

# MANO A MANO FAMILY RESOURCE CENTER



847-201-1521



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# MANO A MANO FAMILY RESOURCE CENTER



## OUR MISSION

Our mission is to empower immigrants and their families to become full participants in their community.

## OUR VISION

Our vision is an integrated Lake County where everyone has access to opportunities and paths to success.

Locations: Round Lake Park, Wauconda, Mundelein, Waukegan, and North Chicago



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# Housing Assistance – What is working?



- Intake process
- Internal referrals
- Established Relationship Landlords
- Require community members to find their rental unit
- Applications are filled by staff
- Income attestation forms
- Lease attestation forms for brand new landlords
- Follow Fair Market value
- Marketing



# Challenges



- ✓ Landlord participation
- ✓ Communication with clients.  
Multiple households using 1 phone.  
No access to a phone.
- ✓ Many clients are sub-renters.
- ✓ Finding affordable rental units.
- ✓ Housing assistance eligibility





# Best Practices



- ✓ Active Communication
- ✓ Housing Rights Charla
- ✓ Trust Community Members/applicants
- ✓ Hybrid Services



# Lessons Learned



- ➔ Prioritize well being of team members
- ➔ Relationships with local government and Elected Officials
- ➔ Track all cases – Organize/Prioritize
- ➔ Implement Systems to avoid fraud
- ➔ Grants – don't reinvent the wheel





# Gracias



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