Internal Housing Navigation Guide

This guide is intended for Lake County's Homeless Service Providers and Housing Navigators to provide centralized access to housing for the clients served.

Part One: Housing Search/ Initial Contact:

- ☐ Confirm if there are any outstanding utility arrears. If yes, utilize programs for assistance to pay off past due bills, i.e., Finish Line Funds (FLF), Townships, CAP, Catholic Charities, etc.

- ☐ Check for unpaid rental arrears– if this poses an impediment to housing, seek FLF assistance, client may be eligible.

- ☐ Check client's criminal record on Lake Count Public Access System, found here https://circuitclerk.lakecountyil.gov/publicAccess/html/common/index.xhtml . Look for charges that my be a barrier for housing and be prepared to advocate for client with a potential landlord.

- ☐ Check client's credit score: there are a few credible free credit score report websites, such as, Credit Karma and freecreditreport.com.

- ☐ Connect client to credit and budget counseling services if credit score is a barrier to your client's housing needs and location preferences.

- ☐ Landlord Locator Spreadsheet: check and update as housing search is conducted. Spreadsheet can be found on the Coalition website under 'Members Resources' > 'Coordinated Entry'> 'Tools'. http://www.lakecountyhomeless.org/ce-resources.

- ☐ Provide client with Renter's Resource Packet to allow them to conduct housing search if possible. Located on the Coalition website under 'Members Resources' > 'Coordinated Entry'> 'Tools' http://www.lakecountyhomeless.org/ce-resources.

Part Two: Application Process:

- ☐ If applicable to application process, ensure that client is able to provide most current income verification– i.e., pay stubs and/or Social Security Award Letter. Assist client in collecting these documents if necessary.

- ☐ Prepare Landlord Packet with client; this includes Cover Letter and Landlord Risk Mitigation Information and Lease Rider and can be found Located on the Coalition website under 'Members Resources' > 'Coordinated Entry'> 'Tools'. http://www.lakecountyhomeless.org/ce-resources.

- ☐ Check client's eligibility for Finish Line Funds to assist with application fee, security deposit, and other financial assistance. You can do so by emailing the By-Name List Coordinator at **ddulski@lakecountyil.gov**.

- Check client's eligibility for other financial assistance such as security deposit, double security deposit, and 1st month's rent with programs such as Catholic Charities, CAP, St. Vincent de Paul, etc.

- Advocate and negotiate: If a potential landlord seems hesitant, mediate to see if there is an incentive that may be proposed such as a double security deposit (can be covered by FLF).

- Prepare for Landlord Risk Mitigation Fund:

    1. Take pictures of the unit.
    2. Save pictures of unit in a file that will be accessible after client is housed.
    3. Explain the Fund to LL and Tenant.
    4. Get signatures on Lease Rider.

Part Three: Ongoing Relationship Management:

- Provide Landlord or Property Manager with survey found here: https://docs.google.com/forms/d/e/1FAIpQLScbdzv-yHCsTaVSxvx98PxUxedyBqYGiHrk5bNMTkrcgBxlSQ/viewform .

- Update Landlord Locator spreadsheet. Spreadsheet can be found on the Coalition website under 'Members Resources' > 'Coordinated Entry'> 'Tools'. http://www.lakecountyhomeless.org/ce-resources.

- Keep in contact with Landlord after client has moved in. A monthly call or email for a quick check-in will strengthen the relationship between community providers and landlords.

- If client starts to struggle with paying rent, connect client to rental assistance resources, such as Federal Emergency Rental Assistance by calling 211 to begin the application process.