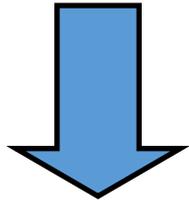


# Housing and System Navigation Workflow

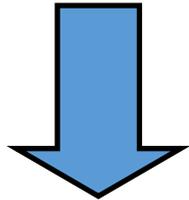
**Household is matched to a Housing Provider (HP)**

If household is **enrolled** in an Outreach Program or Drop-in Center



Staff linked to household in this program provides navigation services  
  
\*Refer to back for navigation service delivery expectations

If household is **not enrolled** in an Outreach Program or Drop-in Center



Household will be matched to a Housing System Navigator (HSN) at the time of the match to a Housing Provider

**Household is eligible and located**

**HSN provides navigation services (see back)**

**Once housed:**  
HSN confirms that household is housed and exits household from HSN program. HMIS to reflect housed status and exited from HSN project

**Match successful, but participant was not housed:**  
HSN continues to work with household as a re-match is made, until housed. HSN confirms that household is housed and exits from program

**Household is not eligible or not located**

**Household not eligible:**  
If not living in Chicago, not experiencing homelessness, or not experiencing chronic homelessness, HSN exits household from HSN program  
  
If eligible for another PSH project, HSN continues to work with household as a rematch is made

**Household not located:**  
HSN exits household from HSN program

\*Please refer to the [Roles and Responsibilities](#) document for more details on HSN and HP responsibilities

### **Communication**

- Housing Provider (HP) is responsible for engaging household. When HP connects with household, HP shares that Housing System Navigator (HSN) is a partner who will be reaching out to help household complete the application process for housing
- HSN is also responsible for engaging household. When HSN connects with household, HSN shares that a match to a HP has been made, and helps connect the household to the HP
- HSN and HP are both responsible for communicating and coordinating logistics for housing-related appointments, such as apartment viewings or lease signings

### **Housing System Navigator Services**

- HSN works with household to obtain documents required for intake and uploads documents to HMIS
- HSN provides transportation or transit cards for housing-related appointments
- HSN provides supports to the household as they move through the application and housing search process

### **Outreach and Drop-In Center Staff Navigation Services**

- Staff works with household to obtain documents required for intake and uploads documents to HMIS
- Staff may or may not provide transportation or transit cards for housing-related appointments depending on capacity/budget
- Staff provides supports to the household as they move through the application and housing search process
- Staff is available to relay messages to households and serve as a point of contact for HP