



Online Member Portal for the Chicago Continuum of Care

The Peer to Peer Provider Workgroup is working to develop a system of peer support within Chicago’s Continuum of Care. The workgroup has developed an **Online Member Portal** (via use of the Wild Apricot membership software) to provide peers with opportunities to network and collaborate online. The Online Member Portal, located at <https://chicagococ.wildapricot.org/>, is accessible to CoC members only and offers the following features:

Discussion Forum: The discussion forum is a place to seek input from peers on a wide variety of topics. For example, an individual may ask if others have templates, policies, or practices they are willing to share. Individuals may create topics that people with similar roles in other agencies can respond to with support or advice. Any CoC member may create, respond to, and subscribe to discussion topics in the forum.

Directory: The directory contains information about *agencies* as well as *individuals*. Members are encouraged to use the directory’s search function to learn more about services that can be accessed at other agencies and to seek out and connect with peers based on their identified areas of experience or expertise.

- **CoC Individual Profile Questions:** Individual-level information includes the individual’s area(s) of experience, the individual’s role/expertise/interests, and the individual’s interest in peer-sharing opportunities.
- **CoC Agency Profile Questions:** Agency-level information includes how the organization is classified, the services that are offered at the agency, where the services are located, if the agency focuses on a specific subpopulation, and how to access programs.

To update the individual-level or agency-level information that appears in the directory, login to the Online Member Portal and click on “Become a Member” to update the profile questions.

Who can access the Online Member Portal?

Individuals, students, and people with lived experience of homelessness who are CoC members have individual access to the portal. For members who work at CoC member agencies, the person who submits the membership application and dues (as applicable) on behalf of the agency becomes the “Bundle Administrator” in the portal. The Bundle Administrator can add other staff to the membership bundle -- the number of staff depends on the organizational level (see chart below). See the “Bundle Administrator Instructions” handout for instructions.

Org. 1 Under \$100k – up to 5 members	Org. 4 \$1mil- \$3mil – up to 15 members
Org. 2 \$100k-\$500k – up to 5 members	Org. 5 Over \$3mil – up to 25 members
Org. 3 \$500k-\$1mil – up to 10 members	Government – up to 10 members

Questions? Please contact CoCprograms@allchicago.org for assistance.



Online Member Portal – Bundle Administrator Instructions

The Chicago Continuum of Care (CoC) has an Online Member Portal that hosts various resources for networking, discussion, and peer to peer support. The primary contact from each CoC Member agency may manage the agency's account to allow multiple users to access the portal. This is called "bundling." Below are instructions for creating a bundle and adding members to the bundle.

Creating a bundle through the membership application

When a visitor to the site applies to a membership level, a new membership bundle is automatically created with the applicant automatically designated as the bundle administrator.

Additional bundle members are added by the bundle administrator – they do not apply for membership through the membership application form.

After the invoice is paid and the application is approved, the status of the bundle administrator is set to "Active". The bundle administrator can now add members to the bundle. If you would like to change who is set as the bundle administrator for your agency, contact CoCprograms@allchicago.org.

How bundle administrators add members to the bundle

Bundle administrators can add to their bundle any contact whose email address is **not** already in the database.

Steps:

1. Login at <https://chicagococ.wildapricot.org/>
2. In the blue heading bar, click on "Become a Member."
3. Under "Bundle Summary," complete the required fields for the new member, which include First Name, Last Name, Organization, and Email Address. *Please make sure to complete the email address field.*
4. Scroll to the bottom and click "Save."
5. The new member will receive an email from Wild Apricot that provides the member with a password.
6. The new member can now login at <https://chicagococ.wildapricot.org/> with the provided password and update the rest of their profile.

Note: All members should complete Questions 1-3. Bundle Administrators should also complete questions 4-13.