

Reviewing Supportive Housing Referrals in CAPS

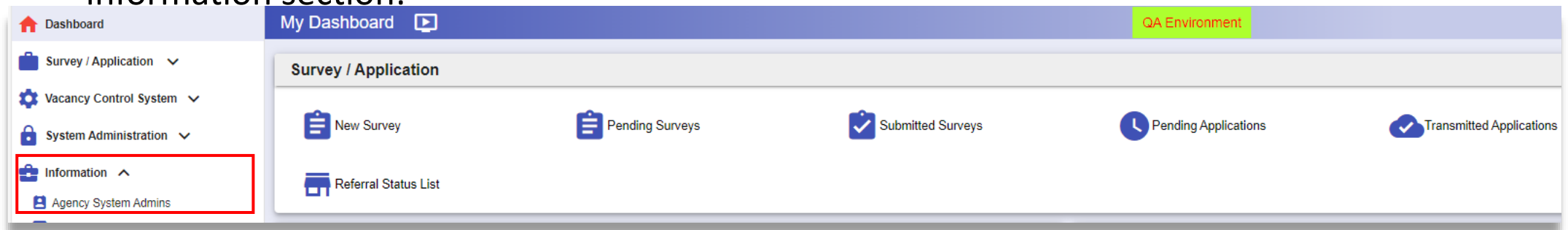
February 2024

Agenda

- Receiving the referral information
 - Email
 - Referral Status List (RSL)
 - Confirm appointment
 - View results
- Resources

Accessing the Referral Status List

- If you do not have access to CAPS:
 - Request access from your CAPS System Administrator for your site
 - If you don't know who your system administrator is ask a colleague at your site that has CAPS access. They can go to CAPS and view your site's list of system administrators in the information section:



- If you're still having difficulties reach out to hracassupport@hra.nyc.gov

What happens when my client is referred?

1. You will get the autogenerated email from CAPS
2. Copy the HRA ID of the client referred
3. Log into CAPS and navigate to the RSL
4. Paste the HRA ID into the “HRA ID” field in the RSL
5. Review the referral information
6. Discuss the housing opportunity with your client, let them know the time/date of the interview, ask if they will attend
7. Indicate in CAPS if your client will attend the interview immediately. Unconfirmed appointments may be cancelled to allow scheduling of other available clients
8. Prepare and accompany the client to the interview
9. Check the RSL 48 hours after the interview to see if the client was accepted

CAPS generated referral email

The following client(s) currently residing in your shelter have received supportive housing referrals, or have upcoming supportive housing interviews in 3 business days.

Please log into CAPS to review the referral details in your Referral Status List.

The application(s) may have originated from your shelter, or were transferred to your shelter at the time of referral.

Client Information		Placement Agency Information			Interview Details		
HRA Client ID	Referral Date	Submitted By/Date	Placement Agency/Date	Email	Interview Date/Time	Contact Person	Contact Phone#
	07/21/2022	Fuad Rasulov - 03/16/2023	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 10:00AM	Shauna Barry	8604885788
	08/10/2022	Fuad Rasulov - 03/16/2023	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 12:00PM	Shauna Barry	8604885788
	06/27/2022	Fuad Rasulov - 03/16/2023	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 11:00AM	Shauna Barry	8604885788

If you have questions regarding the referral package and/or the interview date/time scheduled, please contact the placement agency staff listed on the referral for assistance. If you require technical assistance, please contact user support at hracassupport@hra.nyc.gov.

CAPS.

Do not reply to this email

Referral Status List

The screenshot shows the CAPS Coordinated Assessment and Placement System dashboard. The interface includes a left-hand navigation menu with categories like 'Dashboard', 'Survey / Application', 'Vacancy Control System', 'Reports', 'System Administration', and 'Information'. The main content area is divided into several sections: 'Survey / Application', 'Vacancy Control System', 'Stats', and 'Announcements'. A yellow arrow points to the 'Referral Status List' link in the 'Survey / Application' section.

