2

CAPS Training Manual

Part 2: Vacancy Control System

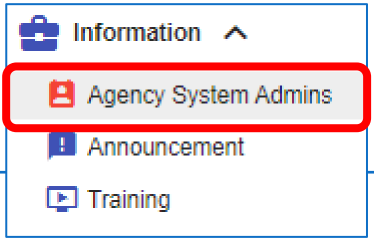
CAPS
Coordinated Assessment and Placement System

NYC
Human Resources Administration
Department of Social Services

Table of Contents

Part 2: Survey & Application

CAPS URL: https://a069-ra.nyc.gov/pact



Important:

- **New Users**: Ask your System Administrator in your agency to add you as a user. If you do not know who your agency's System Administrator is, ask any CAPS user at your agency to click the Information icon in the from the Dashboard menu, and select "Agency System Admins," or if you do not know any CAPS users at your agency, email: HRACASSUPPORT@hra.nyc.gov

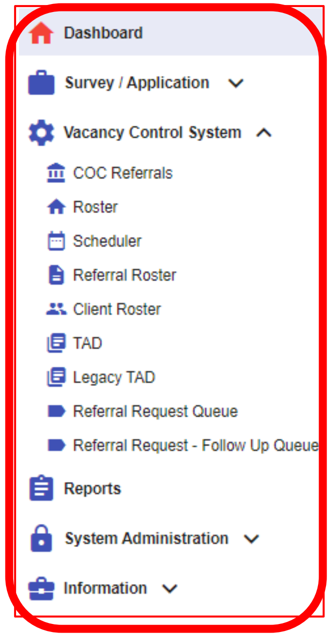
2.1

VCS Dashboard

2.1

VCS Dashboard

- **VCS (Vacancy Control System)**
  - VCS includes the majority of NYC's supportive housing stock and allows for electronic referrals
  - Supportive housing providers can report move ins and move outs in real time



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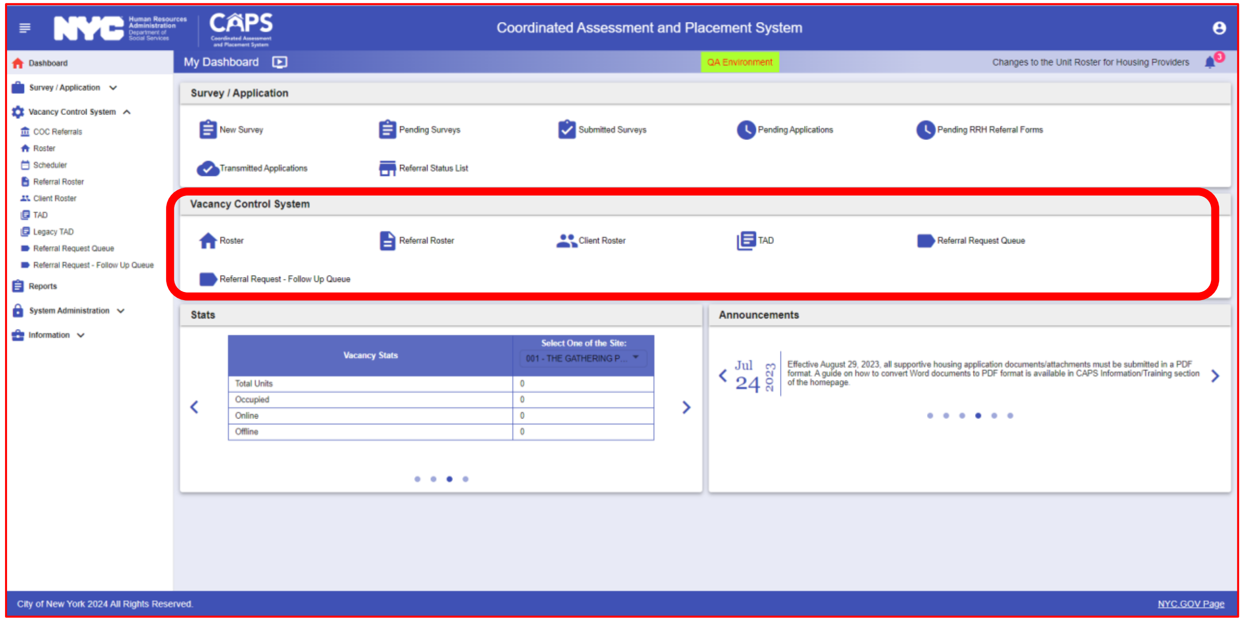
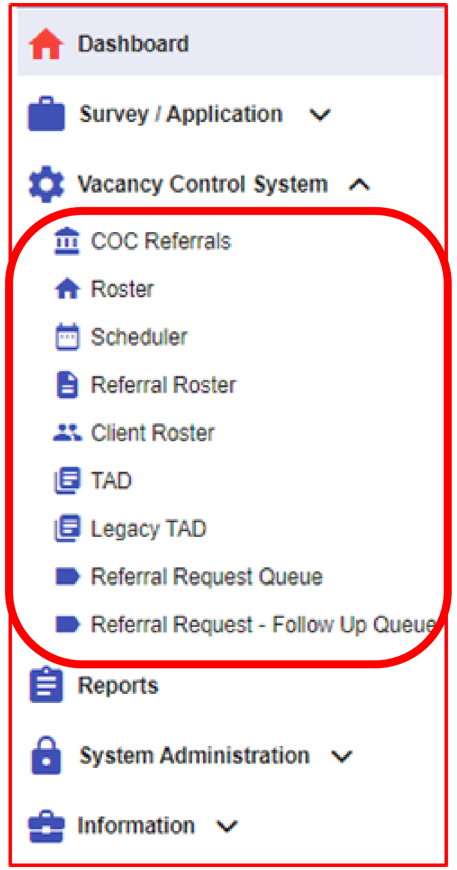


2.1

VCS Dashboard

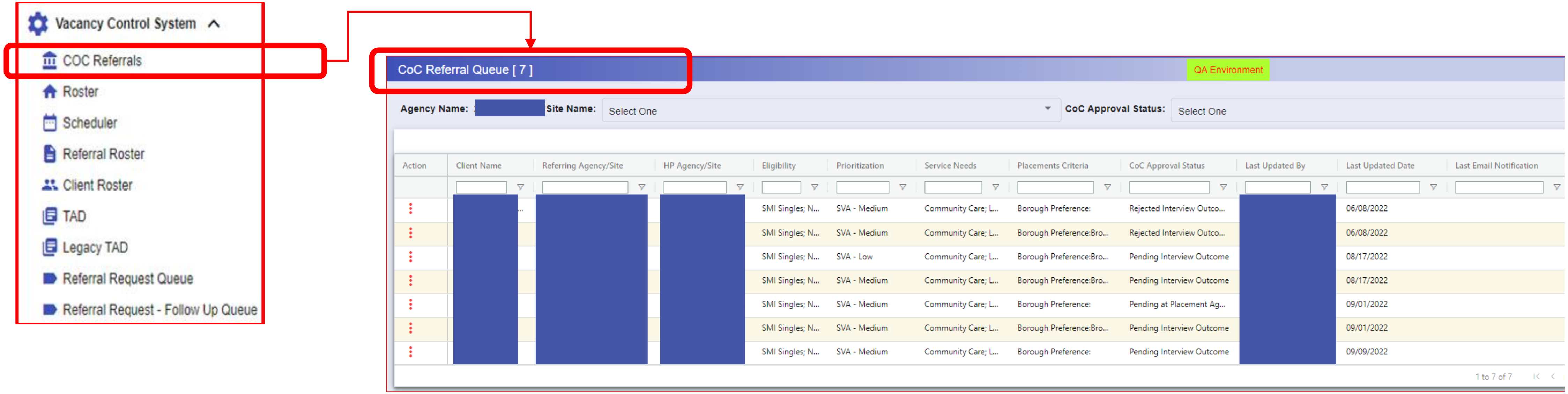
- The **Vacancy Control System (VCS) Dashboard** menu allows users to access:
  - **CoC Referrals** (Currently Inactive)
  - **Roster**
  - **Scheduler**
  - **Referral Roster**
  - **Client Roster**
  - **TAD**
  - **Legacy TAD**
  - **Referral Request Queue**
  - **Referral Request- Follow Up Queue**
- This menu will only be available for users who are responsible for transmitting housing data.



2.1

VCS Dashboard

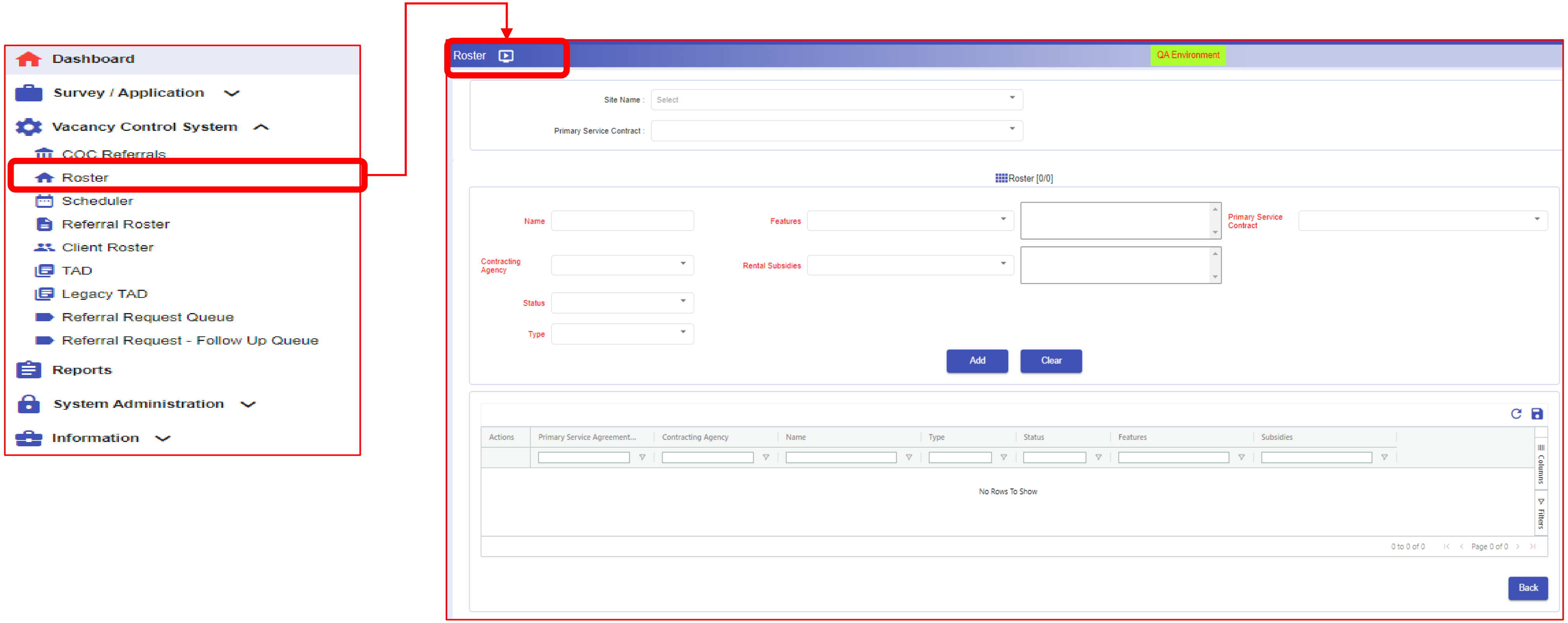
- **CoC** (Continuum of Care) **Referrals** directs users to a page that contains a list of the clients that have been referred to units that receive funding from the CoC via the Department of Housing Preservation and Development (HPD). This functionality is currently ***Inactive.***



2.1

[VCS Dashboard]

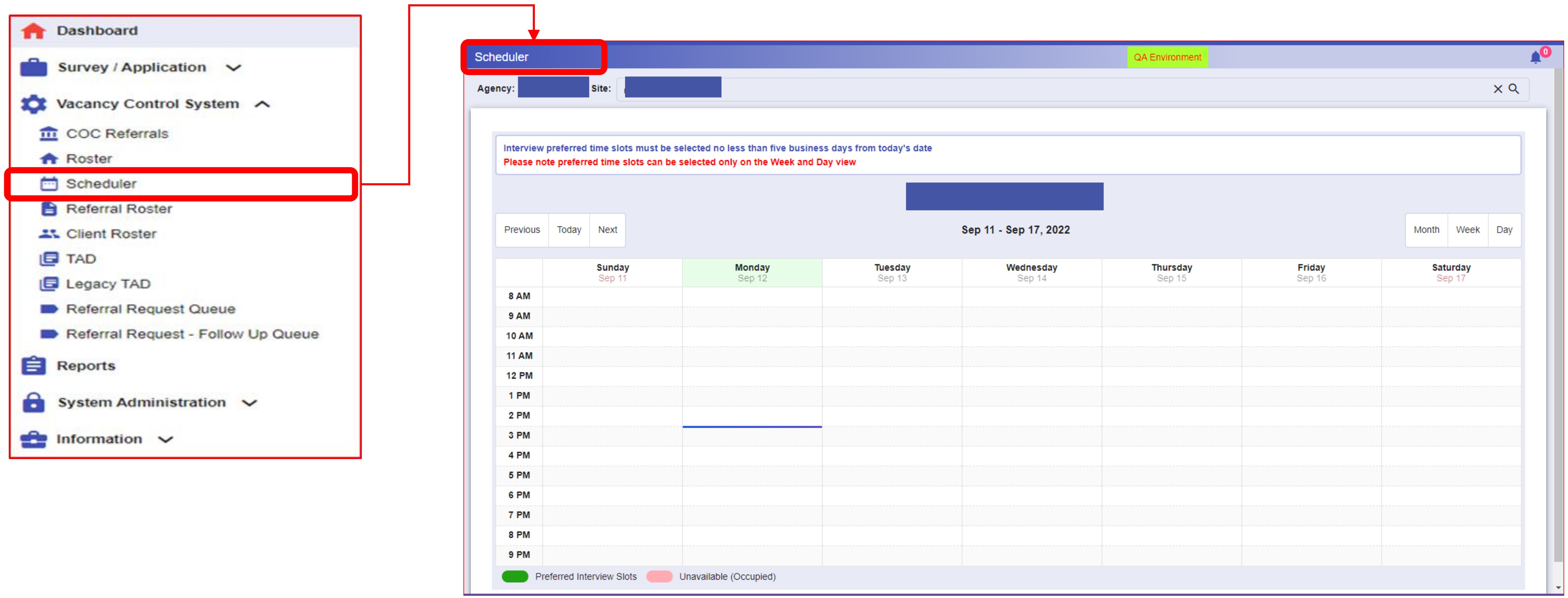
- **Roster** takes users to the rosters for their assigned sites and allows them to update information for each unit within the program.



