- Please update as needed, at any time

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	-

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List a Property

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Connect to Housing

For assistance, call 1.877.496.4954

Certify →

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PAIR Referral Process

PAIR Referral Process - 1

Unit is Listed on the PAIR Module

↓

SRN Administrator Identifies Households

| Service providers receive a notice about the housing opportunity | Service provider asks the participant if they wish to apply |

↓

Participant is Referred to Housing

| The participant then applies for the housing | The participant moves into the housing |

PAIR Referral Process - 2

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 - 3

Open Offers

	Status	Bedrooms	Address ▲	County	City, State, ZIP	Contact
○ Interested ○ Not interested/declined	Available 10/03/2019 Turnover	2 bedrooms	Hilliard Towers 2030 S. State St 10 of 11	Cook Near South Side	Chicago IL 60616	Carlette S Phone: 77

Acknowledge Offers

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. Your response will be recorded on the client record.

PAIR Referral Process - 4

- 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 - 5

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

State of Illinois
Department of Human Rights

Reasonable Accommodations and Modifications:
A Guide for Housing Professionals

ILLINOIS 200 BICENTENNIAL

#IllinoisProud
www.illinois200.com

Next Steps

To gain access to the PAIR Module, complete and submit the User Agreement and

Emphasys at pair@emphasys-software.com

Frequently Asked Questions

Frequently Asked Questions

Question	Answer
What happens if I forget my password or need help with the PAIR Module?	Email Emphasys for PAIR Module challenges at: pair@emphasys-software.com
What if I need a quick review of how to complete an application or need help with managing participants for my agency?	Check out www.csh.org/ILSRN or ask a Waitlist Manager for help. srn@csh.org
How do I help people access a reasonable accommodation?	Request this of the property manager either at the time of application or after. Ask CSH for help if you would like assistance.

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Frequently Asked Questions

Question	Answer
How do I know if the participant is entered correctly on the PAIR Module?	Within two business days you will see their status change from pending to Waiting: Approved
What if the participant is not the first person referred to the unit?	They may still have an opportunity to apply and move in as others may drop out of the process. If not, they will go back on the waiting list for other offers.
If the household no longer needs housing, what do I do?	You can remove people from the PAIR Module by changing their status from Waiting: Approved to a Removed status option.

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Admin Users

Illinois Department of Human Services (IDHS)

- Jeri Bond, Waitlist Manager – Jeri.Bond@Illinois.gov

Corporation for Supportive Housing (CSH)
srn@csh.org

- Ronti Ghosh
- Stephanie Sideman
- Jessica Smith

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THANK YOU!