

# Illinois Statewide Referral Network Service Partner Guide Glossary

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## How Your Organization Can Connect Community Members to Housing Through the Statewide Referral Network

The Illinois Statewide Referral Network (SRN) connects people who have support services in place to affordable housing. Organizations like yours are a key part of the process! This document gives an overview of what staff at organizations should know about applying to be a service partner, how the process works, and next steps.

### Understanding supportive housing

Supportive housing is a model that pairs supportive services with affordable housing. It is a pathway for people who want to live in their home while having access to support services — on their terms, based on what they want or need. SRN units are considered supportive housing with service partners providing support services.

### Who can be a Statewide Referral Network service partner

Maybe your organization...

- Provides support services and referrals through your food pantry, community center, domestic violence program, or other type of community program **AND**
  - Work with people who need housing and fit SRN participant eligibility
- If yes, your organization may be a potential service partner!

### Understanding SRN participant eligibility

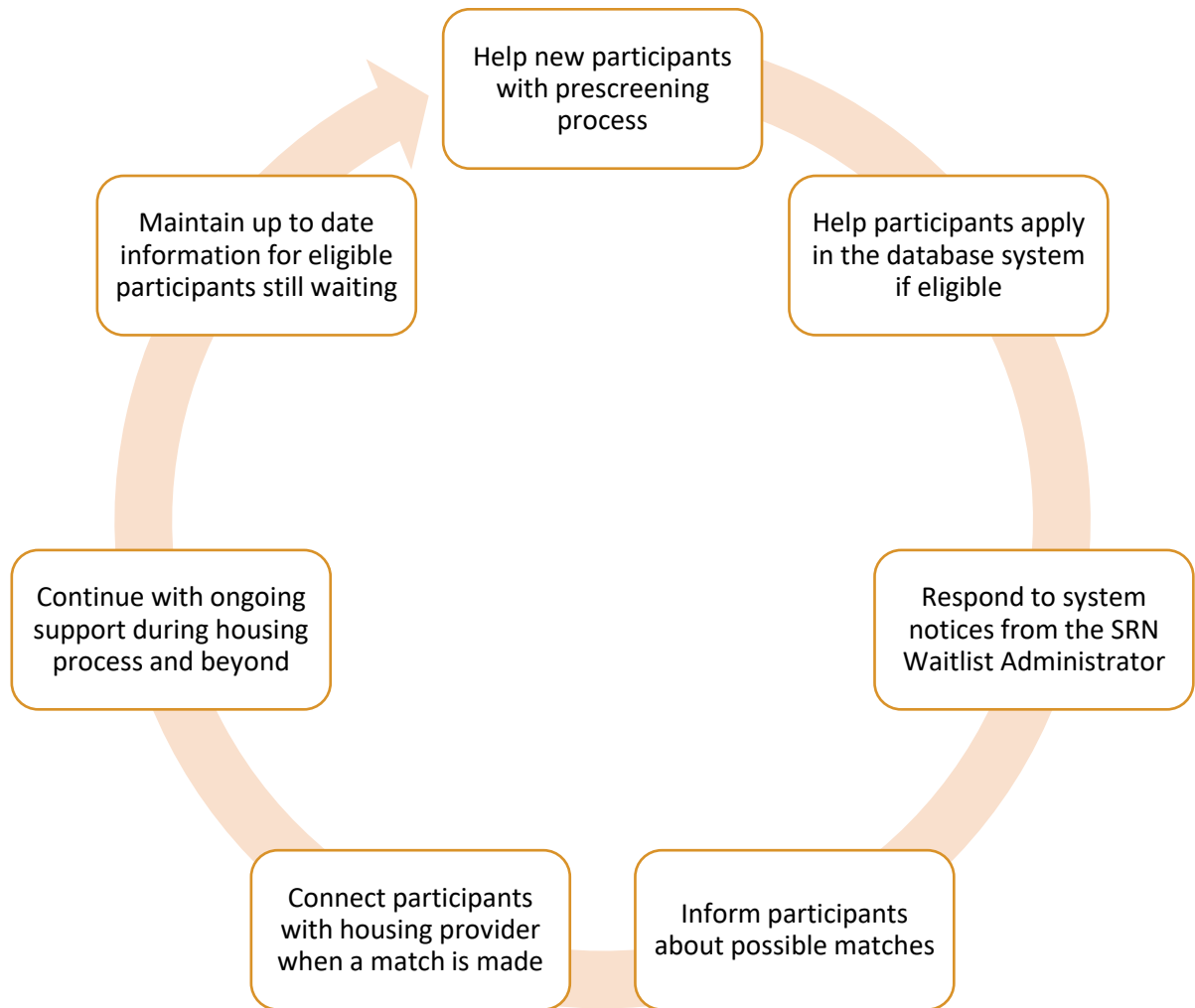
A participant must meet **all 3 criteria** below to apply for housing through the SRN:

1	You offer long-term case management services to the participant and can provide support through the application process and beyond
2	The participant fits <b>at least ONE</b> of these criteria... living in or at risk of living in an institution such as a nursing home, hospital, jail etc. experiencing or at risk of homelessness living with a disability
3	The participant earns 30% or less of Area Median Income (AMI)

Participants can ALSO be referred to HUD 811 subsidized housing if the head of household is under 62, has a disability, and receives Medicaid.

## More about the service partner's role in the SRN

The SRN uses a database to track and share information about units listed by affordable housing providers. Service partners:



## Becoming an SRN service partner

Here is how to start:

1. Reach out to an SRN Waitlist Administrator at [SRN@csh.org](mailto:SRN@csh.org) to ask questions or sign up for a training for you or your team
2. After training, sign the SRN user agreement and send to [pair@emphasys-software.com](mailto:pair@emphasys-software.com)
3. Get your login information and review the referral materials
4. Start connecting participants to affordable housing

## Connecting with an SRN Waitlist Administrator

Thank you for your interest in being a service partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at [SRN@csh.org](mailto:SRN@csh.org).

**Special Populations  
Housing Search:  
User Agreement**



**Name:** Click here to enter text.

**Agency Name:** Click here to enter text.

**Name (Print):** Click here to enter text.

In this System Users Agreement, “AGENCY” refers to the agency named above. AGENCY recognizes the privacy of client needs in the design and management of the Special Populations Housing Search. These needs include both the need to find safe, decent, and affordable housing for special needs clients, and the need to vigilantly maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care.

As the guardians entrusted with this personal data, Special Populations Housing Search users have a moral and a legal obligation to ensure that the data they collect is being collected, stored, accessed, and used appropriately. It is also the responsibility of each user to ensure that client data is only used to the ends to which it was collected, ends that have been made explicit to clients and are consistent with the mission to assist families and individuals in our community with finding housing. Proper user training and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include:

- Special Populations Housing Search Users will maintain data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals, or entities.
- Any Special Populations Housing Search User found to be in violation of the points of client confidentiality in this User Agreement may be denied access to Special Populations Housing Search.

I affirm the following:

1. I will receive official training on the Special Populations Housing Search.
2. I will maintain the confidentiality of client data in the Special Populations Housing Search as outlined above.
3. I will only collect, enter, and extract data in the Special Populations Housing Search relevant to the delivery of services to people seeking housing options in our community.
4. I will adhere to the practices and responsibilities listed on the Attachment.

Click here to enter text.

**Signature**

**Date**

Your username and password give you access to the Special Populations Housing Search. Failure to uphold the confidentiality standards set forth below is grounds for termination from the Special Populations Housing Search database access. Initial each item below to indicate your understanding and acceptance of the proper use of your username and password, and your agreement to maintain the confidentiality of client information in the Special Populations Housing Search as follows:

- My username and password are for my use only and will not be shared with anyone.
- I will take reasonable means to keep my password physically secure.
- I will only view, obtain, disclose, or use database information that is necessary to perform my job.
- I understand that the only individuals who may view or hear Special Populations Housing Search client information are authorized users, and I will take these steps to prevent casual observers from seeing or hearing client information:
  - I will log off of the Special Populations Housing Search before leaving my work area or make sure that the system database has "timed out" before leaving my work area.
  - I will not leave any computer that has the Special Populations Housing Search open and unattended.
  - I will keep my computer monitor positioned so that persons not authorized to use the Special Populations Housing Search cannot view it.
  - I will store hard copies of the Special Populations Housing Search information in a secure file and not leave hard copy information in public view on my desk or on a photocopier, printer, or fax machine.
  - I will not distribute hard copies of the Special Populations Housing Search information to anyone other than registered database users.
  - I will properly destroy hard copies of the Special Populations Housing Search information when they are no longer needed.
  - I will not discuss confidential client information with anyone in a public area.
  - I will not discuss confidential client information on the telephone in any areas where the public might overhear my conversation.
  - I will not leave messages on my agency's answering machine or voicemail system that contain confidential client information.
  - I will not discuss confidential client information with landlords, other providers, family members, or anyone else without a specific signed and dated Release of Information approved by the client.
  - I will not fax, email, text, or utilize any other communications channels to share or discuss confidential client information without establishing reasonable and appropriate administrative, technical, and physical safeguards to protect the information being transmitted.
  - Should my employment with my agency be terminated, by myself or the agency, I will notify Emphasys to discontinue my account and password.
  - I understand that a failure to follow these security steps appropriately may result in a breach of client confidentiality and system security. If such a breach occurs, my access to the Special Populations Housing Search will be terminated.
  - If I notice or suspect a security breach, I will immediately notify Emphasys.

**Special Populations Housing Search: User Code of Ethics**

1. Each Special Populations Housing Search User will maintain high standards of professional conduct in his or her capacity.
2. Special Populations Housing Search Users will use the system in good faith to benefit Clients.
3. Special Populations Housing Search Users have the responsibility to relate to Clients with full professional consideration.

**Please fill out the following information to help us better understand how you serve clients' needs.**

1. Which geographic areas do you cover? [Click here to enter text.](#)
2. Which populations do you mainly work with?
 

<input type="checkbox"/> Homeless	<input type="checkbox"/> Mental Health Consumers	<input type="checkbox"/> Veterans
<input type="checkbox"/> Frail and Elderly	<input type="checkbox"/> Drug and/or Alcohol Recovery	
<input type="checkbox"/> Ex-Offenders	<input type="checkbox"/> Blind or Visually Impaired	<input type="checkbox"/> Refugees
<input type="checkbox"/> Physically Disabled	<input type="checkbox"/> Developmentally Disabled	<input type="checkbox"/> Transitional Age Youth
<input type="checkbox"/> Previous Evictions	<input type="checkbox"/> Sponsored Tenants	<input type="checkbox"/> Foreclosure Victims
<input type="checkbox"/> HIV/ AIDS	<input type="checkbox"/> Natural Disaster Victims	<input type="checkbox"/> Students
<input type="checkbox"/> Hearing Impaired	<input type="checkbox"/> Shelter Plus Care/CoC	<input type="checkbox"/> Other: <a href="#">Click here to enter text.</a>
3. How often do you locate housing for clients? [Click here to enter text.](#)
4. Do you contact the property provider on behalf of your client, or do you provide them with listings? [Click here to enter text.](#)
5. Do you have a list of property providers you work with regularly? [Click here to enter text.](#)

**I understand and agree to comply with all the statements listed above.**

[Click here to enter text.](#)  


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**Agency Name**

[Click here to enter text.](#)  


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**Agency Address**

[Click here to enter text.](#)  


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**Supervisor Name (please print)**

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**Supervisor Signature/Date**

[Click here to enter text.](#)  


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**Agency Staff Name (please print)**

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**Agency Staff Signature/Date**

[Click here to enter text.](#)  


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**Agency Staff Email (please print)**

[Click here to enter text.](#)  


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**Agency Staff Phone Contact**

*Supporting Community Partners in Navigating the Statewide Referral Network (SRN)*  
 Helping Community Members Access Housing:

*Supporting Community Partners in Navigating the Statewide Referral Network (SRN)*  
**Being An IL Statewide Referral Network Service Partner**

Thank you for being an Illinois Statewide Referral Network (SRN) service partner. This document gives a quick overview of what it means to be a service partner and key information you need to make it a successful experience.