2.1

VCS Dashboard

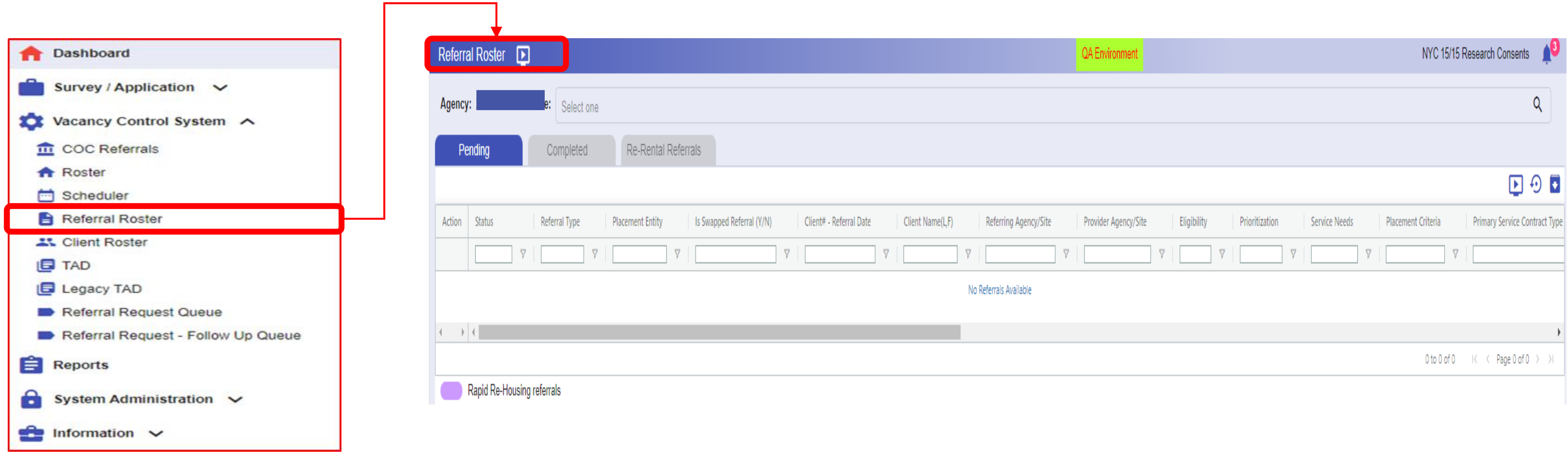
- **The Re-Rental Scheduler** allows users to select dates and times for upcoming re-rental supportive housing interviews via Request a Referral (RRQ).



2.1

VCS Dashboard

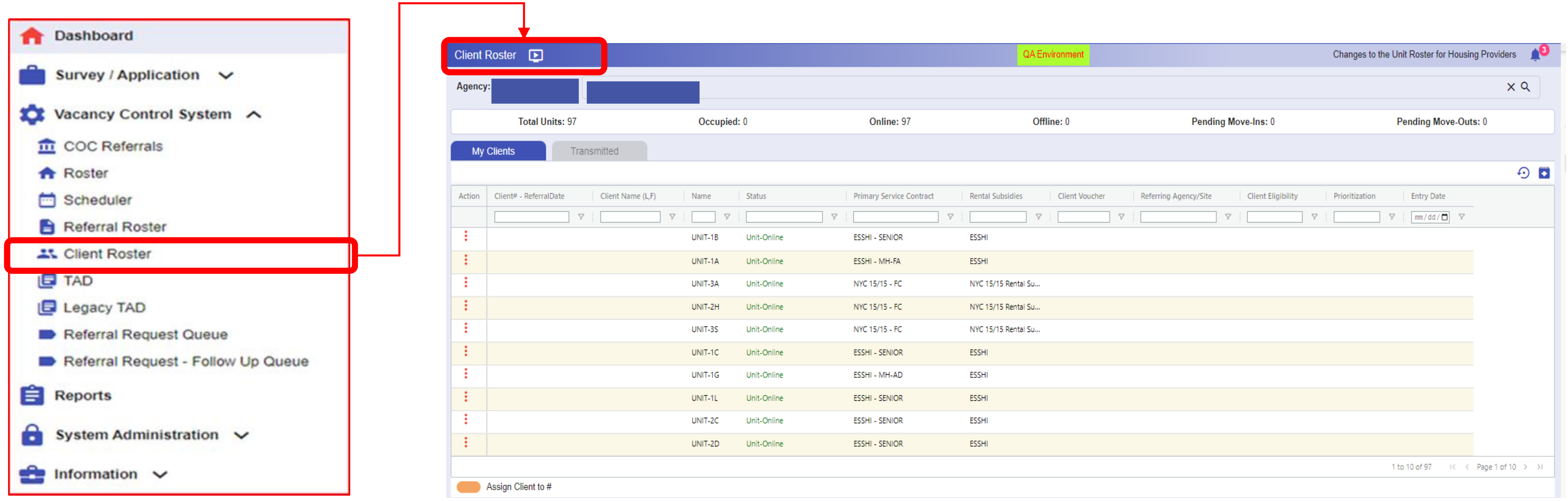
- **Referral Roster** allows users to update referral outcomes for clients, including interview outcomes and move-in information.



2.1

VCS Dashboard

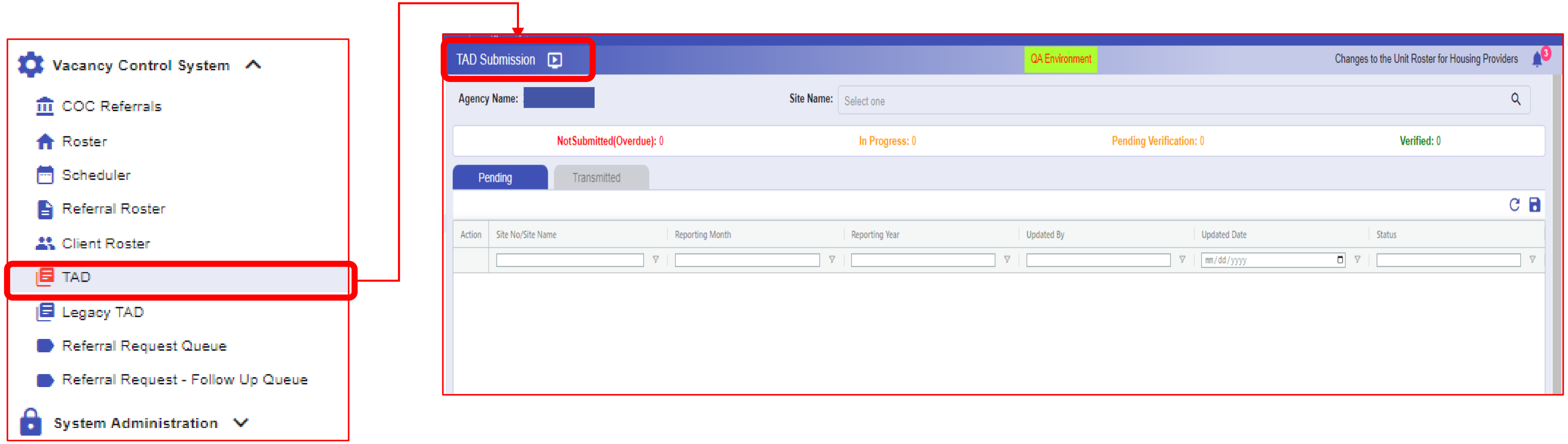
- **Client Roster** allows users to move clients in and out of specific units for their assigned sites.



2.1

VCS Dashboard

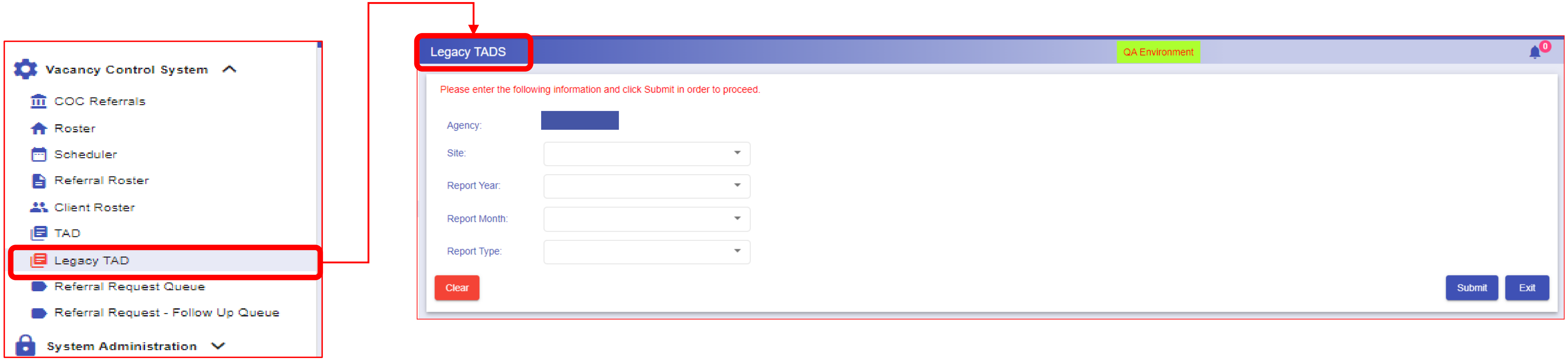
- **TAD** takes users to the TAD (Turn Around Document) **Submission** page, which allows users to submit monthly occupancy reports for their assigned sites.



2.1

VCS Dashboard

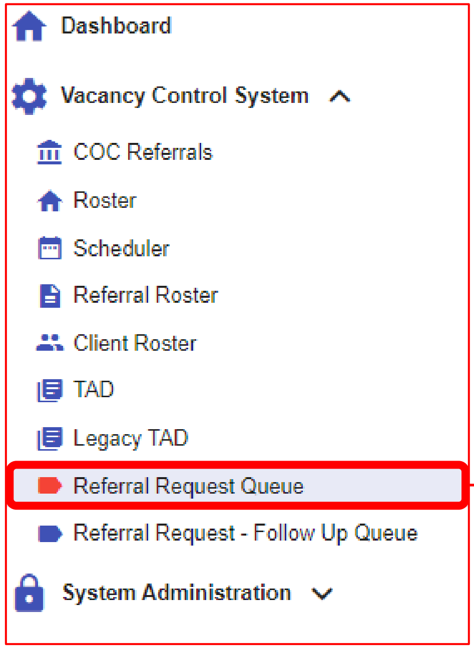
- **Legacy TAD** allows users to search though the agency's past submitted TADs using the Site, Report Year, and Report Month.

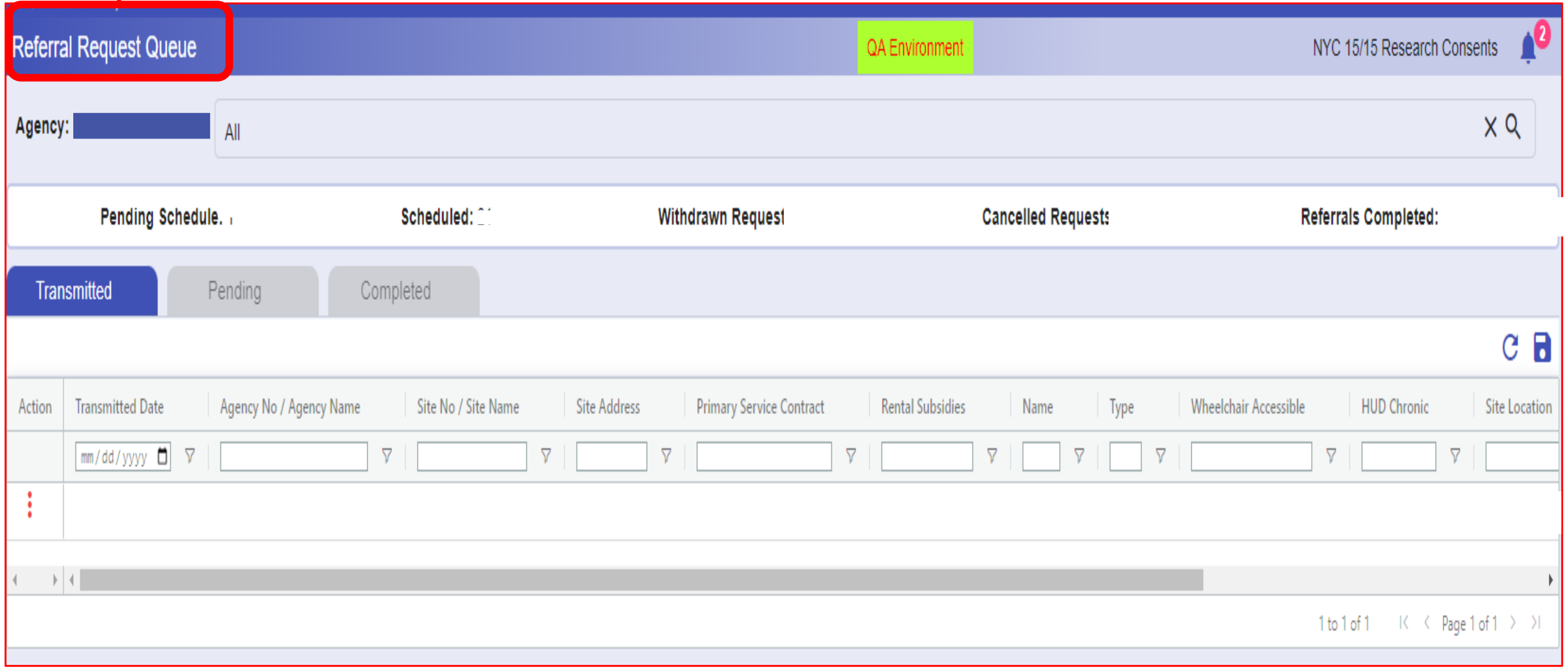


2.1

VCS Dashboard

- **Referral request Queue** allows users to view active referral request under the Transmitted, Pending and Completed tabs.





2.2

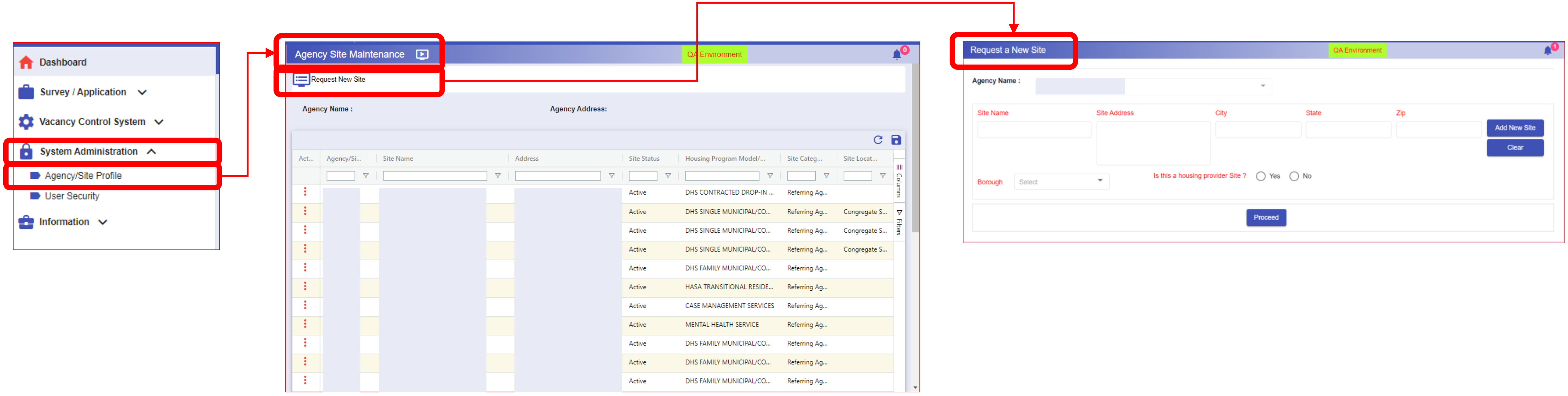
Site Request & Maintenance

- Request New Site
- Agency/Site Maintenance

2.2

Site Request & Maintenance - Request New Site

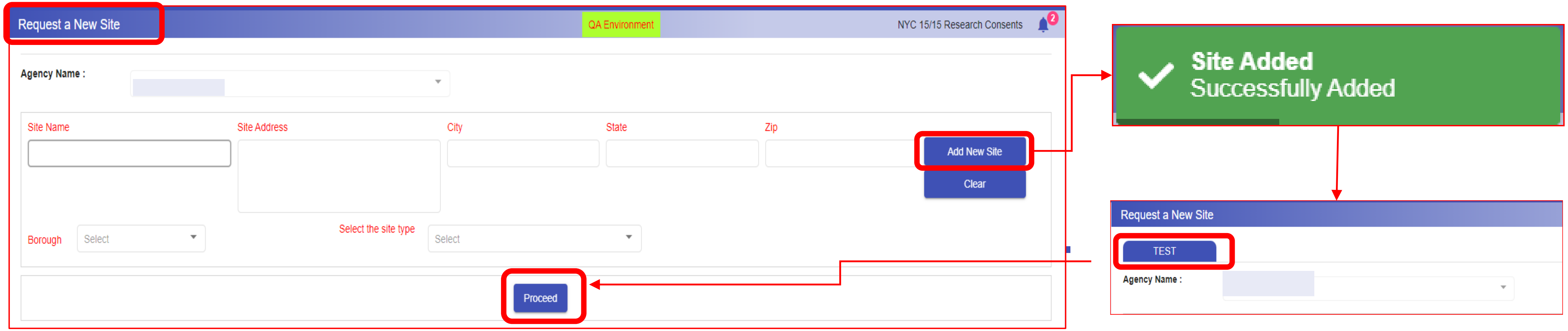
1. CAPS Dashboard > System Administration > **Agency/Site Profile** will bring you to the **Agency Site Maintenance** page.
2. Click **Request New Site** to start the process of requesting a new site.
3. In the Request a New Site page, **all fields in red must be completed** and cannot be left blank.



