

Supportive Housing Provider Overview

CAPS Referral & Placement Functions

Frequently Asked Questions



Supportive Housing Network Meeting

March 3, 2022



Agenda

- **Roles of HRA Offices**
 - Customized Assistance Services (CAS)
 - Office of Supportive/Affordable Housing and Services (OSAHS)
- **CAPS Enhancements for NYC Supportive Housing**
- **FAQ's - Considerations for Connecting and Prioritizing Clients**
 1. Impact of Standard Vulnerability Assessment (SVA) on Referral / Placement Priority
 2. Connecting Clients Awaiting Placement to Vacant Units
 3. Reportable Provider Referral Outcomes
 4. Communicating with OSAHS/ Scheduling Interviews & Receiving Referrals
- **New Request a Referral Process**



Roles of HRA Offices

Customized Assistance Services (CAS):

- CAS is a specialized department that provides direct and contracted clinically oriented services as well as expertise in the areas of medical and mental health, substance use and rehabilitation, to HRA's other program components.
- Within CAS, the Coordinated Entry and PACT units utilize the Coordinated Assessment and Placement System (CAPS) to determine eligibility for supportive housing and verify placement data for reporting on NY/NY III and NYC 15/15 initiatives.

Office of Supportive/Affordable Housing and Services (OSAHS):

- OSAHS manages the referral processes and for some programs, contract oversight of services, for a portfolio of permanent housing programs primarily dedicated to homeless households.
- As a placement entity, OSAHS uses the CAPS system to make referrals to supportive housing based on program requirements and client eligibility. OSAHS works with housing and homeless service providers to facilitate the referral and placement process. Other placement entities include HASA, ACS, and OMH (for at-risk populations).

CAPS: Enhancements for NYC Supportive Housing

- ✓ Centralized Assessment of Housing Options for Clients
- ✓ SVA developed for identification of vulnerable clients
- ✓ Enhanced Quality Assurance for DHS/HRA SH contracts
- ✓ Greater Real-time Visibility for Interagency Coordination
- ✓ Establishing accurate building and unit level data for 30K NYC Supportive Housing units

Frequently Asked Questions: Key Considerations for Connecting and Prioritizing Clients

FAQ Themes:

1. Impact of Standard Vulnerability Assessment (SVA) on Referral / Placement Priority
2. Connecting Clients Awaiting Placement to Vacant Units
3. Reportable Provider Referral Outcomes
4. Communicating with OSAHS/ Scheduling Interviews & Receiving Referrals

Theme #1 - Impact of Standard Vulnerability Assessment (SVA)

1. Is the SVA a 'Score' or numbered ranking?

- The SVA groups applicants into High, Medium or Low categories.
- Individuals will not get a numeric score or a rank on a list.

2. How does the SVA affect when a client will be referred?

- Clients with high vulnerability are prioritized for housing opportunities.
- SVA is one of a number of factors used to connect clients and housing opportunities.
- There are hundreds of similarly situated clients for each vacant unit.

Theme #2 - Connecting Clients Awaiting Placement to Vacant Units

1. How does the “match” function work in CAPS?

- CAPS does not specifically match clients to vacant units.
- Connections to units are based on client’s eligibility (i.e., contract service award – NY/NY, NYC 15/15, ESSHI, etc.) and, for congregate housing, to the borough where the unit is located.
- While CAPS helps to identify possible clients for units, there will always be other factors that require individualized review to make the best referral.

2. So how are eligible clients connected to vacant housing units?

Client connections consider the following :

- Eligibility
- SVA
- Location Preference/Borough
- Income Requirements
- Accessibility Considerations
- Unit Configurations (SRO, shared apartment, single unit)
- Family Size/ Household Composition
- Age Requirements
- Sub-populations (Veterans, youth, criminal justice)
- Tobacco free setting

Theme #2 - Connecting Clients to Vacant Units - continued

3. **Approximately how many supportive housing eligible clients are there?**

- As of February 2022, there are 7,200 clients awaiting placement.

Keep in mind...

- The number of clients eligible is a point in time number. This is fluid.
- Many clients are eligible for multiple types of housing, including housing in the community.
- Some housing categories have smaller portfolios of available units.
- Some housing opportunities are re-rental only
- Some housing programs have very specific eligibility criteria

4. **I have a vacant unit in my housing program. How does CAPS help identify eligible clients for my unit?**

- Currently, CAPS sorts clients based on program eligibility and preferred location.
- While CAPS helps to identify possible clients for units, there will always be other factors that require individualized review to make the best referral. See Q2 for more details.

