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CAPS Training Manual

Part 1: Introduction to CAPS



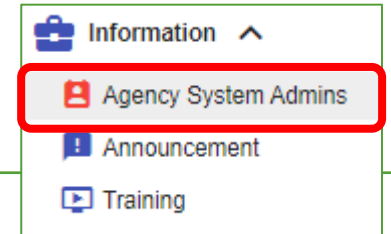


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CAPS URL: <https://a069-ra.nyc.gov/pact>



Important:

- **New Users:** Ask the System Administrator in your agency to add you as a new user. If you do not know who your agency’s System Administrator is, ask any CAPS user at your agency to click the Information icon in the Dashboard menu, and select “Agency System Admins,” or if you do not know any CAPS users at your agency, email: HRACASSUPPORT@hra.nyc.gov



1.1

User Security

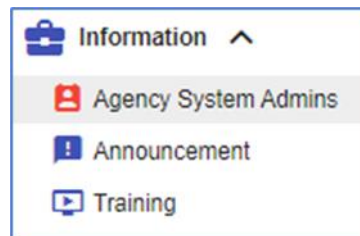
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1.1

User Security

- Users are created by **CAPS System Administrator at each agency**, or by HRA CAS Support
 - If there are no active CAPS System Administrators at the agency, HRA CAS Support Admin will create user(s).
 - If CAPS System Administrator's account was deactivated, HRA CAS Support Admin will reactivate CAPS System Administrator's account, and send notification for MFA invitation.
 - If CAPS System Administrator at the agency does not have access, HRA CAS Support Admin will create new CAPS users.
 - If CAPS user has access, but is looking for an Active System Administrator at their agency, they can use the **Agency System Admins lookup** in the left menu under **Information**





1.1

User Security

- If a new CAPS account is created by CAPS System Administrator, they should **notify HRA CAS Support about the new user**. HRA CAS Support will monitor the timeline and work with the MFA team to ensure that the MFA invitation is sent to the new user.
- If an active user with the same First Name and Last Name exists at the same agency or *any other agency*, CAPS will display an error message.
 - Please contact HRA CAS Support to transfer the user account in CAPS
 - **Note: Estimated wait time for the MFA invitation email is 1-2 weeks**
- Users are no longer required to use CAPS Password to sign-in.
 - **When using MFA, users should sign-in with their business/agency email address as a username, and password used for this email address**

1.1

User Security – Adding a New User

- Go to CAPS > System Administration > **User Security**.
 - This will open the **User Administration** page, where you can **add** or **edit** CAPS users for your agency.
 - The default view is of all users for the entire agency, both active and inactive.
 - To see staff of a particular site, select the Site Type and Site Name from the drop-down menus.

The screenshot illustrates the navigation path from the CAPS System Administration menu to the User Administration page. The left sidebar shows the navigation menu with 'System Administration' expanded to show 'Agency/Site Profile' and 'User Security'. A red box highlights the 'User Security' option, with an arrow pointing to the 'User Administration' page. The 'User Administration' page shows the 'Add New User' button and a table of users for the agency '2005 - CAMBA'.

Action	Name (L...)	HRA LA...	DHS Do...	Email	Level	Access	Site - Su...	User Stat...	Office Ph...	Last Log In	Juniper
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SYS ADMIN	CARES Transmit	[REDACTED]	I	[REDACTED]	07/16/2019	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUPERVISOR	Transmit	[REDACTED]	A	[REDACTED]	04/11/2022	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUPERVISOR	Transmit	[REDACTED]	I	[REDACTED]	10/07/2020	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SYS ADMIN	CARES Transmit	[REDACTED]	I	[REDACTED]	04/26/2018	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MANAGER	Transmit Liason	[REDACTED]	I	[REDACTED]	01/07/2022	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	STAFF	Transmit Liason	[REDACTED]	I	[REDACTED]	06/27/2019	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MANAGER	Transmit	[REDACTED]	I	[REDACTED]	08/24/2007	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	STAFF	Transmit	[REDACTED]	I	[REDACTED]	07/03/2018	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	STAFF	CARES Transmit	[REDACTED]	I	[REDACTED]	08/11/2021	Yes
⋮	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SYS ADMIN	Transmit	[REDACTED]	I	[REDACTED]	06/25/2010	Yes

1.1

User Security – Adding a New User

2. Add a new user by clicking the **Add New User button** (at top of the User Administration page).
 - This will open a blank User form to fill out.
 - Complete **required fields in red**.

The screenshot shows the 'User Administration' page in a 'QA Environment'. At the top left, there is a blue header with the text 'User Administration' and a 'QA Environment' label. Below the header, there is a navigation bar with a red box around the 'Add New User' button. Below the navigation bar, there are search filters for 'Agency Name', 'Site Type', and 'Site Name'. A table of users is displayed below the filters. The table has columns for Action, Name, HRA LA..., DHS Do..., Email, Level, Access, Site - Su..., User Stat..., Office Ph..., Last Log In, and Juniper. The table contains several rows of user data.

Action	Name (L...)	HRA LA...	DHS Do...	Email	Level	Access	Site - Su...	User Stat...	Office Ph...	Last Log In	Juniper
					SYS ADMIN	CARES		I		07/16/2019	Yes
					SUPERVISOR	Transmit		A		04/11/2022	Yes
					SUPERVISOR	Transmit		I		10/07/2020	Yes
					SYS ADMIN	CARES		I		04/26/2018	Yes
					MANAGER	Transmit		I		01/07/2022	Yes
					STAFF	Transmit		I		06/27/2019	Yes
					MANAGER	Transmit		I		08/24/2007	Yes
					STAFF	Transmit		I		07/03/2018	Yes
					STAFF	CARES		I		08/11/2021	Yes
					SYS ADMIN	Transmit		I		06/25/2010	Yes

The screenshot shows the 'User' form in the 'User Administration' page. The 'User' button is highlighted with a red box. The form contains several fields, with the following fields highlighted in red to indicate they are required: 'Agency Name', 'Is the user DSS/HRA staff?', 'First Name', 'Last Name', 'Access Level', 'Email', 'Office Phone', 'Cell Phone', and 'User Status'. The 'User Status' field has radio buttons for 'Active' and 'Inactive'. At the bottom, there is a section for 'Assign Sites' with a list of sites and checkboxes, and a 'Sites Assigned' section.

1.1

User Security – Adding a New User

3. **Assign the user to the appropriate site(s)** by checking the box next to a **site name** listed in the Sites List Box on the left.

- This will move the site into the box on the right, which are the sites assigned to the user.
- To deselect a site, simply deselect the box in front of the site on the right.

The screenshot shows the 'User Administration' form in a 'QA Environment'. The 'Assign Sites' section at the bottom left is highlighted with a red box. It contains a list of sites with checkboxes:

Site ID	Site Name	Role
<input type="checkbox"/>	001	(SH-RA)
<input type="checkbox"/>	002	(SH-RA)
<input type="checkbox"/>	003	(SH-RA)
<input type="checkbox"/>	004	(SH-RA)
<input type="checkbox"/>	006	(SH-HP)
<input type="checkbox"/>	007	(SH-RA)

The screenshot shows the 'Sites Assigned' section of the form, which is highlighted with a red box. It contains a list of sites with checkboxes, where site 006 is checked:

Site ID	Site Name
<input checked="" type="checkbox"/>	006

1.1

User Security – Adding a New User

4. After assigning the sites, **Referring Agencies** will have the option to give the new user “Permission to Transmit Application Data to HRA.”
5. After assigning the sites, **Housing Providers** will have the option to give the new user “Housing Liaison” permission.
 - If the user will be **transmitting TADS**, select **Yes** next to Housing Liaison.

The screenshot shows a user configuration interface with several sections. A red box highlights the 'Permission to Transmit Application Data to HRA' and 'Housing Liaison' options, with a red arrow pointing to the 'Yes' radio button for 'Housing Liaison'. Another red box highlights the 'Sites Assigned' section, which shows site 006 selected with a checkmark. The 'User Status' section shows 'Active' selected. The 'Assign Sites' section lists three sites (001, 002, 003) with checkboxes, all of which are currently unchecked.

Permission to Transmit Application Data to HRA: Yes No
Housing Liaison: Yes No

User Status: Active Inactive

Assign Sites

001 - [REDACTED] (SH-RA)
 002 - [REDACTED] (SH-RA)
 003 - [REDACTED] (SH-RA)

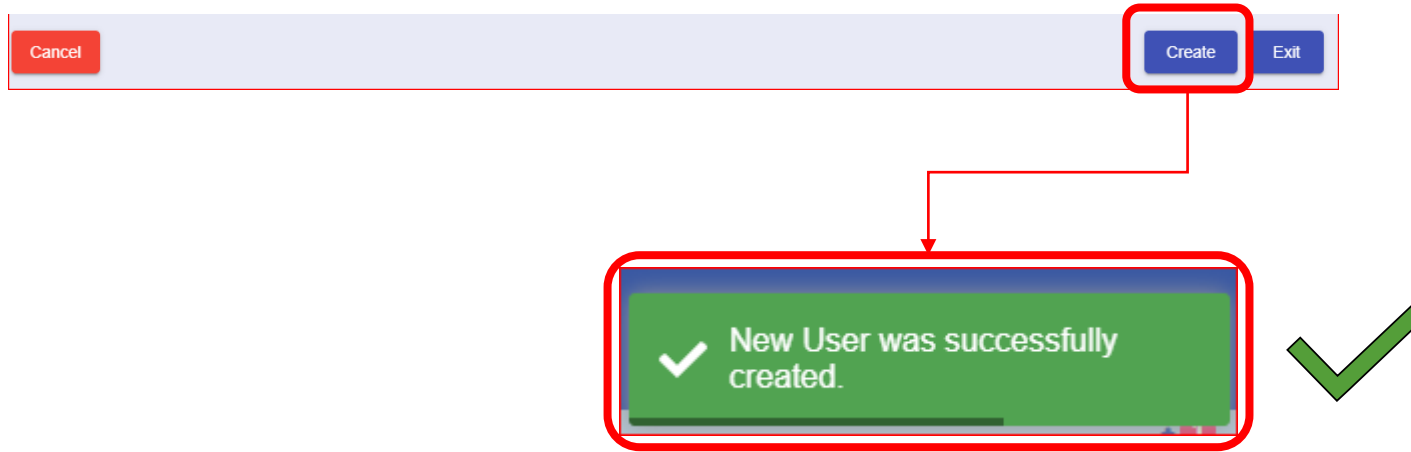
Sites Assigned

006 - [REDACTED]

1.1

User Security – Adding a New User

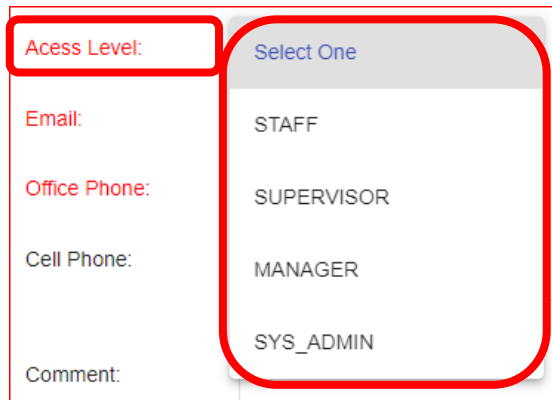
- At the bottom of the new user form, click **Create** to save the new user to your agency.