Survey / Application

- New Survey
- Pending Surveys
- Submitted Surveys
- Pending Applications
- Transmitted Applications
- DHS Contracted Shelter Pending Application List
- DHS Contracted Shelter Transmitted Application List
- Referral Status List** (highlighted with a yellow arrow)

Vacancy Control System

- Monitor Vacancies
- Client Awaiting Placement
- Vacancy Listing
- Unit Roster
- Referral Roster
- Referral Request - Schedule
- Referral Request - Client Referral

Stats

Determination Outcome Stats	Count	Select One of the Site:
UTC within 30 Days	0	001 - DHS - CENTRAL OF...
WITHDRAWN within 30		

Announcements

Sep 22 2021

Effective October 1, 2022, human service professionals will be able to provide unsheltered homeless verification letters for the NYC Supportive Housing Application. You may access the complete policy via the [reference sheet](#) in the Housing/Homeless section of the application and in Information/Training section of your homepage.

Referral Status List (RSL)

- The Referral Status List (RSL) provides detailed information on the referral and scheduled interview
- The RSL includes the supportive housing provider the client has been referred to, the interview date, the upcoming in person or online apartment viewings, and the provider contact for the interview.
- DHS shelter providers will need to confirm the client is able to attend the interview or not on the RSL.
- RSL also contains the interview outcomes entered by the provider.
- Once a client is accepted by a housing provider, the client will appear in the follow-up queue. To learn more about the follow-up queue visit [CAPS Trainings \(nyc.gov\)](https://www.nyc.gov/caps-trainings)

Referral Status List

Review the banner:

1. How many interviews are scheduled for your site?

2. Do you have any interviews to confirm?

Look up referral from email

3. Paste the HRA ID into the "HRA ID" column

The screenshot displays the CAPS Coordinated Assessment and Placement System interface. At the top, the title is "Coordinated Assessment and Placement System" with a user profile icon. Below the title, the page is titled "Referral Status List (14116)" and includes a "QA Environment" badge and "NYC 15/15 Research Consents" notification. The search filters include "Agency Name/No" (set to "000 - ALL"), "Site Name/No" (set to "Select"), "Site Type" (set to "Select"), and "Referral Status" (set to "Select"). There are "Submit" and "Clear" buttons. Below the filters, a summary bar shows: "Transferred In: 3435", "Approval expiry in a week: 279", "Interview Scheduled: 339", "Interview Not confirmed: 97", and "No Call/Show: 3854". The main table shows a list of referrals with columns: Actions, Referral Status, Client Name (L,F), CARES ID, HRA ID, Current Shelter, Is Interview Infor..., Interview Date, Interview Time, Housing Provi..., Housing Provi..., and Site Featur. The table contains four rows of data.

Actions	Referral Status	Client Name (L,F)	CARES ID	HRA ID	Current Shelter	Is Interview Infor...	Interview Date	Interview Time	Housing Provi...	Housing Provi...	Site Featur
⋮	Accepted/Pending Mov...	Doe, Jane	444444	100100		N	07/19/2023	11:30AM	2005 - CAMBA	787 - BRONX GRO...	Elevator, S
⋮	Not Accepted	Doe, John	555555	200100		N	03/30/2023	11:00AM	7320 - SUS	652 - BROADWAY ...	N/A
⋮	Move-In Verified	Doe, Suzy	88888	300100		N	04/25/2023	10:00AM	9010 - LUTHERAN...	005 - COMMUNIT...	Walk-up, E
⋮	Client did not Accept	Doe, Jill	222222	-400100		N	05/11/2023	9:30AM	7320 - SUS	005 - BEACH ST. - ...	Elevator, A

Referral Status List

Be sure to scroll over to the right to see all the information about the referral

7. Interview Location
8. Remote links
9. Remote meeting ID
10. Contact for Interviewer
11. Phone Number
12. Placement entity- The agency that completed the client referral
13. Referred by- The placement specialist that transmitted the client referral
14. Referred date

Placement System

QA Environment NYC 15/15 Research Consents

Site Type : Select

Referral Status : Select

Submit Clear

Interview Not confirmed: 97 No Call/Show: 3854

Inte...	Remote Link	Remote...	Contact for ...	Phone	Plac... ↓	Referred By	Referred D...
	https://camba...	Meeting ID...	Johnny Blue	7182222222	OSAHS	Valentine Tho...	06/13/2023
1676 B...			Suzie Blue	7181111111	OSAHS	DANYELE BOO...	03/27/2023
	https://us05w...		Larry Blue	7183333333	OSAHS	IVY FRIERSON	04/06/2023

Referral Status List

Be sure to scroll over to the left to see all of the information about the referral

