

IL Statewide Referral Network Housing Provider Guide

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For Housing Partners: Listing Available Units On The Illinois Statewide Referral Network

Thank you for being an Illinois Statewide Referral Network (SRN) housing partner. This document provides a quick overview of how to list SRN or HUD 811 available units in the PAIR Module, the Statewide Referral Network's waitlist database.

Preparing to list available units

First, gather the basic information about any units you have available:



Number
of Units



Size of
Each Unit



Accessibility
of Units



Date Unit
is Available

How to share information about available units

A company called Emphasys manages the SRN Waitlist system and updates information as needed. You can either:

- ✓ Respond to the monthly Periodic Poll email sent to your team's contact with details about available units
- ✓ Email Emphasys at polling@emphasys-software.com to submit updates about available units or to change your team's contact information

When to list available units

Depending on the type of unit, here are suggestions about when to list:

New Construction Units



When construction is 65% complete

(At that time, notify Emphasys about units and whether to list units as available to receive referrals or not yet available so you don't receive referrals)

Turnover Units

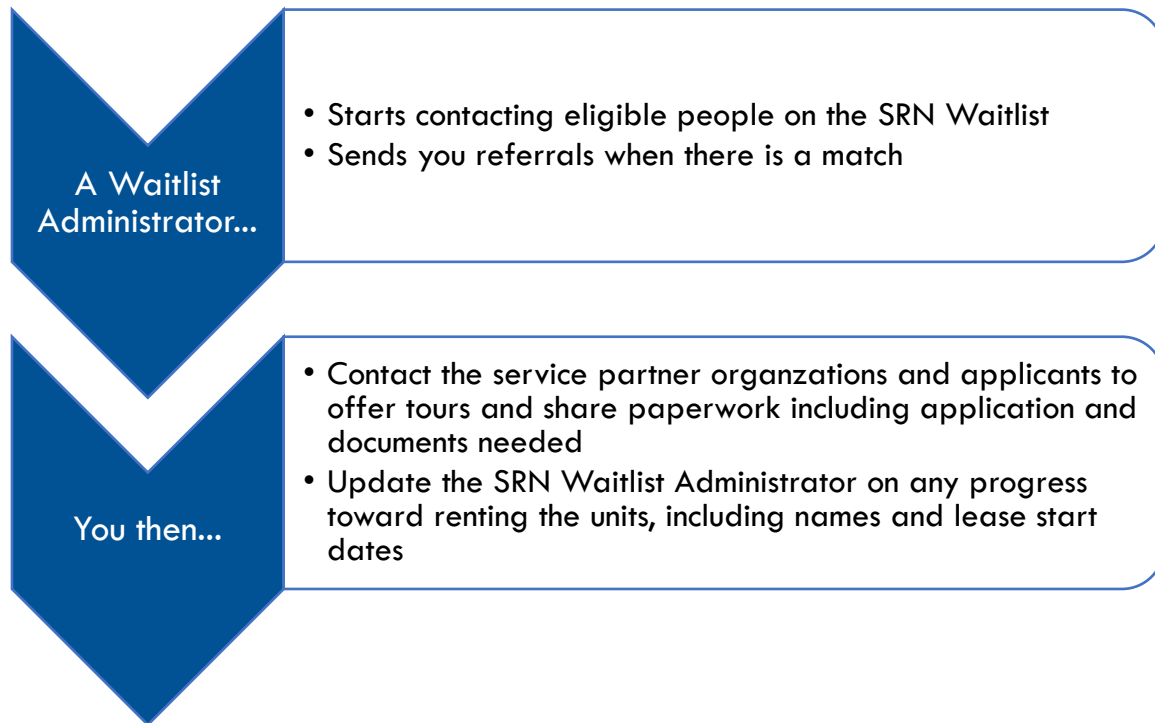


Any time you learn a household is moving

(If you have advance notice, please list the unit in advance to allow time for the application process)

What happens next

Once your available units are listed, here is a brief overview of what happens next:



When you have more units available, follow the same steps.

For more details on the process above, review the document, *How the IL Statewide Referral Network Process Works*.

Connecting with an SRN Waitlist Administrator

Thank you for being an SRN housing partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at SRN@csh.org.

