Supportive Housing Service Blueprint: Mercy Housing

	APPLYING FOR SOCIAL SERVICE		WAITING/TRANSITION				RENTING
GUEST ACTIONS	Call leasing hotline (For emergency housing call the Chicago Department of Human Services(DHS), or call 311)	Sign up for Chicago CRS (Central Referral System)	Get on the waitlists	Fill out pre-application forms	Complete orientation and interview	Wait for approval	Move into the new apartment
TOUCHPOINTS	Leasing hotline (312)447-4621	Website www.chicagocrs.org Case manager	Individual properties contact Information Properties Representative	Pre-application forms Leasing hotline (312)447-4621	Phone Property representative	Phone Properties representative Rejected application written form Rejection letter	Phone Property Representative
FRONTSTAGE STAFF	Tell you the latest information about open waitlists and housing opportunities.	Case manager could help you to apply for housing.	If you have any questions you could call individual property representative.		If there is an available apartment, property representative would call to ask more questions.	You must be available by phone in next 1-2 weeks. Property staff would call you once they finish verifying all information.	Property representative would contact you to schedule a move-in date.
BACKSTAGE STAFF	Search latest information about open waitlists and housing opportunities in the system.	Qualify the applicants and contact them.	Help the people who are in the waitlist get their opportunities.	Operate the waitlists as a lottery and make applicants to draw their certain numbers.	Record your personal information and required documents	Property staff process your application file and verifying all information.	Schedule a move-in date
SUPPORT SYSTEM	Waitlists information Properties information	Screening questions	Waitlists information properties Information	Database of the information from Pre-application forms Waitlists information Properties information	Photo ID, SS card, birth certificate, proof of income	Database of applicants information Waitlists information Properties information	Database of applicants information Properties Information