**Your organization’s role as a service partner**

Through the SRN Waitlist, community members who are already participants of services from trusted organizations like yours can be connected to affordable housing. This process relies on service partners like your organization, the SRN Waitlist Administrators, and owners/property managers working together to get people housed quickly and efficiently. Here’s an overview of each role:

Service Partners (You + Your Team)	SRN Waitlist Administrators	Owners/Property Managers
<ul style="list-style-type: none"><li>• Help community members in your program complete online application for SRN Waitlist</li><li>• Respond to notices of availability within 5 days</li><li>• Recertify or update status of participants on the SRN waitlist, as needed</li><li>• Offer ongoing support to community members housed through this process and link to ongoing supports</li></ul>	<ul style="list-style-type: none"><li>• Manage the SRN Waitlist</li><li>• Let service partners know when units are available</li><li>• Offer housing referrals for available units</li><li>• Answer any questions about related processes</li></ul>	<ul style="list-style-type: none"><li>• Provide access to affordable housing units</li><li>• Let Emphasys, the PAIR Module manager, know about open units</li><li>• Receive referrals from SRN Waitlist Administrators</li><li>• Communicate professionally with service partner and participant about available units after referral has been made</li></ul>

**Common questions from service partners**

Here are questions that service partners often ask.

*Questions about special populations*

Do people need to have legal immigration status to apply for housing through the SRN?

No - anyone meeting the eligibility criteria can apply, no matter immigration status. However, property owners that get government tax credits can only accept applicants with legal immigration status.

How can I protect the privacy of domestic violence victims and survivors I work with?

When you help a participant apply in the SRN, you can use placeholder information for some questions to protect someone's anonymity:

Placeholder Information Allowed	Accurate Information Required
<ul style="list-style-type: none"><li>• Names</li><li>• Social security numbers</li><li>• Personally identifying information</li></ul>	<ul style="list-style-type: none"><li>• Ages</li><li>• Income levels</li></ul>

You must know who the person is and how to reach them though.

The SRN Waitlist Administrator will use information you share to make referrals. When it is time to complete the application for an actual apartment, the participant will need to share their real name and other personal information with the property manager.

### Questions about the PAIR Module

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What is recertifying, and how do I do it?

Recertifying means confirming a participant's information is still correct in the PAIR Module. Click the "**Recertify**" button in the account:

- Once a year when you get a notification to routinely recertify the account
- Any time you update participant information in the account (income change, etc.)

How do I return a participant to *Active Status* in the PAIR Module?

**If a participant's account is 30 days or more past a certification notification (but less than 6 months past),** recertify the participant in the account to return the account to *active status*. You will begin getting referrals again for this participant.

**If it has been 6 months or more since the certification notification,** contact an SRN Waitlist Administrator to update the participant in the system.

Can I switch a participant's staff contact to a co-worker at my organization?

Yes, you can do this on the PAIR Module! Your co-worker must have also completed PAIR Module training though.

### Connecting with an SRN Waitlist Administrator

Thank you for the important role you play as an SRN service partner! Contact an SRN Waitlist Administrator about any questions at [SRN@csh.org](mailto:SRN@csh.org)



## Helping Community Members Access Housing Through The Illinois Statewide Referral Network

Thank you for being an Illinois Statewide Referral Network (SRN) service partner. This document provides a quick overview of who is eligible to apply for housing through this system. It also explains how to help complete an application with a program participant who is working with your organization.

### Understanding SRN eligibility

Typically, a participant must meet all 3 of these criteria:

- Already getting support services from a service partner (your organization!)
- Fit **at least 1 of these criteria:** 1.) living in or at risk of living in a place such as a nursing home, hospital, jail, etc. 2.) are experiencing or at risk of homelessness 3.) having a disability
- Earn 30% or less of Area Median Income (AMI)

A participant will also qualify for HUD 811 subsidized housing (an additional pool of housing units) by meeting all 5 of these criteria:

- Already getting support services from a service partner (that's your org!)
- Has a disability
- Is eligible to receive Medicaid Long Term Services and Supports (LTSS) or State Medicaid Plan Services
- Earns 30% or below of the Annual Median Income (AMI)
- Living in or at risk of moving to an institution such as a nursing home, hospital, jail, etc. (all Williams, Colbert, and Ligas class members are eligible)

#### More about Williams, Colbert, and Ligas class members

Consent decrees are decisions made by a judge that include an agreement from all parties about changes in a system that must happen. There are three consent decrees in Illinois related to rights of people with disabilities. Impacted people are referred to as *class members* of that decree.

**Williams decree:** the State of Illinois has a responsibility to make sure there are systems in place so that people in nursing homes with serious mental health issues can live in community-based settings if they choose to.

**Colbert decree:** the State of Illinois must make sure that people with a physical disability, under 62, and living in nursing homes can choose to live in the most integrated community settings that they prefer.