General IL F&Q For Listing Units and Completing Polling Survey

Q: Who do I request a waiver from?

A: All waivers' requests and forms must go to your waitlist admins.

Q: How can I get access to the portal?

A: The portal is restricted; access is granted only to waitlist administrators for privacy reasons. Access cannot be granted to property providers.

Q: What do I do if my survey states that my unit is "available" when it has been rented or I received a waiver for it?

A: Contact your waitlist administrator to have them reach out to us (Emphasys) to remove/mark the unit rented.

Q: How do I report vacancies?

A: When you have a turnover unit, mark it as available in the poll with the date it will be ready to receive referrals. Hold the turnover SRN or 811 unit for 30 days. If the unit is not rented in 30 days, you may contact your waitlist administrator about a waiver. To report any changes of your units please email or call into the Polling support line at 1.866.973.3147. polling@emphasys-software.com or call into the Polling support line at 1.866.973.3147. Please consult the PDF FAQ sheet for SRN/811 Property managers.

Q: What is the timeline to get a waiver? Is it 30 days? 60 days? Or 90 days?

A: Please consult the PDF FAQ sheet for SRN/811 Property managers.

30 days' timeline is for Turnover units.

60 days' timeline is for NEW 811 units.

90 days' timeline is for NEW SRN units.

Q: What information is needed when reporting a vacancy via email?

A: To report a vacancy via email please provide the following required information:

- The name of the property with the address
- Provide the Apt. number (if applicable)
- Provide the floorplan/unit size
- Specify if the unit is accessible or standard
- Specify if the unit is for SRN or 811 and
- Specify the specific **date** you would like for us to make the unit available for you to start receiving referrals from your waitlist admins. ***Please list the unit in advance to allow time for the application process.**

Q: Where do the surveys come from? Who is the sender?

A: All monthly surveys will come from ihda-srn@myhousingsearch-notice.com

Q: What information is needed to add or change a recipient for the monthly polling surveys?

A: Contact full name, contact phone number, and email address are required.

Q: Can the monthly survey go out to multiple recipients?

A: **Yes**, you can have a primary and backup recipient for the survey. However, please determine who will be the main person that will respond to the surveys consistently.

Q: Can anyone report vacancies or make changes to units?

A: **No.** Only recipients receiving the surveys can report vacancies and make changes to a unit. The waitlist admins can also report vacancies and/or report changes to units.

Q: Can I forward the survey for someone else to complete?

A: **Yes.** However, the survey response will always have the primary contact's name as the one who completed it, so please make sure that the information being reported is accurate.

Q: Must I complete the surveys every month?

A: **Yes.** All properties are required to respond to the monthly surveys. Please consult the PDF FAQ sheet for SRN/811 Property managers.

Q: How many chances will I get to complete the survey before it is considered "Laggard/Late"?

A: The system will send out a total of 4 surveys. If the 4th survey is not completed the same day it was received, it will be automatically considered laggard.

Q: Should I still complete the survey even if it is already "Laggard"?

A: **Yes,** you should still submit a response even if the survey is already laggard.

Q: Why did I receive notification from IHDA stating that my property is out of compliance?

A: Polling recipients have 13 - 15 days to respond to the survey. This will allow adequate time for the state to process applicants and send you referrals within the appropriate timeframe to avoid the request for waivers. All survey responses completed after the 13 -15 days window is considered out of compliance. Not completing the monthly survey at all is deemed out of compliance.

Q: When I update my public account on ILHousingSearch.com does it also update my units in the restricted portal?

A: **No.** Your public account has nothing to do with the units listed in the restricted portal. The only way to update these units is via the monthly polling survey.

Q: Will my property get inspected before an 811 or SRN tenant is referred to that unit?

A: Please reach out to your waitlist administrator or IHDA regarding property specific questions.

For Housing Partners:

How the IL Statewide Referral Network Process Works

Thank you for being a Statewide Referral Network housing partner. This document provides a quick review of how potential tenants are referred to your SRN and HUD 811 available units through the PAIR Module and your related responsibilities.

How the process works for housing partners

Here are the typical steps involved and who is responsible for each step.

