NYC Supportive Housing Provider Referral Guide: Contacts for Re-Renting Units

The Network gathered the following information from State and City government partners as of February 28, 2022.

For initial program lease-ups, please contact your contracting agency. The table below is for re-rental referrals only.

For a congregate supportive housing residence, the building’s regulatory agreements for capital financing sources and rental assistance agreements will also contain requirements for re-rental practices and eligibility criteria. Please refer to these sources in addition to the table below.

<table>
<thead>
<tr>
<th>Contracted Population for Unit</th>
<th>Contract Agency</th>
<th>Re-Rental Referral Contacts</th>
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</thead>
<tbody>
<tr>
<td>NY/NY I &amp; II</td>
<td>DOHMH</td>
<td>If building has HRA/SRO Contract, contact HRA SRO Vacancy Control Specialist (connected to your SRO Support Services contract).</td>
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<td></td>
<td>OMH</td>
<td>If building has HRA/SRO Contract, contact HRA SRO Vacancy Control Specialist (connected to your SRO Support Services contract).</td>
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<td></td>
<td></td>
<td>If no HRA/DHS SRO contract, contact CUCS Center for Urban Community Services (212) 801-3333 or (212) 801-3300 <a href="mailto:housinginfo@cucs.org">housinginfo@cucs.org</a></td>
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<tr>
<td>NY/NY III Pop A (SMI Single Homeless Adults)</td>
<td>DOHMH</td>
<td>If building has HRA/SRO Contract, contact HRA SRO Vacancy Control Specialist (connected to your SRO Support Services contract).</td>
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<td></td>
<td>OMH</td>
<td>If no HRA/DHS SRO contract, provider can source referrals consistent with service contract. If assistance still needed, provider can access a Request a Referral Form in CAPS and submit to HRA/Office of Supportive/Affordable Housing and Services (OSAHS) at <a href="mailto:requestreferral@hra.nyc.gov">requestreferral@hra.nyc.gov</a></td>
</tr>
<tr>
<td>NY/NY III Pop B (SMI State Psych Centers)</td>
<td>OMH</td>
<td>CUCS Center for Urban Community Services (212) 801-3333 or (212) 801-3300 <a href="mailto:housinginfo@cucs.org">housinginfo@cucs.org</a></td>
</tr>
<tr>
<td>NY/NY III Pop C (SMI Young Adults)</td>
<td>OMH</td>
<td>CUCS Center for Urban Community Services (212) 801-3333 or (212) 801-3300 <a href="mailto:housinginfo@cucs.org">housinginfo@cucs.org</a></td>
</tr>
<tr>
<td>NY/NY III Pop D (SMI Families)</td>
<td>DOHMH</td>
<td>Provider can source referrals consistent with service contract. If assistance still needed, provider can access a Request a Referral Form in CAPS and submit to HRA/OSAHS at <a href="mailto:requestreferral@hra.nyc.gov">requestreferral@hra.nyc.gov</a>.</td>
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<tr>
<td>NY/NY III Pop E (Substance Abuse – Recovery)</td>
<td>DOHMH/OASAS</td>
<td>Provider can source referrals consistent with service contract. If assistance still needed, provider can access a Request a Referral Form in CAPS and submit to HRA/OSAHS at <a href="mailto:requestreferral@hra.nyc.gov">requestreferral@hra.nyc.gov</a>.</td>
</tr>
<tr>
<td>NY/NY III Pop F (Substance Abuse – Active)</td>
<td>DOHMH/OASAS</td>
<td>Provider can source referrals consistent with service contract. If assistance still needed, provider can access a Request a Referral Form in CAPS and submit to HRA/OSAHS at <a href="mailto:requestreferral@hra.nyc.gov">requestreferral@hra.nyc.gov</a>.</td>
</tr>
<tr>
<td>NY/NY III Pop G (Medical – Family)</td>
<td>DOHMH/OASAS</td>
<td>Provider can source referrals consistent with service contract. If assistance still needed, provider can access a Request a Referral Form in CAPS and submit to HRA/OSAHS at <a href="mailto:requestreferral@hra.nyc.gov">requestreferral@hra.nyc.gov</a>.</td>
</tr>
</tbody>
</table>
| NY/NY III Pop H (HIV/AIDS) | HASA | HASA  
Tommy Shi  
Director of Housing  
(646) 565-7583  
tommyshi@hra.nyc.gov  

Alla Zarankina  
Housing Unit Team Coordinator  
(212) 331-4923  
zarankinaa@hra.nyc.gov |
| NY/NY III Pop I (Youth Aging out of Foster Care) | DOHMH | ACS  
Paul Williams  
Director  
(212) 676-6779  
Paul.williams@acs.nyc.gov |
| Other HASA Supportive Housing | HASA | HASA  
Tommy Shi  
Director of Housing  
(646) 565-7583  
tommyshi@hra.nyc.gov  

Alla Zarankina  
Housing Unit Team Coordinator  
(212) 331-4923  
zarankinaa@hra.nyc.gov |
| General Population | HRA/DHS | Contact the HRA SRO Vacancy Control Unit (connected to your SRO Support Services contract). |
| High Service Needs* | DOHMH | If building also has HRA/DHS SRO Contract, contact HRA SRO Vacancy Control Specialist (connected to your SRO Support Services contract).

If no HRA/DHS SRO contract, provider can source referrals consistent with service contract. If assistance still needed, provider can access a [Request a Referral Form](#) in CAPS and submit to HRA/OSAHS at requestreferral@hra.nyc.gov.  

*High Service Needs is described as SMI in CAPS. |
| NYC 15/15 All Populations | DOHMH | Provider required to access a [Request a Referral Form](#) in CAPS and submit to HRA/OSAHS at requestreferral@hra.nyc.gov. |
| ESSHI- SMI | OMH | CUCS
Center for Urban Community Services
(212) 801-3333 or (212) 801-3300
housinginfo@cucs.org |
| ESSHI- SUD | OASAS | OASAS
Office of Addiction Services and Supports (OASAS)
Bureau of Housing Services
housing@oasas.ny.gov |
| ESSHI - other | Various | Contact your contracting agency. |
| Other OMH Initiatives* | OMH | For all OMH contracted supportive housing programs not captured elsewhere on this chart, the contact is CUCS.  

Center for Urban Community Services
(212) 801-3333 or (212) 801-3300
housinginfo@cucs.org  

*Many of these initiatives are described as SMI in CAPS. |
| CoC | HUD or HPD | If your CoC unit has an overlay of one of the above programs, please follow the above guidelines for referrals.  

If your CoC unit does not have an overlay of one of the above programs, you may source your own referrals in line with your CoC contract. |
| Community Units | N/A | Check your building regulatory agreement(s) and the unit’s rent subsidy agreement for requirements for renting community units. |