

FAMILY TRUST REFERRAL PROCESS

1

INVITE ELIGIBLE FAMILIES TO APPLY TO FAMILY TRUST

Both Laredo Housing Authority and Casa De Misericordia will reach out to eligible families and invite them to apply for participation in Family Trust. (Each agency will follow the specific protocols laid out in their **referral booklet**)

LAREDO HOUSING AUTHORITY



CASA DE MISERICORDIA



2

CONNECT FAMILIES TO THE FAMILY MENTOR

The Laredo Housing Authority and Casas De Misericordia will fill out the **Warm Handoff Referral** doc on behalf of the family and email it to the Family Case Manager (Family Mentor).



3

FOLLOWING UP ON REFERRAL & APPLICATION

Family Mentor will schedule brief meetings with applicants to discuss participant requirements, benefit implications, and perform income verification and background check. Once these steps have been satisfied an offer will be made.

4

ACCEPTANCE

Families will be given a time limited window to decide if they would like to participate in Family Trust.

6

ONBOARDING

Families will schedule an Onboarding Meeting with the Family Mentor and begin the enrollment process.