OSAHS CAPS Re-rentals Scheduler Training – Housing Providers

April 2, 2024

Agenda

➢ Introductions

➢ Overview

➢ Scheduler Display Screens and Explanation

❏ Location of scheduler

❏ Unit readiness status questions

❏ Schedule Request

❏ Edit & Delete/ Verify & Transmit

❏ Viewing Confirmed Schedule

➢ Additional information

➢ Q & A

Overview

Providers now can input the date, time and interview information for the referral request directly – no more emails!

With the Re-Rental Scheduler, providers can:

➢ Choose a maximum of 3 date options, with up to 3 interview times (each time slot is either 30 minutes or 60 minutes) per date

➢ Indicate if the interview will be In-Person or Remote, and enter all relevant details

➢ View interview dates confirmed by VCU

Location of the Scheduler

➢ Open the CAPS Dashboard

➢ Navigate to the Unit Roster

➢ For the selected Online Unit, click the three red dots in the "Action" column

➢ Click "Request Referral"

Unit Readiness Status Questions

Unit Rent-Readiness Status

Note: if you answer no to any of these questions, consider cancelling the referral request until the unit is ready for new tenant and re-submitting at that time.

Is the unit ready to rent (e.g. turned over and ready for a new occupant)? ○ Yes ○ No

Has an inspection been requested, if required? ○ Yes ○ No

Has furniture been ordered? ○ Yes ○ No

Submit   Close

Review Site and Unit Details

Review "Site Features" and all fields in "Unit Details" to ensure the information is complete and accurate.

➢ If changes need to be made, exit referral request and make the changes in CAPS _before_ re-submitting

➢ This information is used when selecting clients for referral and also by shelters to inform clients about the supportive housing opportunity so they can make an informed choice

Note the inconsistency in this example. VCU will cancel referral requests and ask that the unit details be corrected, so it is best that housing providers do this BEFORE transmitting a request.

Enter Proposed Interview Dates and Times

➢ Choose a maximum of 3 date options, with up to 3 interview times (each time slot either 30 minutes or 60 minutes)

➢ If the times are consecutive, you do not have to enter them one by one. Enter the start time and the duration and the system will do the rest.

➢ Choose if the interview will be In-Person or Remote (All boxes in red must be filled out.)

Enter Interview Location Details (In-Person)

For in-person interviews you have the option of choosing the address

➢ If you choose the site address, check the box in the circled section displayed below and it will populate automatically

➢ If you plan to use an alternate address, all fields in red must be completed

➢ Click "Add" button

○ In-Person Interview   ○ Remote Interview

☐ Check if Interview Location is same as site address

Street Address: e.g. 15 Metro Tech Center   City: e.g. Brooklyn

State: e.g. NY   Zip Code: e.g. 11201

Interview Contact Name: e.g. John Smith   Interview Contact Email: e.g. Johnsmith@email.com

Interview Contact Number: ___-___-____   Extension:

Add   **Clear**

This info goes to the shelter – make sure it is correct!

Enter Interview Location Details (Remote)

If scheduling a remote interview:

➢ Click the "Remote Interview" radio button

➢ Complete ALL boxes in red

➢ Click "Add" button

This info goes to the shelter – make sure it is correct!

Referral Request   QA Environment   15 Research Consents 🔔²

◯ In-Person Interview   ◉ Remote Interview

Remote Interview Type:	e.g. Zoom	Remote Interview Link:	e.g. https://www1.nyc.gov/
Remote Interview Pass Code:	e.g. abc123	Remote Dial-In Number:	e.g. 0123456789
Interview Contact Name:	e.g. John Smith	Interview Contact Email:	e.g. Johnsmith@email.com
Interview Contact Number:	___-___-____	Extension:	

Add   **Clear**

➢ For either type of interview, a pop up will appear asking you to confirm.

Review Proposed Interview Slots

Once you confirm the three dates, they are added to the "shopping cart" and you can:

➢ Review, edit or delete proposed scheduled interview dates and times

➢ Once you complete your review, click Verify & Transmit

Confirm Referral Request

After clicking the Verify & Transmit button the following message will appear:

Verify

Are you sure you want to transmit the referral request?

If you select OK, your interview dates will be sent to OSAHS for confirmation. When OSAHS has confirmed the interview dates, you will see them in your "Pending" Referral Request Queue.

OK   Cancel

After the "OK" button is clicked, the proposed interview dates are transferred to the Vacancy Control Unit, who will confirm one of the three dates within 24 hours.

Viewing Pending Schedule (Referral Request Queue)

Upon completing transmitting the referral request, you can view the request under the Transmitted tab in the Referral Request Queue. Note the "Referral Request Status" shows "Transmitted – Pending Schedule".

Here you can also click on the three dots in the "Action" column to see the complete referral request.

Viewing Pending Schedule (View Referral Request)

On this screen you will see all 9-requests entered. You will notice there are no edit & delete icons or Verify & Transmit button.

Viewing Confirmed Interview Slots (Referral Request Queue)

Once Vacancy Control Unit confirms one of the dates, you can view the confirmed interview information in the "Pending" tab.

Here you will see the confirmed date and times. Notice under "Referral Request Status" it now states "Scheduled – Pending Referral".

Click View Referral Request on the action column to see the full details.

If date/time need to be updated once the referral is in "Scheduled- Pending Referral" or any status thereafter, reach out to VCU.

Additional Information

➢The Re-rental scheduler has been functional since 3/26/2024 – start using it!

➢CAPS allows you to select interview dates 5 business days from your request date and not more than three weeks from the request date

➢Schedule all requests Monday through Friday between 9:00 am – 4:30pm (no evening or weekend interviews)

➢Be mindful of holidays!

➢Note: HPs can schedule the same interview time and date for DIFFERENT units. If you do this , please ensure you have staff capacity to handle more than one interview at a time.

Who do I contact in OSAHS?

Rent Ups: Suzie Cadichon cadichons@hra.nyc.gov

Re-rental Vacancy Control / Scheduling/Rescheduling :
Melody Reid reidme@hra.nyc.gov

Re-Rental Referrals: Kimberly Butler butlerki@hra.nyc.gov

Re-Rental Follow Up: Alathia Barnett barnettal@hra.nyc.gov

Coordinated Entry / Site Profile: TAD Liaison

Technical support or issues with CAPS access: HRA CAS
Support hracassupport@hra.nyc.gov