CAPS for CoC Providers
December 17, 2024

CAPS Components

- Coordinated Assessment Survey

- Rapid Rehousing Referral Form

- NYC Supportive Housing Application

- Vacancy Control System

RRH in CAPS

- 23 RRH programs set up in CAPS with over 1200 enrollment opportunities

- Currently over 1000 clients enrolled

- Since June almost 1,000 RRH Referral Forms have been submitted

- 90% of all surveys have potential eligibility for RRH

CoC Supportive Housing Providers

- Have all CoC-funded PSH programs set up in CAPS

- Include unit-level data for the programs

- Report move-ins and move-outs

- Submit monthly occupancy reports (TADs)

- Receive electronic referrals from Placement Entities in CAPS

- Many agencies are both a referring agency and a housing provider

CoC Service Funded Supportive Housing

- Request referrals directly in CAPS using RRQ
- Referrals will come through HRA OSAHS
- MUST select the sub-pop in CAPS before requesting a referral

☐ Developmental Disability

☐ DV

☐ HIV/AIDS

☐ Physical Disability

☐ SMI

☐ SUD

☐ Veterans

CoC Rental Assistance Supportive Housing

- Depending on the Primary Service contract you can get referrals from either OSAHS, CUCS, HASA or ACS

- Only OSAHS has RRQ in CAPS

- For the rest, please follow the instructions in CAPS or use the Supportive Housing Re-rental Provider Referral Guide found on the CoC [website](#)

Placement Entities

- HRA OSAHS – Refers primarily literally homeless clients with multiple eligibilities

- HRA HASA – refers clients in HASA emergency placement units eligible for NY/NY III Pop H and HASA eligible clients in HASA Web

- ACS – Refers clients eligible for NY/NY III Pop I

- CUCS – Through Housing SPOA, refers clients from state psych centers, state hospitals and other settings to NYS OMH contracted programs with multiple eligibilities

What if no HUD Chronic clients can be referred?

(C) Literally homelessness (non-chronic) referrals through Coordinated Entry

The New York City Coordinated Entry referral and placement process is set up to refer literally homeless clients to CoC project vacancies if there are no chronically homeless clients available to be referred to the unit. In these instances, NYC HRA OSAHS or NYC HRA HASA will refer clients under this policy along with a verification letter (Verification of No HUD Chronically Homeless Eligible Clients for Referral).

HRA Verification Letter

HUD Chronic Referrals

- Please do not close OSAHS referrals with the reason 'Client does not meet HUD Chronicity' – once the referral is closed, the process will start over from the beginning! Reach out to the OSAHS staff who made the referral to discuss
- HRA OSAHS carefully reviews the homeless time and will send a HUD Chronic client with the CARES printout documenting chronicity
- If there is no HUD Chronic client available, they will provide the letter

CAPS 2024 Development highlights

- Expanded CAPS reporting to additional contract agencies (CoC and HPD)

- Added ESSHI Senior as a new supportive housing category

- Expanded the NYC 15/15 FWC eligibility to include DV/GBV

- Added RRH to CAPS

How to Access CAPS

- Contact your agency CAPS system administrator to add you to CAPS

- If you do not know who your administrator is, please contact HRA CAS Support at hracassupport@hra.nyc.gov

- For CAPS access issues, visit https://nyc.gov/itsportal and select 1. Report an Incident, from the Incident Type dropdown menu 2. Click on dropdown, choose 3. CAPS Incident.

Additional CAPS Resources

- CAPS User Guides https://www.nyc.gov/site/nycccoc/caps/caps-user-guides.page

- CAPS Trainings https://www.nyc.gov/site/nycccoc/caps/trainings.page

- CAPS Additional Resources https://www.nyc.gov/site/nycccoc/caps/additional-resources.page

- Supportive Housing Resources https://www.nyc.gov/site/nycccoc/caps/supportive%20housing%20resources.page