

Statewide Referral Network

Information for Service Providers About Properties Supported by IHDA Resources

Service Provider Steps to Help a Client

Illinois Housing Search Website

ILHousingSearch.org (ILHS) is a free housing resource to help property managers, owners, and landlords advertise rental properties throughout the State of Illinois. Some unit characteristics expressed on the site include indoor and outdoor amenities, special features, and application requirements. The website is then used by prospective tenants and their housing locators (e.g., service providers) to find units that fit their needs.

Statewide Referral Network

The Statewide Referral Network (SRN) links vulnerable populations (already connected to services) to affordable, available, supportive housing. Managed by the Statewide Housing Coordinator (SHC), the SRN receives tenant referrals from various Service Providers via the PAIR module. The SHC then verifies eligibility and sends referrals to property owners or managers for their further consideration. The SRN includes both Section 811 units and units made affordable through other funding. Eligible supportive housing populations include persons with any disability or persons experiencing or at-risk-of homelessness (according to the HEARTH act definition). All of these populations must also be persons with 30% or less of Area Median Income (AMI).

The Pre-Screening, Assessment, Intake, and Referral (PAIR) Module

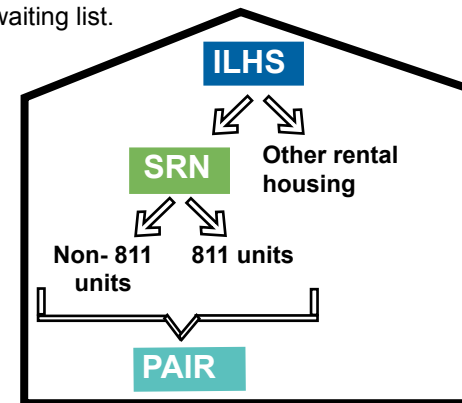
The PAIR module is a waitlist management system for SRN, which includes Section 811 units. It allows for the pre-screening of individuals for eligibility through an initial questionnaire, which collects more details of those who potentially qualify for continued assessment, and provides intake onto a waiting list. The SHC, the designated manager of the waitlist, then facilitates the matching and referral of qualified applicants, to properties with SRN units.

Questions? Contact

Waitlist Manager | Contact Jeri Bond with any questions about the PAIR module.
(217) 557-3095 | Jeri.Bond@illinois.gov

SocialServe | The ILHS and SRN website manager. Contact them for information on how to set up an account on the website.
(877) 428-8844 | info@socialserve.com

1. Complete the **ILHousingSearch.org Caseworker Portal user agreement** and fax it to (866) 265-7811 or scan and email to meghan@socialserve.com. You will receive a call from the SocialServe Agency Outreach Coordinator. She will help you set up a username and password, and answer any questions you have about the site.
2. **Log in** each time to use the search tools and filters and look for units outside the waiting lists. To submit clients on to the SRN and/or 811 waiting lists, you must **complete a pre-screening form**. There are two separate forms for these programs. Once the application is submitted, the PAIR module waitlist manager will accept or deny the application.
3. If an application is accepted, the PAIR module waitlist manager will **match your client to available properties** that fit his or her needs and preferences. Using the email address you provided, the waitlist manager will send a Notice of Availability. You should then **contact your client with information about the unit**. You and your client then have a few days to respond to the waitlist manager about the unit.
4. If the client, now a potential tenant, is interested in the property, the waitlist manager will **send a referral to the property manager**. You must then **work with the property manager to apply for the unit**, as any tenant might. For reasonable accommodation information, refer to the back of this sheet. If your client moves into a unit, **please notify the waitlist manager as soon as possible**. If the client does not accept, or his or her application is denied he or she will be put back on the waiting list.



Interrelating Resources

Sponsored by IHDA, IDHFS, IDHS, and IDoA