2.2

Site Request & Maintenance - Request New Housing Provider Site

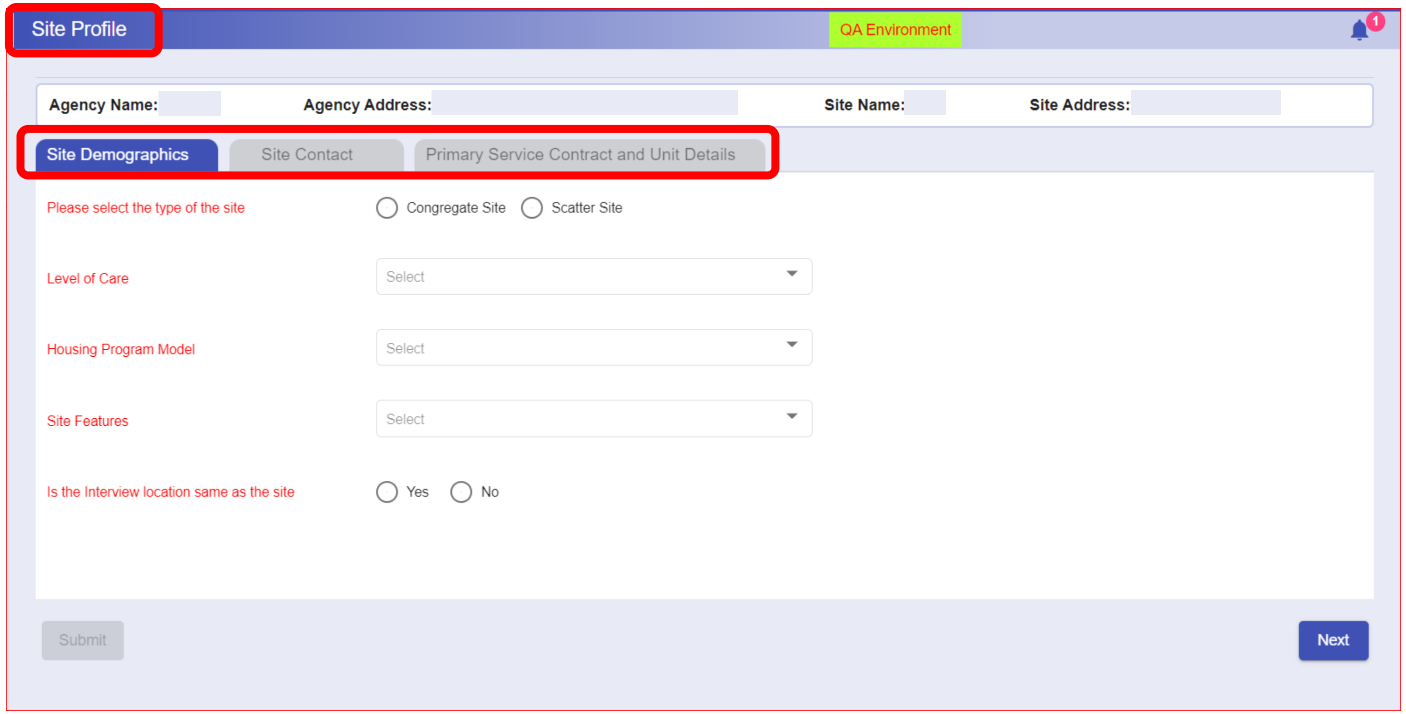
4. When you've added all the necessary information, press the **Add New Site button to save your work**.
   - In the upper right-hand corner of the screen a **green pop-up** message will appear, indicating the information has been saved successfully, and the site name will appear in a blue tab (top of page).
5. Alternatively, if you wish to delete the information entered, press the Clear button.
6. Clicking Proceed before Add New Site will cause an error message to pop up.
7. Only **after all new site info has been entered, click the Proceed** button to fill out the Site Profile sections.



2.2

Site Request & Maintenance - Request New Site

8. In the **Site Profile**, you must complete the 3 tabs displayed across the top of the screen. To-do items are marked with the yellow clock icon, and become green check marks upon completion:
   - **Site Demographics → Site Contact → Primary Service Contract and Unit Details**

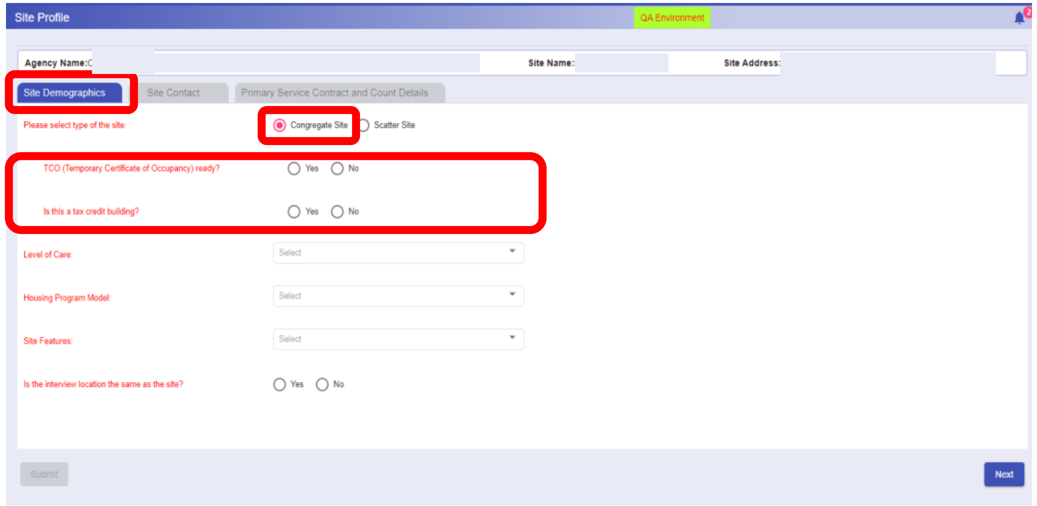


2.2

Site Request & Maintenance - Request New Site

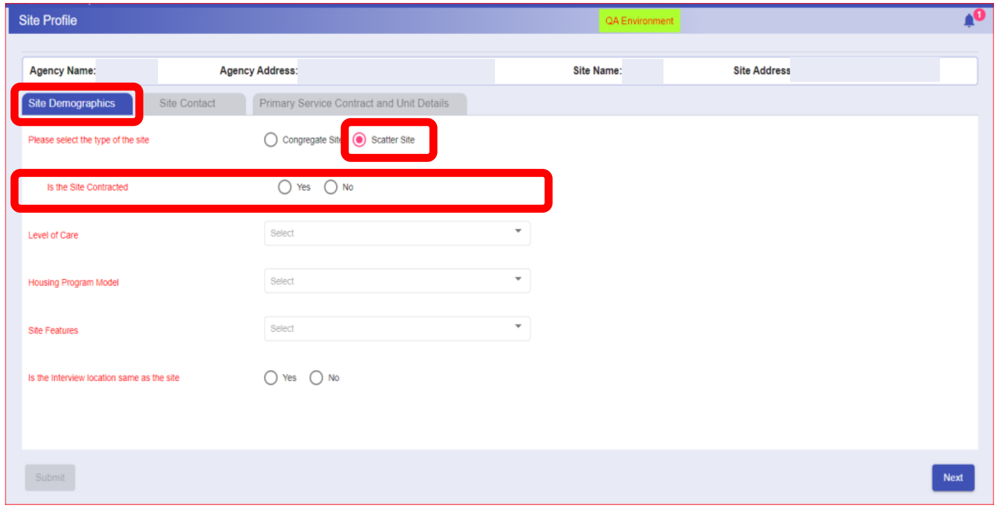
9. In Site Profile > **Site Demographics**, select the **type of site, Congregate or Scattered Site**
   - Additional fields will appear depending on type of site selected

Congregate Site



- TCO (Temporary Certificate of Occupancy) ready? (Yes/No)
  - If Yes, specify contract start date
  - If No, specify the expected date
- Is this a tax credit building ? (Yes/No)
  - If Yes, Maximum Income for Studio & Maximum Income for One Bedroom

Scatter Site



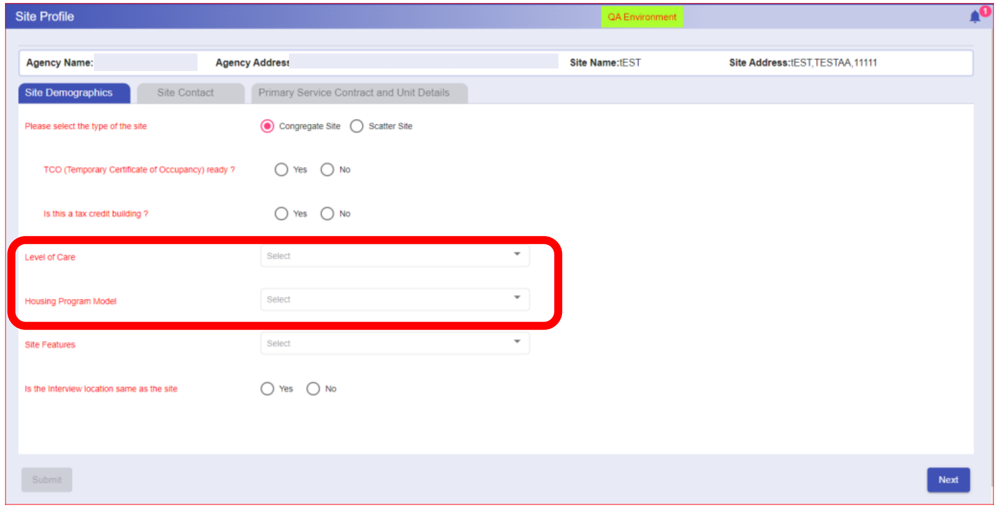
- Is the Site Contracted (Yes/No)
  - If Yes, specify contract start date
  - If No, specify the expected date

2.2

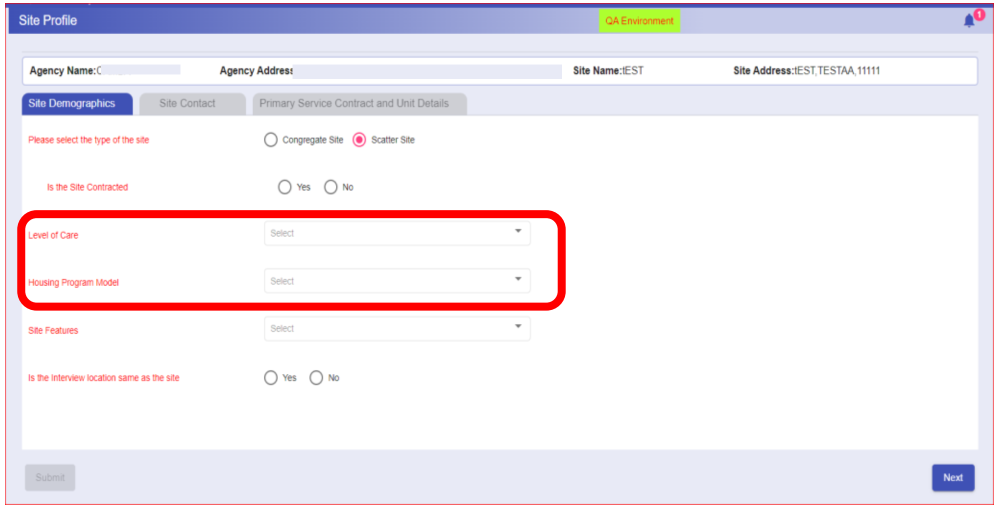
Site Request & Maintenance - Request New Site

10. In Site Profile > **Site Demographics**, select the appropriate **Level of Care** using the drop-down.
    - For the majority of housing providers, the correct entry will be **Community Care** for both Congregate and Scatter sites.
11. Then, select the **Housing Program Model** from the drop-down.
    - For the majority of housing providers, the correct entry will be **Supportive Housing Provider** for both Congregate and Scatter sites.

Congregate Site



Scatter Site

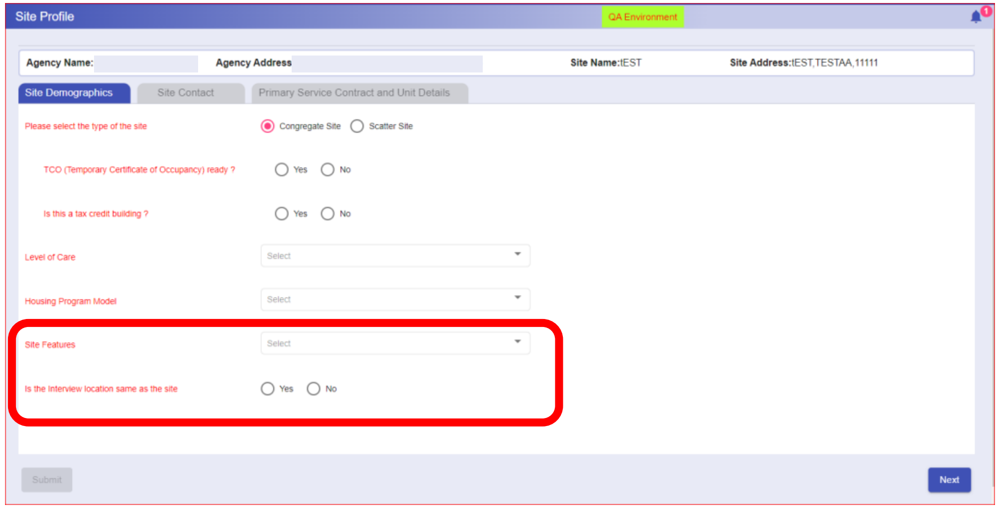


2.2

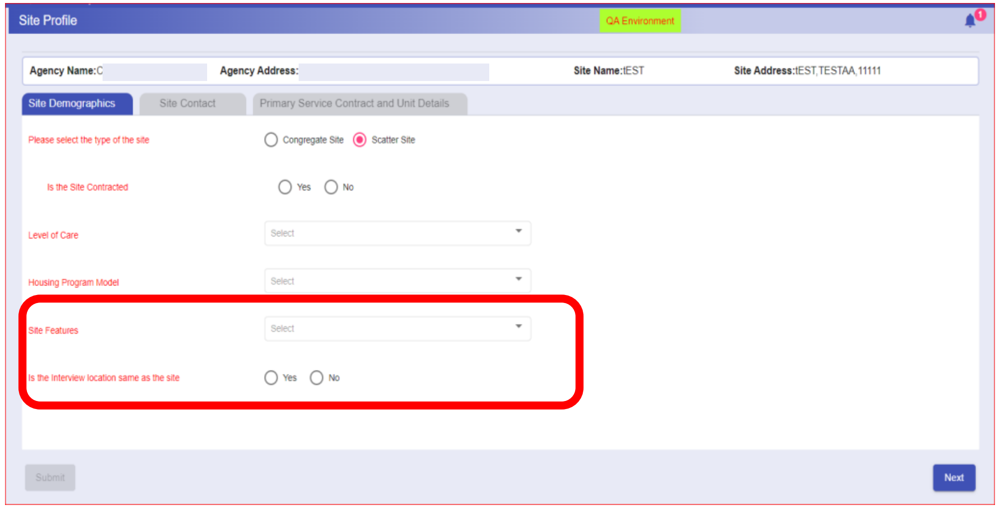
Site Request & Maintenance - Request New Site

12. Continuing in Site Profile > **Site Demographics**, select the applicable **Site Features** (for site overall).
13. Then, answer ‘Is the **Interview location** same as the site,’ by selecting the Yes or No radio button.
    - If No is selected, you will be prompted to enter the interview address and phone contact number.
14. Click **Next** to proceed to the next section, **Site Contact**.