Theme #3 - Reportable Provider Referral Outcomes

1. When will a report be available to show outcomes for clients referred?

- We expect the first public report to be available in the Fall of 2022.
- Currently the following steps are taking place in CAPS to build the foundation of all available supportive housing units throughout NYC:
 - Develop unit rosters with rent subsidy, services contract and unit features for every apartment ~30K
 - Train all providers to use each element of CAPS such as setting up new programs, entering all tenant data, receiving referrals, submitting monthly reports.
 - Confirm provider information correctly matches contracts and regulatory agreements.

2. When will housing providers have to enter outcomes for all referrals?

- As of July 1, 2021, providers are required to enter outcomes for all pending referrals in the system in order to submit their monthly report (TAD).
- Through June 2022, HRA CAS will work with providers and contracting agencies to ensure/confirm unit configurations and accuracy of monthly reports.

3. Will reports be available to show interview outcomes?

- Reports showing aggregate results will be available in Fall of 2022.

Theme #4 - Communicating with OSAHS/ Scheduling Interviews & Receiving Referrals

- 1. I'm a housing provider; I entered the interview outcomes into CAPS following the client interviews for referrals that were sent to me. Do I still have to submit a manual manifest (i.e. Excel attachment via email) to OSAHS?**
 - Yes – for now. For reporting purposes, in addition to emailing interview outcomes, providers are required to enter interview outcomes into CAPS. Future iterations of CAPS will include reporting vacancies, scheduling clients and reporting outcomes without the need for an emailed manifest exchange.
 - HRA is actively developing this next phase.
- 2. How do housing providers learn more or get trained on entering outcomes?**
 - There is a webinar on the CoC CAPS webpage found [NYC CCoC Resources - CCOC](#). In addition, housing providers can reach out to the Coordinated Entry Team to work with their assigned TAD liaison.
- 3. When will the scheduling feature be available in CAPS?**
 - The scheduling feature is under discussion for best use by all stakeholders.

Theme #4 – Communicating with OSAHS... continued

- 4. I entered a vacancy into the system, but I haven't received any referrals. Why not?**
- The current iteration of CAPS does not alert OSAHS when a new vacancy has been entered at the unit level.
 - At this time, simply entering a vacancy into CAPS will not automatically prompt referrals.
 - To request an interview, providers must reach out to OSAHS, either to the Vacancy Monitoring Unit (HRA/DHS Contracted SRO's) or through the new Referral & Placement process (Non-DHS/HRA contracted programs) to be launched this week.
- 5. I indicated that a client moved out in my last TAD. Why haven't I received any referrals?**
- Entering a move-out or entering a vacancy will not prompt placement entity to make a referral.
 - You must still contact OSAHS, or the appropriate placement entity (ex: HASA, ACS, OMH) to notify of the vacancy and receive referrals.

Request a Referral Form

- New Form and dedicated email available in CAPS for housing providers.

referralrequest@hra.nyc.gov'. Below this is a 'NOTE: Providers with DHS/HRA SRO Contracts are to continue to contact their Vacancy Control Specialist directly.' At the bottom of the text area is a blue underlined link: '[Referral Request Form](#)'. To the right of the text area is a right-pointing chevron. At the bottom center of the box are two small circles, one blue and one grey."/>

Announcements

< Feb 28 2022

The Request a Referral form is a fillable pdf that can be used by housing providers with contracts requiring referrals from DHS shelter or street outreach programs. Please ensure all sections are completed and align with information in CAPS before saving and sending to referralrequest@hra.nyc.gov

NOTE: Providers with DHS/HRA SRO Contracts are to continue to contact their Vacancy Control Specialist directly.

[Referral Request Form](#)

- **IMPORTANT FLAGS:**
 - Not all referrals come through HRA's Office of Supportive/Affordable Housing and Services.
 - Flags will pop up in the Request a Referral Form to point you to other referring entity if your population/service contract is not serviced through OSAHS.
 - Service contract and rent subsidy information must match what is in CAPS before moving forward.

Thank you!

