Colbert and Williams Consent Decree Programs
Policies and Procedures:
PAIR Module & SRN/Section 811 Waitlists

Policy Number:	P4.02
Subject:	PAIR Module & SRN/Section 811 Waitlists
Section:	P4 Housing Search
Scope:	Comprehensive Program, Front Door Diversion Program
Effective Date:	4/1/2020
Last Revision:	10/1/2026

POLICY STATEMENT

All Colbert & Williams Class Members and Front Door Diversion Program (FDDP) Participants must be prescreened for eligibility for Permanent Supportive Housing (PSH). Care Management Agencies must enter applications online on behalf of all Class Members or FDDP Participants through the online Pre-Screening, Assessment, Intake, and Referral (PAIR) Module. This will allow them to be referred to housing units available through the Illinois Statewide Referral Network (SRN) or Section 811 Project-Based Rental Assistance (811) waitlists. Applications must be updated regularly and when triggered by specific events.

SRN and Section 811 units are important resources targeted to Class Members and FDDP Participants. Class Members and FDDP Participants are prioritized accordingly on the waitlists. Section 811 units provide a permanent, project-based, and income-based subsidy for eligible individuals with disabilities between the ages of 18 and 62 upon entry. SRN units are not always subsidized based on income, although a significant number are subsidized through other resources. The rent is capped for all SRN units at what would be affordable for someone earning 30% of the Area Median Income (AMI) for the area where the unit is located.

Class Members and FDDP Participants must fully understand their rights to housing choice, limitations of available affordable housing, and the expectations and responsibilities of tenants in permanent supportive housing (PSH).

It is the expectation that all agencies develop and follow internal operating procedures surrounding consent decree activities. However, these internal procedures must align with IDHS policies and procedures.

PROCEDURES

ACCESSING THE PAIR MODULE:

1. Login at https://ilhousingsearch.org/.
    a. To obtain login credentials, visit this page for an SRN User Agreement and onboarding opportunities, and then email your completed user agreement to pair@emphasys-software.com requesting a new caseworker login and password
        i. A supervisor must sign the User Agreement.
        ii. You must login to the PAIR Module within 30 days of receiving access to stay active.
    b. Visit www.csh.org/ILSRN for additional details related to onboarding, including registration for a virtual session and a link to the self-paced class.
    c. Login credentials must not be shared under any circumstances, even within the same organization or program. Users must abide by the terms listed in the user agreement.
    d. Usernames should be a business email address that only you have access to. Email pair@emphasys-software.com to change the email for receiving notifications.

NEW APPLICATIONS:

1. Class Members and FDDP Participants should have their PAIR Prescreening and PAIR Applications completed when they initially begin searching for housing.
2. Most Class Members and FDDP Participants will be eligible for SRN units, and some will be eligible for Section 811 units. The PAIR Prescreening will inform you which units the applicant is eligible for. The care manager or housing locator should complete the application(s) for SRN and Section 811 based on the outcome of the prescreening.
3. Typically, Class Members and FDDP Participants are prioritized above applicants with current living situations of 'experiencing homelessness' or 'being at-risk of homelessness.' Starting on April 1st, 2026, a temporary prioritization has shifted this only for SRN units with people referred through Coordinated Entry Systems taking priority while HUD 811 continues to prioritize class members and FDD participants. The temporary prioritization was approved for a 12-month period. Class Members and FDDP Participants should have the following "current living situation" designated based on their class membership when new applications are entered on their behalf:
    a. Williams Class Members: Institutionalized in an Institute of Mental Disease (IMD);
    b. Colbert Class Members: Institutionalized in nursing facility;
    c. Front Door Diversion Participants: Front Door Diversion Participant; or
    d. Williams and Colbert Class Members: Transitioned with or without a Bridge Subsidy
4. Physical accessibility needs, unit size (number of bedrooms), and geographic locations of preference should be as accurate and specific as possible. Inaccurate data will result in poor matches to units and slow the transition process.
    a. The case manager can select more than one bedroom size if it matches the household with at least one person per room unless the bedroom will be used for medical equipment. For example:
        i. A single person can select studio and 1BR
        ii. A couple can selection 1BR and 2BR
        iii. A single parent with two children can select 2BR and 3BR
        iv. A person who has extensive medical equipment or requires 24/7 care should select a bedroom size that accounts for needing one additional bedroom.
5. Applications should be updated with any changes as often as is needed.
    a. One critical update for Williams and Colbert class members will be to change the Current Living Situation if housed outside of the SRN to reflect if the person was housed with or without a bridge subsidy.
    b. If a household's preferred geographic areas change, the case manager must update the application accordingly.
6. Applications can be paused for up to three months if housing offers should be paused for any reason. To do so, email srn@csh.org with the name or the participant OR their SRN ID and the length of time to pause their application.