Congregate Site



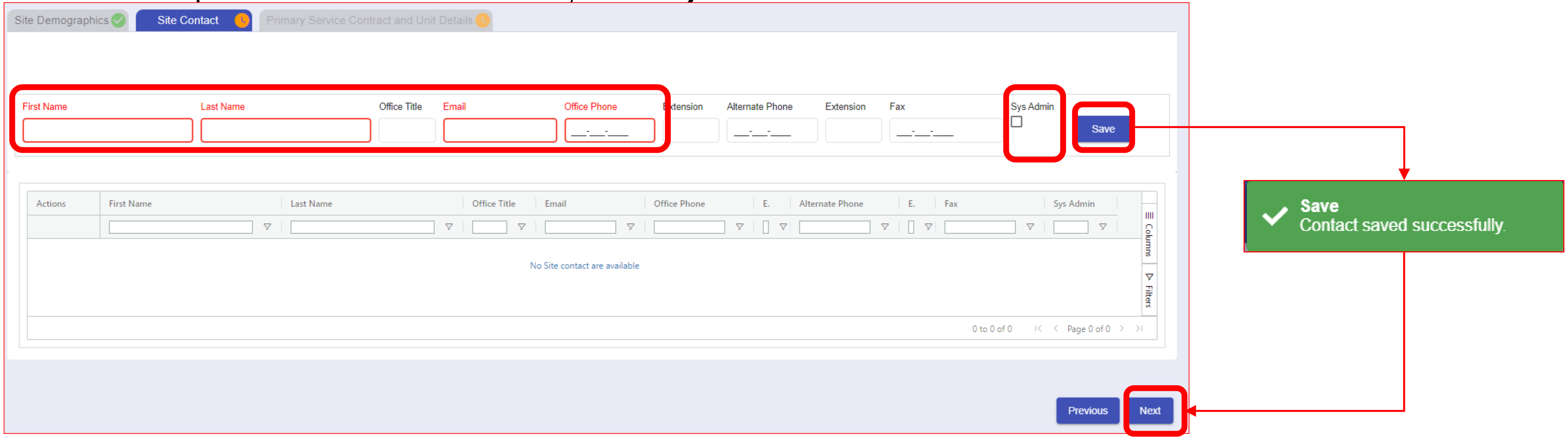
Scatter Site



2.2

Site Request & Maintenance - Request New Site

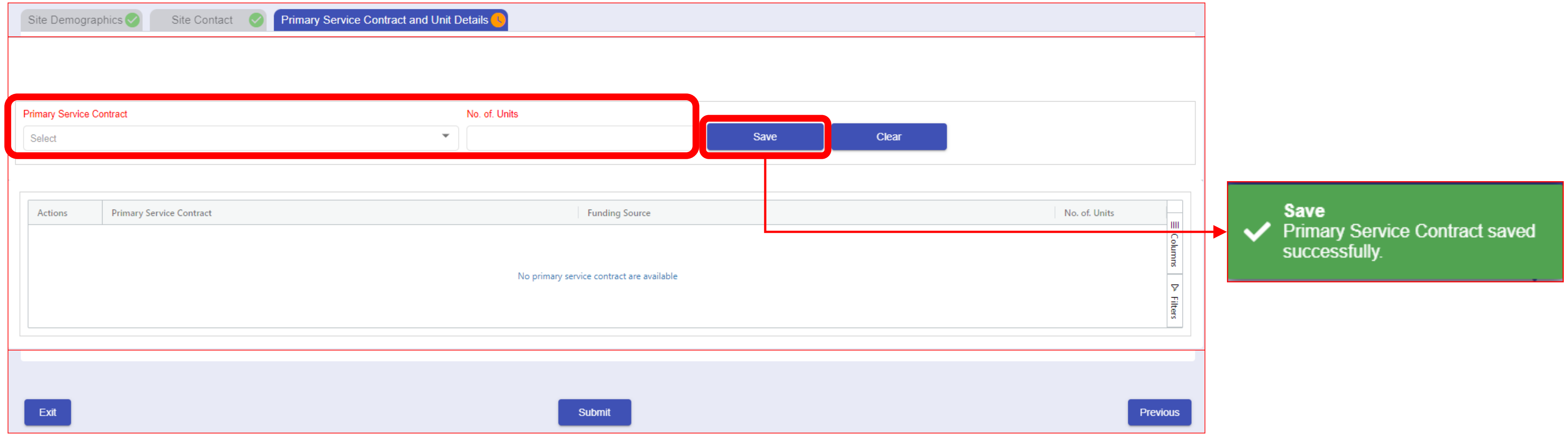
15. In Site Profile > **Site Contact**, all **red** fields must be completed (cannot be left blank).
16. Enter the contact information for the designated System Administrator and **select the ‘Sys Admin’ box** *only if the user is brand new*
17. Click **Save** to add the site contact (will appear in list below), and enter any additional site contacts, clicking **Save** after each new contact.
18. Click **Next** to proceed to the next section, **Primary Service Contract and Unit Details**.



2.2

Site Request & Maintenance - Request New Site

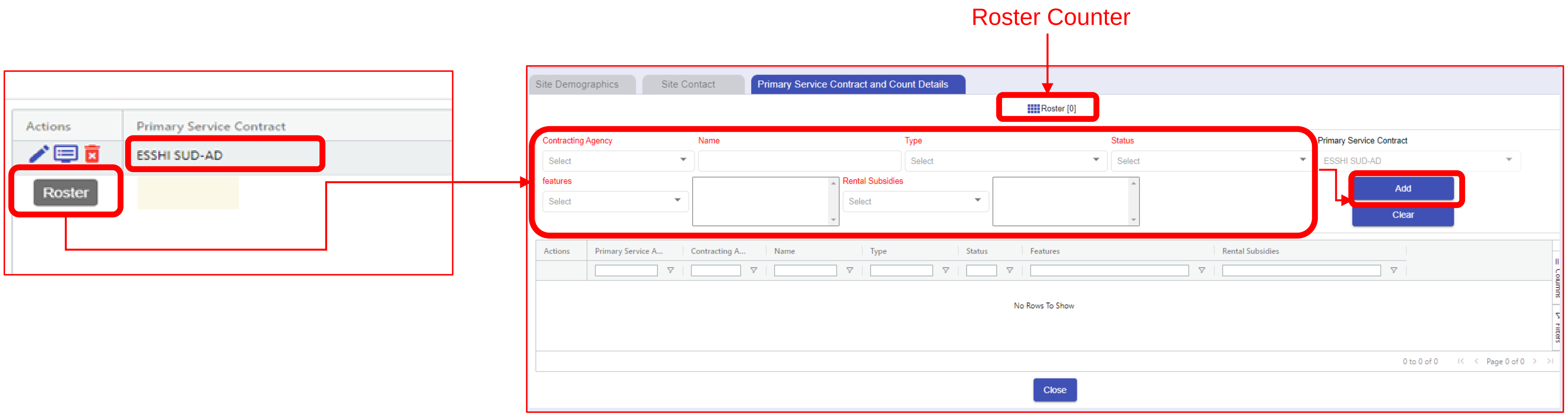
19. In **Primary Service Contract and Unit Details**, all units with corresponding details must be entered.
20. Select the **Primary Service Contract** and enter the **Number of Units**, then click **Save** to add the contract to the site (will add contract to list); this will refresh the form, so you may continue adding any other applicable contracts for the site and click **Save** after each to add to the site.
21. Please **have all unit details for the site readily available** to complete the roster for the new site(s)



2.2

Site Request & Maintenance - Request New Site

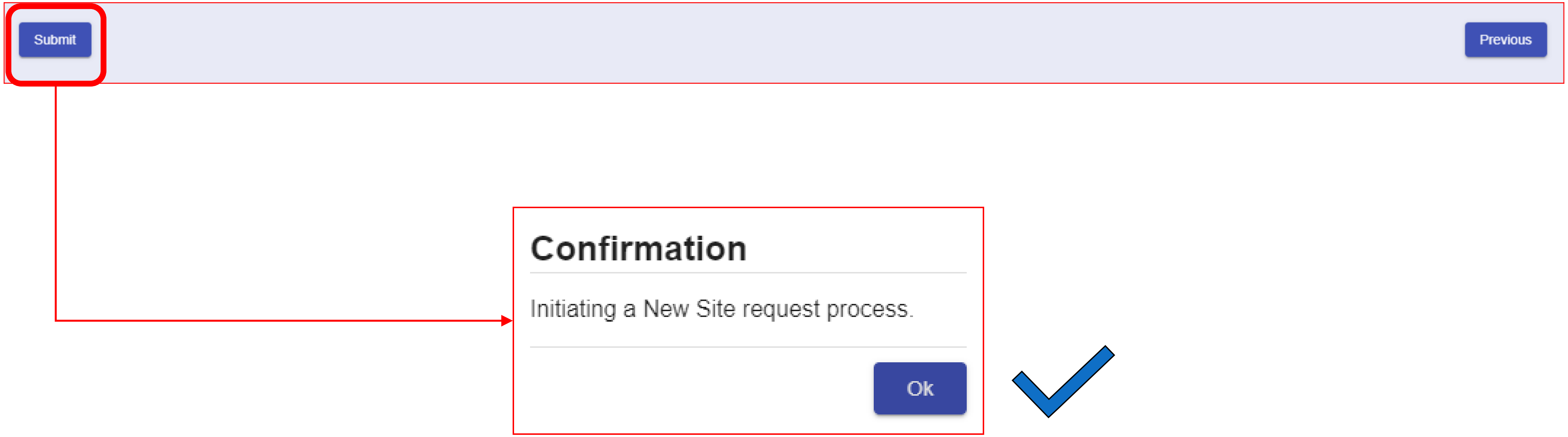
22. **Roster Details** under each contract must be entered; select the Roster Icon (middle icon in the Action column) next to a contract to open the Roster Details form.
23. Enter the information for a unit in all red (required) fields and click **Add** to save each unit.
24. The **Roster Counter** at the top keeps track of the # of units created for that contract.



2.2

Site Request & Maintenance - Request New Site

25. The **Submit (bottom left)** button will be **enabled after all units and corresponding details** are entered; **click to transmit your new site request**.



2.2

Site Request & Maintenance – Agency/Site Maintenance

- **To add an additional Site Contact**, simply go to System Administration > Agency/Site profile and select the site you plan to edit.
- **For any other changes to the site**, including address, Primary Service Contract, number of units and/or unit features, please contact your TAD liaison on the Coordinated Entry team.
- Any time you need to **update** which staff are assigned to specific sites you can do so in **User Security**.
- All **users assigned to sites and the site contacts will receive email notifications** for upcoming referrals, so please keep this up to date

2.3

Rosters

2.3

Roster

- You must complete **all unit information before moving-in** any tenants.
- Once a unit is **occupied, you cannot edit some unit details such as unit name or primary service contract**
- You can always update rental subsidy, unit type and unit features regardless of unit status.

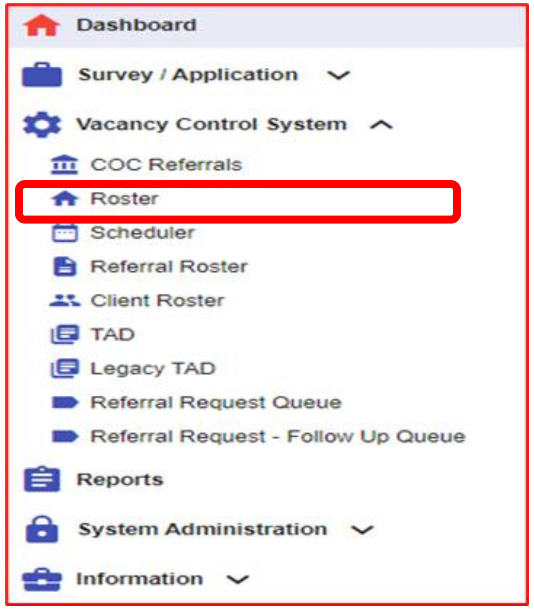
- Housing Providers are required to:
  - Enter details about each unit in their site
  - Update referral outcomes
  - Record move-ins and move-outs for each client

- Upon login, users will be prompted to complete their Rosters.
  - CAPS generates pop-up reminders about an incomplete Rosters until all mandatory fields are completed.
  - Until you complete all unit details for each site, you will be re-directed to the site with the largest number of incomplete units.

2.3

Rosters – Roster

- Users can access their Rosters by going to Dashboard > VCS > **Roster**.



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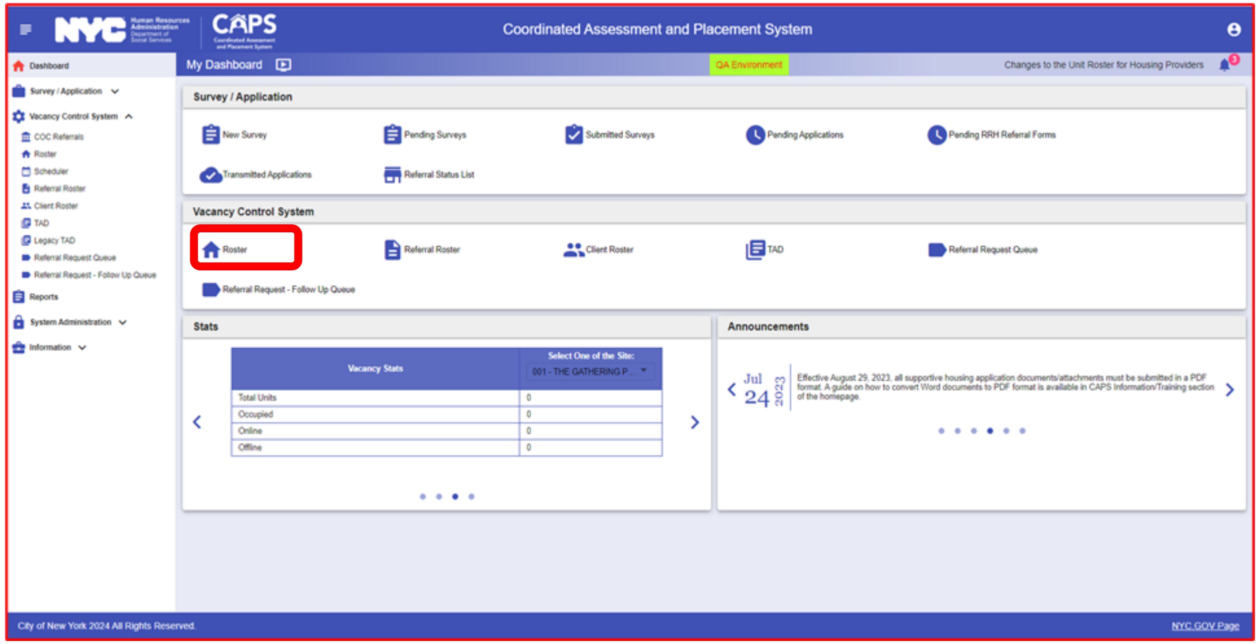
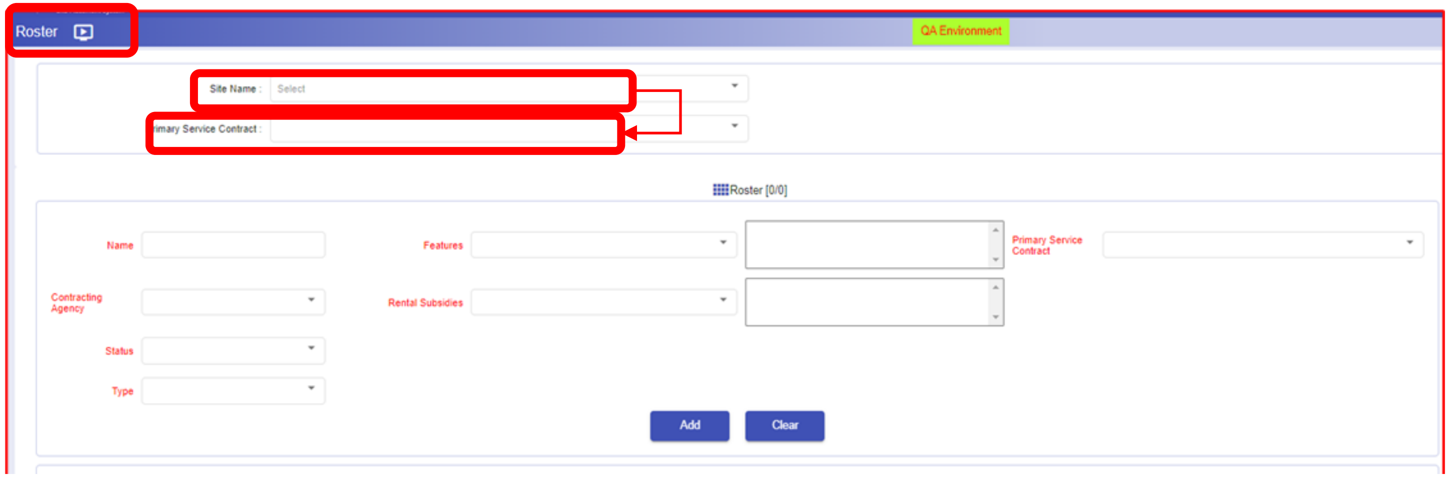


2.3

Rosters – Roster

1. From the Roster screen, select the **Site Name** from the drop-down menu.
   - If you do not find the site, it may mean one of two things:
     - You are not assigned to that particular site. Please contact your System Administrator to have the site assigned.
     - Your site does not exist in the system and must be created by Requesting a New Site.

