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

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

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

**Household 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.