1.1

User Security – Managing User Roles

There are **4 levels of access** that you can assign to CAPS users: Staff, Supervisor, Manager, or Sys Admin.



The screenshot shows a user profile form with the following fields: Access Level, Email, Office Phone, Cell Phone, and Comment. The Access Level dropdown menu is open, showing four options: STAFF, SUPERVISOR, MANAGER, and SYS_ADMIN. A red box highlights the Access Level field and the dropdown menu, with an arrow pointing to the table on the right.

CAPS User Roles				
	Survey	Application	TADs (Housing Providers Only)	User Security
Staff	View and submit own	View and submit own	View and submit own	N/A
Supervisor	View and submit for self and staff	View, submit and delete for self and staff	View and submit for self and staff	N/A
Manager	View and submit for self and staff	View, submit and delete for self and staff	View and submit for self and staff	N/A
Sys Admin	View and submit all	View, submit and delete all	View and submit all	Add and update users



1.1

User Security – Managing User Roles

- A System Administrator (Sys Admin) is designated by their agency to manage the agency's users.
- There is no limit on the number of Sys Admins an agency may have, but remember, the function is to manage and maintain user security of the CAPS system at your agency.

Note: Only HRA can set up the first Sys Admins for an agency. Contact HRACASSupport@hra.nyc.gov to set up a new Sys Admin.



1.1

User Security – Updating an Existing User

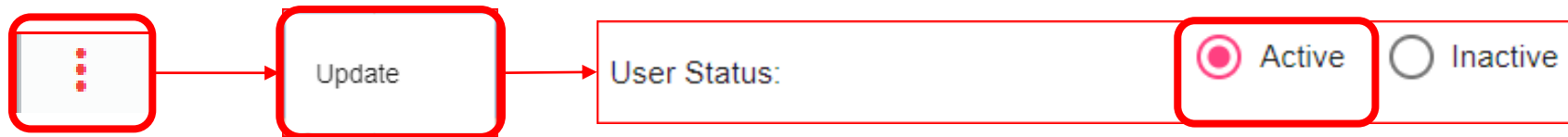
1. In CAPS > System Administration > User Security, find the user you wish to edit, click the 3 red dots/**Action** button next to their name, and select **Update**.
 - If updating the email address, please make sure it is correct in order to receive an MFA invitation
 - If adding or removing sites, please make sure there is at least one active user assigned to each site
2. Be sure to **Save** after making any necessary edits.



1.1

User Security – Reactivating a User ID

1. In CAPS > System Administration > User Security, find the user you wish to edit, click the 3 red dots/**Action** button next to their name, and select **Update**.
2. Scroll down to the middle of the screen and click **User Status = Active**.



1.1

User Security – Reactivating a User ID

3. Click **Save** at the bottom right of the screen

- When you are returned to the user screen, check to make sure that user now has Active status (appears as “A” in the User Status column).



4. User accounts which were Reactivated successfully will be identified by an automated process and MFA Invitation will be scheduled by the MFA team.

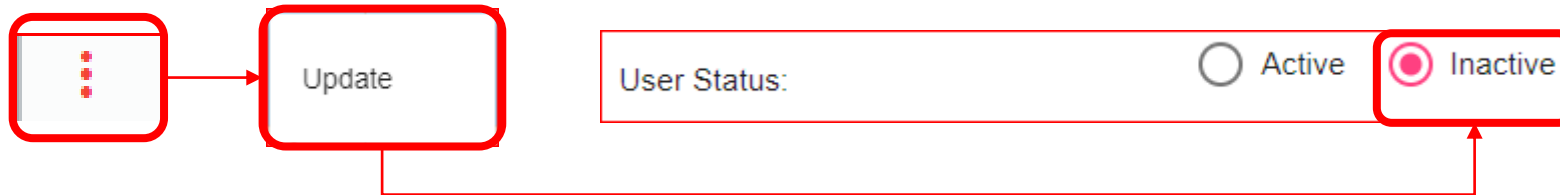
Note: Estimated wait time for the MFA invitation email is 1-2 weeks

Note: A System Administrator may contact HRACASSupport@hra.nyc.gov to reactivate their own User ID.

1.1

User Security – Deactivating a User ID

1. In CAPS > System Administration > User Security, find the user you wish to edit, click the 3 red dots/**Action** button next to their name, and select **Update**.
2. Scroll down to the middle of the screen and select **User Status = Inactive**.



1.1

User Security – Deactivating a User ID

3. Select a deactivation **reason** from the drop-down menu.
4. Leave a **comment** in the text box explaining further the reason for deactivation.
5. Click **Save** at the bottom right of the screen.
 - When returned to the User Administration page, check to ensure sure that user now has Inactive status (appears as “I” in the User Status column).

The screenshot shows a form for deactivating a user. It includes a 'Reason:' label, a dropdown menu with options: 'Select One', 'Left Agency', 'No activity in more than 90 days', 'Unsuccessful log on - 3 attempts', and 'Other'. A 'Comment:' label is followed by a text input box. A blue 'Save' button is located to the right of the comment box. A large green checkmark is positioned to the right of the 'Save' button. Red boxes and arrows highlight the 'Reason' dropdown, the 'Comment' text box, and the 'Save' button, with arrows indicating the flow from the dropdown to the comment box and then to the save button.



1.1

User Security – CAPS Password

- When logging into CAPS, **use your agency email as the username, and the password for CAPS should be the same password you use to log into your agency email.**
- If you forget your password, you need to reset your agency email password with your **agency's internal IT team.**
 - You should contact your agency's IT person to see if they can help you with password recovery or reset, as this something only they have access to.



1.2

Overview of CAPS

- Icons & Symbols
- Dashboard



1.2

Overview of CAPS

- The purpose of this guide is to introduce you to the functionality accessible from the Dashboard in **the Coordinated Assessment and Placement System (CAPS)**.
- CAPS is a web-based platform that allows providers to access the:
 - Coordinated Assessment Survey
 - NYC Supportive Housing Application
 - Vacancy Control System
- Depending on the role of the user and/or the agency accessing CAPS, some sections of the system may not be available
- The system link is: <https://a069-ra.nyc.gov/pact>



1.2

Overview of CAPS

- **Coordinated Assessment Survey**

- CAS is an automated tool used to assist individuals and families who are currently homeless or at risk of becoming homeless determine potential eligibility for supportive housing and rental subsidies. Providers working with the household completing the survey will also access prior supportive housing applications, view homeless history, obtain identification, and income documentation needed to secure housing placement. Results from the survey include instructions on next steps in pursuing the client's housing choice.

- **NYC Supportive Housing Application**

- The NYC Supportive Housing Application, formerly known as the HRA 2010e, is an electronic application that is completed by a provider agency on behalf of the client to determine eligibility for supportive housing. The NYC Supportive Housing Application determines eligibility for High Service Needs/Seriously Mentally Ill Housing, NY/NY I/II/III, NYC 15/15, and ESSHI (MH, SUD and Senior) supportive housing.













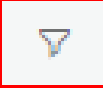

1.2

Overview of CAPS

- CAPS sessions will time out after **10 minutes** of inactivity, with the maximum session permitted is **60 minutes**.
- If you have technical questions or issues on how to use the CAPS system, contact the CAS Help Desk at hracassupport@hra.nyc.gov
- To learn more about Supportive Housing and CAPS, please visit:
 - <https://www1.nyc.gov/site/hra/help/supportive-housing.page>
 - <https://www1.nyc.gov/site/nyccoc/caps/caps.page>

1.2

Overview of CAPS – Icons & Symbols

	The User Profile indicates who is logged in, whether they work with a referral, placement, or provider agency, and when they last logged in. It is also where users can log-out of the system.		The 3 red dots in the Action column are also referred to as the Action Button. This icon opens sub-menus that offer additional functions.
	This icon allows users to minimize or expand the left Navigation menu on the screen. This function allows for expanded workspace in the main window.		This icon opens the menus that allow users to pin, auto-size, filter information, and hide columns. Hover over a column header to show.
	This icon alerts users of important notifications.		The arrow buttons are used to navigate through pages of information. The > arrow goes to the next page, while the > arrow goes to the last page.
	This icon allows users to undo any filters used for a search.		This icon shows users that a tab is incomplete. When it turns green with a check mark, the section is complete.
	These icons allows users to export a list of search results to an Excel spreadsheet.		This icon allows users to add additional documents to a client's file.
	This icon allows users to filter search results.		This icon allows users to view a video that will explain/describe a section of the application.

1.2

Overview of CAPS – Dashboard

- The **Dashboard** is the 1st screen users see when they enter CAPS. The icons available are specific to the roles and types of users.
- All users will see **Survey/Application** on their Dashboard when they log into CAPS.
- Only users assigned to supportive housing program sites and who have privileges to transmit housing data will see **Vacancy Control System**.

Referring Agency

The screenshot shows the CAPS dashboard for a Referring Agency user. The main navigation menu includes Dashboard, Survey / Application, and Information. The 'My Dashboard' section is titled 'Survey / Application' and contains icons for New Survey, Pending Surveys, Submitted Surveys, Pending Applications, and Transmitted Applications. Below this is a 'Stats' section with a table for 'Pending Application Aging stats' and an 'Announcements' section with a message about System Administrator look-ups.