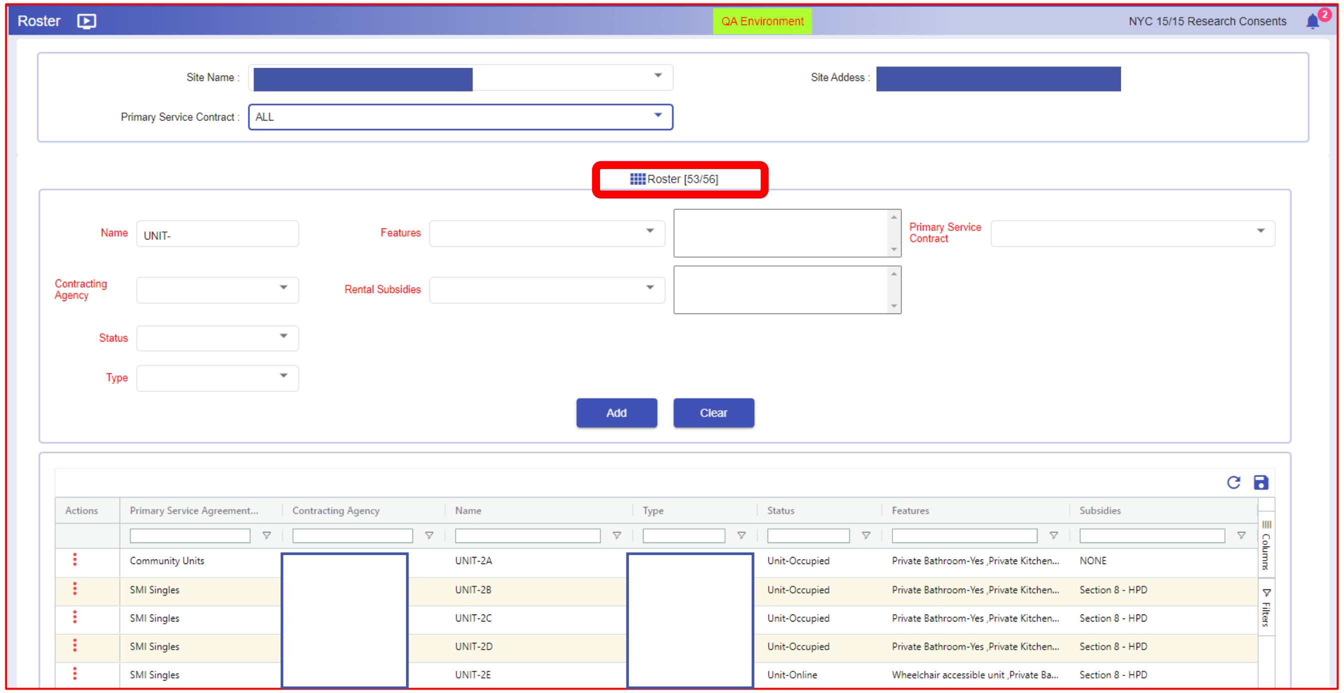
2. Select the **Primary Service Contract** from the drop-down menu, which lists all approved contracts for the selected site, or select All.



2.3

Rosters – Roster

3. CAPS provides a **Roster Counter** (located just above the unit details window) which provides a tally of the number of created units vs. the number of total units in the contract.



2.3

Rosters – Roster

4. Required Details for Each Unit:

Adding **Online** units:

- **Primary Service Contract:** Select the applicable contract for the unit (only contracts associated with that site will be available).
- **Unit Name:** Name for unit, to be used across CAPS.
- **Unit Features:** Select all that apply from drop-down menu.
- **Contracting Agency:** Select applicable from drop-down.
- **Rental Subsidies:** Select applicable from drop-down.
- **Unit Status: Unit-Online (means unit is available and ready to be filled/leased)**
- **Unit Type:** Select applicable from drop-down.
- Unit Address, City, State, Zip (for scattered site only)

Adding **Offline** units:

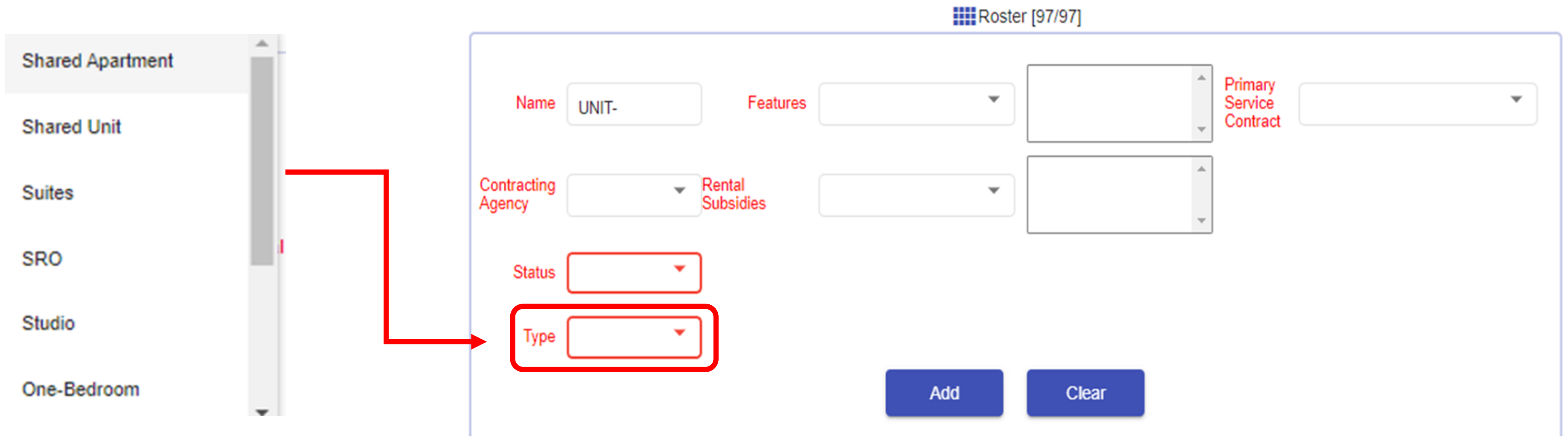
- **Primary Service Contract:** Select the applicable contract for the unit (only contracts associated with that site will be available).
- **Unit Name:** Name for unit, to be used across CAPS.
- **Unit Features:** Select all that apply from drop-down menu.
- **Contracting Agency:** Select applicable from drop-down.
- **Rental Subsidies:** Select applicable from drop-down.
- **Unit Status: Unit-Offline (means unit is NOT available or ready to be filled/leased)**
  - **Offline Reason:** Select applicable from drop-down.
  - **Expected Available Date:** Select date from calendar.
  - Comments (optional)
- **Unit Type:** Select applicable from drop-down.
- Unit Address, City, State, Zip (scattered site only)

2.3

Rosters – Roster

Unit Type Description:

- **Shared Apartment**: Private Bedroom within a shared apartment (scattered site).
- **Shared Unit:** Entire unit, including bedroom, is shared .
- **Suites:** Separate bedroom with connected shared kitchen and/or bathroom (congregate).
- **SRO:** Individual unit, shared kitchen and bathroom .
- **Studio:** Entire apartment is not shared- single person.
- **1-Bedroom:** Apartment for a single adult, adult family or family with one child.
- **2-Bedroom, 3-Bedroom, 4-Bedroom:** Entire apartment is not shared- family units .
- **Unspecified**: Unknown unit type, only applicable for a scattered site unit not yet rented



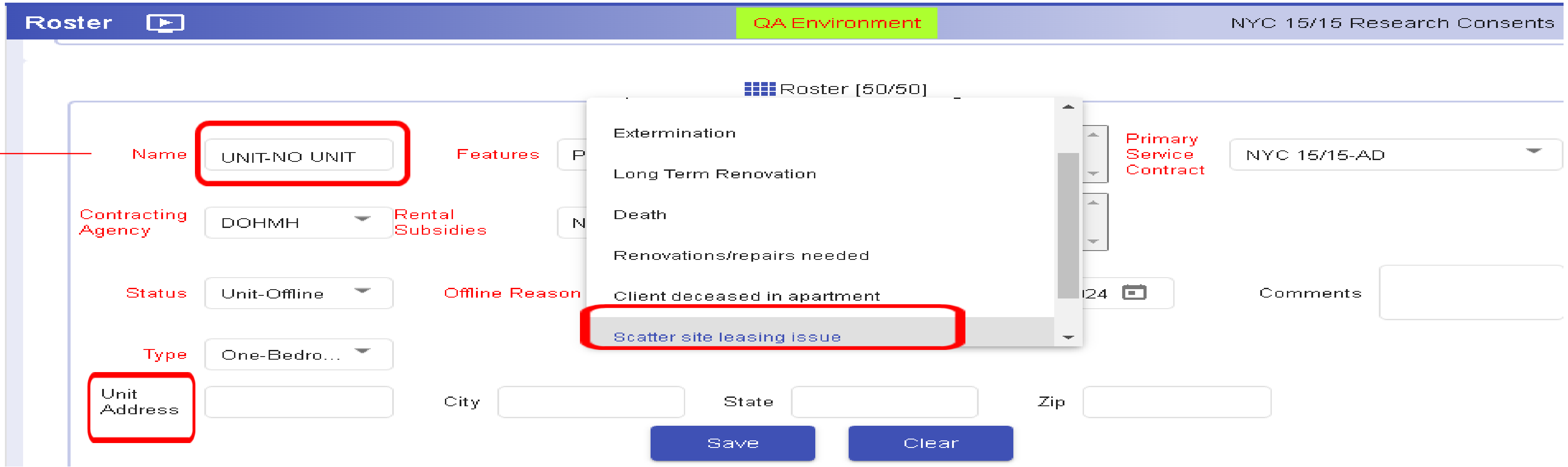
2.3

Rosters – Roster

Adding **Offline** Scatter Site units:

If the housing provider returns a unit to a landlord, no longer has control of a specific unit, or otherwise is not providing services to anyone in the unit, please complete the following steps in CAPS

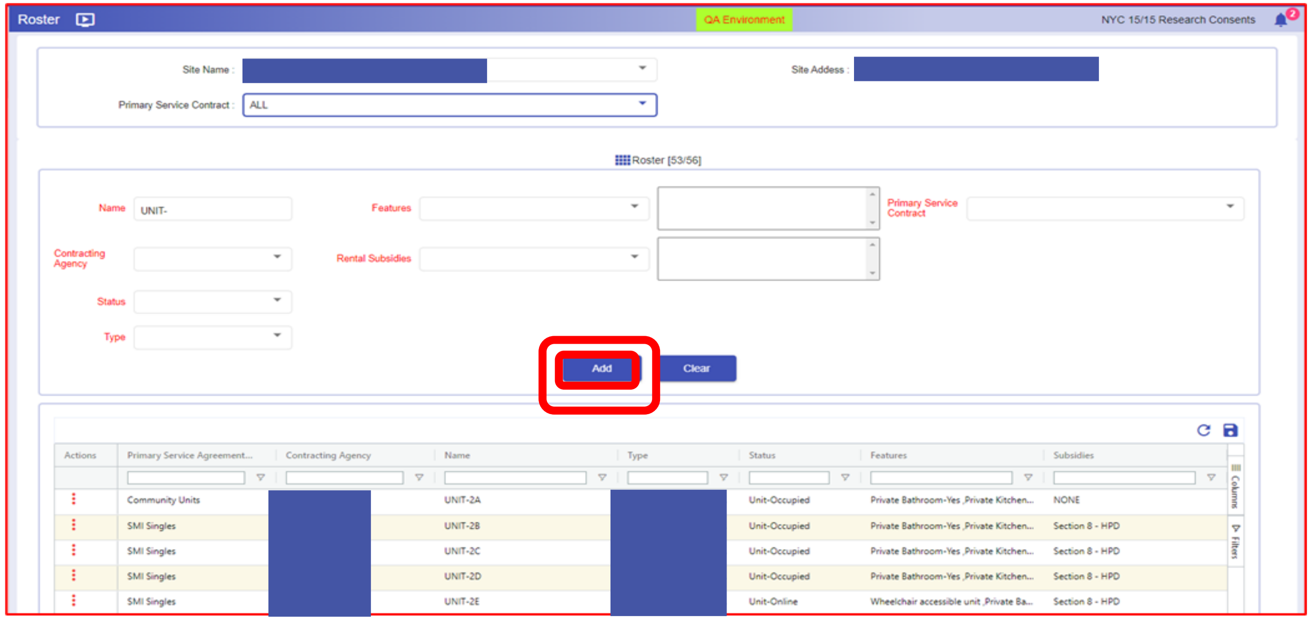
- **Unit Status:** flip to **Unit-Offline** and complete the rest of the required fields.
- **Offline Reason:** select "**Scatter Site Leasing Issue**".
- **Expected Available Date:** enter a timeframe by which the housing provider reasonably expects to lease a new unit for this contract. CAPS allows 120 days, but if at the end of the 120 days a new unit has not been found, please update CAPS.
- **Unit Name:** Change to "**No Unit**". Please do not use "placeholder" "TBD" "Dummy" or any other unit name.
- Delete the unit address information
- Click "Save"



2.3

Rosters – Roster

5. After all mandatory information has been entered, click the **Add** button to save your work and add the unit to the roster.
   - The number of units counted at the top of the page will increase as units are added.
   - The Roster at the bottom of the screen lists each unit and their details individually.