1	You (housing partner contact) ...	list an available unit with Emphasys through the Periodic Poll or by emailing polling@emphasys-software.com
2	An SRN Waitlist Administrator...	sends a notice of availability note to service partners about eligible waitlist applicants within: <ul style="list-style-type: none">• 30 days for turnover units• 60 days for HUD 811 new construction• 90 days for SRN new construction
3	Applicants + service partners...	have 5 days to reply to the SRN Waitlist Administrator's notification about a unit
4	An SRN Waitlist Administrator...	sends you an official referral email if applicant accepts
5	You...	<ul style="list-style-type: none">✓ must directly contact the service partner and applicant to schedule a visit to the unit✓ must also share the lease start date, the rent amount, and security deposit amount with the service partner and applicant

		<ul style="list-style-type: none"> ✓ must contact SRN Waitlist Administrator to share if tenant signs lease, rejects unit, or has application denied ✓ must save the official referral email in any accepted applicant's tenant file for IHDA audits
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What the SRN expects from housing partners

To keep things running smoothly, here are key expectations for our housing partners:



Clear Communication
Letting the SRN Administrator know you have received referrals and will follow up



Clear Processes
Providing clear steps for scheduling viewings or completing applications



Consistent Processes
Processing SRN applicants the same way that you process applications for any other units



Complete Referral Processes
Reviewing ALL referrals in a timely manner until you approve an applicant for a unit

What to know about rejecting an application

Here is what you must do if you decide to reject an application:

- Make sure reasons for rejecting an application align with the tenant selection plan
- Give any applicants you deny a written rejection letter that includes an overview of the right to appeal and information about reasonable accommodations
- Share a written explanation of the process to submit an appeal along with the rejection letter if an application is denied with the applicant and service provider

How to address appeals related to a qualifying disability

As a housing partner, you must review any reasonable accommodation requests and consider if a request falls within the law's bounds of *reasonability*. In other words, is

there a change to your systems, practices, or criteria for choosing tenants that would increase the accessibility for a person with a disability? If so, you must do so according to fair housing laws, assuming it does not cause you a serious financial burden.

Example: A person does not have a housing history as the person lived in a nursing home or with family for reasons related to their disability. Adjusting a policy about housing history would be an example of a reasonable accommodation to make.

Check out this video, [Making Reasonable Accommodations](#), for more information or contact an SRN Waitlist Administrator with questions.

Connecting with an SRN Waitlist Administrator

Thank you for being an SRN housing partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at 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

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.

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.

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's 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!

Understanding How and When Property Managers Can Request SRN and HUD 811 Waivers

Thank you for being an Illinois Statewide Referral Network (SRN) housing partner. This document provides a quick overview of how and when you can ask for a waiver that allows you to find a tenant from your internal waitlist for SRN or 811 units.

How our partnership works

In your SRN partner agreement, the number of SRN or 811 units and sizes of those units are listed. You must list these units in the SRN Waitlist system whenever they are available. You can respond to the monthly Periodic Poll email, or email Emphasys, the PAIR Module manager, at polling@emphasys-software.com to make updates.

How long you receive referrals for SRN or 811 units

An SRN Waitlist Administrator will send your staff contact referrals starting from the listing date through the timeframe below, depending on the type of unit:

- ✓ 30 days for turnover units
- ✓ 60 days for HUD 811 units new construction units
- ✓ 90 days for SRN new construction units

During the designated timeframe, your staff should do the following:



Follow up with all household referrals



Offer tours of units when possible



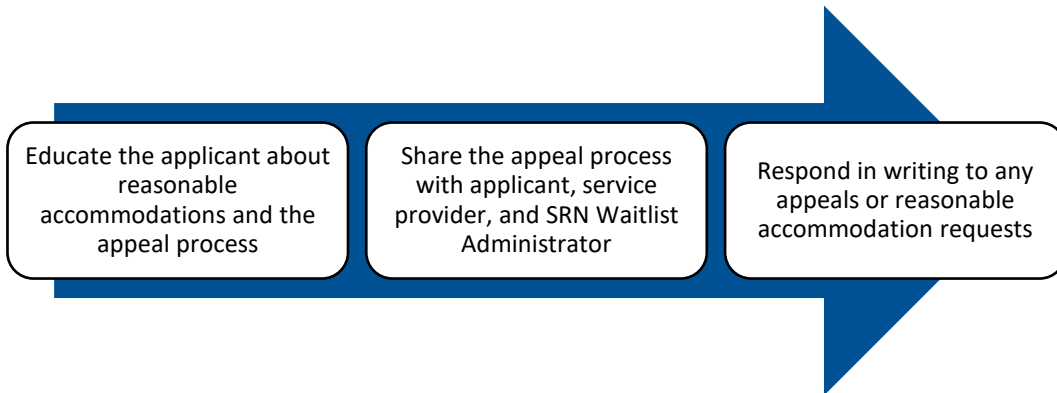
Help applicants and service providers with application process