**Ligas decree:** the State of Illinois must make sure that people with intellectual and/or developmental disabilities have access to community-based services and can live in a community-based setting if they choose to.

## Helping participants apply

You are working with someone who you think is eligible — now what?

<p>Prescreening</p> <p><b>1</b></p>	<p>Log in at <a href="http://ILHousingSearch.org">ILHousingSearch.org</a> and complete the prescreening application with the participant.</p> <p><b>!</b> <i>Having life-time sex-offender status and some meth-related convictions may cause ineligibility.</i></p>
<p>Applying</p> <p><b>2</b></p>	<p>If the participant is eligible, go on and complete the application for the head of household or lease signer.</p> <p>Once you've entered this info and completed the initial application, make sure to add any other household members. Participants will need to have the <b>name, birthdate, and income</b> for other household members.</p>
<p>Getting Approved</p> <p><b>3</b></p>	<p>Usually, it takes about 3 days for participants to get approved. Once approved, you can help them start looking for housing. You will be the main contact for the participant, so make you have a reliable way to communicate.</p>

## More about filling out the application

Here are some important tips:

- **Enter accurate information** into each field
- **You cannot hit the back button** to return to a previous page if you make a mistake (but you can edit once you have submitted the application)
- Participants who are eligible for HUD 811 are also eligible for the SRN (although everyone eligible for SRN is not automatically eligible for HUD 811) – you can **check off either one or both application choices as appropriate**

## Connecting with an SRN Waitlist Administrator

Thank you for being a service partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at [SRN@csh.org](mailto:SRN@csh.org).

*Supporting Community Partners in Navigating the Statewide Referral Network (SRN)*  
**Supporting Victims and Survivors of Domestic Violence,  
 Human Trafficking, and other forms of Gender-Based  
 Violence in the Illinois Statewide Referral Network**

Thank you for being an Illinois Statewide Referral Network (SRN) service partner. This document explains who has access to the SRN and ways to protect the privacy of victims and survivors of gender-based violence in the SRN. This document applies to both types of organizations using the SRN:

- Victim service provider organizations **AND**
- Social services organizations or others that sometimes provide support to victims and survivors of gender-based violence

**Who has access to what information in the SRN**

A limited number of people have access to need-to-know information in the SRN:

Role	What they have access to
Trained staff from service partner organizations	Can only access information about the participants on the SRN who they have enrolled in their agency services
The SRN Waitlist Administrators (a small team of staff from the State of Illinois government + Corporation for Supportive Housing)	Has access to the SRN Waitlist and communicates referrals to the property managers
Property Managers	Have access only to referrals sent from SRN Waitlist Administrators, which may initially be alias and placeholder information
Emphasys Software Team	Provides technical support for the website

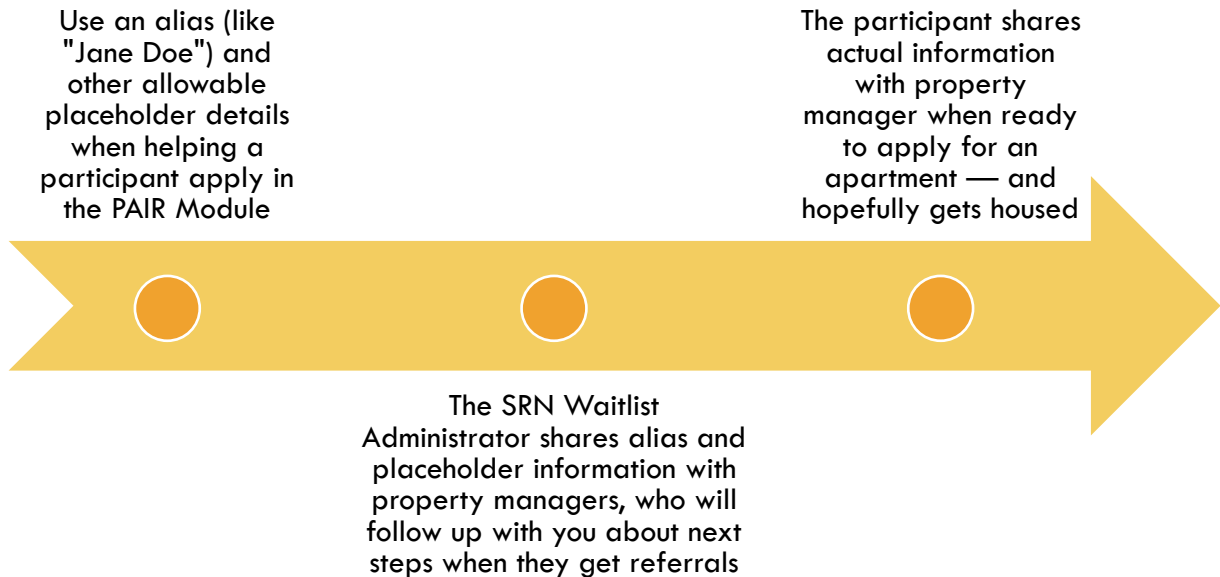
## How to protect a participant's privacy