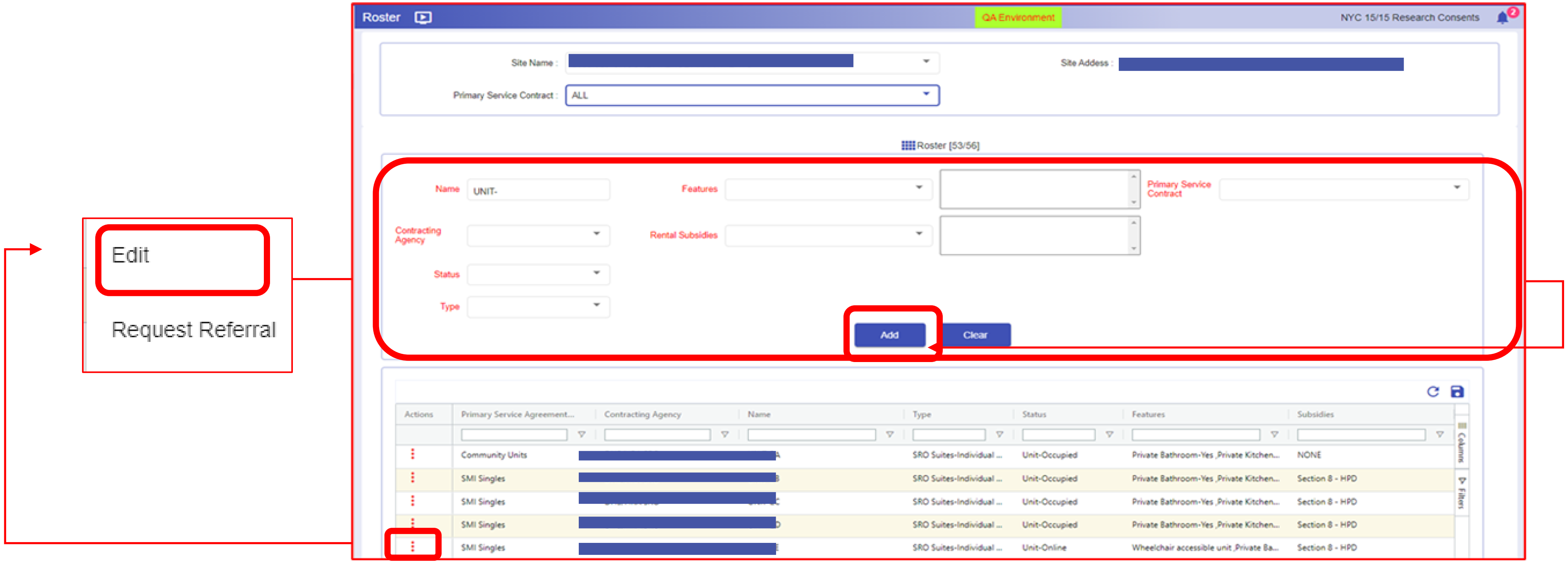


2.3

Rosters – Roster

6. To edit a unit from the Roster, select the row with the unit you'd like to edit, click its 3 red dots/Action button, and select **Edit**.

7. To save your work, press **Save** before exiting or editing another unit.

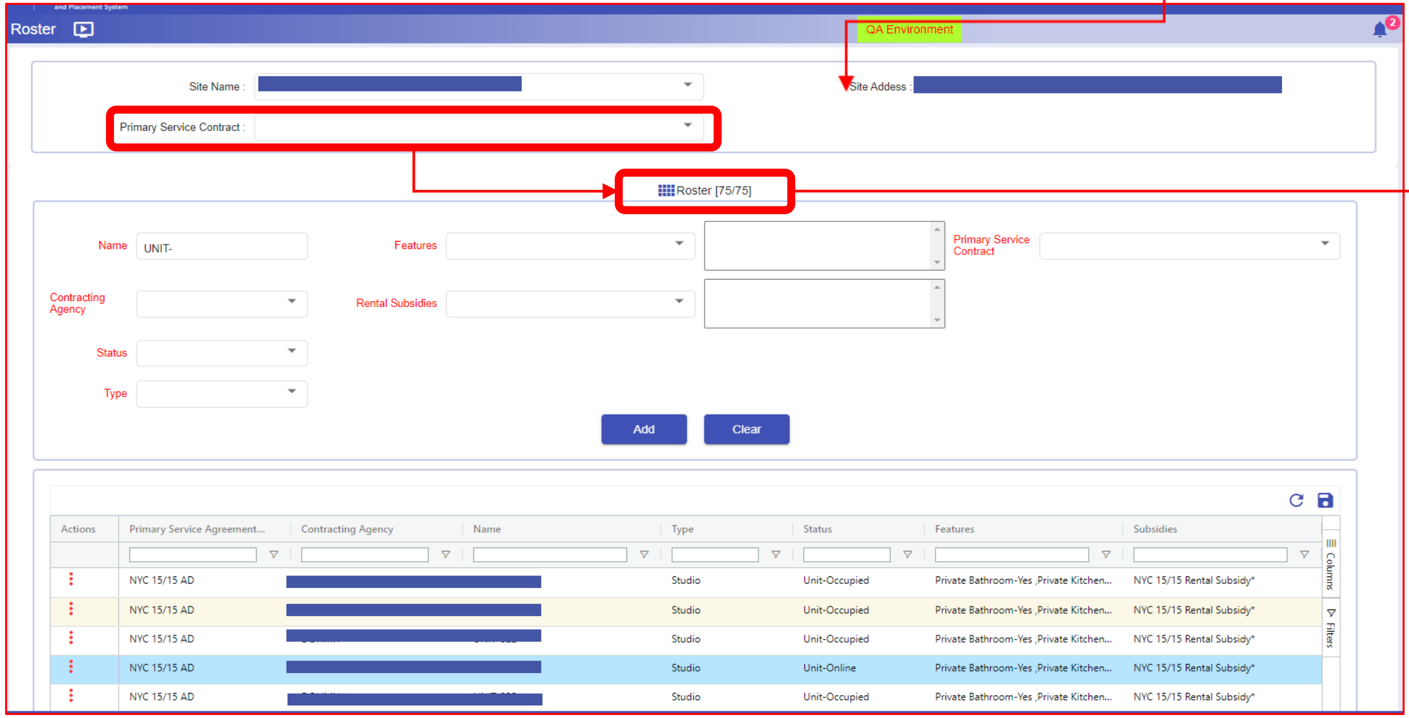


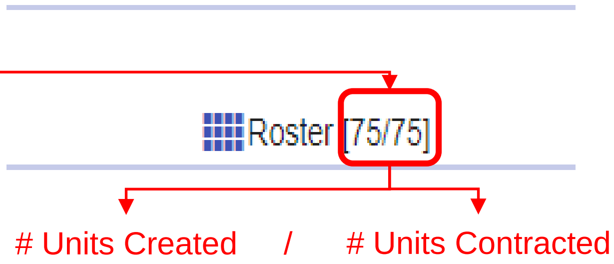
2.3

Rosters – Roster

8. To check the **breakdown of contracts and # of units** in a site, select a Primary Service Contract from the drop-down and check the Roster Counter.

9. A **complete** Roster will have **# of units created = # of units contracted** for all contracts.

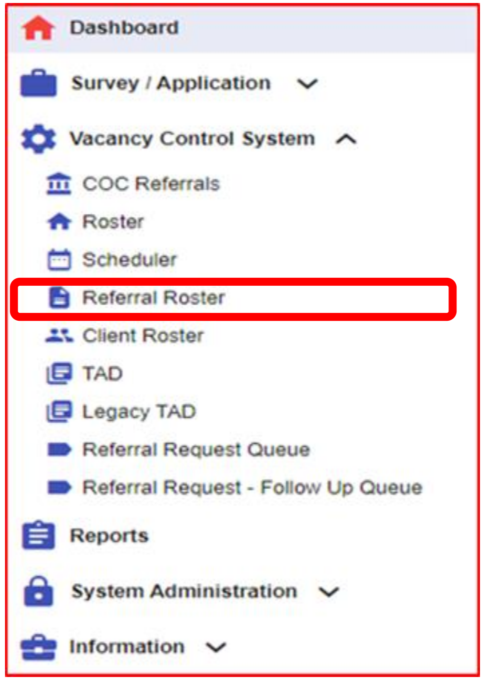




2.3

Rosters – Referral Roster

- Users can access Referral Roster by going to Dashboard > VCS > **Referral Roster**.



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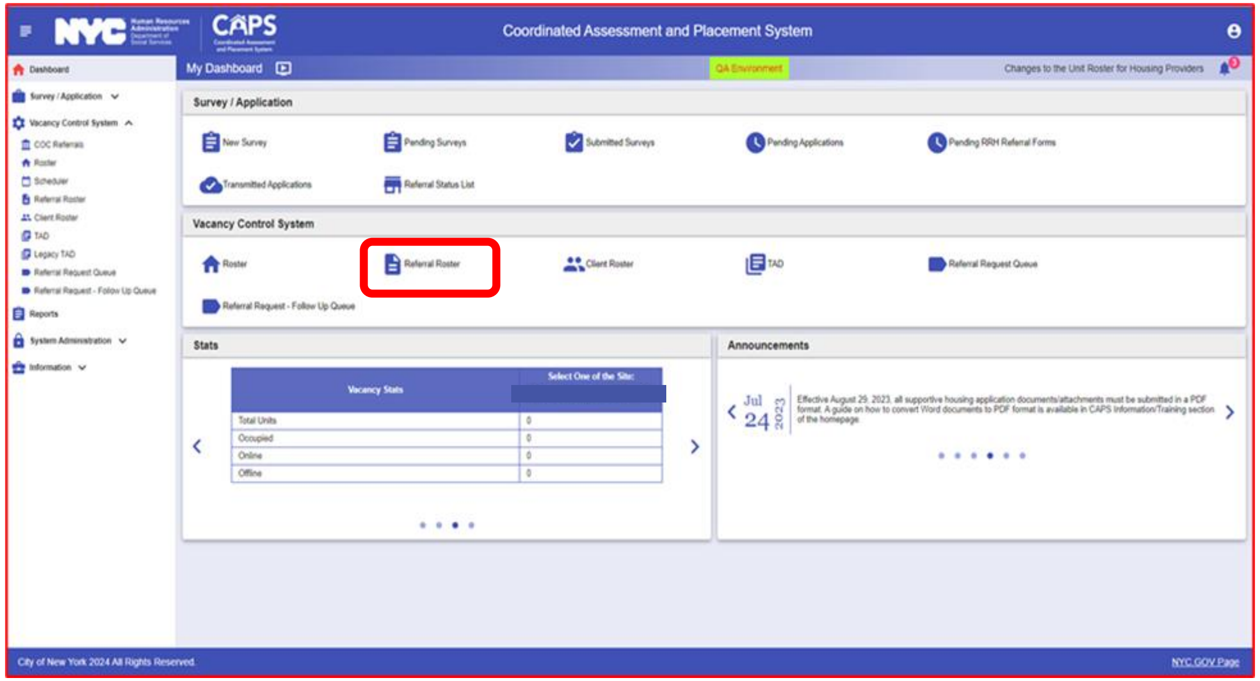


2.3

Rosters – Referral Roster

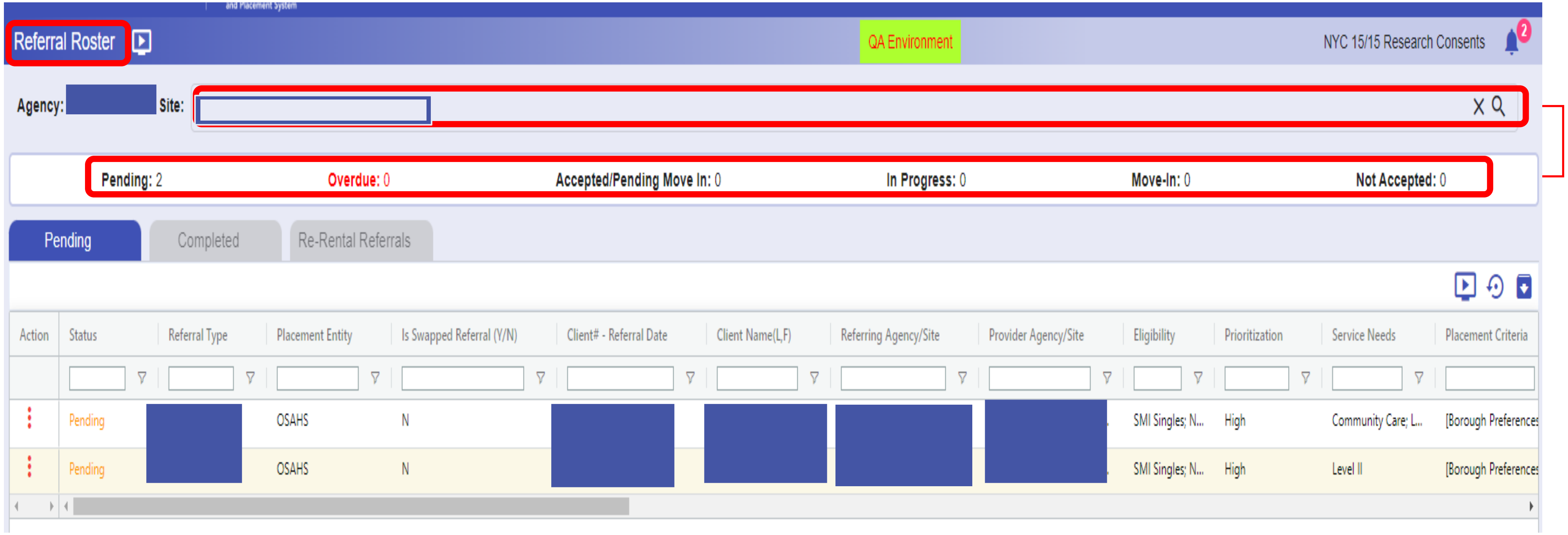
- For referrals with statuses "**Pending**", the referral becomes overdue if no updates **14 days** from the interview date or referral date
- **After 6 months** between interview date and current date and no provider updates in between, the status of the referral is updated to "**Administratively Closed**."
- For referrals with expired applications (**180+ days** since approval to today), the status of the referral is updated to "**Administratively Closed**."
- After a referral's status changes to "**Overdue**", it stays there until further action is taken or until the application expires. This will **prevent providers from submitting monthly TADs,** you must update the referral outcome to submit your TAD.
- If same **client has multiple pending referrals** and if one of the referrals gets "**Move In Verified**," remaining referrals status changes to "**Client Accepted Alternate Housing**."

2.3

Rosters – Referral Roster

1. **Select a site** from the drop-down menu or **select All** to view referrals for all sites.
   - Refer to the **Key Stats Bar** for any Pending, Overdue or In Progress referrals that need to be updated.
   - **Overdue** items will display in red.

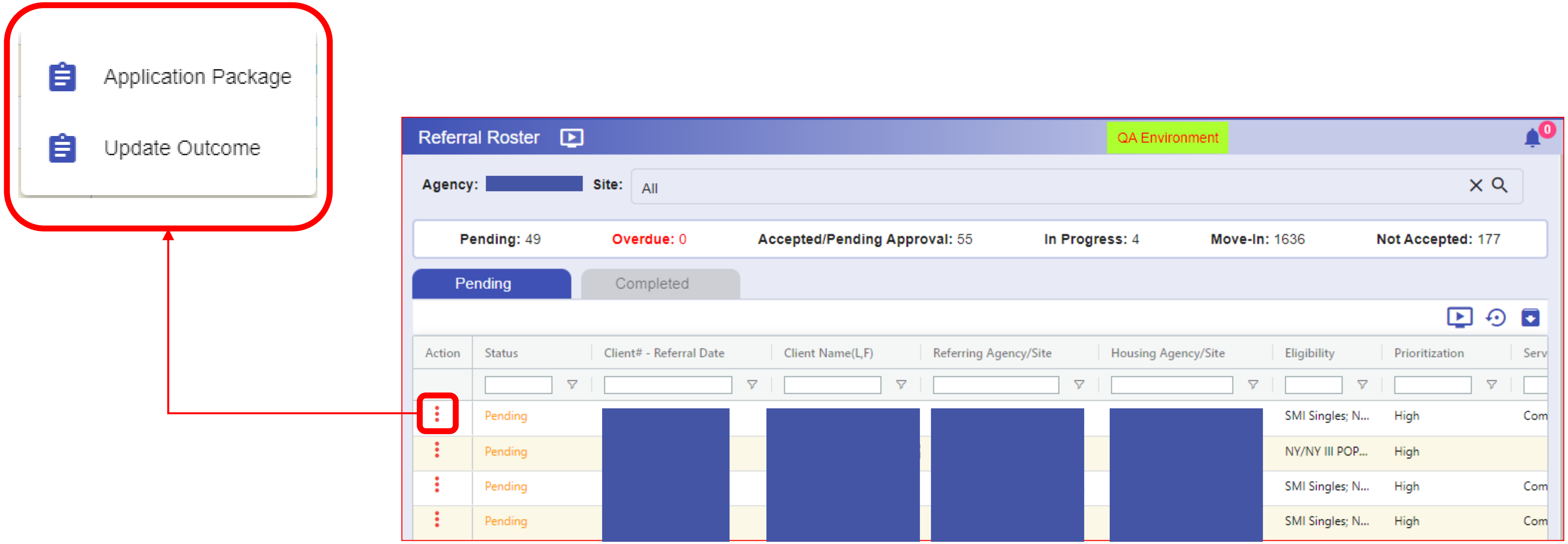
Key Stats Bar →



2.3

Rosters – Referral Roster

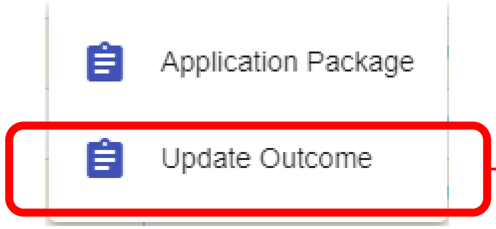
2. From the **Actions** column, the following options are available for each client: **Application Package**, **Update Outcome**, and **Update Interview Details**.

