# Frequently Asked Questions

## Landlord

1. **What is the B.R.I.D.G.E. to Home (B2H) program?**  
   B2H is a partnership initiative, spearheaded by TASC, that helps expand access to stable housing while providing landlords with reliable rental income, supportive services, and a dedicated liaison to ensure tenant success.
2. **Who are the tenants?**  
   Tenants are individuals referred through state and community partnerships who receive case management, behavioral health support, and access to stabilization resources. Every participant is paired with a case manager and backed by a support team to promote housing stability.
3. **How am I supported as a landlord?**  
   You will receive: orientation and onboarding support, a dedicated housing liaison for quick communication, a 24/7 assistance line and regular check-ins to ensure smooth tenancy.
4. **What incentives are available?**  
   A range of landlord supports and incentives are available to encourage participation and reduce potential risks. These may include vacancy coverage, assistance with unit preparation, and options for advance rent payments. Exact details will be confirmed during the onboarding process to ensure transparency and alignment with program resources.
5. **What if there is a lease concern?**  
   A streamlined incident reporting system is in place as well as a 24/ landlord/tenant support hotline. Once a concern is raised, the support team acts immediately, connecting with the tenant and coordinating resources to resolve the issue quickly.
6. **What are my responsibilities?**  
   Provide habitable housing, uphold standard lease agreements, and maintain communication with program staff. Beyond that, your role is primarily property management. The support team helps with tenant stability.
7. **How do I get started?**  
   Watch this short overview video, complete the Letter of Intent (Interest Form) online and participate in a quick readiness call. After that, you’ll be eligible to begin receiving referrals.

## Agency

1. **Who will agencies serve?**Clients referred through TASC and IDOC who need housing and supportive services.
2. **What support do agencies receive?**Training, coordination tools, and partnership with TASC and other state agencies.
3. **Are agencies financially incentivized?**No direct payments, but agencies benefit from expanded partnerships and statewide visibility.
4. **How do agencies join?**Submit a Letter of Intent (Interest Form), complete readiness calls, and begin onboarding.
5. **What’s expected of agencies?**Active collaboration, consistent reporting, and participation in the B2H network