Referral Request Queue (RRQ)

December 15, 2022
Welcome!

• All participants will be on mute.
• Use the Chat for questions/comments
• We are recording!
• Slides will be shared
• All user access/technical CAPS issues should be directed to: hracassupport@hra.nyc.gov
CAPS Training

Description:

The training will provide an overview of the Referral Request Queue (RRQ) function for supportive housing providers. We will review navigation in CAPS and learn how to make a referral request for vacant units to HRA OSAHS.

Aim:

Housing Providers will learn how to request a referral for vacant supportive housing units, monitor progress on the request, and enter interview outcomes.
Agenda

- Welcome
- Keep In Mind
- Demo in CAPS
- Instructions/Review Referral Request Process
- Monitor Process
- Communication with OSAHS
- Additional Training Opportunities
- Q&A
Keep in Mind

- The RRQ function went live effective 11/01/22!
- RRQ shows processes that are happening in real time.
- RRQ is for re-rental of vacant supportive units only.
- HRA Office of Supportive/Affordable Housing and Services (OSAHS) is currently the only placement agency utilizing RRQ.
- The RRQ function is the new way for Housing Providers (HP’s) to request referrals for vacant supportive housing units. There will still be communication between HRA and HPs outside of CAPS to effectively execute on the entire placement process.
- HPs are required to enter interview outcomes within 2 business days of interview. Move ins are required to be entered in real time.
Demo of the RRQ function
Before Making a Referral Request…

1. Ensure your **Unit Roster** information is correct in CAPS. All moves in and out must be current in CAPS.

2. Ensure **Unit Details** – both service contract eligibility and rent subsidy – for the unit you will be requesting a referral are correct.

**NOTE:** If HPs need to make any corrections to unit roster or specific unit, these must be corrected/coordinated with HRA Coordinated Entry **before** requesting a referral.
Unit Roster

Go to VCS → Unit Roster to Request a Referral.

Click the 3 red dots button/Action column next to an online unit.

Select Request Referral from Action drop down.

This option only appears for online supportive housing units.
Complete the Referral Request Form

Ensure the contact information is correct.

Only use the additional requirements section to communicate mandatory referral factors not captured elsewhere (not preferences).

Contact person listed in the Request Referral form must be able to schedule the interview.

HP Verifies & Transmits.

OSAHS staff will contact within one (1) business day of HP’s request.
Transmitted Requests

Shows the referral requests submitted to OSAHS.

If you make a request in error, you may withdraw the request.

However, if OSAHS has already assigned the request to staff, you will not be able to withdraw the request.

The Withdraw option will be greyed out and providers will need to contact OSAHS to cancel the request.
HRA Scheduling Vacancy

OSAHS staff will email HPs within one (1) business day of submitted referral request.

An email will be sent to the contact person on the initial request.

The contact person must be able to schedule interviews.

The following information will be requested to schedule each interview/apt viewing:

› Name of person conducting interview
› Email of contact
› Phone number (for day-of-interview contact)
› Dates for interview
› Times for interview
› In person or remote
› If remote, platform and link
› If in person- address

Note: HRA needs 7-10 business days from the date we receive the above information to schedule candidates for interviews. OSAHS staff will confirm available dates and times with Housing Provider during scheduling time.
Pending Referrals

Requests move to the Pending tab when scheduling has been coordinated with the provider and completed by OSAHS.

The Interview Slots column in the Pending tab will have the date and times you have coordinated and confirmed with OSAHS.

Scroll to far-right to view & search Interview Slots column
Completed Requests

Requests move to the **Completed tab** when eligible applicants have been transmitted by OSAHS to you.

Referrals will be found in your **Referral Roster**.

You will receive a **notification email** from CAPS that referrals have been made. All users assigned to the program in CAPS will receive the notification. There is a reminder email notification 2 days prior to the interview date.