What happens when a unit can't be filled through the SRN

We know that it is important to you and your team to keep your housing units occupied. Here are some situations where you may be able to find an alternative way to fill a unit:

- ✓ You do not get any referrals in the timeframe
- ✓ No one who was referred to you applied
- ✓ None of the applicants who applied were eligible

Make sure to share the acceptance or denial with the applicant, service provider, and SRN administrator. If you reject an application, the reason must align with the criteria in your Tenant Selection Plan. You must also do the following:



You should also share the reason for a denial with the applicant.

How to request a waiver

Make sure you have the most up-to-date waiver request form. Request waivers within 6 months of the listing date. Here is how you can get it:

- ✓ On the [Illinois Housing Development Authority website](#) (under Program Administration and Physical Inspections)
- ✓ By contacting an SRN Waitlist Administrator at SRN@csh.org

If it is not possible to submit a waiver within 6 months from the listing date, include an explanation for why you needed additional time on or attach it to your request.

How to submit your waiver request

Send your completed form to Jeri Bond with IDHS at Jeri.Bond@illinois.gov, who will let you know if there is any information missing or if it has been sent on to the Illinois Housing Department Authority (IHDA).


IHDA staff will email you within a few days after receiving this from IDHS to let you know if your waiver is approved or denied.

Connecting with an SRN Waitlist Administrator

Thank you for being an SRN housing partner. Contact an SRN Waitlist Administrator about any questions you have related to the Illinois Statewide Referral Network at SRN@csh.org.

Waiver Walkthrough

Request a waiver by contacting Waitlist Manager, Jeri Bond at Jeri.Bond@Illinois.gov. Waivers are to be requested **only** if 1) no referrals were received for a unit OR no referrals moved into the unit and 2) it has been longer than the unit hold period (30, 60, or 90 days). Both pages of the waiver must be submitted together to Waitlist Manager, Jeri Bond. Waivers are approved by Waitlist Manager, Jeri Bond, and are sent to IHDA for final approval. Once officially approved, the final waiver will be sent to you to keep in your files.



111 E. Wacker Drive
Suite 1000
Chicago, IL 60601
312.836.5206

SRN/Section 811 UNIT WAIVER REQUEST

To Be Completed By Owner:

Property Name: _____ IHDA Loan Number: _____
 Property Address: _____ Total of SRN Units: _____
 City: _____ Total of 811 Units: _____

Please Select Program Type: State Referral Network (SRN) Program Section 811 PRA Program
Please select Waiver request Timeframe: Initial Lease up unit hold (90-day SRN/ 60-day 811) Turnover unit (30-day hold)

Please select all that applies: Non-SRN/811 Resident Section 811 resident SRN resident
Please Note: Only (1) unit per Waiver request form: Social Serve Unit ID #/Number /BR Size _____
 Date unit was Made "available" in Social Serve _____
 Date Waitlist manager was contacted _____

Referrals: Please complete the following: Number of Referrals received for this unit: _____
 No referrals received for this unit: _____

List Referrals Received if applicable: Name: _____
 Name: _____
 Name: _____

Please select reason for referrals not being processed:
 Caseworker no follow-up with property management
 Client not interested in (Unit)
 Client no contact follow-up with property management
 Client denied by Housing Authority
 Client did not complete application process
 Client- Background
 Client - Financial
 Other (Please explain below)