TRACKING AND TRANSFERRING APPLICATIONS:

1. All users have a dashboard listing all assigned applications under "My Clients," and all the applications completed by their agency under "My Agency's Clients."
2. Every user and every agency must monitor their lists of clients to ensure that applications are up to date, including removing applications as needed. The "My Clients" and "My Agency's Clients" dashboards allow users to view an application status, view alerts, view the date of application, and view the assigned case manager.
3. Care Management Agencies should have one (1) designated person responsible for all PAIR system issues to ensure that offers, updated information, and certifications are managed or updated across all

users at the agency. This lead individual should review statuses at least once monthly, particularly looking at certifications and open offers.

4. Case managers within the same agency can use the "My Agency's Clients" dashboard to "Assume Responsibility for Clients." If someone is covering a caseload for another user temporarily, or if someone leaves the organization, this feature allows someone else to manage applications.
    - The steps to do so from your list under View My Agency Clients include the following:
        i. Click Assume Responsibility for Clients
        ii. Select by checking the box next to the names of households to be transferred
        iii. Click Assume Responsibility
5. Transferring clients between users within an agency can happen as necessary within an Agency, but users and coworkers should not share login information with one another to help manage other applications.
    - Please see the transferring participant handout within the SRN Service Provider Guide (available at www.csh.org/ILSRN under the "Service Providers" section) for additional details.
6. Transfers of applications between agencies may be necessary when a participant has moved or may be working with a new service provider. To transfer a participant between agencies, the current provider must obtain verbal consent from the participant and permission among the agencies to transfer the case. Transfers must be facilitated by a Waitlist Administrator from CSH, SRN@csh.org or contact the Housing Coordination Unit at DHS.CWCDHousing@Illinois.gov. Here are some common transfer occurrences for reference:

    a. To transfer a participant to support staff at a different organization that is also a service partner, email 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

    b. 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 about next steps if your organization plans to be the service partner going forward.

    c. 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 for next steps.

UPDATING APPLICATIONS:

1. The PAIR Module requires case managers and agents to recertify applications at least once per year, but we encourage case managers to review and update application details more frequently. The case manager or agent that registers the Class Member or FDDP Participant will receive an alert seven (7) days after the recertification deadline has expired. Missing annual recertification does not automatically make an application inactive.
2. A notice of referral will be made, when applicable, for applications that have not been recertified in a timely manner. Updating an application in and of itself does not impact referral activity. However, updating an application to change geographical preferences, unit size needs, etc. could result in new referral activity.
3. Every section and field in the application should be reviewed for accuracy during recertification.
4. If any application or eligibility information changes for a client/participant, it must be updated in the system immediately or as soon as possible. This is particularly important for changes in "current living situation."
    a. If a participant transitions into an SRN or HUD 811 unit, please notify CSH with the lease date at srn@csh.org.

b. If a participant moves into a private market unit with the assistance of a Bridge Subsidy, the current living situation should be updated to "Transitioned from institution with Bridge Subsidy" and the appropriate class (Colbert or Williams).
c. If a participant moves into a PSH setting without the assistance of a Bridge Subsidy, the current living situation should be updated to "Transitioned without a bridge subsidy - Williams Class Member or Colbert Class Member."