1. Is Interview Information updated – If “Y”, this means the interview information has changed and the interview information should be rereviewed
2. Interview Date
3. Interview Time
4. Housing Provider Agency
5. Housing Provider Site
6. Site Features

ces **CAPS** Coordinated Assessment and Placement System

Coordinated Assessment and Placement System

Referral Status List (14116)

Agency Name/No : 000 - ALL

Site Name/No : Select

Transferred In: 3435 Approval expiry in a week: 279 Interview Scheduled: 339

Actions	Is Interview...	Interview Date	Interview Time	Housing Provi...	Housing Provi...	Site Features
⋮	N	07/19/2023	11:30AM	2005 - CAMBA	787 - BRONX GRO...	Elevator, Smoke F...
⋮	N	03/30/2023	11:00AM	7320 - SUS	652 - BROADWAY ...	N/A
⋮	N	04/25/2023	10:00AM	9010 - LUTHERAN...	005 - COMMUNIT...	Walk-up, Elevator,...

Confirming Interview

You must confirm in CAPS that your client will attend the interview. If you do not, OSAHS will swap out your client for another eligible client or withdraw the referral.

1. Click the three red dots in the far-left column.
2. Click “confirm interview”

The screenshot displays the CAPS Coordinated Assessment and Placement System interface. At the top, it shows the CAPS logo and the system name. Below this, there's a header for 'Referral Status List (14116)' and a 'QA Environment' indicator. The main area contains search filters for Agency Name/No (000 - ALL) and Site Name/No (Select). Below the filters, there are summary statistics: Transferred In: 3435, Approval expiry in a week: 279, Interview Scheduled: 339, and Interview Not confirmed: [blank]. A table below shows a list of referrals with columns for Actions, Date Updated, Interview Time, Housing Provider, and Site Features. A context menu is open over the table, with 'Confirm Interview' highlighted in a red box.

Actions	Date Updated	Intervi...	Interview Time	Housing Provi...	Housing Provi...	Site Features	Inte...	Remote Link	Remote...
⋮		02/08/2024	10:00AM	1530 - PROJECT FL...	005 - WOODSTOCK	Elevator, Wheelch...	127 WE...		
⋮		02/08/2024	11:00AM	9016 - VOA	036 - 002 East 12t...	Walk-up, Elevator,...	331 EA...		
Attach Documents		02/08/2024	12:00PM	1773 - WESTHAB, ...	001 - 2008 - NY/...	Walk-up, Smoke F...	8 BASH...		
Application Package		02/08/2024	11:00AM	8079 - WSFSSH	006 - THE CLARE...	Elevator, Smoke F...	1431 C...		
Determination Documents		02/08/2024	10:00AM	7385 - GEEL	008 - Grand Aven...	N/A	2516 G...		
Transfer History		02/08/2024	10:30AM	1007 - THE DOE F...	556 - Muller Resid...	Elevator, Smoke F...	555 Ne...		
		02/08/2024	11:30AM	1275 - THE JERICH...	006 - KINGSBRID...	Elevator, All units ...	2701 Kl...		
		02/08/2024	1:00PM	9016 - VOA	036 - 002 East 12t...	Walk-up, Elevator,...	331 EA...		
		02/08/2024	12:00PM	6728 - POST GRA...	028 - CROTONA P...	Elevator, All units ...	867 CR...		

Confirming Interview

1. If your client is unable to attend, select “No”
2. Select from drop down menu the “Rejection Reason”
3. Include additional comments for the option selected. If the client is accepted to other housing, indicate agency and program site. These comments help to inform the team on the client’s status for future referrals.

The screenshot displays the CAPS (Coordinated Assessment and Placement System) interface. At the top, the header reads 'CAPS Coordinated Assessment and Placement System' and 'Coordinated Assessment and Placement System'. Below the header, there is a 'Referral Status List (14116)' section with a 'QA Environment' indicator. The interface includes several filters: 'Agency Name/No : 000 - ALL', 'Site Name/No : Select', 'Site Type :', and 'Referral Status :'. A table below shows a list of referrals with columns for 'Transferred In: 3435', 'Show 10 Entries', 'Actions', and 'Date Updated'. A 'Confirm Interview' dialog box is overlaid on the table. The dialog box contains the following fields and options:

- Confirm Interview**
- Will your client attend the interview ? Yes No
- Rejection Reason: [Select One](#)
- Additional Comments:

The dialog box lists the following rejection reasons:

- Client not in shelter/current location unknown
- Client permanently placed in community
- Client is incarcerated
- Program currently providing housing interview preparation

Yellow arrows with numbers 1, 2, and 3 point to the 'No' radio button, the 'Rejection Reason' dropdown, and the 'Additional Comments' text input field, respectively.