Cont'd Questions must be answered for referrals not being housed:
 Was applicant informed that they can request a Reasonable Accommodation? Yes ___ No ___
 If Yes, what was the outcome? _____
 Was applicant and service provider given a written notice of the right to appeal with a person that wasn't involved in the denial? Yes ___ No ___
 Were all referrals received from a PAIR Administrator processed by the owner/agent before requesting a waiver? Yes ___ No ___

Addition Comments: _____

Signature Of Owner/Agent: _____ Owner/Agent waiver request date: _____

To be completed by DHS - SHC /Waitlist manager

Date Owner/Agent reported unit vacancy: _____
 Date Referrals were sent to Owner/Agent: _____
 Number of Referrals sent to Owner/Agent: _____

Please select reason for referrals not being processed:
 Property management no follow up with Caseworker
 No response to Notices sent to Caseworkers
 Client no longer interested (location)
 Units not listed in "Pair module"
 Client did not complete application process
 No interested clients for this unit
 No interested clients for this property
 Other (Please explain)

Addition Comments: _____

Signature Of SHC/Waitlist Manager: _____ Waitlist manager waiver approval date: _____

Name, Address, and City of the specific unit being waived.

Program type for specific unit being waived.

Who has moved into unit? Or will be moving into unit?

How many referrals were received for specific unit?

Reason referrals were denied.

Comment further explaining denied referrals.

Sign and date.

IHDA Loan Numbers are given by IHDA to Developers or Property Managers when Social Serve contracts are signed.

Total number of SRN and/or 811 units at property.

When units are listed on Social Serve, they are held for 30, 60, or 90 days. Information can be found in contract.

Internal unit number/bedroom size.

Date that unit was listed in Social Serve, Date waiver was requested.

Name(s) of referred applicants.

Reasonable Accommodations are protected under HUD.

Applicants have the right to appeal an application denial.

All referrals must be processed prior to requesting a waiver.

TO BE COMPLETED BY IHDA SRN/SECTION 811 PROGRAM COORDINATOR:

This waiver approval is in response to your request to lease the Statewide Referral Network (SRN) unit at your development to a household that has not been referred by the Statewide Housing Coordinator (SHC). Per the SRN Written Agreement, you may now lease the unit to a household meeting the program requirements that did not come through the referral process. We are allowing this exception because more than 90 days for SRN units or 60 days for Section 811 has passed for the initial leasing or 30 days has passed for the unit turnover leasing of the SRN/Section 811 unit(s), and you have not been able to successfully fill the SRN/Section 811 units through the referral process.

Please note upon turnover of the unit(s), you must ensure that the vacant unit(s) have been "made available" on the PAIR Module & notification given to the SHC and/or the SRN Waitlist Manager to provide referrals. SHC and/or the SRN Waitlist Manager will have 30 days to provide sufficient referrals to fill the vacancies. It is important that you notify Emphasys through the email polling@emphasys-software.com of your vacancies at as soon as a unit is ready to lease. This will ensure that the Wait-List Manager receives your vacancy information as soon as possible and can begin the referral process.

The Property Management team will continue the established communication plan with the Statewide Housing Coordinator (SHC). Failure to remain compliant with the SRN Agreement may negatively impact future funding applications to IHDA.

Please note for Section 811 units:

It is important that you follow the guidelines below for all Section 811 PRA units: Eligibility, Selection, and Admissions of Families: RAC part II 2.8 (c) (3) "The owner/agent must inform the Grantee or their designee of a vacancy and hold the unit open for a reasonable period of time. If no Eligible Tenants are identified within a reasonable time, as determined by the Grantee, the owner may lease the unit to families which are not eligible for the PRA Program; this household is not entitled to the benefit of the rental assistance. If the number of occupied PRA Assisted Units at the property falls below the total number of units listed in Exhibit 1 of Part 1 of the RAC, the Owner will designate the next available appropriate unit as an Assisted Unit until the total number of occupied units meets the total number listed in Exhibit 1 of Part 1 of the RAC."

IHDA is continuously working with our partners in the service delivery sector to improve the referral system. **Please retain a copy of this document in your files.** We appreciate your participation in the Statewide Referral Network (SRN).