PAIR REFERRAL PROCESS:

1. When a unit becomes available on the PAIR waiting list, the Waitlist Administrators review the list of eligible applicants (based on location, unit size, age restrictions, etc.), based on priority status and date of waitlist entry.
    a. Units in areas desired by Williams and Colbert class members along with FDDP Participants will also be listed on the Available Unit Spreadsheet in the tab named SRN & 811. Primes are welcome to request a referral for any class member or FDDP Participant by emailing the staff associated with the unit or srn@csh.org.
2. The Waitlist Administrators will send out three-five (3–5) Notices of Availability to eligible applicants and their assigned Care Management Agency caseworker. More notices may be sent out if the property has characteristics that have presented challenges for successfully filling units.
3. Services providers are sent notices when participants are offered housing opportunities.
    a. Notices are emailed to the staff member linked to the household with the housing offer on the PAIR Module.
    b. A notification is also made to the PAIR Module agency dashboard.
    c. After ten (10) days with no response either over email or on the PAIR Module directly, updates are made to indicate the staff member did not respond. It is imperative that service providers respond timely to the notices to avoid services delays and poor participant outcomes.
4. If the applicant is interested and the caseworker responds to the Notice of Availability within ten (10) days, the Waitlist Administrators will send a referral to the property manager, with a copy to the caseworker.
5. The applicant will then apply for the referral unit, complying with the development's application, tenant selection, and leasing processes.
6. When the unit is filled and the applicant has a signed lease, the caseworker should immediately notify the Waitlist Administrators to update the PAIR database. Do not remove the application (see below).

RESPONDING TO HOUSING NOTIFICATIONS POLICY

1. In cases when a staff member has not responded within ten (10) days a total of ten (10) times, they will be contacted along with their supervisor. Staff members with the capacity to continue as SRN Service Providers will be welcome to do so and asked to respond to notices within ten (10) days. The partner, supervisor, and staff will be notified of the following: 1) will be removed after twenty (20) occasions of not responding, 2) required to attend an onboarding session, and 3) have a supervisor's approval to be added back as an SRN Service Provider.
2. In cases where the staff member no longer works at the agency or does not have the capacity to fill this role, CSH will support the agency by adding new users and/or transferring participants to other staff at the same agency.
3. Service providers who have not responded twenty (20) times will be removed and can follow the above steps to be added back if desired and approved by their supervisor.
4. Service providers who have not responded thirty (30) or more times are removed and cannot be added back to the PAIR Module. Agencies will be supported to transfer participants to other staff members at the same agency.

REMOVING AND CLOSING APPLICANTS:

1. An application should be "Removed" from the system immediately when:
    a. The applicant moves into a permanent unit with a permanent subsidy outside of the PAIR module (other than Section 811);
    b. The applicant is no longer financially in need of a subsidy;
    c. The applicant is deceased or no longer living in Illinois; or
    d. The applicant is no longer able to live in a permanent supportive housing unit in the community.
2. An application should *not* be removed if the applicant moves into a private market unit with the assistance of a Bridge Subsidy. Instead, update the "Current Living Situation" as noted under "Updating Applications" above.
3. An application should *not* be removed if the applicant moves into an SRN or Section 811 unit. The Waitlist Administrators must be notified so they can "attach" the application to the unit to remove the unit from the list of available housing in the system.

RELATED CLINICAL DOCUMENTS

- 4.1 Housing Phase

Current versions of policies and clinical documents are available in the WebApp Library or at https://colbert-williams.nursing.uic.edu/.

RELATED POLICIES

- P4.03 Housing Search and Bridge Subsidy
- Illinois Statewide Referral Network Service Partner Guide Glossary (external resource managed by the Corporation for Supportive Housing) – available at www.csh.org/ILSRN under the "Service Providers" section

REVISION & APPROVAL HISTORY

Revision Number	Revision Date	Nature of Revision	Approved By
1	4/8/2020	New procedure	
2	5/3/2021	Updated to coordinate with additional housing policies.	A. Johnson
3	7/14/2023	Reviewed and updated for FY24 procedures. Definitions removed from policy and added to CCMTP Policy Definitions document	V. King
4	7/19/2024	Updated language to align with current practice	T. Fuller
5	8/13/2024	Modified language to reflect SRN policy updates	M. Miller-Attang
6	1/2/2025	Modified language to reflect policies and procedures as guided by CSH	M. Miller-Attang
7	5/12/25	Adding clarifying language around recertification process.	M. Miller-Attang
8	8/22/25	Updated IDHS contact email	M. Miller-Attang
9	10/1/2026	Outlined 2026 SRN prioritization for SRN units and updated link to CSH-managed SRN Service Provider Guide	M. McCarthy