Here are the basics:

**How you can protect participant privacy:** When you help a participant apply in the SRN, you do not have to use their real name, social security number, or other identifying information. You can use an alias or placeholder information any time it is needed or appropriate for a situation.

**What information you cannot change:** You must enter correct age and income information for all household members. Why? The SRN Waitlist Administrator needs these details to make effective referrals to units.

Here's how it works:



The service partner may need to assist or support the participant in communicating the situation to the property manager. Always make sure to have participant consent to share information with property managers.

## Connecting with an SRN Waitlist Administrator

Thank you for being a service partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at [SRN@csh.org](mailto:SRN@csh.org).



Are you a renter with a disability?





# Know Your Rights:

## Housing-Related Accommodations for People with Disabilities

The Fair Housing Act says property owners must offer an **accommodation**, or change, to a home or process if a person with a disability needs that change to **access** and **use** the home. This also includes shared spaces, too (like hallways or common areas). You might ask for this change during the application process or once you already live somewhere.

### What changes can a person with a disability request?

There are many changes a person can ask for if they are related to as disability. Here are just a few examples for a person named Sam.

	Sam...	So, Sam requests that...
	doesn't need meet the minimum credit score for an apartment due to his disability	the property owner changes the credit score policy to screen in a person with a disability
	needs information to be in a different format because of a visual disability	the property owner provides information in large print or electronic versions
	wants to safely use their shower in the new apartment but needs support to do so	the property owner installs a shower bar
	has a trained service animal that assists with day-to-day tasks getting around	the property owner waives the pet fee since the dog is a trained service animal, not a pet

These are just examples. Think about what accommodations make sense for you.

## How do I request a housing-related accommodation?

1. You can talk to the property owner or ask in writing. (It's always a good idea to keep track of who you talked to and when!)
2. Tell them the accommodation you are asking for and when you would like a response by.
3. You can explain that your request is for a related disability.

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**Important!** You do not have to share your specific diagnosis with the property owner. BUT the property owner can ask you to show proof that your request is directly related to your disability.

For example, this proof could be a letter from Social Security verifying that you have a disability or a note from a doctor explaining that the accommodation is related to your disability.

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## What can I expect from the property owner?

The property owner must...



Be **clear** about the process



Let you know decisions in a **timely** way



Keep your information **private**

The property owner can consider two main things:

**Is there a need?** In other words, do you have a disability and need this accommodation to be able to access and use the apartment and space?

**Is the request reasonable?** Property owners usually cover the costs involved. They can think about these costs and if the costs would greatly impact the business. They can also offer other solutions that could address the situation.

## What if I am unhappy with a decision?

If you think a property owner should have approved an accommodation, you can:

- Contact a lawyer in your community who handles housing-related issues
- Learn more about housing accommodations and the law at [Illinois Legal Aid online website](#).
- Contact a disability rights organization such as [Equip for Equality](#) in Illinois or an organization in your area

Your right to housing accommodations for a disability is important — and the law!

## **For Illinois SRN Service Partners: Transferring Participant Support Between Staff OR Organizations**

Thank you for being an Illinois Statewide Referral Network service partner. This document provides a quick overview of how to transfer a participant's support staff to another person in your organization or to a staff person at a different organization.