Pending Application Aging stats	Select One of the Site:
0-10 Days	001 - INPATIENT
10-20 Days	0
20-30 Days	0

Supportive Housing Provider

The screenshot shows the CAPS dashboard for a Supportive Housing Provider user. The main navigation menu includes Dashboard, My Dashboard, Vacancy Control System, System Administration, and Information. The 'My Dashboard' section is titled 'Survey / Application' and contains icons for New Survey, Pending Surveys, Submitted Surveys, Pending Applications, and Transmitted Applications. Below this is a 'Vacancy Control System' section with icons for Unit Roster, Referral Roster, and Tenant Roster. Below that is a 'Stats' section with a table for 'Referral/Placement Stats' and an 'Announcements' section with a message about Referral Request Forms.

Referral/Placement Stats	Select One of the Site:
Pending Referrals	001 - THE GATHERING P.
Interview InProgress	0
Accepted Pending Documentation	0
Rejected by HP within 90 days	0
Rejected by Client within 90 days	0
Successful Moves Identified within 90	0

1.2

Overview of CAPS – Dashboard

- In the lower left of the **Dashboard** is the **Stats** chart.
- For **Referring Agencies**, the Stats chart automatically scrolls to display Pending Application Aging and Determination Outcome stats.
 - **Pending Application Aging** stats tell users how many days until pending applications expire.
 - **Determination Outcome** Stats tell users the number of determinations that will be expiring and/or become unavailable for resubmission soon.
- Users can Select One of the Site(s) to display their stats.

Stats

Pending Application Aging stats	Select One of the Site:
0-10 Days	0
10-20 Days	0
20-30 Days	0

Stats

Determination Outcome Stats	Select One of the Site:
UTC within 30 Days	0
WITHDRAWN within 30 Days	0
DISAPPROVED within 30 Days	0
APPROVED AND ACTIVE UTC within 30 Days	0
APPROVED AND EXPIRING in 60 Days	6

1.2

Overview of CAPS – Dashboard

- For **Supportive Housing Providers**, the Stats chart automatically scrolls to display Vacancy and Referral/Placement stats.
 - **Vacancy** stats tell users the number of units currently occupied, online, or offline.
 - **Referral/Placement** stats tell users the supportive housing referral outcomes for the time frames listed in the selected site.
- Users can Select One of the Site(s) to display their stats.

The screenshot shows the 'Stats' section of the CAPS dashboard. A blue button labeled 'Vacancy Stats' is highlighted with a red box. To its right is a dropdown menu labeled 'Select One of the Site:' with '001 -' selected, also highlighted with a red box. Below these elements is a table with the following data:

Total Units	0
Occupied	0
Online	0
Offline	0

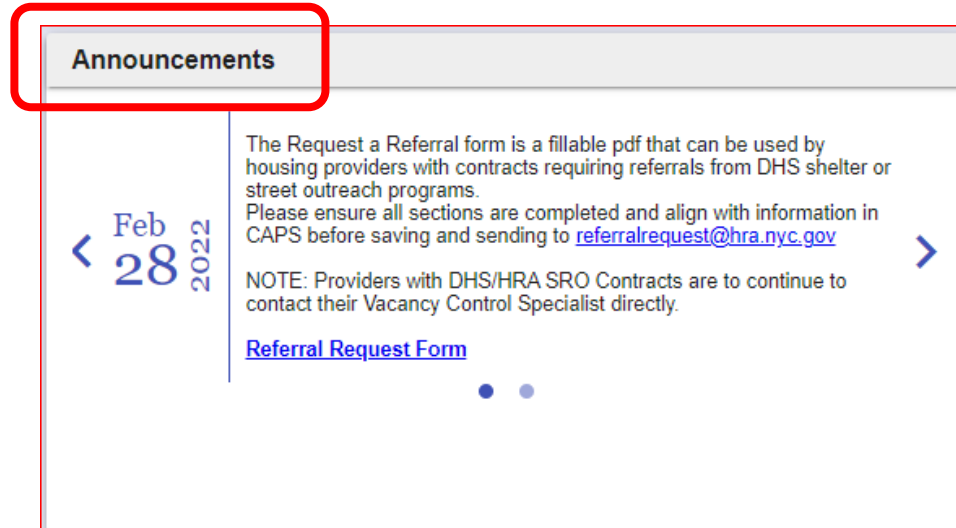
The screenshot shows the 'Stats' section of the CAPS dashboard. A blue button labeled 'Referral/Placement Stats' is highlighted with a red box. To its right is a dropdown menu labeled 'Select One of the Site:' with '001 -' selected, also highlighted with a red box. Below these elements is a table with the following data:

Pending Referrals	0
Interview InProgress	0
Accepted Pending Documentation	0
Rejected by HP within 90 days	0
Rejected by Client within 90 days	0
Successful Move-in Verified within 90 days	0

1.2

Overview of CAPS – Dashboard

- In the lower right of the **Dashboard** are Announcements.
 - **Announcements** will display important information regarding changes in the system. If there is a memo referenced in the announcement, it will be available in the Information section.
 - Users should regularly check the Announcements and share information with their staff and colleagues.
 - The display will automatically scroll through new and previously-published announcements.



1.2

Overview of CAPS – Dashboard

- The menu to the left of the **Dashboard** gives the user additional ways to access **Survey/Application, Vacancy Control System, System Administration, and Information.**

The screenshot shows the CAPS (Coordinated Assessment and Placement System) dashboard. The left sidebar menu is highlighted with a red circle, containing the following items:

- Survey / Application
- Determination
- Vacancy Control System
- Reports
- System Administration
- Information

The main dashboard area displays the following sections:

- Survey / Application:** New Survey, Pending Surveys, Submitted Surveys, Pending Applications, Transmitted Applications.
- Determination:** Case Assignments, My WorkList, Client Case Folder.
- Vacancy Control System:** Unit Roster, Referral Roster, Tenant Roster, Placements Awaiting Verification, Client Placements, TADs Awaiting Verification.
- Stats:** Case Assignment Review Status table.
- Announcements:** Important announcement on access to CAPS.

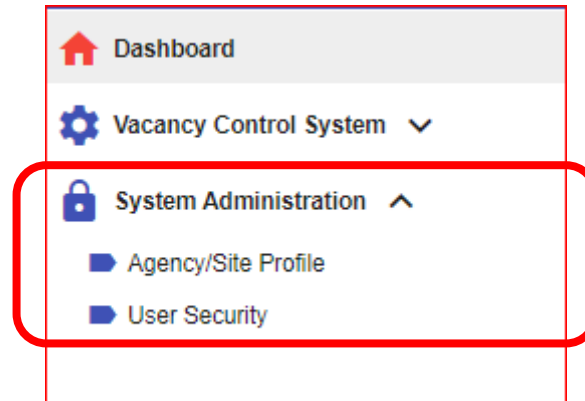
Case Assignment Review Status	Count
Assigned	11
In Progress	5
In Progress more than 5 days	4

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1.2

Overview of CAPS – Dashboard

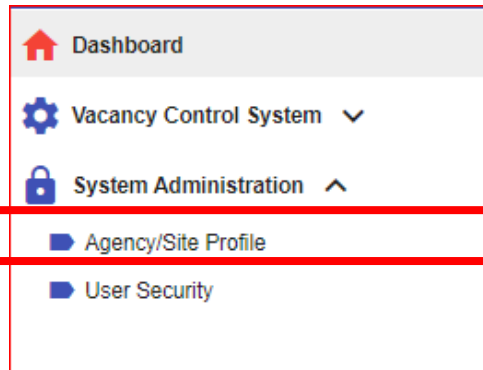
- **System Administration** allows users to access Agency/Site Profile and User Security.
- This menu option will **only appear** if your user ID role is a **System Administrator**.



1.2

Overview of CAPS – Dashboard

- **Agency/Site Profile** allows system administrators to update limited aspects of their programs' profile and submit requests for new sites.



Agency Site Maintenance

QA Environment

Request New Site

Agency Name : [Redacted] Agency Address: [Redacted]

Action	Agency/Site#	Site Name	Address	Site Status	Housing Program Model/Site type	Site Category	Site Location
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS CONTRACTED DROP-IN CENTER	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS SINGLE MUNICIPAL/CONTRACTED SHEL...	Referring Agency	Congregate Site
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS SINGLE MUNICIPAL/CONTRACTED SHEL...	Referring Agency	Congregate Site
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS SINGLE MUNICIPAL/CONTRACTED SHEL...	Referring Agency	Congregate Site
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS FAMILY MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	HASA TRANSITIONAL RESIDENCE	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	CASE MANAGEMENT SERVICES	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	MENTAL HEALTH SERVICE	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS FAMILY MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS FAMILY MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS FAMILY MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	SUPPORTIVE HOUSING PROVIDER	Housing Provider	Congregate Site
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS SINGLE MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	FOSTER CARE SERVICES/FAMILY SERVICES	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	DHS SINGLE MUNICIPAL/CONTRACTED SHEL...	Referring Agency	
⋮	[Redacted]	[Redacted]	[Redacted]	Active	SUPPORTIVE HOUSING PROVIDER	Housing Provider	Congregate Site

NYC.GOV Page | Support

1.2

Overview of CAPS – Dashboard

- **User Security** allows system administrators to create and deactivate user IDs for assigned sites.
- The 3 red dots in the **Action** column opens a submenu that allows System Administrators to make updates for the selected user.

The screenshot shows the CAPS User Administration interface. On the left, a sidebar contains navigation options: Dashboard, Vacancy Control System, System Administration, Agency/Site Profile, and User Security. The 'User Security' option is highlighted with a red box. The main content area is titled 'User Administration' and includes a search bar and a table of users. The table has columns for Action, Name (L, F), HRA LAN ID, DHS Domain (Gu...), Email, Level, Access, Site - Supervisor..., User Status, Office Phone, Last Log In, and Juniper. The 'Action' column contains three red dots for each user, which are highlighted with a red box. A red box labeled 'Update' has an arrow pointing to these three dots. The 'User Administration' header is also highlighted with a red box.

