

FOR NONPROFIT & AGENCY PARTNERS

# Partnership coordination *protocol*.

The operating agreement between Birdie's House and formal referral partners. Short, concrete, and designed to scale.

Partner organizations are case-management nonprofits, housing agencies, re-entry programs, and family-supportive housing providers who route multiple families per month toward placement. This document describes the operating cadence we commit to, the deliverables you can expect, and the escalation path when a placement gets stuck.

## 1. Intake channel

- **Shared intake inbox.** Every partner organization receives a dedicated email alias routing to [leasing@birdieshousecd.org](mailto:leasing@birdieshousecd.org).
- **Bulk-referral form.** Partners routing more than five families per month receive a CSV-template intake form to keep records aligned.
- **Live escalation.** A named coordinator on the Birdie's House side; quarterly re-confirmation.

## 2. Service-level commitments

- **Intake confirmation** within one business day.
- **Match decision** within five business days of intake.
- **Walk-through coordinated** within 10 business days of match.
- **Application + HAP packet to DCHA** within five business days of showing.
- **Move-in** 3–5 weeks from match for voucher placements; 1–2 weeks for market-rate.

## 3. Reporting cadence

- **Per-referral milestone updates** emailed automatically (referral received, matched, showing, application, inspection, move-in).
- **Monthly partner digest** — placements completed, in-flight, and any flags.
- **Quarterly check-in call** if useful, optional after the third month.

## 4. Data-sharing

- Birdie's House does not redistribute referred-family information. PII is treated as confidential under DC and federal law.
- Aggregate placement metrics may be shared in our annual report with partner consent.
- Either side can request a Data-Sharing Agreement (DSA) once monthly volume justifies one.

## 5. Escalation path

- 01 Partner emails the dedicated alias with a stuck-placement flag.
- 02 Birdie's House coordinator responds within four business hours during office hours.



- 03 If unresolved within two business days, escalates to Executive Director.
- 04 If unresolved within five business days, escalates to Board chair.

## 6. Termination

Either side may terminate the partnership with 30 days' notice in writing. Open placements at the time of termination are completed under the current cadence.

## 7. What we do not do

Case management. Wraparound services. Direct family advocacy outside the placement process. We coordinate housing placement, not the rest of the family's service plan. That work belongs to your organization.

### OPEN A PARTNERSHIP

Email [leasing@birdieshousecd.org](mailto:leasing@birdieshousecd.org) with subject "Partner Organization Inquiry." We respond within one business day to set up an intake call.