Managing Interview Confirmations

You can sort the interview list for those that have not been confirmed by:

1. clicking “Interview Not Confirmed
2. Sorting using the funnel icon

CAPS Coordinated Assessment and Placement System

Referral Status List (14116) QA Environment NYC 15/15 Research Consents 2

Agency Name/No : 000 - ALL Site Type : Select

Site Name/No : Select Referral Status : Select

Submit Clear

Transferred In: 3435 Approval expiry in a week: 279 Interview Scheduled: 339 Interview Not confirmed: 97 No Call/Show: 3854

Show 10 Entries

Actions	Updated Date	Eligibility	Approval Period	Service Needs	Prioritization	Referral Date	Approval Status	Confirm interv...	Additional Co...	Acknowledged By/Date
⋮		General Population	02/08/2023 - 02/07/2...		SVA - Medium	02/07/2023	APPROVED			
⋮		NY/NY III POP A; ...	02/16/2023 - 02/15/2...	Community Care; Lev...	SVA - Medium	02/15/2023	APPROVED			
⋮		NY/NY III POP A; ...	02/21/2023 - 02/20/2...	Community Care; Lev...	SVA - High	02/17/2023	APPROVED			
⋮		General Population	03/10/2023 - 03/09/2...		SVA - Low	03/09/2023	APPROVED			
⋮		General Population	03/29/2023 - 03/28/2...		SVA - Low	03/28/2023	APPROVED			
⋮		NY/NY III POP A; ...	04/11/2023 - 04/10/2...	Community Care; Lev...	SVA - High	04/06/2023	APPROVED			
⋮		NY/NY III POP A; ...	04/27/2023 - 04/26/2...	Community Care; Lev...	SVA - Low	04/26/2023	APPROVED			
⋮	2/2024	SMI Singles; ESSH...	05/10/2023 - 05/09/2...	Community Care; Lev...	SVA - Low	05/09/2023	APPROVED			
⋮		NY/NY III POP A; ...	05/16/2023 - 05/15/2...	Community Care; Lev...	SVA - Low	05/15/2023	APPROVED			
⋮		NY/NY III POP A; ...	06/12/2023 - 06/11/2...	Community Care; Lev...	SVA - Medium	06/09/2023	APPROVED			

1 to 10 of 97 | Page 1 of 10

Transferred In Application

Managing Interview Confirmations

Select the folder icon on the far right to export to excel.

It's recommended that you check CAPS frequently to review scheduled interviews.

By exporting to excel, you can distribute the list of outstanding conformation to relevant staff to follow-up.