Action	Name (L, F)	HRA LAN ID	DHS Domain (Gu...)	Email	Level	Access	Site - Supervisor...	User Status	Office Phone	Last Log In	Juniper
⋮						CARES Transmit Liason		I		07/16/2019	Yes
⋮						Transmit		A		04/11/2022	Yes
⋮						Transmit		I		10/07/2020	Yes
⋮						CARES Transmit		I		04/26/2018	Yes
⋮						Transmit Liason		I		01/07/2022	Yes
⋮						Transmit Liason		I		06/27/2019	Yes
⋮						Transmit		I		08/24/2007	Yes
⋮								I		07/03/2018	Yes
⋮						CARES Transmit		I		08/11/2021	Yes
⋮								I		06/25/2010	Yes



1.3

CAPS Glossary



1.3

CAPS Glossary

- Government Agencies
 - The government agencies listed offer an array of services and/or fund contracted providers who offer programming for mental health and substance use treatment, emergency shelter, youth and senior services, supportive housing and many other social services offered by city, state, and federal agencies to our community.
- Programs & Services
 - Examples of programs and services that may be mentioned throughout the NYC Supportive Housing Application or that may be discussed in the supporting documentation.
- Hospital Terms
- Housing Models & Homeless Services
 - See [NYS Office of Mental Health](#) or [HRA's Supportive Housing webpage](#) for additional details.
- NYC Supportive Housing Application Terms
- Diagnostic/Psychiatric Evaluation Terms
- Medications Terms



1.3

CAPS Glossary – Government Agencies

- **Adult Protective Services (APS)**: Provides services for physically and/or mentally impaired adults; works to help at-risk clients live safely in their homes.
- **HIV/AIDS Services (HASA)**: Provides emergency temporary placement in SRO (Single Room Occupancy) units. It also provides intensive case management and assistance in applying for public benefits and services.
- **NYC Administration for Children's Services (ACS)**: Responsible for child welfare, early child care and education, and juvenile justice services; assists youth aging out of foster care with securing housing.
- **NYC Department of Corrections (DOC)**: Provides for the care, custody, and control of persons accused of crimes or convicted and sentenced to one year or less of jail time; includes inmate facilities on Rikers Island, hospital prison wards at Bellevue and Elmhurst, and court holding facilities in each borough.
- **NYC Department of Health and Mental Hygiene (DOHMH)**: Works to promote and protect the health of all New Yorkers. DOHMH contracts with non-profit agencies to provide permanent supportive housing for individuals and families who are chronically homeless and have a mental illness and/or a substance use disorder. Tenants sign a standard lease and participation in support services is voluntary.
- **NYC Department of Social Services (DSS)**: The Department of Social Services (DSS) is comprised of the administrative units of the NYC Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Through integrated management for HRA and DHS, client services can be provided more seamlessly and effectively. The City leverages shared services functions across agencies, which results in better day-to-day management and building an integrated mission across agencies.



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CAPS Glossary – Government Agencies

- **NYC Department of Youth and Community Development (DYCD)**: Funds services for Runaway & Homeless Youth ([RHY](#)) that include Drop-in Centers, Crisis Services Programs, Transitional Independent Living programs, and Street Outreach and Referral Services, with specialized programming for runaway and homeless young people who are pregnant and parenting, sexually-exploited, and LGBTQ.
- **NYC Human Resources Administration (HRA)**: The New York City Human Resources Administration/Department of Social Services (HRA/DSS) is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits such as Food Assistance and Emergency Rental Assistance. As the largest local social services agency in the country, HRA helps more than three million New Yorkers annually through the administration of more than 12 major public assistance programs, with more than 14,000 employees and an operating budget of \$9.6 billion.
- **NYC Housing Authority (NYCHA)**. Oversees 326 public housing developments across the 5 boroughs and administers the largest Section 8 program in the country. The New York City Housing Authority's mission is to increase opportunities for low- and moderate-income New Yorkers by providing safe, affordable housing and facilitating access to social and community services.
- **NYS Department of Corrections and Community Supervision (DOCCS)**: Provides for the care, custody, and control of persons convicted and sentenced to more than one year of time in a correctional facility (CF); re-entry services; and post-release supervision (parole).
- **NYS Department of Health (DOH)**: The mission of DOH is to protect, improve and promote the health, productivity and well-being of all New Yorkers. DOH provides health guidance, funding and regulates health care facilities and/or providers as defined by NYS law.



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CAPS Glossary – Government Agencies

- **NYS Office of Addiction Services and Supports (OASAS)**: Addresses the prevention, treatment, and recovery needs of New Yorkers with drug, alcohol, and/or gambling addictions. This includes credentialing practitioners and licensing treatment programs. OASAS does not directly operate housing programs or provide direct services, rather it funds permanent supportive housing programs for homeless and at-risk individuals and families with a history of substance use disorders.
- **New York State Office of Mental Health (OMH/SOMH)**: Regulates, certifies and oversees more than 4,500 inpatient, outpatient, and residential/housing programs for adults and children with mental health conditions, which are operated by local governments and nonprofit agencies.
- **NYC Housing Preservation and Development (HPD)**: Promotes and protects affordable housing. HPD Emergency Housing Services (EHS) unit provides emergency relocation services and rehousing assistance to households who have been displaced from their homes as a result of fires or city-issued vacate orders. Displaced households are placed in family centers and single room-occupancy hotels in Manhattan, Bronx, Brooklyn, and Queens.
- **US Department of Housing and Urban Development (HUD)**: HUD administers a series of programs that address homelessness in the United States. HUD's Continuum of Care program makes grants to states, local governments and community agencies that allow each of these entities to tailor a program to meet their community's needs.



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CAPS Glossary – Programs & Services

- **Addiction Treatment Centers (ATC):** OASAS directly operates and staffs 12 Addiction Treatment Centers (ATCs) across New York State. These centers provide individualized care that is responsive to the needs of each client and supports long-term recovery.
- **Alternative to Incarceration Programs (ATI):** These offer pretrial services and correctional alternative programs throughout New York State, including specialized mental health services to defendants and offenders who are seriously mentally ill. These programs may fall under the authority of governmental or nonprofit agencies and operate in conjunction with the criminal justice system in all New York State counties and the City of New York.
- **Assisted Outpatient Treatment Program (AOT):** This is also known as Kendra’s Law. An AOT order is a civil (not criminal) court order mandating outpatient mental health treatment for adults with serious mental illness who have difficulty engaging in treatment voluntarily. The AOT program does not provide direct services or treatment, but monitors adherence to the court order, provides consultation to treatment providers, assists with linkages to services, and initiates 9.60 emergency removal orders when warranted. In NYC, the program is implemented by DOHMH with oversight by OMH.
- **Children's Single Point of Access (CSPOA):** Is a centralized referral system for children with serious emotional disturbance who need intensive mental health services to remain at home or in their community. CSPOA makes referrals for clients as old as 21 to a variety of community services. CSPOA refers children and adolescents to services such as: (contd.)



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CAPS Glossary – Programs & Services

- **Children's Single Point of Access (CSPOA):** (contd.)
 - **Health Home Care Management - HHCM** (ages 0-21): Provides care coordination to youth with chronic behavioral and physical health needs. A care manager will provide various services, including an individualized plan of care and patient advocacy.
 - **Non-Medicaid Care Coordination - NMCC** (ages 0-21): Provides care coordination to non-Medicaid youth who are diagnosed with severe emotional disturbance. A care manager will provide various services, including an individualized plan of care and patient advocacy.
 - **Community Residence - CR** (ages 5-17): These small therapeutic group homes provide housing and supervision from specially trained staff. Services include structured daily living activities and training in problem solving skills. Clinical services are provided by local mental health programs.
- **Health Home:** A Health Home is not a physical place, but a group of providers working together to help Medicaid-insured individuals with chronic conditions connect to the health care and social services they need, to reduce reliance on emergency rooms and prevent hospitalizations. Dedicated Health Home Care Coordinators (HHCC) or Care Managers (HHCM) help members better understand and manage their physical and mental health conditions, create care plans, and find appropriate services and programs - including applying for supportive housing - and then makes sure that all the systems are working together.
- **Managed Long-Term Care Plans (MLTC)** : Help provide services and support to people with long-lasting health problems or disabilities who wish to stay in their homes and communities. This can include home care or adult day care.



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CAPS Glossary – Programs & Services

- **Medication-assisted Treatment (MAT):** The use of medications to treat substance use disorders. MMTP (Methadone Maintenance Treatment Program), suboxone, acamprosate, and Antabuse are types of MAT.
 - **Mobile Integration Team (MIT):** OMH program that offers supports for individuals transitioning back to the community - to supportive housing or a Health Home Program – from long-term hospitalization. Services focus on preventive care, therapy, medication management, and other wrap-around services.
 - **Single Point of Access (SPOA):** Connects people with serious mental illness to mental health services.
 - **SPOA (Housing):** The Center for Urban Community Services (CUCS) currently oversees the housing referral process.
 - **SPOA (Mental Health):** Overseen by DOHMH, the program reviews eligibility and makes referrals to the following programs: (contd.)
- **SPOA (Mental Health):** (contd.)
 - **Non-Medicaid Care Coordination (NMCC):** Case management for non-Medicaid individuals with serious mental illness who are in need of mental health services.
 - **Assertive Community Treatment (ACT):** An evidenced-based practice that offers treatment, rehabilitation, and support services to individuals with serious mental illness whose needs have not been met by traditional outpatient services. Teams of psychiatrists, nurse practitioners, social workers or mental health counselors, and peer specialists provide mobile services in the community. These services include mental health treatment, integrated dual disorder treatment, wellness skills, family education, educational and vocational supports, community linkages - including to housing, and peer support.



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CAPS Glossary – Programs & Services

- **SPOA (Mental Health):** (contd.)
 - **Forensic Assertive Community Treatment (FACT):** Specialized ACT team for people with serious mental illness who have current or recent criminal justice involvement.
 - **Shelter Partnered ACT (SPACT) / Shelter ACT (SHACT):** Specialized ACT team for people with serious mental illness who reside in a NYC mental health shelter. In addition to other ACT services, these teams collaborate with shelter staff to help participants find appropriate housing and move out of the shelter system.
 - **Intensive Mobile Treatment (IMT):** Like ACT, this treatment is designed for people with serious mental illness who have been a challenge to engage. This includes those who are transient and have recent and frequent contact with the mental health, criminal justice, and homeless services systems, and pose a risk to public safety. IMT teams provide services wherever it is most appropriate to assertively engage the consumer in care, often with daily contact.
- **Residential Treatment Facility (RTF):** 24-hour inpatient treatment program which provides intensive treatment services to children and adolescents (ages 5 - 21) with mental health and/or emotional challenges, who need longer term treatment than would be provided in an inpatient psychiatric program.
- **Transitional Living Residence (TLR):** Short-term supportive OMH residences often on the grounds of state psychiatric centers, for clients transitioning out of the hospital and who need to develop community living skills.