### **Why staff contacts are important**

Up to date staff contacts are important for several reasons:



They are **required** in the SRN Waitlist process



They are **essential in providing ongoing support** to participants



Staff contacts act as the **“go-between”** with the system and participants

### **Changing staff contacts within an agency** →

Staff changes happen for many reasons:

- Staff go on leave, change departments, or leave an organization
- Workloads shift

**To transfer a participant's support staff within your organization**, the person taking on support services should complete these steps:

1. Log in to [ILHousingSearch.org](http://ILHousingSearch.org)
2. Click on **“My Agency's Clients”**
3. Click on **“Assume Responsibility for Clients”**
4. You should see a list of your agency's clients. Click the box next to the names of any clients you will be serving moving forward
5. Click **“Assume Responsibility”**
6. To review your client list, click **“My Clients,”** and you should see the new client listed

The changes should show up immediately.

## Changing staff contacts between organizations →

Changing staff contacts between agencies happen for many reasons such as:

- A participant has moved
- A participant is simply working more closely with another organization now

To transfer a participant between agencies, you must get:

**Permission from both organizations** to transfer someone's assigned support staff between organizations

**AND**

**Written or verbal consent from the participant** about the transfer

Here are some common situations:

**To transfer a participant to support staff at a different organization that is also a service partner**, email [SRN@csh.org](mailto:SRN@csh.org) with:

- The SRN ID or name of the participant you want to transfer
- The organization and staff contact you are transferring the participant to

**If you try to create an application for a participant and find the participant already has an account in the PAIR Module**, email an SRN Waitlist Administrator at [SRN@csh.org](mailto:SRN@csh.org) about next steps if your organization plans to be the service partner going forward.

**If you need to transfer a participant to another service partner organization but do not know where to transfer that participant**, email an SRN Waitlist Administrator at [SRN@csh.org](mailto:SRN@csh.org) for next steps.

## Connecting with an SRN Waitlist Administrator

Thank you for being a service partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at [SRN@csh.org](mailto:SRN@csh.org).



## For Service Partners: Removing or Updating Participants On The Illinois SRN Waitlist

Thank you for being an Illinois Statewide Referral Network (SRN) service partner. This document provides a quick overview of common reasons why you might need to remove (or update) a participant in the PAIR Module, the SRN Waitlist's online tracking system, and how to do it.

### Common reasons to remove participants from the SRN Waitlist

Life happens, which means that sometimes you will need to update a participant's status on the SRN Waitlist. Examples include when a participant:



Finds housing outside of the SRN/811 System



No longer participates in programming with your organization



No longer needs housing for other reasons

### Removing a participant from the SRN Waitlist

In any of these cases, you will update the participant's information in the system and remove them from the Waitlist. Follow these steps:

1	Log in to your account on the <i>IL Statewide Referral Network</i> at <a href="http://ILHousingSearch.org">ILHousingSearch.org</a> and click on " <b>My Agency's Clients</b> "
2	Next, <b>click on the person's name you want to remove</b> , and then in the top left corner of the screen, <b>click on the status link under the name</b> (usually in blue + says "Waiting: Approved")
3	After a new page opens to a menu of choices, <b>choose the reason that best matches why you are removing this person</b> from the SRN Waitlist

Once you make these changes, the participant...

- ✓ **Will no longer show up on your participant list** the next time you log in
- ✓ **Will be inactive in the system** and no longer eligible for referrals
- ✓ **Will no longer have housing referrals sent to you** on their behalf

Also, follow the steps above if a participant you are working with passes away.

### **More reasons to update a waitlist status — and what to do**

In some cases, you don't need to do anything except email information to an SRN Waitlist Administrator. Here are two common examples and what you need to share:

<b>A participant finds housing through the SRN Waitlist</b>	<b>A participant wants to be included on the SRN Waitlist again</b>
<p>First — great news!</p> <p><b>What you need to do:</b> All you need to do is email an SRN Waitlist Administrator at <a href="mailto:SRN@csh.org">SRN@csh.org</a>.</p> <p>Let them know:</p> <ul style="list-style-type: none"><li>• The person's name</li><li>• Their lease date</li></ul>	<p>Maybe...</p> <ul style="list-style-type: none"><li>• A participant changes their mind</li><li>• A mistake or miscommunication happens</li><li>• Life situations change</li></ul> <p><b>What you need to do:</b> Email an SRN Waitlist Administrator at <a href="mailto:SRN@csh.org">SRN@csh.org</a>. Identify the participant and explain that you want to return the participant to <i>active status</i>.</p>

### **Connecting with an SRN Waitlist Administrator**

Thank you for being a service partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at [SRN@csh.org](mailto:SRN@csh.org).