Date Waiver was denied: _____
Comments: _____

Signature of SRN/811 Program Coordinator: _____ IHDA Approved Waiver Date: _____

SRN/Section 811 UNIT WAIVER REQUEST

To Be Completed By Owner:

Property Name: _____ IHDA Loan Number: _____
 Property Address: _____ Total of SRN Units: _____
 City: _____ Total of 811 Units: _____

Please Select Program Type:

State Referral Network (SRN) Program
 Section 811 PRA Program

Please select Waiver request Timeframe:

Initial Lease up unit hold (90-day SRN/ 60-day 811)
 Turnover unit (30-day hold)

Please select all that applies:

Non-SRN/811 Resident
 Section 811 resident
 SRN resident

Please Note: Only (1) unit per Waiver request form:

Emphasys Unit ID #Number/Bedroom Size _____
 Date unit was Made "available" in Emphasys _____
 Date Waitlist manager was contacted _____

Referrals: Please complete the following:

Number of Referrals received for this unit: _____
 No referrals received for this unit : _____

List Referrals Received if applicable:

Name: _____
 Name: _____
 Name: _____

Please select reason for referrals not being processed:

Caseworker no follow-up with property management
 Client not Interested in (Unit)
 Client no contact follow-up with property management
 Client denied by Housing Authority
 Client did not complete application process
 Client- Background
 Client - Financial
 Other (Please explain below)
 Additional Comments _____

Cont'd Questions must be answered for referrals not being housed:

Was applicant informed that they can request a Reasonable Accommodation? Yes __ No __
 If Yes, what was the outcome? _____
 Was applicant and service provider given a written notice of the right to appeal with a person that wasn't involved in the denial? Yes __ No __
 Were all referrals received from a PAIR Administrator processed by the owner/agent before requesting a waiver? Yes __ No __

Signature Of _____ Owner/Agent waiver
 Owner/Agent: _____ request date _____

To be completed by DHS - SHC /Waitlist manager

Date Owner/Agent reported unit vacancy _____
 Date Referrals were sent to Owner/Agent _____
 Number of Referrals sent to Owner/Agent _____

Please select reason for referrals not being processed:

Property management no follow up with Caseworker
 No response to Notices sent to Caseworkers
 Client no longer interested (location)
 Units not listed in "Pair module"
 Client did not complete application process
 No interested clients for this unit
 No interested clients for this property
 Other (Please explain)

Addition Comments: _____

Signature Of _____ Waitlist manager
 SHC/Waitlist Manager:: _____ waiver approval date: _____

TO BE COMPLETED BY IHDA SRN/SECTION 811 PROGRAM COORDINATOR:

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Please note upon turnover of the unit(s), you must ensure that the vacant unit(s) have been "made available" in Social Serve & notification given to the SHC and/or the SRN Waitlist Manager to provide referrals. SHC and/or the SRN Waitlist Manager will have 30 days to provide sufficient referrals to fill the vacancies. It is important that you notify Social Serve of your vacancies at pair@emphasys-software.com as soon as a unit is ready to lease. This will ensure that the Wait-List Manager receives your vacancy information as soon as possible and can begin the referral process.

The Property Management team will continue the established communication plan with the Statewide Housing Coordinator (SHC). Failure to remain compliant with the SRN Agreement may negatively impact future funding applications to IHDA.

Please note for Section 811 units:

It is important that you follow the guidelines below for all Section 811 PRA units: Eligibility, Selection, and Admissions of Families: RAC part II 2.8 (c) (3) "The owner/agent must inform the Grantee or their designee of a vacancy and hold the unit open for a reasonable period of time. If no Eligible Tenants are identified within a reasonable time, as determined by the Grantee, the owner may lease the unit to families which are not eligible for the PRA Program; this household is not entitled to the benefit of the rental assistance. If the number of occupied PRA Assisted Units at the property falls below the total number of units listed in Exhibit 1 of Part 1 of the RAC, the Owner will designate the next available appropriate unit as an Assisted Unit until the total number of occupied units meets the total number listed in Exhibit 1 of Part 1 of the RAC."

IHDA is continuously working with our partners in the service delivery sector to improve the referral system. **Please retain a copy of this document in your files.** We appreciate your participation in the Statewide Referral Network (SRN).

Date Waiver was denied: _____
Comments: _____

Signature of SRN/811 Program Coordinator: _____ IHDA Approved Waiver Date: _____