1.3

CAPS Glossary – Hospital Terms

- **Acute Care:** An acute hospitalization is an inpatient stay in a hospital for the purpose of stabilizing an individual who is experiencing a medical and/or mental health emergency (including substance use related). Typically stays are short-term and if longer term care is needed, patients are transferred to another facility or a different setting is evaluated.
- **Comprehensive Psychiatric Emergency Program (CPEP):** Licensed by NYS OMH and housed in local acute care hospitals, the 4 components of CPEPs are: the psychiatric emergency room, extended observation beds for up to 72 hours (EOB or EOU), mobile crisis outreach teams (MCT), and crisis beds (emergency housing for up to 5 days). Unless a client is transferred to the inpatient psychiatric unit, this is not considered an inpatient psychiatric hospitalization.
- **NYS Forensic Psychiatric Centers (Forensic PC/FPC):** OMH [Division of Forensic Services](#) coordinates the delivery of mental health services to individuals involved with New York State's criminal justice system. This includes secure inpatient units, Central New York Psychiatric Center (CNYPC) "outpatient" services in prison facilities, satellite and mental health units, and mental health beds in mental health staffed prison programs.
- **NYS Psychiatric Centers (State PC):** OMH operated facility that provides a continuum of services ranging from long-term inpatient care, outpatient treatment, transitional living residences, discharge planning, etc. for those with a series mental illness and/or substance use disorder.



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CAPS Glossary – Housing Models & Homeless Services

- **Adult Home:** Established and operated for the purpose of providing long-term residential care, room, board, housekeeping, personal care, and supervision to five or more adults unrelated to the operator. Adult Homes are licensed by the New York State Department of Health.
- **Apartment Treatment Program (ATP):** OMH licensed supportive housing for clients with a serious mental illness an apartment in the community. Staff visit the home to provide rehabilitative services. Services are normally provided by a non-profit agency.
- **Community Care:** Supported housing model that can be either a scattered or congregate site setting for individuals with independent living skills.
- **Community Residence/Single Room Occupancy (CR/SRO):** OMH licensed, Level II congregate care supportive housing model for clients with mental illness, often with 24-hour staff coverage.
- **Congregate:** Housing all in one building where each tenant has his/her own individual room or apartment. Social services staff are on-site and provide personalized support plans to each household. (More info: [HRA Supportive Housing website](#))
- **DHS Shelters:** Provide temporary emergency shelter to individuals and families with no other housing options available to them.
- **Drop-In Centers (DIC):** Provide baseline services to meet immediate needs, such as showers, meals, and clothing. They also have on-site case management services and provide an immediate option for individuals who want to transition off the streets.



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CAPS Glossary – Housing Models & Homeless Services

- **Level I:** A Family-Type Home for Adults ([FTHA](#)) is an adult care facility in which an operator provides residential care, personal care and/or supervision services, in the operator's own home, to four or fewer adults who are not related to the operator. An FTHA is a home-like living environment. It is a community-integrated and supported housing alternative for dependent adults who cannot live alone any longer due to advanced age, developmental disabilities, or physical or mental health, but who do not require skilled medical or nursing services.
- **Level II:** Licensed supportive housing (i.e. Apartment Treatment, CR/SRO).
- **Non-Secure Detention** ([NSD](#)): Provides a less restrictive setting for lower-risk juveniles who have criminal court cases pending in Family Court. They offer supportive, home-like environments and close supervision. ACS directly operates two NSD homes and oversees others that are contracted and operated by nonprofit agencies.
- **Residence for Adults** (RFA): Nonprofit adult residences licensed by DOHMH with onsite case management. Level II permanent housing. Residents must be able to manage their own personal hygiene. 24-hour staffing.
- **Safe Haven:** Transitional housing options designed to help unsheltered New Yorkers get back on their feet, by providing specialized overnight beds and physical and program characteristics specifically meant to address these individuals' unique needs, including, for example, smaller physical settings, as well as more hands-on and intimate case management, coupled with lower-barrier program requirements. Safe Havens coordinate closely with outreach teams, who refer unsheltered individuals directly for placement.



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CAPS Glossary – Housing Models & Homeless Services

- **Scatter-Site:** Program participants are placed in apartment units scattered throughout a community or within a larger apartment building. Non-profit providers hold contracts with government agencies to secure safe affordable units for tenants to move into and to also provide the social services support needed by tenant.
- **Secure Detention:** For alleged or adjudicated juvenile delinquents and juvenile offenders who pose the highest risk or have been accused of committing serious offenses. Secure detention is typically reserved for youth who pose the highest risk or have been accused of committing serious offenses. Youth are alleged or adjudicated juvenile delinquents and juvenile offenders. Juvenile delinquents have their cases heard in the Family Court and juvenile offenders have their cases heard in the Youth Part of Supreme Court.
- **Skilled Nursing Facility (SNF):** Inpatient rehabilitation and medical treatment center staffed with trained medical professionals who provide medically necessary services.
- **Supervised Community Residence (Super CR):** OMH licensed, Level II congregate facilities with 24-hour staff for clients with serious mental illness.
- **Supported SRO:** Community care level permanent housing with onsite social services for people with serious mental illness in a single room occupancy setting.\
- **Supported Housing:** Permanent housing in single and shared apartments throughout the community, with services provided as needed. Can be scatter-site or congregate. Tenants hold leases or subleases. These are unlicensed apartment programs operated by nonprofit agencies and subsidized by OMH and DOHMH for people with mental illness who take medications independently and have demonstrated a significant period of psychiatric stability. Some programs accept families with children. Offsite case management.



1.3

CAPS Glossary – Housing Models & Homeless Services

- **Stabilization Beds**: Stabilization beds are low-threshold private rented rooms for clients experiencing long-term unsheltered homelessness, where clients may stay until they are placed in permanent housing or a long-term transitional setting. Clients must be referred by outreach teams and be able to care for themselves. Case management is provided by outreach teams.
- **Street Homeless**: Time spent sleeping outdoors, on subways or in transit stations, or in places otherwise unfit for human habitation.
- **Transitional Living Residence (TLR)**: This is an OMH licensed and operated residential program located on the grounds of the State Psychiatric Center. A group-living residential program which focuses on interventions necessary to address the specific functional and behavioral deficits which prevent residents from accessing generic housing. These interventions are goal-oriented, intensive, and usually of limited duration. Staff is on-site 24 hours/day.



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CAPS Glossary – NYC Supportive Housing Application Terms

- **Activities of Daily Living (ADL):** The fundamental skills that are required for independently living such as eating, bathing, and mobility. Instrumental Activities of Daily Living (IADL) are self-care tasks that require more complex thinking and organization skills, such as managing finances, accessing transportation, and shopping.
- **Coordinated Assessment and Placement System (CAPS):** A web-based platform that allows providers to centrally access the Coordinated Assessment Survey, NYC Supportive Housing Application, and Vacancy Control System.
- **Coordinated Entry Unit, HRA:** Coordinated Entry is a HUD mandate for all Continuum of Care who receive federal funding for homeless services to streamline the way people move from homelessness into permanent housing. The unit's primary functions are verifying client placement data in CAPS and facilitating placement of highly vulnerable and chronically homeless households on the By Name List. (contd.)
- **Coordinated Entry Unit, HRA:** (contd.) The unit provides training for housing providers using the system, troubleshoots system issues, conducts case conferences for clients on the BNL and works to expand CAPS according to HUD and community priorities. For more information, please visit the [website](#).
- **Client Assistance and Rehousing Enterprise System (CARES):** is a web-based case management and vacancy control system DHS currently utilizes to track DHS clients from intake and shelter placement through their return to the community.
- **Domestic Violence/Intimate Partner Violence ([DV/IVP](#)):** Domestic Violence is an umbrella term that encompasses both Intimate Partner Violence and Family Violence.
- **[Functional Impairment](#):** When mental health symptoms and/or substance abuse interferes with activities of daily living and/or functioning at home, work, school, and in social relationships. (contd.)



1.3

CAPS Glossary – NYC Supportive Housing Application Terms

- **Functional Impairment**: (contd.) Impairments considered severe enough to prevent an individual from doing any gainful activity. Most impairments are permanent or expected to result in death or include a specific statement of duration. The evidence must show that the impairment has lasted or is expected to last for a continuous period of at least 12 months.
- **Gender Pronouns**: A gender pronoun is the pronoun that a person chooses to use for themselves. Gender Pronouns are the pronouns that we use to refer to people in writing and conversation.
- **Health Insurance Portability and Accountability Act (HIPAA)**: The Health Insurance Portability and Accountability Act is a federal law that outlines how consent must be obtained to disclose protected patient health information.
- **Mental Health Report (MHR)**: Is a structured report that combines the psychosocial assessment and psychiatric evaluation for the NYC Supportive Housing Application.
- **Placement, Assessment, and Client Tracking (PACT)**: The PACT unit (located at HRA) reviews Supportive Housing Applications electronically submitted by a wide variety of referral sources including acute and long-term psychiatric hospitals, shelters, outreach teams, correctional facilities, and community-based agencies on behalf of seriously mentally ill individuals and other target populations for placement into a continuum of supportive housing options. In addition to making level of care determinations, the review process also includes an eligibility determination for NY/NY I/II, III, NYC 15/15 and some ESSHI housing initiatives.
- **Preferred vs Legal Name vs AKA name**: A preferred name is a first name that is chosen - often among those in the LGBTQI community - to be used instead of a legal or given first name. Transgender clients may refer to their legal/given names as their dead names. Using people's preferred names and pronouns sets a tone of respect and signals allyship. (contd.)