environment NYC 15/15 Research Consents

Site Type : Select

Referral Status : Select

Submit Clear

Interview Not confirmed: 97 No Call/Show: 3854

Export to Excel

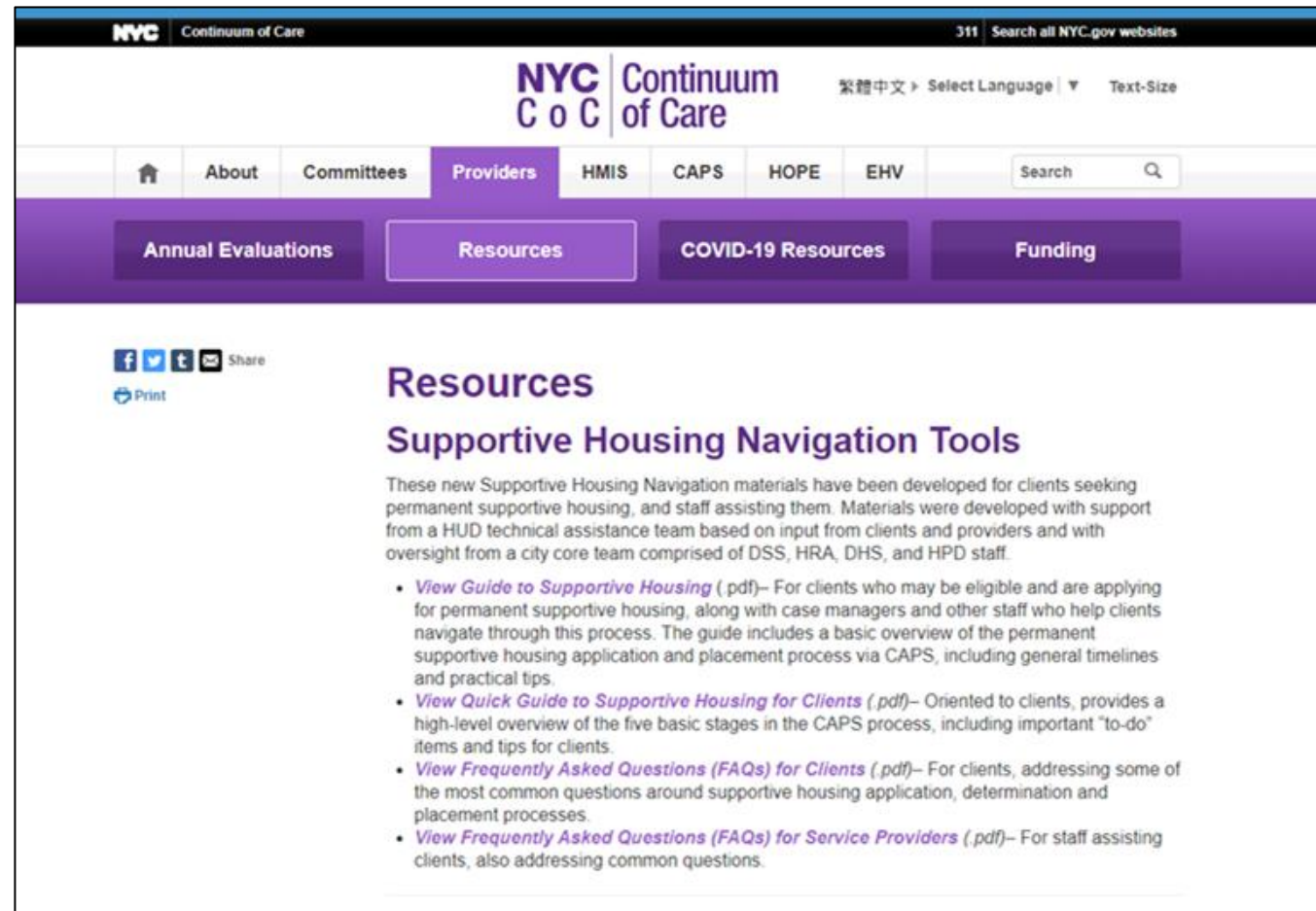
Is Interview Information Updated	Interview Date	Interview Time	Housing Provider Agency	Housing Provider Site	Site Features
N	02/08/2024	1:00PM	9016 - VOA	036 - 002 East 12th St	Walk-up, Elevator, Wh...
N	02/05/2024	11:00AM	6728 - POST GRAD CTR	028 - CROTONA PARK	Elevator, All units Indiv...
N	02/06/2024	10:00AM	2005 - CAMBA	042 - CAMBA GARDEN	Smoke Free Building, A...
N	02/09/2024	12:30PM	9018 - MET COUNCIL C	636 - ABRAHAM RESID	Elevator, All units Indiv...
N	02/08/2024	10:30AM	1278 - VIP COMMUNIT	009 - Abraham Plaza	Elevator, Smoke Free B...
N	02/12/2024	11:00AM	9006 - NEIGHBORHOO	005 - LOUIS NINE HOU	Elevator, Wheelchair Ac...
N	02/08/2024	12:00PM	1773 - WESTHAB, INC.	001 - 2008 - NY/NY III	Walk-up, Smoke Free B...

