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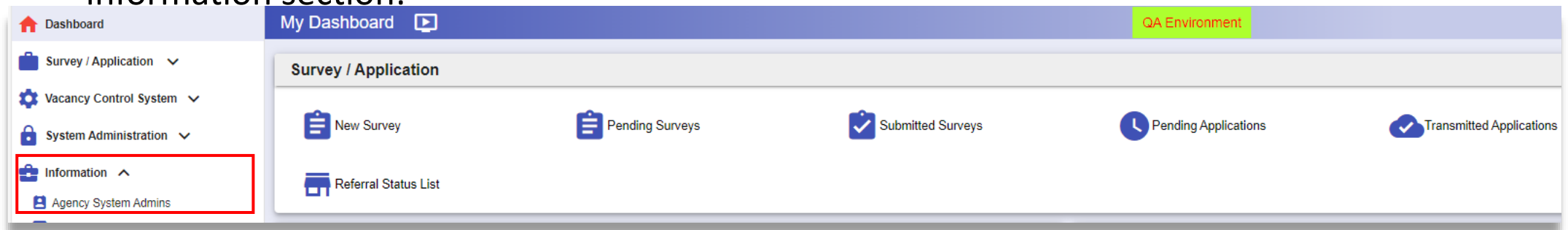
  - If you're still having difficulties reach out to hracassupport@hra.nyc.gov

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

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)

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

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

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

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"

Confirming Interview

To confirm the interview, click Yes or No

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.

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

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.

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/nycccoc/providers/resources.page

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

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.

Uploading Documents in CAPS

From the action column select "Application Package" from the Action column
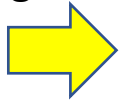
Uploading Documents in CAPS

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