1.3

CAPS Glossary – NYC Supportive Housing Application Terms

- **Preferred vs Legal Name vs AKA name:** (contd.) AKA means ‘also known as’ and is often used by law enforcement to signify an alias.
- **Standardized Vulnerability Assessment (SVA):** The SVA is used to determine the level of vulnerability of individuals and families experiencing homelessness, or at risk of homelessness. It is a system of prioritization based on vulnerability risk once eligibility is determined. All applications approved for supportive housing will receive an SVA determination.
- **Unable to Complete (UTC):** NYC Housing Supportive Application determination outcome that indicates a request for either additional information and/or clarification of information within the application. A UTC is not a determination of a disapproval.



1.3

CAPS Glossary – Diagnostic/Psychiatric Evaluation Terms

- **Arson/fire-setting:** Fire-setting is a complex pattern of behavior in which a child or adolescent starts fires either accidentally or intentionally. The term fire-setting is often used synonymously with arson; however, arson is a legal term that is applied in situations when an individual engages in intentional fire-setting and is aware of the potential consequences of the behavior.
- **Chronically Homeless (CH):** Per HUD, an individual (or family head of household) with a disability who has either been homeless continuously for 1 year or has experienced at least 4 episodes of homelessness in the past 3 years.
- **Clinical depression:** An individual must meet five (or more) symptoms during the same 2-week period and represent a change from functioning; at least one of the symptoms is either (1) depressed mood or (2) loss of interest or pleasure. [For the full definition, refer to the Diagnostic and Statistical Manual of Mental Disorders Fifth Edition (DSM-5)].
- **Co-occurring Disorder:** People who have substance use disorders as well as mental health disorders are diagnosed as having co-occurring disorders, or dual disorders. This is also sometimes called a dual diagnosis.
- **Formal thought disorder (FTD):** Disorganized thinking is typically inferred from the individual’s speech. The individual may switch from one topic to another (derailment/ loose associations). Answers to questions may be obliquely related or completely unrelated (tangentiality). Speech may be so severely disorganized that is nearly incomprehensible and resembles receptive aphasia (incoherence or “word salad”). The symptom must be severe enough to substantially impair effective communication (DSM-5).
- **History Of (H/O):** Diagnostic qualifier that indicates a prior diagnosis.
- **Hypomania/Mania:** An abnormality of mood resembling mania but of lesser intensity. Mania is a mental state of elevated, expansive, or irritable mood and persistently increased level of activity or energy (DSM-5).



1.3

CAPS Glossary – Diagnostic/Psychiatric Evaluation Terms

- **Mentally Ill and Chemically Addicted (MICA):** Anyone meeting the criteria for “SPMI” above and having one or more disorders relating to the use of alcohol and/or other drugs.
- **Provisional diagnosis (P/V):** The specifier “provisional” can be used when there is a strong presumption that the full criteria will ultimately be met for a disorder, but not enough information is available to make a firm diagnosis (DSM-5).
- **Rule Out (R/O):** Diagnostic qualifier that indicates a patient is being evaluated for a possible illness or condition in order to “rule it out” as a possible diagnosis.
- **Serious Emotional Disturbance (SED):** Serious emotional disturbance means a child or adolescent has a designated mental illness diagnosis according to the most current Diagnostic and Statistical Manual of Mental Disorders (DSM) AND has experienced functional limitations due to emotional disturbance over the past 12 months on a continuous or intermittent basis. (Refer to OMH)
- **Serious Mental Illness / Serious and Persistent Mental Illness (SMI/SPMI):** In order to be considered an adult with a serious and persistent mental illness, "1" below must be met, in addition to either "2", "3", or "4". One, the individual is 18 years of age or older and currently meets the criteria for a DSM-IV psychiatric diagnosis other than alcohol or drug disorders, organic brain syndromes, developmental disabilities or social conditions. ICD-CM psychiatric categories and codes that do not have an equivalent in DSM-IV are also included mental illness diagnoses And two, SSI or SSDI due to Mental Illness the individual is currently enrolled in SSI/SSDI due to a designated mental illness. Or three, Extended Impairment in Functioning due to Mental Illness. Or four, Reliance on Psychiatric Treatment, Rehabilitation and Supports.



1.3

CAPS Glossary – Diagnostic/Psychiatric Evaluation Terms

- **Substance Use Disorder (SUD):** Substance use disorders occur when the recurrent use of alcohol and/or drugs causes clinically significant impairment, including health problems, disability, and failure to meet major responsibilities at work, school, or home. For the diagnostic criteria see DSM V.
- **Thought Content (TC):** Describes what the patient is thinking and includes the presence or absence of delusional or obsessional thinking and suicidal or homicidal ideas.



1.3

CAPS Glossary – Medications Terms

- **Intramuscular Injection (IM):** Medications injected into the muscle. Can be long-acting or as needed (STAT).
- **Long-Acting Injectable (LAI):** Medication injected into the muscle and slowly released into the body over days, weeks, or months.
- **Non-Psychotropic “Medical” Medication:** Any medication which does not primarily treat the mental illnesses listed in the DSM.
- **PO:** “By mouth.” Medications taken orally.
- **Psychotropic Medication:** Any medication that can affect behavior, thoughts, or moods. Categories include antipsychotic, antidepressant, anti-anxiety, mood stabilizers, and stimulants.



1.4

Supportive Housing Descriptions & Criteria



1.4

Supportive Housing Descriptions & Criteria

Mental Health

- [SMI/High Service Needs](#)
- [NY/NY I & II](#)
- [NY/NY III POP A](#)
- [NY/NY III POP B](#)
- [NYC 15/15 AD \(MH-AD\)](#)
- [ESSHI SMI \(MH-AD\)](#)

Youth

- [NY/NY III POP C](#)
- [NY/NY III POP I](#)
- [ESSHI Young Adult SMI \(MH-YA\)](#)
- [ESSHI Young Adult SUD \(SUD-YA\)](#)
- [NYC 15/15 Young Adult \(YA\)](#)
- [NYC 15/15 Young Adult Family \(YF\)](#)

Substance Use Disorder/SUD

- [NY/NY III POP E](#)
- [NY/NY III POP F](#)
- [NYC 15/15 Adult \(AD\)](#)
- [ESSHI SUD \(SUD-AD\)](#)

Family

- [NY/NY III POP D](#)
- [NY/NY III POP G](#)
- [NYC 15/15 Adult Family \(AF\)](#)
- [NYC 15/15 Families with Children \(FC\)](#)
- [NYC 15/15 Young Adult Family \(YF\)](#)
- [ESSHI Families SUD \(SUD-FA\)](#)
- [ESSHI Families SMI \(MH-FA\)](#)

HIV/AIDS

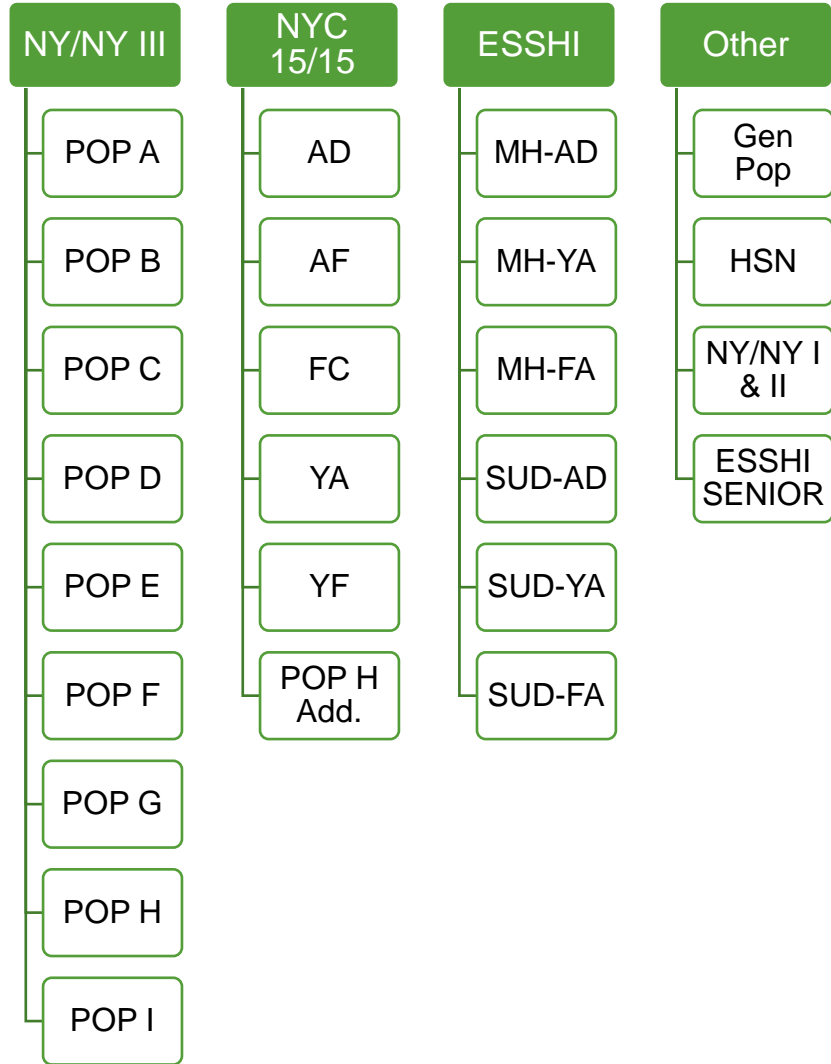
- [NY/NY III POP H](#)

Other

- [Gen Pop DHS](#)
- [ESSHI Senior](#)

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Supportive Housing Descriptions & Criteria





1.4

Supportive Housing Descriptions & Criteria

Mental Health				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>SMI/High Service Needs Supportive housing for single adults with a serious mental illness (SMI)¹ or who have a SMI with a cooccurring substance use disorder.</p>	Adults with a serious mental illness or who have a SMI with a co-occurring substance use disorder.	None	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	CUCS
<p>NY/NY I & II Supportive housing for homeless single adults with a SMI or who have a SMI with a co-occurring substance use disorder.</p>	Adults with a serious mental illness or who have a SMI with a co-occurring substance use disorder.	Must be homeless fourteen out of the last sixty days.	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	CUCS
<p>NY/NY III POP A Supportive housing for chronically homeless single adults with a SMI or who have a SMI with a cooccurring substance use disorder.</p>	Adults with a serious mental illness or who have a SMI with a co-occurring substance use disorder.	Chronically homeless under the NY/NY III Agreement. ²	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	HRA/OSAHS
<p>NY/NY III POP B Supportive housing for single adults who are presently living in NYS operated psychiatric centers or a NYS operated transitional residences and who are at risk of street or sheltered homelessness upon discharge.</p>	Adults with SMI and presently living in NYS operated psychiatric centers or NYS operated transitional residences. Also, individuals with an inpatient stay at the Central NY psychiatric center within the last year or currently inpatient in the Second Chance program at NY Presbyterian Hospital.	At risk of street or sheltered homelessness if discharged without supportive housing and are unable to return to their prior placement.	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	CUCS