Preparing your client for the interview

- Enter the address into google maps and show the street view and map
 - Explore with the client the neighborhood amenities
- Explain the benefits of having a rent-stabilized lease and subsidized rent (e.g. client pays 30% of income)
- Escort the client to the interview to provide support and ensure attendance, this will help to reduce the No Call/No Show rate
- Prepare them for document collection and potential delays in the process. If your client hasn't obtained their identifying (e.g. birth certificate, ID, etc) and financial (e.g. pay stub, SSI award letter), immediately begin to collect the documents or schedule to have them replaced. Regardless of the outcome of the interview these documents are critical for the client to possess
- Check Client Documents in Survey and Application for birth certificates, SSN Card, and photo IDs

Guides for Clients -

<https://www.nyc.gov/site/nyccoc/providers/resources.page>



The screenshot shows the NYC Continuum of Care website. The header includes the NYC logo, "Continuum of Care", and a search bar. The main navigation menu includes "Home", "About", "Committees", "Providers", "HMIS", "CAPS", "HOPE", and "EHV". A secondary navigation bar highlights "Annual Evaluations", "Resources", "COVID-19 Resources", and "Funding". The "Resources" section is active, displaying the title "Resources" and "Supportive Housing Navigation Tools". Below the title is a paragraph of introductory text and a bulleted list of four links to PDF guides.

NYC Continuum of Care 311 Search all NYC.gov websites

繁體中文 Select Language Text-Size

Home About Committees **Providers** HMIS CAPS HOPE EHV Search

Annual Evaluations **Resources** COVID-19 Resources Funding

Share Print

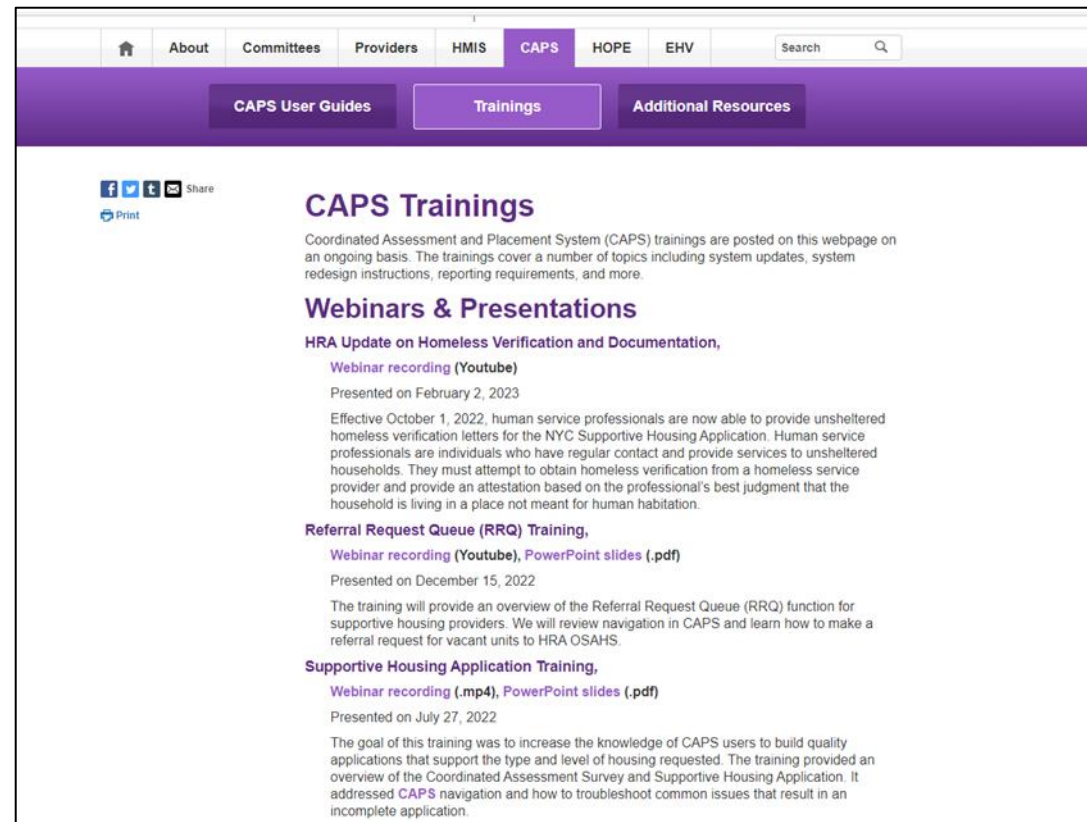
Resources

Supportive Housing Navigation Tools

These new Supportive Housing Navigation materials have been developed for clients seeking permanent supportive housing, and staff assisting them. Materials were developed with support from a HUD technical assistance team based on input from clients and providers and with oversight from a city core team comprised of DSS, HRA, DHS, and HPD staff.

