

Navigating the Rent Up Interview Scheduler

Navigating to the Interview Scheduler

- 1) On the left navigation bar, click on “Vacancy Control System”
- 2) Select “Scheduler”

**NOTE: this functionality is ONLY to be used for rent-up projects!*

The screenshot shows the NYC Coordinated Assessment and Placement System (CAPS) interface. The left navigation bar includes the following items: Dashboard, Survey / Application, Vacancy Control System (selected with a blue arrow), COC Referrals, Unit Roster, Scheduler (highlighted with a red circle), Referral Roster, Tenant Roster, TAD, Legacy TAD, Referral Request Queue, Reports, System Administration, and Information. The main dashboard area is titled 'My Dashboard' and includes a 'QA Environment' indicator and 'NYC 15/15 Research Consents' with a notification bell. The dashboard is divided into several sections: 'Survey / Application' with icons for New Survey, Pending Surveys, Submitted Surveys, Pending Applications, and Transmitted Applications; 'Vacancy Control System' with icons for Unit Roster, Referral Roster, Tenant Roster, TAD, and Referral Request Queue; 'Stats' with a table for 'Pending Application Aging stats' and a dropdown for 'Select One of the Site:'; and 'Announcements' with a date 'Nov 28 2021' and a text block about research participation.

Survey / Application

- New Survey
- Pending Surveys
- Submitted Surveys
- Pending Applications
- Transmitted Applications
- Referral Status List

Vacancy Control System

- Unit Roster
- Referral Roster
- Tenant Roster
- TAD
- Referral Request Queue

Stats

Pending Application Aging stats		Select One of the Site:
0-10 Days	0	001 - THE GATHERING P...
10-20 Days	0	
20-30 Days	0	

Announcements

Nov 28 2021

At the end of completing the Supportive Housing Application applicants can volunteer to participate in a research project. Applicants that are interested need to sign the New York City 15/15 Program Evaluation Consent form to participate. The details of the personal information that will be used is listed on the consent form. The research goal is to understand the Supportive Housing program, its residents, and its applicants. **THIS IS NOT REQUIRED.** The applicant's decision to participate or not will not impact their application. Thanks for your consideration.

Select the correct program (and service contract, if multiple in one site)

- 1) Agency will be pre-populated based on user log on
- 2) Select site from the drop down
- 3) Select the correct service contract from the drop down, if there are multiples. Note, this is very important as it impacts who OSAHS can refer.

**Hint: Open the “Vacancy Listing” in another tab to be sure the correct Site / Primary Service Contract are selected.*

The screenshot displays the CAPS (Coordinated Assessment and Placement System) interface. The main heading is "Rent Up Scheduler" in a "QA Environment". The search criteria are "Agency: 2005 - CAMBA" and "Site: 788 - BRONX GROVE 203". A dropdown menu for "Primary Service Contract" is open, showing the following options: "Select one", "ESSHI MH-AD", "ESSHI MH-FA", "NYC 15/15 FC", and "ESSHI-OTHER Frail Elderly". The left sidebar contains a navigation menu with items: "Dashboard", "Vacancy Control System", "COC Referrals", "Unit Roster", "Scheduler", "Referral Roster", "Tenant Roster", "TAD", "Legacy TAD", "Referral Request Queue", and "System Administration". The footer includes "City of New York 2023 All Rights Reserved." and "NYC.GOV Page | Support".

Setting up Interview Dates and Times: The scheduler will create multiple interviews based on start/end times and duration of interview.

- 1) Enter the date you would like to schedule the interview (this must be at least three business days in advance)
- 2) Enter the start time you would like to begin interviews
- 3) Select the duration of the interview (1/2 hour or 1 hour)
- 4) Click the radio button to indicate in the interviews for the day selected will be “In Person” or “Remote”

The screenshot displays the 'Rent Up Scheduler' interface in the CAPS system. The top navigation bar includes the NYC logo and 'Coordinated Assessment and Placement System'. The left sidebar contains various system navigation options. The main form area is titled 'Rent Up Scheduler' and includes the following fields:

- Agency: 2005 - CAMBA
- Site: 788 - BRONX GROVE 203
- Primary Service Contract: NYC 15/15 FC
- Interview Date: MM/DD/YYYY
- Interview Start Time: Select One
- Duration: Select One
- Interview End Time: Select One

Below the form fields are radio buttons for 'In-Person Interview' and 'Remote Interview'. A table below shows a calendar view for June 18-24, 2023, with columns for days of the week and rows for 8 AM and 9 AM slots. The interface is annotated with red circles highlighting the Agency, Site, Primary Service Contract, and Interview Date fields, and a blue arrow pointing to the Duration dropdown.