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Supportive Housing Descriptions & Criteria

Mental Health				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NYC 15/15 Adult (AD) Supportive housing for single adults with a serious mental illness and/or substance use disorder.</p>	<p>Single adults with a SMI, SUD (including those who are actively using or have started their recovery process within the last 12 months), or those who may have a cooccurring SMI and SUD.</p>	<p>Must meet the Department of Housing and Urban Development's (HUD) criteria for Chronic Homelessness³</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) <p>Note a psychiatric evaluation is not required for applicants where the individual suffers from a substance use disorder</p>	<p>HRA/OSAHS</p>
<p>ESSHI SMI (MH-AD) Supportive housing for homeless single adults with a SMI or who have a SMI with a co-occurring substance use disorder.</p>	<p>Supportive housing for homeless single adults with a SMI or who have a SMI with a co-occurring substance use disorder.</p>	<p>Currently homeless Or At risk of homelessness due to one of the following:</p> <ul style="list-style-type: none"> • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including SOMH state psychiatric center and transitional living residence, hospital inpatient, SOMH licensed housing program, and skilled nursing facility 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	<p>CUCS</p>

1.4

Supportive Housing Descriptions & Criteria

Youth				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NY/NY III POP C Supportive housing for young adults, 18-24 years of age, who have a SMI being treated in NYS licensed residential treatment facilities, State psychiatric facilities or leaving or having recently left foster care and are at risk of street or sheltered homelessness if discharged without supportive housing.</p>	<p>Young adults, ages 18-24, who have a SMI or a serious emotional disturbance (SED) prior to age 18.</p>	<p>In NYS licensed residential treatment facilities, State psychiatric facilities or leaving foster care that are at risk of street or sheltered homelessness. Or Recently left foster care, a state psychiatric center or residential treatment facility within the last 24 months Or History of being in foster care for 1 year past the 16th birthday</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care 	<p>CUCS</p>
<p>NY/NY III POP I Supportive housing for young adults 18 - 24 years of age who are at risk of street or sheltered homelessness, leaving or having recently left foster care and are at risk of street or sheltered homelessness if discharged without supportive housing.</p>	<p>Young adults (aged 18-24) leaving or having recently left foster care or who had been in foster care for more than a year after their 16th birthday.</p>	<p>Leaving or having recently left foster care within the last 24 months. Or History of being in foster care for 1 year after their 16th birthday.</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care 	<p>ACS</p>

1.4

Supportive Housing Descriptions & Criteria

Youth				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>ESSHI Young Adult SMI (MH-YA) Supportive housing for young adults (18-25 years of age) with a SMI or a serious emotional disturbance (SED).</p>	<p>Young adults, ages 18-25, who have a SMI or a serious emotional disturbance (SED) prior to age 18.</p>	<p>Currently homeless Or At risk of homelessness due to one of the following:</p> <ul style="list-style-type: none"> • Left foster care within the prior 5 years and who were in foster care at 16 y.o. or older • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including: SOMH state psychiatric center and transitional living residence, hospital inpatient, SOMH licensed housing program, children's community residence, residential treatment facility and residential treatment center 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care 	<p>CUCS</p>

1.4

Supportive Housing Descriptions & Criteria

Youth				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>ESSHI Young Adult SUD (SUD-YA) Supportive housing for young adults (18-25 years of age) with a substance use disorder as the primary barrier to independent living.</p>	<p>Substance use disorder diagnosis</p> <p>And</p> <p>Functionally significant impairment to health, disability, or major life responsibilities</p> <p>Or</p> <p>Active substance use within last 3 months</p> <p>Or</p> <p>Participating in or completed SUD treatment early in recovery 3-12 months of sobriety (time in residential treatment excluded)</p>	<p>Currently homeless</p> <p>Or</p> <p>At risk of homelessness due to one of the following:</p> <ul style="list-style-type: none"> • Left foster care within the prior 5 years and who were in foster care at 16 y.o. or older • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including SUD inpatient rehabilitation treatment or SUD residential program (intensive community and supportive living type), and Addiction Treatment Center 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Documentation from a substance use treatment provider dated within the last 30 days indicating 90 days of sobriety (including last 3 toxicology results) and/or treatment completion. • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care 	<p>OASAS</p>

1.4

Supportive Housing Descriptions & Criteria

Youth				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NYC 15/15 Young Adult (YA) Young adults (18-25 years of age) with high service utilization who are homeless or at risk of homelessness (including aging out of foster care).</p>	<p>Marked behavioral or functional impairment in at least one of the following areas as a result of emotional/ behavioral/ developmental issues; particularly as they relate to the ability to maintain an apartment independently:</p> <ul style="list-style-type: none"> • Marked difficulties in managing self-care or activities of daily living • Marked difficulties maintaining social functioning and positive interpersonal relationships • Marked difficulties with basic responsibilities at work, school, or home <p>And</p> <p>At least one risk factor as listed below:</p> <ul style="list-style-type: none"> • History of multisystem involvement resulting in more than one system contact in last 2 years (ACS, DOC, DOCCS, RTF, RTC, DYCD, other) • Limited education (No H.S diploma or TASC) • Limited employment history (Less than 6 months in last 24 months) • History of Trauma/Victimization 	<p>Leaving or having recently left foster care within the last 24 months</p> <p>Or</p> <p>History of being in foster care for 1 year after their 16th birthday</p> <p>Or</p> <p>Homeless in DHS or DYCD RHY [90 days (nonconsecutive) over past 365 days]</p> <p>Or</p> <p>Unsheltered Youth [90 days (nonconsecutive) over past 365 days]</p>	<ul style="list-style-type: none"> • HRA Supportive Housing Application (2010e) • Psychosocial Assessment (within 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care 	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Youth				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NYC 15/15 Young Adult Family (YF) Supportive housing for Young Adults (18-25 years of age) with high service utilization who are pregnant or the head of household who are homeless or at risk of homelessness (including aging out of foster care)</p>	<p>Marked behavioral or functional impairment in at least one of the following areas as a result of emotional/ behavioral/ developmental issues; particularly as they relate to the ability to maintain an apartment independently:</p> <ul style="list-style-type: none"> • Marked difficulties in managing self-care or activities of daily living • Marked difficulties maintaining social functioning and positive interpersonal relationships • Marked difficulties with basic responsibilities at work, school, or home <p>And</p> <p>At least one risk factor as listed below:</p> <ul style="list-style-type: none"> • History of multisystem involvement resulting in more than one system contact in last 2 years (ACS, DOC, DOCCS, RTF, RTC, DYCD, other) • Limited education (No H.S diploma or TASC) • Limited employment history (Less than 6 months in last 24 months) • History of Trauma/Victimization 	<p>Leaving or having recently left foster care within the last 24 months</p> <p>Or</p> <p>History of being in foster care for 1 year after their 16th birthday</p> <p>Or</p> <p>Homeless in DHS or DYCD RHY [90 days (nonconsecutive) over past 365 days]</p> <p>Or</p> <p>Unsheltered Youth [90 days (nonconsecutive) over past 365 days]</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care • Documentation from a NYS licensed medical professional indicating that the youth is pregnant 	<p>HRA/OSAHS</p>



1.4

Supportive Housing Descriptions & Criteria

Substance Use Disorder				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NY/NY III POP E Supportive housing for homeless single adults who have been homeless for at least six of the last twelve months with a substance use disorder.</p>	<p>Substance use disorder that is the primary barrier to independent living. And Active substance use or less than 3 months of sobriety.</p>	<p>Homeless for at least 6 months in past year.</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (within 180 days) 	<p>HRA/OSAHS</p>
<p>NY/NY III POP F Supportive housing for single adults who are homeless or at risk of homelessness and have completed a course of treatment or are successfully being treated for a substance use disorder.</p>	<p>Homeless single adults who have completed a course of treatment or are successfully being treated for a substance use disorder. And At least 3 months of sobriety but no more than a year or have completed treatment within the last year.</p>	<p>At risk of street homelessness or sheltered homelessness and who need supportive housing to sustain sobriety and achieve independent living.</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Documentation from a substance use treatment provider dated within the last 30 days indicating 90 days of sobriety (including last 3 toxicology results) and/or treatment completion. 	<p>HRA/OSAHS</p>
<p>NYC 15/15 Adult (AD) Supportive housing for single adults with a serious mental illness and/or substance use disorder.</p>	<p>Single adults with a SMI, SUD (including those who are actively using or have started their recovery process within the last 12 months), or those who may have a cooccurring SMI and SUD.</p>	<p>Must meet the Department of Housing and Urban Development's (HUD) criteria for Chronic Homelessness.³</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) <p>Note a psychiatric evaluation is not required for applicants where the individual suffers solely from a substance use disorder.</p>	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Substance Use Disorder				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>ESSHI SUD-AD Supportive housing for single adults with a substance use disorder as the primary barrier to independent living.</p>	<p>Substance use disorder diagnosis</p> <p>And</p> <p>Functionally significant impairment to health, disability, or major life responsibilities</p> <p>Or</p> <p>Active substance use within last 3 months</p> <p>Or</p> <p>Participating in or completed SUD treatment early in recovery 3-12 months of sobriety (time in residential treatment excluded)</p>	<p>Currently homeless</p> <p>Or</p> <p>At risk of homelessness:</p> <ul style="list-style-type: none"> • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including SUD inpatient rehabilitation treatment or SUD residential program (intensive community and supportive living type), and Addiction Treatment Center 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Documentation from a substance use treatment provider dated within the last 30 days indicating 90 days of sobriety (including last 3 toxicology results) and/or treatment completion. 	<p>OASAS</p>