- [View Guide to Supportive Housing \(.pdf\)](#)– For clients who may be eligible and are applying for permanent supportive housing, along with case managers and other staff who help clients navigate through this process. The guide includes a basic overview of the permanent supportive housing application and placement process via CAPS, including general timelines and practical tips.
- [View Quick Guide to Supportive Housing for Clients \(.pdf\)](#)– Oriented to clients, provides a high-level overview of the five basic stages in the CAPS process, including important “to-do” items and tips for clients.
- [View Frequently Asked Questions \(FAQs\) for Clients \(.pdf\)](#)– For clients, addressing some of the most common questions around supportive housing application, determination and placement processes.
- [View Frequently Asked Questions \(FAQs\) for Service Providers \(.pdf\)](#)– For staff assisting clients, also addressing common questions.

CAPS Trainings- <https://www.nyc.gov/site/nyccoc/caps/trainings.page>



The screenshot shows the NYC CAPS Trainings webpage. The navigation bar includes links for Home, About, Committees, Providers, HMIS, CAPS (highlighted), HOPE, and EHV, along with a search box. Below the navigation bar are three buttons: CAPS User Guides, Trainings (highlighted), and Additional Resources. The main content area features social media sharing icons and a print button. The title is "CAPS Trainings", followed by a paragraph explaining that CAPS trainings are posted on the webpage on an ongoing basis, covering topics like system updates and redesign instructions. Below this are three sections: "Webinars & Presentations", "HRA Update on Homeless Verification and Documentation", "Referral Request Queue (RRQ) Training", and "Supportive Housing Application Training". Each section includes a date, a link to a recording or slides, and a brief description of the training content.

Home About Committees Providers HMIS **CAPS** HOPE EHV Search

CAPS User Guides **Trainings** Additional Resources

Share Print

CAPS Trainings

Coordinated Assessment and Placement System (CAPS) trainings are posted on this webpage on an ongoing basis. The trainings cover a number of topics including system updates, system redesign instructions, reporting requirements, and more.

Webinars & Presentations

HRA Update on Homeless Verification and Documentation,
[Webinar recording \(Youtube\)](#)
Presented on February 2, 2023

Effective October 1, 2022, human service professionals are now able to provide unsheltered homeless verification letters for the NYC Supportive Housing Application. Human service professionals are individuals who have regular contact and provide services to unsheltered households. They must attempt to obtain homeless verification from a homeless service provider and provide an attestation based on the professional's best judgment that the household is living in a place not meant for human habitation.

Referral Request Queue (RRQ) Training,
[Webinar recording \(Youtube\)](#), [PowerPoint slides \(.pdf\)](#)
Presented on December 15, 2022

The training will provide an overview of the Referral Request Queue (RRQ) function for supportive housing providers. We will review navigation in CAPS and learn how to make a referral request for vacant units to HRA OSAHS.

Supportive Housing Application Training,
[Webinar recording \(.mp4\)](#), [PowerPoint slides \(.pdf\)](#)
Presented on July 27, 2022

The goal of this training was to increase the knowledge of CAPS users to build quality applications that support the type and level of housing requested. The training provided an overview of the Coordinated Assessment Survey and Supportive Housing Application. It addressed CAPS navigation and how to troubleshoot common issues that result in an incomplete application.

Reviewing the Interview Outcome

Interview results are typically received within 48 hours of the interview.

Go to the “Interview Outcome” column to see the results. Additional comments may be include in the additional comments section. The results should be reviewed with the client.

