



# 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”

The screenshot shows the CAPS Dashboard interface. At the top, there is a navigation bar with "My Dashboard" (circled in red), "QA Environment", and "NYC 15/15 Research Consents" with a notification bell icon. Below the navigation bar, there are two main sections: "Survey / Application" and "Vacancy Control System".

The "Survey / Application" section contains five icons: "New Survey", "Pending Surveys", "Submitted Surveys", "Pending Applications", and "Transmitted Applications".

The "Vacancy Control System" section contains six icons: "Unit Roster" (circled in red), "Referral Roster", "Tenant Roster", "TAD", "Referral Request Queue", and "Referral Request - Follow Up Queue".

The screenshot shows a table of units. The table has columns for "Actions", "Primary Service A...", "Contracting Agency", "Unit Name", "Unit Type", "Unit Sta...", "Unit Features", and "Rental Subsidies". The "Unit Sta..." column has a dropdown menu with "Unit-Online" selected (circled in red). A context menu is open over the "Unit-Online" row, with "Request Referral" circled in red.

Actions	Primary Service A...	Contracting Agency	Unit Name	Unit Type	Unit Sta...	Unit Features	Rental Subsidies
⋮	General Population	DHS/HRA SRO	2J	SRO Suites-Ind...	Unit-Online	Private Bathroom-No ,Priv...	Section 8 - HPD
	General Population	DHS/HRA SRO	3F	SRO Suites-Ind...	Unit-Online	Private Bathroom-No ,Priv...	Section 8 - HPD

# 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

Referral Request UAT Environment

**Housing Provider Details:**

Agency No-Name: 9999 - TRAINING AGENCY	Agency Address: , ,	Site Location: Congregate Site
Site No-Name: 778 - TRAINING HP	Site Address: 123 EMPIRE STREET, NEW YORK, NY 10007	Site Features: All units Individual-no share

If you need to make any changes to the above details, please exit the form and contact your HRA TAD Liaison

**Unit Details:**

Unit Name: 8	DHS/HRA SRO: No	Primary Service Contract Type: NYC 15/15 AD
HUD Chronic: No	Unit Type: Studio	Wheelchair Accessible: No
Rental Subsidy: NYC 15/15 Rental Subsidy*	Unit Features: Private Bathroom-No, Private Kitchen-No, Private Kitchen-Yes	

If you need to make any changes to the Unit details, exit the form and click 'Edit Unit' from action column on the Unit Roster to make updates

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 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:  City:

State:  Zip Code:

Interview Contact Name:  Interview Contact Email:

Interview Contact Number:  Extension:

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

In-Person Interview  Remote Interview

Remote Interview Type:  Remote Interview Link:

Remote Interview Pass Code:  Remote Dial-In Number:

Interview Contact Name:  Interview Contact Email:

Interview Contact Number:  Extension:

- 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

The screenshot displays a web application interface for managing referral requests. At the top, there is a blue header with the text "Referral Request" on the left and "UAT Environment" on the right. Below the header is a table with the following columns: Interview Date, Interview Start Time, Interview End Time, Interview Duration, Interview Mode, Interview Location, Remote Type, Remote Link, Remote Dial-In, Remote Passcode, and Interview Co-Name. The table contains nine rows of data, each representing a proposed interview slot. The first row is highlighted in blue, and its edit and delete icons are circled in green. Below the table, there is a form with a question: "Are there any additional contract requirements for this unit?:  Yes  No". At the bottom right of the interface, there is a blue button labeled "Verify & Transmit" which is circled in red, and a smaller "Exit" button next to it.

<input type="checkbox"/>	<input type="checkbox"/>	Interview Date	Interview Start Time	Interview End Time	Interview Duration	Interview Mode	Interview Location	Remote Type	Remote Link	Remote Dial-In	Remote Passcode	Interview Co-Name
<input type="checkbox"/>	<input type="checkbox"/>	mm/dd/yyyy										
<input type="checkbox"/>	<input type="checkbox"/>	03/29/2024	9:00AM	10:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	03/29/2024	10:00AM	11:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	03/29/2024	11:00AM	12:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/03/2024	1:00PM	2:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/03/2024	2:00PM	3:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/03/2024	3:00PM	4:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/11/2024	10:00AM	11:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/11/2024	11:00AM	12:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
<input type="checkbox"/>	<input type="checkbox"/>	04/11/2024	12:00PM	1:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith

Are there any additional contract requirements for this unit?:  Yes  No

Additional Contract Requir... Updated By / Date / Time

No Rows To Show

0 to 0 of 0 < > Page 0 of 0 > > |

Verify & Transmit Exit

# 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.

---

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.