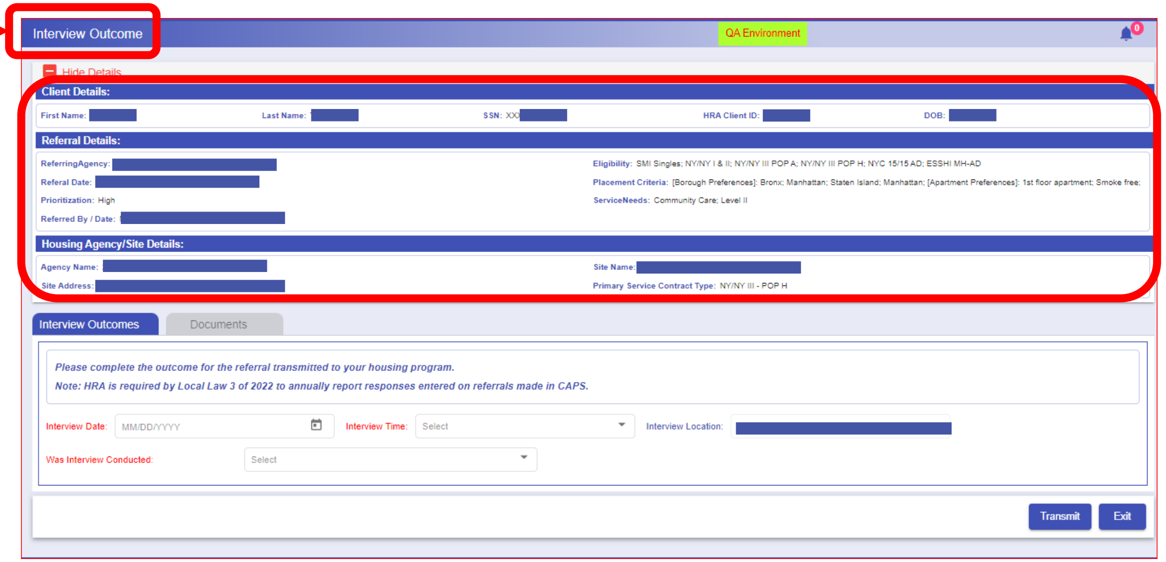


2.3

Rosters – Referral Roster

3. When **Update Outcome** is selected, the Interview Outcomes page will open, which defaults to displaying **Client**, **Referral**, and **Housing Agency/Site Details** open at the top of the screen.

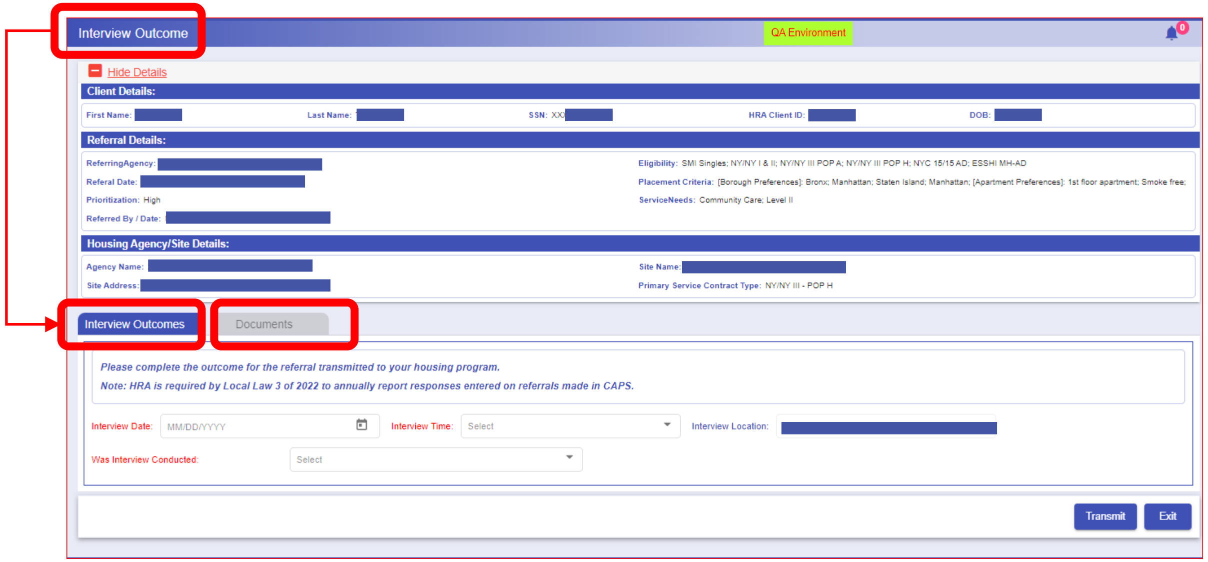




2.3

Rosters – Referral Roster

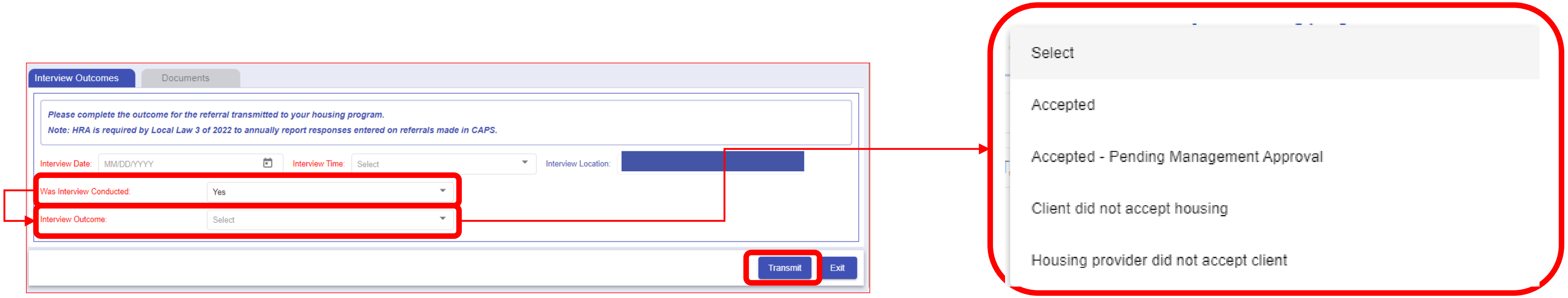
4. In the section below those details, you have two tabs to complete: **Interview Outcomes** and **Documents**.
    - In the **Interview Outcomes** tab, you can enter data for Interview Date, Interview Time, Interview Location, and Was Interview Conducted, and subsequent respective fields that will appear.
    - In the **Documents** tab, you can attach any documents required for move-in. You may also view documents attached as part of the referral. Attaching new documents is optional/not required.



2.3

Rosters – Referral Roster

5. For Interview Outcomes, if **Interview Conducted = Yes**, a drop-down to select an **Interview Outcome** will appear below.
6. Depending on the Interview Outcome (**Accepted**, **Pending Approval**, **Client did not accept housing**, or **Housing provider did not accept client**) selected, subsequent fields to fill out will appear below.
    - All fields in **red** for the Interview Outcome options are **mandatory** and cannot be left blank before clicking **Transmit**.



2.3

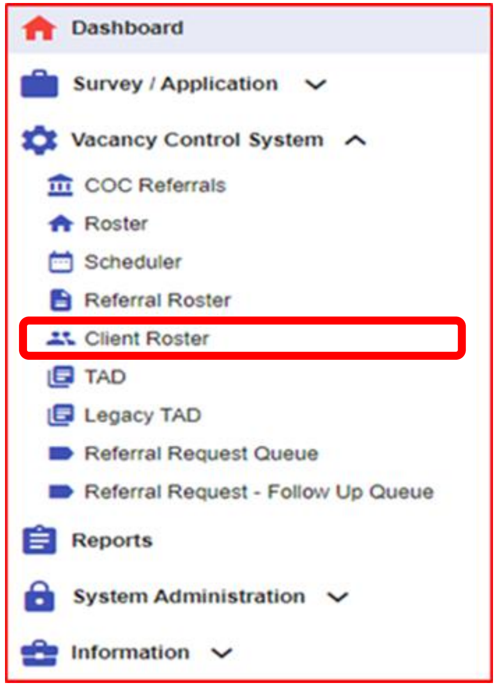
Rosters – Referral Roster

7. Once you have updated all Pending and Overdue referrals for a site, you have **completed your Referral Roster**.

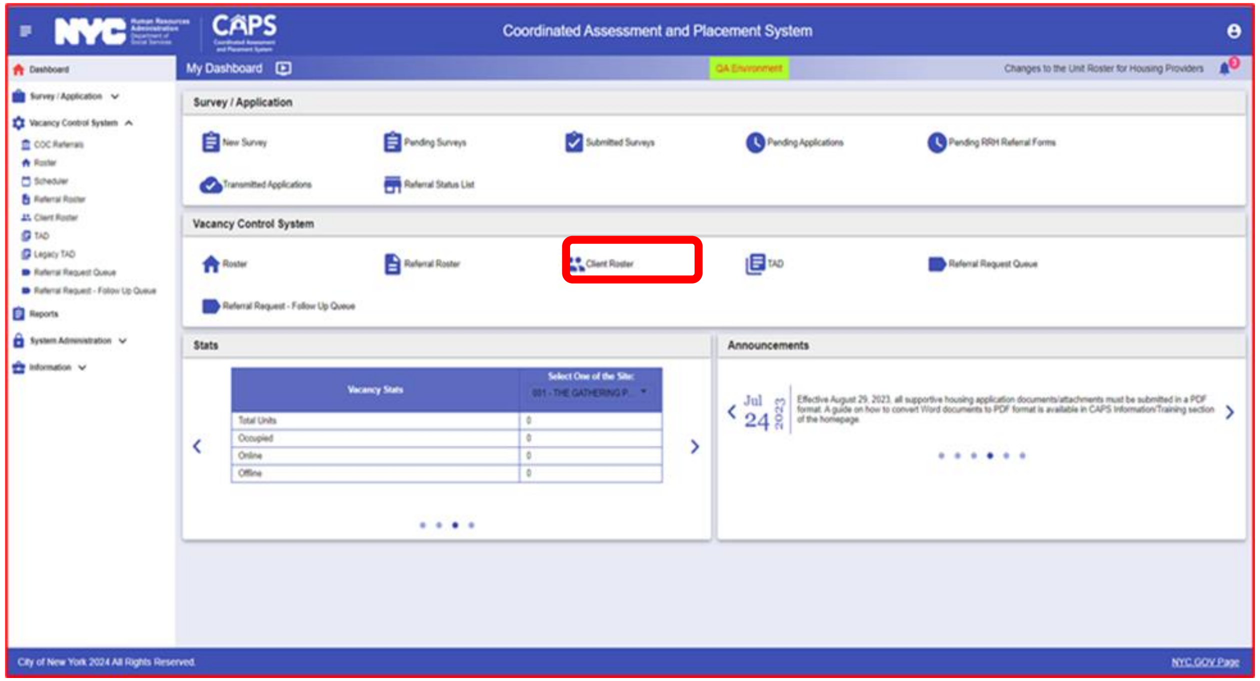
2.3

Rosters – Client Roster

- Users can access Client Roster by going to Dashboard > VCS > **Client Roster**.



or

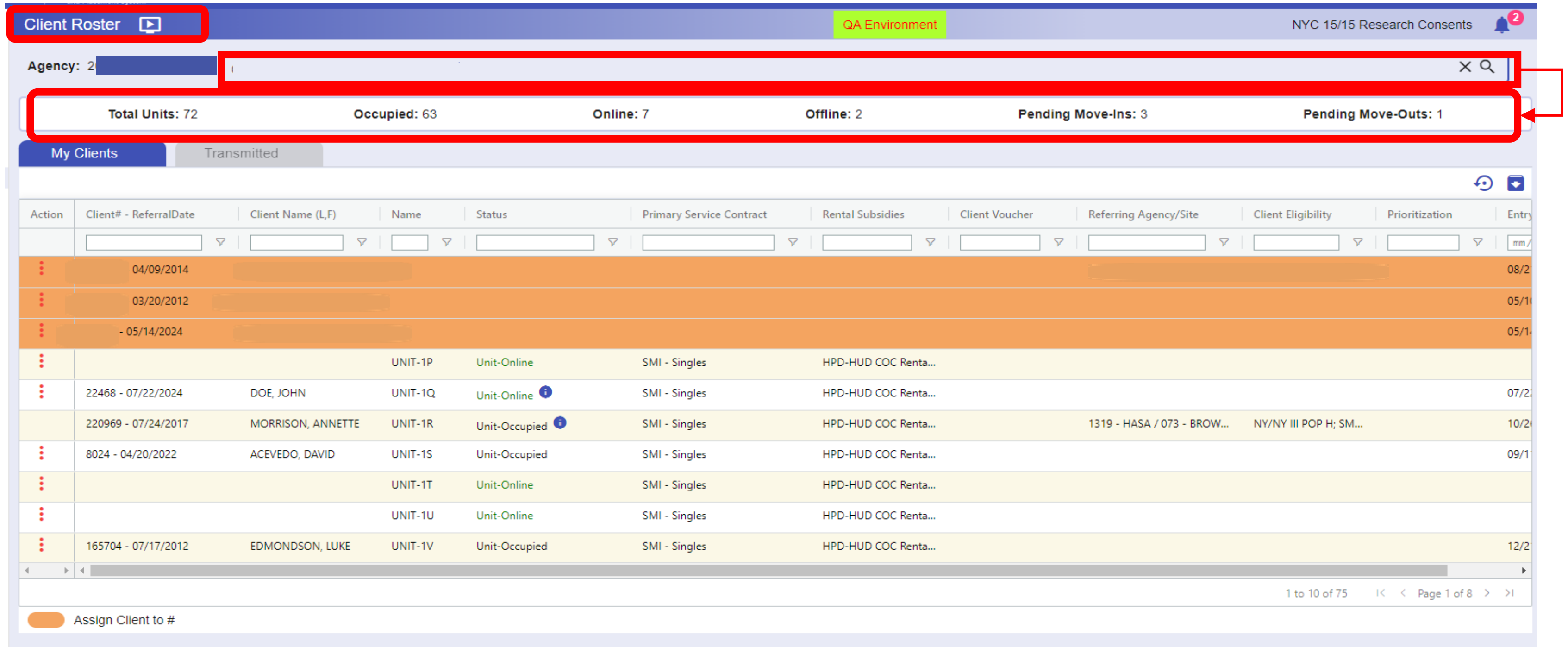


2.3

Rosters – Client Roster

1. **Select a site** from the drop-down menu.
   - **Refer to the Key Stats Bar** for the Total Units, Occupied, Online, Offline, Pending Move-Ins, and Pending Move-Outs, that need to be updated.
   - Overdue items will display in **red**.
   - Clients listed in **orange** need to be assigned to a unit.