1.4

Supportive Housing Descriptions & Criteria

Family				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NY/NY III POP D Supportive housing for families that are chronically homeless or at risk of homelessness, in which the head of household requires support due to a SMI or who are SMI with a co-occurring substance use disorder.</p>	<p>Head of household suffers from a serious mental illness or who have a SMI with a co-occurring substance use disorder.</p>	<p>Chronically homeless or at serious risk of becoming chronically homeless. Or Serious risk of homelessness constitutes as having more than two moves within the last year</p> <p>And Meet at least three of the following conditions:</p> <ul style="list-style-type: none"> • Under the age of 25 years old with a child • Limited education (No GED or HS diploma) • Limited employment history (>6 months within the last two years) • History of domestic violence with the last 24 months • History of being in a shelter within the last 24 months 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Family				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NY/NY III POP G Supportive housing for families who are chronically homeless or at risk of homelessness in which the head of household requires support for a substance use disorder, a disabling medical condition or HIV/AIDS.</p>	<p>The head of household suffers from a substance use disorder, a disabling medical condition (including a mental health condition that doesn't qualify as an SMI) or HIV/ AIDS (including non-symptomatic HIV)</p>	<p>Chronically homeless or at serious risk of becoming chronically homeless.</p> <p>Or</p> <p>Serious risk of homelessness constitutes as having more than two moves within the last year</p> <p>And</p> <p>Meet at least three of the following conditions:</p> <ul style="list-style-type: none"> • Under the age of 25 years old with a child • Limited education (No GED or HS diploma) • Limited employment history (>6 months within the last two years) • History of domestic violence with the last 24 months • History of being in a shelter within the last 24 months 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Documentation from a NYS licensed medical provider verifying the medical/ disabling condition 	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Family				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NYC 15/15 Adult Families (AF) Supportive housing for families in which the head of household requires support due to an SMI and/or a substance use disorder. (Household composition will determine eligibility for Family with Children vs Adult Family)</p>	<p>Families with a head of household who has a SMI, SUD (including those who are actively using or have started their recovery process within the last 12 months) OR those who may have a co-occurring SMI and SUD</p>	<p>Must meet the Department of HUD's criteria for Chronic Homelessness³</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) <p>Note a psychiatric evaluation is not required for applicants where the head of household suffers solely from a substance use disorder</p>	<p>HRA/OSAHS</p>
<p>NYC 15/15 Families with Children (FC) Supportive housing for families in which the head of household requires support due to an SMI and/or a substance use disorder. (Household composition will determine eligibility for Family with Children vs Adult Family)</p> <p>-FC eligibility is also determined by relation with minor in household</p>	<p>Families with a head of household who has a SMI, SUD (including those who are actively using or have started their recovery process within the last 12 months) OR those who may have a co-occurring SMI and SUD</p>	<p>Must meet the Department of HUD's criteria for Chronic Homelessness³</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) <p>Note a psychiatric evaluation is not required for applicants where the head of household suffers solely from a substance use disorder</p>	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Family				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NYC 15/15 Young Adult Family (YF) Young Adults (18-25 years of age) with high service utilization who are pregnant or the head of household who are homeless or at risk of homelessness (including aging out of foster care).</p>	<p>Marked behavioral or functional impairment in at least one of the following areas as a result of emotional/ behavioral/ developmental issues; particularly as they relate to the ability to maintain an apartment independently:</p> <ul style="list-style-type: none"> • Marked difficulties in managing self-care or activities of daily living • Marked difficulties maintaining social functioning and positive interpersonal relationships • Marked difficulties with basic responsibilities at work, school, or home <p>And</p> <p>At least one risk factor as listed below:</p> <ul style="list-style-type: none"> • History of multisystem involvement resulting in more than one system contact in last 2 years (ACS, DOC, DOCCS, RTF, RTC, DYCD, other) • Limited education (No H.S diploma or TASC) • Limited employment history (Less than 6 months in last 24 months) • History of Trauma/Victimization 	<p>Leaving or having recently left foster care within the last 24 months</p> <p>Or</p> <p>History of being in foster care for 1 year after their 16th birthday</p> <p>Or</p> <p>Homeless in DHS or DYCD RHY [90 days (nonconsecutive) over past 365 days]</p> <p>Or</p> <p>Unsheltered Youth [90 days (nonconsecutive) over past 365 days]</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • For young adults in or discharged from foster care, documentation from child welfare agency verifying history of foster care • Documentation from a NYS licensed medical professional indicating that the youth is pregnant 	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Family				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>ESSHI Families SUD (SUD-FA) Supportive housing for families in which the head of household has a substance use disorder as the primary barrier to independent living.</p>	<p>Substance use disorder diagnosis</p> <p>And</p> <p>Functionally significant impairment to health, disability, or major life responsibilities</p> <p>Or</p> <p>Active substance use within last 3 months</p> <p>Or</p> <p>Participating in or completed SUD treatment early in recovery 3-12 months of sobriety (time in residential treatment excluded)</p>	<p>Currently homeless</p> <p>Or</p> <p>At risk of homelessness due to one of the following:</p> <ul style="list-style-type: none"> • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including SUD inpatient rehabilitation treatment or SUD residential program (intensive community and supportive living type), and Addiction Treatment Center 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Documentation from a substance use treatment provider dated within the last 30 days indicating 90 days of sobriety (including last 3 toxicology results) and/or treatment completion. 	OASAS
<p>ESSHI Families SMI (MH-FA) Supportive housing for families in which the head of household has a SMI or who have a SMI with a co-occurring substance use disorder.</p>	<p>Adults with a serious mental illness or who have a SMI with a co-occurring substance use disorder.</p>	<p>Currently homeless</p> <p>Or</p> <p>At risk of homelessness due to one of the following:</p> <ul style="list-style-type: none"> • Re-entry from incarceration without housing (prison, jail, juvenile justice, ATI and secure detention) • Discharge ready from an institutional facility without housing including SOMH state psychiatric center and transitional living residence, hospital inpatient, SOMH licensed housing program, and skilled nursing facility 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	CUCS

1.4

Supportive Housing Descriptions & Criteria

HIV/AIDS				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>NY/NY III POP H</p> <p>Chronically homeless single adults who are persons living with HIV/AIDS and HASA service connected who suffer from a serious mental illness, a substance use disorder, or a co-occurring serious mental illness and substance use disorder, including those at serious risk of becoming chronically homeless that lack the resources and support networks needed to obtain access to housing.</p>	<p>Persons living with HIV/AIDS and are clients of HASA or who are clients with symptomatic HIV who are receiving cash assistance and who suffer from a SMI, a substance use disorder or SMI with a co-occurring substance use disorder.</p>	<p>Chronically homeless² single adults under the NY/NY III agreement.</p> <p>Or</p> <p>HASA clients in HASA’s Emergency Placement Unit (EPU) are considered at risk of chronic homelessness.</p>	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychiatric Evaluation (dated within last 180 days) • Psychosocial Assessment (dated within last 180 days) 	<p>HRA/HASA</p>

1.4

Supportive Housing Descriptions & Criteria

Other				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>DHS General Population Housing for low-income single adults with a disabling clinical condition currently residing in/or serviced by a Department of Homelessness Services (DHS) contracted program.</p>	<p>Marginal functional impairments in at least one of the areas below as the result of a mental health, developmental, or medical disability or a history of a substance use disorder (sobriety must be 90 days > and no more than five years):</p> <ul style="list-style-type: none"> • difficulties in managing self-care or activities of daily living • difficulties maintaining social functioning and positive interpersonal relationships • difficulties with basic responsibilities at work, school, or home <p>And</p> <p>Applicant does not currently meet the clinical threshold for supportive housing for those with a serious mental illness and/or active substance use disorder</p> <p>Or</p> <p>Requires the services of a more intensive clinical and/or housing setting.</p>	<p>Currently in a DHS contracted:</p> <ul style="list-style-type: none"> • Shelter • Safe-haven • Drop-in center • Street Outreach 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial (dated within last 180 days) • Identification⁴ • Income verification (within 30 days)⁴ 	<p>HRA/OSAHS</p>

1.4

Supportive Housing Descriptions & Criteria

Other				
Supportive Housing Types	Clinical Criteria	Homeless Criteria	Documentation Requirements	Placement Agency
<p>ESSHI Seniors Supportive Housing for Single Individuals 55 years or older who are enrolled in Medicaid with a chronic condition or physical disability or needing assistance with one or more instrumental activities of daily living.</p>	<p>Adults with a chronic condition or physical disability or needing assistance with one or more instrumental activities of daily living and enrolled in Medicaid</p>	<p>Currently homeless</p> <p>Or</p> <p>At risk of homelessness due to:</p> <ul style="list-style-type: none"> • Incarcerated • Hospitalized⁶ • Skilled Nursing Facility⁶ • Medical Respite⁶ 	<ul style="list-style-type: none"> • NYC Supportive Housing Application • Psychosocial Assessment (dated within last 180 days) • Homeless Verification Letter 	<p>OSAHS</p>



1.4

Supportive Housing Descriptions & Criteria

¹ Serious Mental Illness as defined by the [State Office of Mental Health](#).

² Chronically Homeless – According to the NY/NY III definition of chronically homeless individuals and families with one out of the last two years OR two out of the last four years homeless with adequate documentation. If an applicant spent time in an institution, the relevant period will be extended by the number of days spent in the institution for up to three years. Time spent in the institutional setting is not counted as homelessness but will extend the period of time for the homeless eligibility criteria.

³ HUD Chronically Homeless - A “chronically homeless” individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the “chronically homeless” definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven. Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual, as per 75792 Federal Register / Vol. 80, No. 233 / Friday, December 4, 2015 / Rules and Regulations.

⁴ There are programs known as NYC 15/15 Addendum that utilizes the NY III POP H Eligibility Criteria.

⁵ Income and Identification documents will not be required for application approval, however, will be requested for referral and placement.

Note: If the client is street homeless, had a history of street homelessness or resided in a shelter system not captured in CAPS, a letter from an appropriate agency (i.e. outreach team, soup kitchen, shelter) documenting the client's history is required.

⁶ Persons referred must have been homeless prior to placement in hospitals or medical respite. Those coming from SNF must be residing for at least 90 days and have no dwelling to be discharged to.