The Completed tab also includes any requests that have been **withdrawn** by the HP or **canceled** by OSAHS.
Dear User,

One or more client referrals have been made in CAPS to your agency and site. Please log into CAPS to view additional details for the referral package(s) listed below:

<table>
<thead>
<tr>
<th>Client Information</th>
<th>Placement Agency Information</th>
<th>Interview Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRA Client ID</td>
<td>Referral Date</td>
<td>Submitted By/Date</td>
</tr>
<tr>
<td>246810</td>
<td>10/17/2022</td>
<td>CAROLE EADY - 11/22/2022</td>
</tr>
<tr>
<td>13579</td>
<td>07/15/2022</td>
<td>CAROLE EADY - 11/22/2022</td>
</tr>
<tr>
<td>357911</td>
<td>10/04/2022</td>
<td>CAROLE EADY - 11/22/2022</td>
</tr>
<tr>
<td>46810</td>
<td>02/23/2022</td>
<td>CAROLE EADY - 11/22/2022</td>
</tr>
</tbody>
</table>
Referral Roster

Lists all clients that are referred to your agency/program. (This includes all referrals that may have happened outside of RRQ.)

Interview Outcomes must be entered within 2 days of the date interview is conducted.

Special Notes:

No new referrals will be sent for this unit until outcomes are updated.

Clients who have been referred to your building will not be able to be referred to other housing opportunities until you update the results in CAPS.
Once interviews have been conducted, enter the outcome by selecting **Update Outcome** from the 3 red dots button/Action column.

Questions to be answered are:

→ Was interview conducted?
→ If so, what was the outcome?

If you select Pending Approval – you should return to the referral to update property management details.
Client completed supportive service provider intake and is accepted.

Client has just begun the property management/leasing process and is gathering and submitting documents.

Once the client receives the Acceptance Letter, update the outcome to Accepted/Pending Move In and enter the expected date.

NOTE: Criminal background check and credit check will no longer be options to select in CAPS.
Once the Acceptance Letter is issued, change the status from Accepted-Pending Management Approval to Accepted-Pending Move In.

Expected move in date is required. If the expected move in date changes, you must update it in CAPS to avoid TAD submission errors.
Monitor Referral Requests

- RRQ – Lists can be filtered by each site and All sites at your agency
- Each tab (Transmitted, Pending, and Completed) is a separate list in your RRQ that can be filtered in the column headers and all lists can be exported to Excel for ease of generating reports
- Check your email settings to ensure you are receiving notifications from CAPS for referrals sent and the reminder of upcoming interviews
- Recommend that agencies review intake procedures and operations for optimal utilization of the new Referral Request function
Communication with OSAHS

Contacts for questions as you move through the Request Referral Queue:

**Scheduling:**
- Melody Reid reidme@hra.nyc.gov
- Jonathan Ford fordjo@dss.nyc.gov

**Client Referral:**
- Nyasha Olliver ollivern@hra.nyc.gov
- Alathia Barnett barnettal@hra.nyc.gov
Updates and Requirements

• Effective January 1, 2023, the RRQ will be THE method for requesting a referral. *(The Request Referral email box will be removed)*

• **Outcomes for interviews are required for ALL clients referred within 2 business days of the interview date**

• OSAHS Staff will share the interview outcomes with client’s case manager(s)

• Pending referrals will prevent you from submitting new referral request for the unit and will prevent referred clients from being referred to other housing opportunities
Stay Tuned

**Virtual Office Hours** will be held by OSAHS and Coordinated Entry for assistance with the referral request process:

**Jan 10**\(^{th}\) 10 a.m. to 11 a.m.

**Jan 24**\(^{th}\) 10 a.m. to 11 a.m.
Request Referral Process Recap

**Unit Roster** → **Start here!** Ensure unit features and rental subsidies are correct.

Select Request Referral for Online units from drop down.

**RRQ Form** → List a contact who can schedule interviews.

OSAHS Staff will contact this person to schedule interviews.

**Referral Request Queue** → Request will move across three tabs as they are processed:

Transmitted, Pending, Completed

**Referral Roster** → Outcomes are required within 2 business days of interview date.

Update CAPS with client move in information in real time.

**OSAHS Communication** → OSAHS Contacts are available to help you at each step of RRQ

**Monitor Referrals** → Review agency procedures for optimal utilization of CAPS Referral Request
Q & A

Questions?

Concerns?

Comments?
Thank you!