	Sunday Jun 18	Monday Jun 19	Tuesday Jun 20	Wednesday Jun 21	Thursday Jun 22	Friday Jun 23	Saturday Jun 24
8 AM							
9 AM							

Setting up In-Person Interviews

For “In-Person Interview” complete the following:

- 1) Enter the full address where the interview will be held
- 2) Enter the interview contact name and contact number
- 3) Check the box if the Interview Location is same as site address and click the “Add” button.
- 4) When the confirmation box pops up, click “Add”

*Note: if any field is left blank the system will not allow you to proceed

The screenshot displays the 'Rent Up Scheduler' interface in the CAPS system. The main form is titled 'Add/Update Bulk Preferred Slots'. It contains several input fields and a table below. The 'Interview Date' field is set to MM/DD/YYYY. The 'Interview Start Time' and 'Duration' are dropdown menus. The 'Interview End Time' is also a dropdown menu. The 'Interview Mode' is set to 'In-Person Interview'. The 'Check if Interview Location is same as site address' checkbox is unchecked. The 'Street Address' field contains 'e.g. 15 Metro Tech Center', 'City' is 'e.g. Brooklyn', 'State' is 'e.g. NY', and 'Zip Code' is 'e.g. 11201'. The 'Interview Contact Name' is 'e.g. John Smith' and 'Interview Contact Number' is a field with a mask. The 'Add' button is highlighted with a blue arrow. The table below has columns for 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 Contact Name. The table is currently empty, showing 'No Rows To Show'. The footer of the page includes 'City of New York 2023 All Rights Reserved.' and 'NYC.GOV Page | Support'.

Setting up Remote Interviews

If “Remote Interview” type is selected, then complete the following:

- 1) Remote Interview Type/Link/Pass Code/Dial-in number
- 2) Enter Interview Contact Name and number then click the “Save” button

*Note: Double check to make sure all information is entered correctly as this is what the shelter sees and will use to log on to the meeting

The screenshot displays the CAPS Coordinated Assessment and Placement System interface. The main form is titled "Add/Update Bulk Preferred Slots" and is for a "Rent Up Scheduler". The form includes the following fields and values:

- Agency: 2005 - CAMBA Site: 788 - BRONX GROVE 203
- Primary Service Contract: NYC 15/15 FC
- Interview Date: 07/06/2023
- Interview Start Time: 10:00AM
- Interview End Time: 11:00AM
- Remote Interview Type: Zoom
- Remote Interview Link: ahghdkfoofirkjmn
- Remote Interview Pass Code: ahodn13243
- Remote Dial-In Number: 646789254411
- Interview Contact Name: Jane Doe
- Interview Contact Number: 718-648-9235

Red circles highlight the "Remote Interview Type", "Remote Interview Link", "Remote Interview Pass Code", and "Interview Contact Number" fields. A blue arrow points to the "Save" button. Below the form is a table with columns for 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 Contact Name. The table currently shows "No Rows To Show".

Editing/Deleting the scheduled interview slots: This can only be done before any clients have been referred. If clients have been referred, reach out to your placement specialist to update or cancel interview.

- 1) Select the trash can icon to completely cancel the interview slot (e.g. lunch break)
- 2) Select the pencil icon to change the interview date/time/ format

The screenshot displays the NYC CAPS Scheduler interface. The top navigation bar includes the NYC logo, CAPS logo, and the text "Coordinated Assessment and Placement System". The main content area is titled "Rent Up Scheduler" and shows details for "Agency: 2005 - CAMBA" and "Site: 788 - BRONX GROVE 203". Below this, there is a section for "Add/Update Bulk Preferred Slots" with fields for "Interview Date", "Interview Start Time", "Duration", and "Interview End Time". A table below this section lists interview slots. The first row in the table has a red circle around the edit (pencil) and delete (trash can) icons in the "Select" column. The table columns include "Select", "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 Contact Name". Below the table, there is a calendar view for "Jun 25 - Jul 1, 2023" with a grid showing slots for 8 AM and 9 AM on Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday.

Select	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="checkbox"/>	7/06/2023	10:00AM	11:00AM	60	In-Person In...	270 East 203rd Street, BRONX, NY 10458					Jane Doe

Preferred calendar schedule

This slide provides you with a calendar view of the interviews scheduled.

- These will be green until clients have been scheduled.
- Once scheduled, the slots will turn pink and you will see the clients' names in the slots.

The screenshot shows the CAPS Scheduler interface. The main header includes the NYC logo, CAPS logo, and the text "Coordinated Assessment and Placement System". The current view is for "2005 - CAMBA / 788 - BRONX GROVE 203 / NYC 15/15 FC" in a "QA Environment". The calendar is set for "Jul 2 - Jul 8, 2023". The interface shows a grid of time slots from 8 AM to 6 PM. Slots for Wednesday, July 5, are pink and contain client names: ESTEFANY MEJALINO, JOETTE NASTRI, GERLINCRISTINA VENTURAROC..., and DIONARY MARTINEZ. Slots for Thursday, July 6, are green. The left sidebar contains navigation options like Dashboard, Vacancy Control System, Monitor Vacancies, Client Awaiting Placement, COC Referrals, Vacancy Listing, Unit Roster, Scheduler, Referral Roster, Referral Request - Schedule, Referral Request - Client Referral, and System Administration. The footer includes "City of New York 2023 All Rights Reserved." and "NYC.GOV Page | Support".

Rent Up Scheduler Business Rules

- ▶ Schedule at least 3 business days out (discuss special cases w OSAHS staff e.g. rescheduling a specific client)
- ▶ Interviews should be scheduled between 9:00AM - 5:00PM
- ▶ Do not schedule any interviews on the weekend or holiday without prior authorization from OSAHS staff
- ▶ Please do not schedule more than 14 half hour interviews per day
- ▶ All interviews must be entered in CAPS
- ▶ Email OSAHS Program Managers and Placement Workers when preferred slots are entered in CAPS
- ▶ Email hracassupport@hra.nyc.gov with technical issues