The screenshot displays the 'Referral Request Queue' interface. At the top, it shows 'UAT Environment' and 'NYC 15/15 Research Consents'. Below this, there are filters for 'Agency: 9999 - TRAINING AGENCY' and 'Site: 778 - TRAINING HP'. A summary bar indicates: 'Pending Schedule: 1', 'Scheduled: 0', 'Withdrawn Requests: 1', 'Cancelled Requests: 3', and 'Referrals Completed: 1'. The interface has three tabs: 'Transmitted' (selected), 'Pending', and 'Completed'. A table lists the referral requests with columns: Action, Transmitted Date, Agency No / Agency Name, Site No / Site Name, Site Address, Primary Serv..., Rental Subsidies, Unit Na..., Unit Type, Site Location, and Referral Request Status. The first row shows a request transmitted on 03/22/2024 with a status of 'Transmitted-Pending Schedule'. A red circle highlights this status. A red arrow points from the three dots in the 'Action' column of the first row to a dropdown menu with two options: 'View Referral Request' and 'Withdraw Referral Request'.

Action	Transmitted Date	Agency No / Agency Name	Site No / Site Name	Site Address	Primary Serv...	Rental Subsidies	Unit Na...	Unit Type	Site Location	Referral Request Status
⋮	03/22/2024	9999 - TRAINING AGENCY	778 - TRAINING HP	123 EMPIRE STRE...	NYC 15/15 AD	NYC 15/15 Rental Sub...	6	Studio	Congregate Site	Transmitted-Pending Schedule

# 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.

Referral Request UAT Environment

Interview Date	Interview Start Time	Interview End Time	Interview Duration	Interview Mode	Interview Location	Remote Type	Remote Link	Remote Dial-In	Remote Passcode	Interview Contact Name
<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
03/29/2024	9:00AM	10:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
03/29/2024	10:00AM	11:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
03/29/2024	11:00AM	12:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/03/2024	1:00PM	2:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/03/2024	2:00PM	3:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/03/2024	3:00PM	4:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/11/2024	10:00AM	11:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/11/2024	11:00AM	12:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/11/2024	12:00PM	1:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith

1 to 9 of 9 | Page 1 of 1

# 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.

Referral Request Queue UAT Environment NYC 15/15 Research Consents

Agency: 9999 - TRAINING AGENCY Site: All

Pending Schedule: 0 Scheduled: 1 Withdrawn Requests: 1 Cancelled Requests: 3 Referrals Completed: 1

Transmitted Pending Completed

Action	Transmitted Date	Agency No / Agency Name	Site No / Site Name	Site Address	Primary Service Contract	Rental Subsidies	Unit Name	Unit T...	Referral Request Status	Interview Slots
View Referral Request	mm / dd / yyyy									
	03/22/2024	9999 - TRAINING AGENCY	778 - TRAINING HP	123 EMPIRE STRE...	NYC 15/15 AD	NYC 15/15 Rental Sub...	6	Studio	Scheduled-Pending Referral	[04/11/2024 10:00AM - 11:00A...

Interview Date	Interview Start Time	Interview End Time	Interview Duration	Interview Mode	Interview Location	Remote Type	Remote Link	Remote Dial-In	Remote Passcode	Interview Contact Name
mm / dd / yyyy										
04/11/2024	10:00AM	11:00AM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/11/2024	11:00AM	12:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith
04/11/2024	12:00PM	1:00PM	60	In-Person In...	123 EMPIRE STREET, NEW YORK, NY 10007					John Smith

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](mailto:cadichons@hra.nyc.gov)

**Re-rental Vacancy Control / Scheduling/Rescheduling :**  
Melody Reid [reidme@hra.nyc.gov](mailto:reidme@hra.nyc.gov)

**Re-Rental Referrals:** Kimberly Butler [butlerki@hra.nyc.gov](mailto:butlerki@hra.nyc.gov)

**Re-Rental Follow Up:** Alathia Barnett [barnettal@hra.nyc.gov](mailto:barnettal@hra.nyc.gov)

**Coordinated Entry / Site Profile:** TAD Liaison

**Technical support or issues with CAPS access:** HRA CAS  
Support [hrcassupport@hra.nyc.gov](mailto:hrcassupport@hra.nyc.gov)