Agency Name/No :	000 - ALL	Site Type :	Select					
Site Name/No :	Select	Referral Status :	Select					
Transferred In: 3435 Approval expiry in a week: 279 Interview Scheduled: 339 Interview Not confirmed: 97								
Show 10 Entries								
Actions	Placeme...	Referred By	Referred D...	Interview Outcome	Placement Ou...	Reason	Unit Number	Last Updated Date
			mm / dd					mm / dd / yyyy
⋮	OSAHS	DANYELE BOO...	11/24/2023	Accepted - Pending Management Approval				12/13/2023
⋮	OSAHS	ANN ROMAN	11/27/2023	Accepted - Pending Management Approval				12/20/2023
⋮	OSAHS	CAROLE EADY	01/16/2024	Accepted - Pending Management Approval				01/31/2024
⋮	OSAHS	ANN ROMAN	12/26/2023	Accepted - Pending Management Approval				01/25/2024
⋮	OSAHS	IVY FRIERSON	01/04/2024	Accepted - Pending Management Approval				02/01/2024
⋮	OSAHS	SHEILA WOODS	04/05/2023	Accepted - Pending Management Approval				04/24/2023
⋮	OSAHS	Valentine Tho...	05/30/2023	Accepted - Pending Management Approval				06/29/2023
⋮	OSAHS	SHEILA WOODS	01/25/2024	Accepted - Pending Management Approval				01/30/2024
⋮	OSAHS	Fuad Rasulov	10/19/2023	Accepted - Pending Management Approval				10/25/2023
⋮	OSAHS	DANYELE BOO...	01/12/2024	Accepted - Pending Management Approval				01/25/2024

Uploading Documents in CAPS

CAPS
Coordinated Assessment and Placement System

Referral Status List (14116) QA Environment

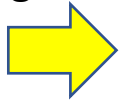
Agency Name/No : 000 - ALL Site Type : Select
Site Name/No : Select Referral Status : Select
Submit Clear

Transferred In: 3435 Approval expiry in a week: 279 Interview Scheduled: 339 Interview Not confirmed: 97 No Call/Show: 3854

Show 10 Entries

Actions	Updated Date	Eligibility	Approval Period	Service Needs	Prioritization	Referral Date	Approval Status	Confirm interv...	Additional Co...	Acknowledged By/Date
⋮	/dd/yyyy	General Population	02/08/2023 - 02/07/2...		SVA - Medium	02/07/2023	APPROVED			
Attach Documents		NY/NY III POP A; ...	02/16/2023 - 02/15/2...	Community Care; Lev...	SVA - Medium	02/15/2023	APPROVED			
Application Package		NY/NY III POP A; ...	02/21/2023 - 02/20/2...	Community Care; Lev...	SVA - High	02/17/2023	APPROVED			
Determination Documents		General Population	03/10/2023 - 03/09/2...		SVA - Low	03/09/2023	APPROVED			
Transfer History		General Population	03/29/2023 - 03/28/2...		SVA - Low	03/28/2023	APPROVED			
Confirm Interview		NY/NY III POP A; ...	04/11/2023 - 04/10/2...	Community Care; Lev...	SVA - High	04/06/2023	APPROVED			
		NY/NY III POP A; ...	04/27/2023 - 04/26/2...	Community Care; Lev...	SVA - Low	04/26/2023	APPROVED			
		SMI Singles; ESSH...	05/10/2023 - 05/09/2...	Community Care; Lev...	SVA - Low	05/09/2023	APPROVED			

From the action column select "Application Package" from the Action column



Uploading Documents in CAPS

1. Select “Post Approval Documents” to upload the necessary items
2. Select “Browse File” to locate the document on your computer
3. Enter a “Document Description”. Documents must be named appropriately, e.g. “Last Name_ Document Type_Date”
4. Click the “Plus” sign to upload
5. All documents **must** be in PDF format
6. Documents should be saved and uploaded separately

The screenshot displays the CAPS system interface for uploading documents. At the top, there are dropdown menus for Agency Name/No (000 - ALL), Site Name/No (Select), Site Type (Select), and Referral Status (Select). A red 'Clear' button is visible on the right. Below these are fields for Agency/Site (1000/000), Client Name (Jane Doe), HRA Client # (0000000), Approval Expiry Date (3/28/2024), and Application # (000000). A navigation menu on the left includes 'Application Package', 'Determination Documents', and 'Post Approval Documents' (which is expanded). The 'Attach Documents' section contains a red warning: '** System will accept only PDF documents, please make sure the documents uploaded are in PDF format'. Below this is a 'Document Type' dropdown (Placement Document - Post Transmission), a 'File to Attach' field with a 'Browse File' button, and a 'Document Description' field with a green plus sign. At the bottom, a table lists the attached document:

Actions	Type	Name	Extension	Description	Attached Date-Time	Attached By
	Placement Document ...	Jane Doe Cares Report	pdf	CARES	01/18/2024 - 03:19 PM	John Doe