Key Stats Bar →



2.3

Rosters – Client Roster

2. From the **Actions** column, the following options are available for orange-listed clients: **Assign Client to #** or **Move out Client.**
3. When **Assign Client to #** is selected, a pop-up will appear, from which you will **choose the correct #** and press **OK** to save.
   - The system reminds you that if the unit number you are looking for is not listed, you may need to update the roster to include the missing unit details.
4. Press **OK** to verify or Cancel to make changes.

2.3

Rosters – Client Roster

6. Upon verification, the Client moves from their position at the top of the list, and the orange highlight disappears to show that this individual has been assigned to a unit.

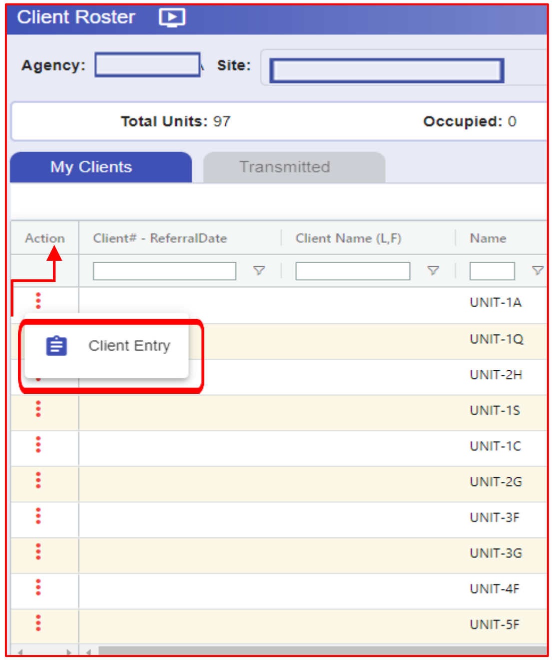
7. Continue until all awaiting (orange) clients have been assigned to their units, and then you have **completed your Client Roster.**

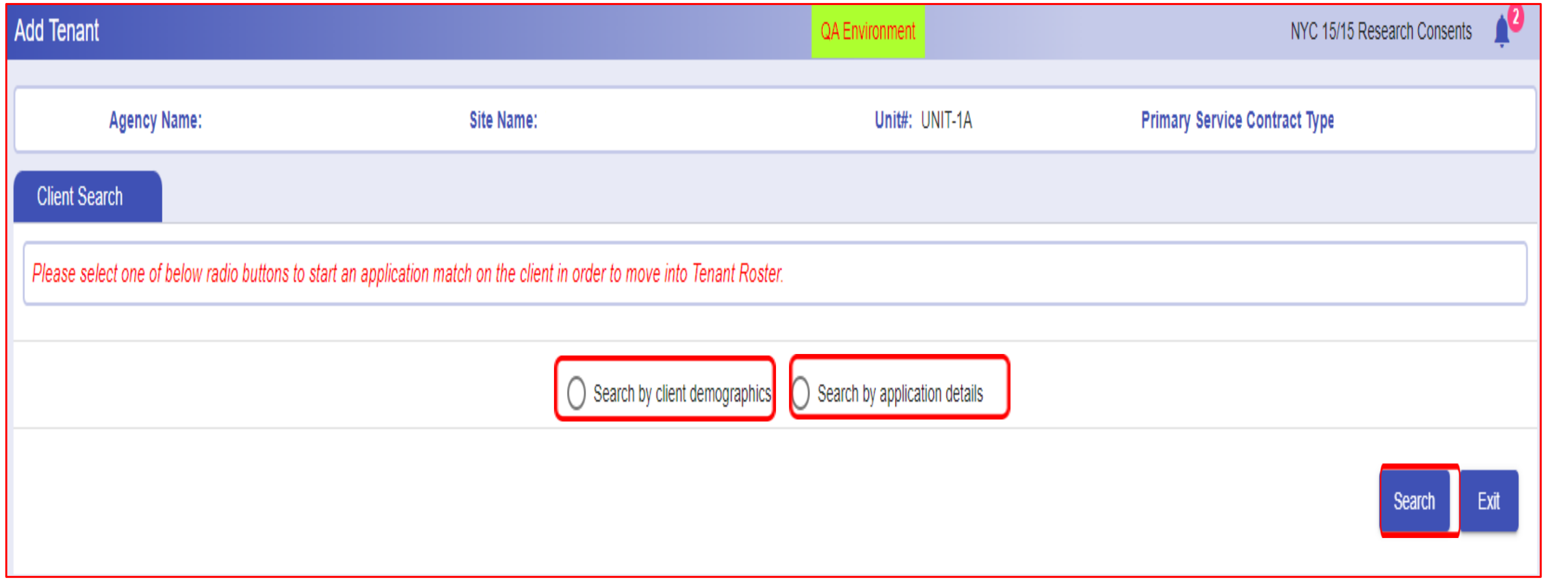
- Note: The client you just assigned will move from the top of the list in orange, to the last occupied unit on the list, which may be several screens away.
  - Locate the client you just assigned to the unit by using the scroll bar on the bottom of the chart.
  - Alternatively, use the filter function in the Name column to locate the client.

2.3

Rosters – Client Roster

- For Online Units, you can move a client in using Client Entry from the Action buttons
- Users now have the option to search for a client’s approved supportive housing application and move them into a site using demographic information or the application details

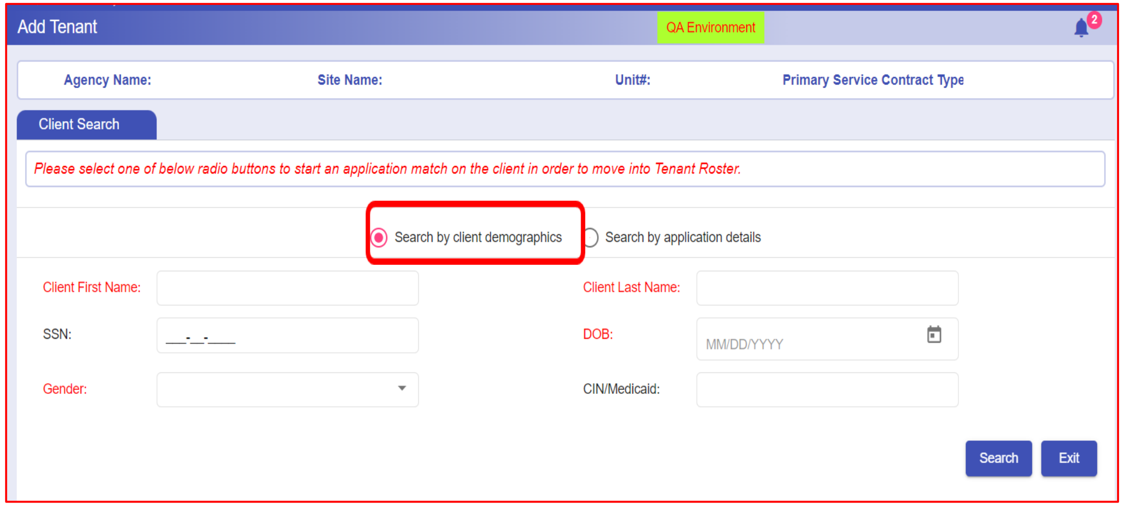


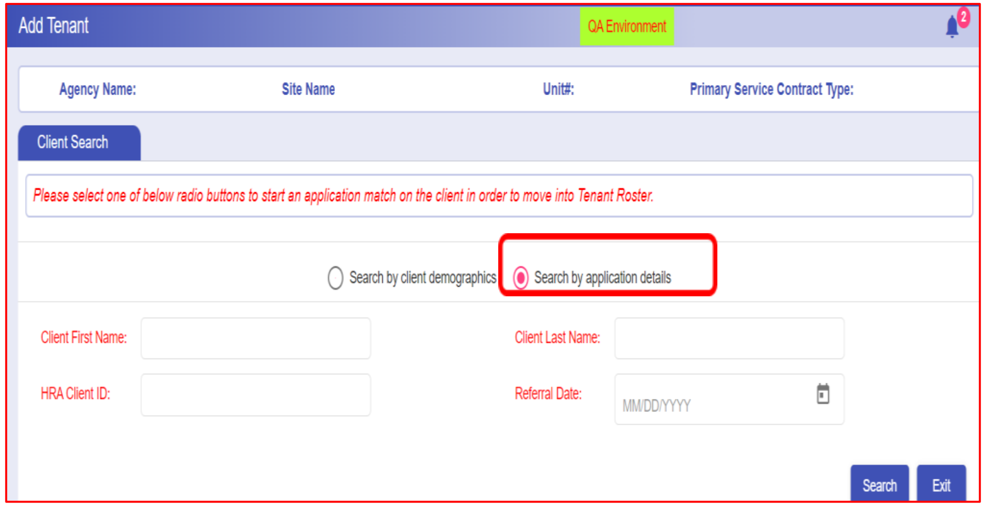


2.3

Rosters – Client Roster

- If you do not know the HRA ID or Referral date, select search by Demographic information
- You need to enter the client’s First Name, Last Name, Date of Birth, Social Security Number or CIN/ Medicaid # and Gender
- If you search by Application Details you need to enter the client’s First Name, Last Name, HRA ID and Referral Date
- This information can be found at the top of the supportive housing determination Letter.

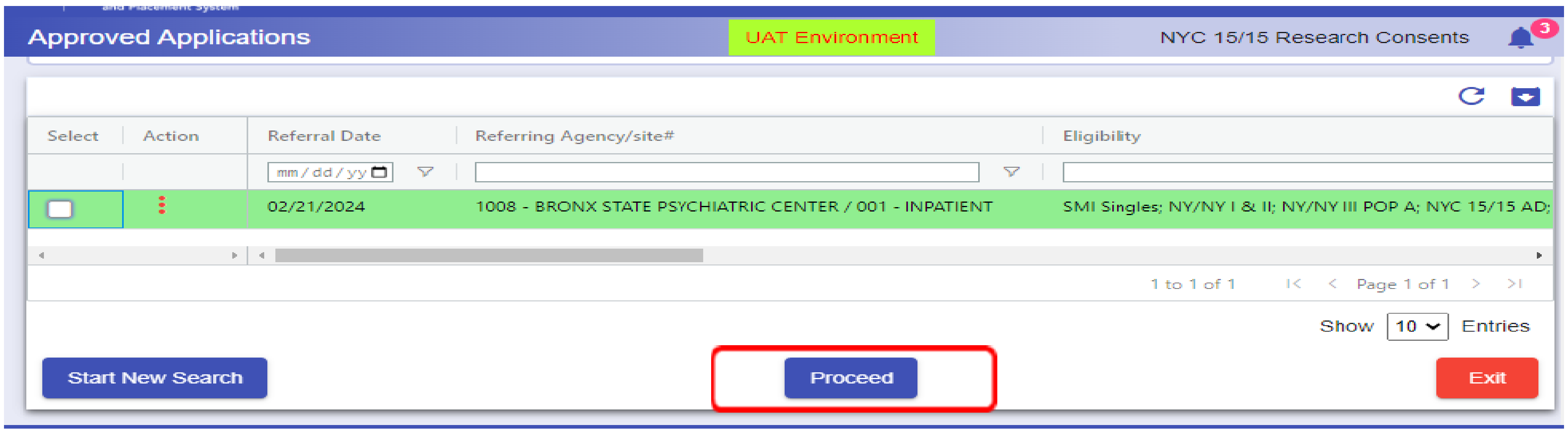




2.3

Rosters – Client Roster

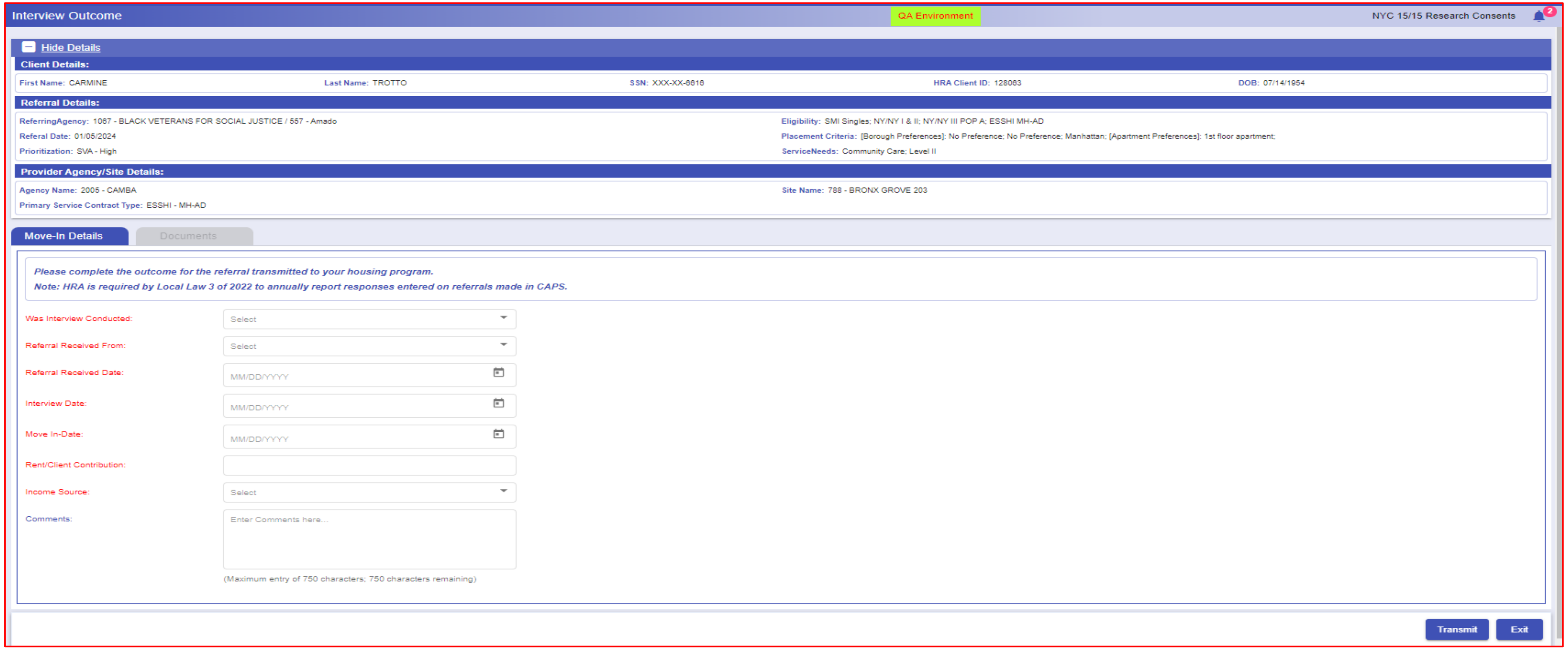
- Once you make your selection and click search you will be redirected to the Approved Application page.
- On the approved applications [age, CAPS will list all the approved applications (both active and expired) for this client.
- Identify the application you want to move the client in with and select the box next to the application and click proceed. You should select the application that is Active and Eligible for your unit. If there is no Active Eligible application, please select the most recent approved application that is eligible for your unit. For any questions on which application to select, please reach out to your TAD liaison.



2.3

Rosters – Client Roster

- After selecting the application, you are then directed to the Interview Outcomes page and required to enter the move in details.
- CAPS requires you to answer the interview questions highlighted in red. Once completed click, transmit.



2.3

Rosters – Client Roster

- If a tenant has an active pending referral with your agency, you will be blocked from moving the tenant in through the tenant roster.
- You will receive a pop-up blocker to update the interview outcome in your referral roster.

Alert

The client has referral(s) pending a definite outcome with your site. Please go to Referral Roster and Update the interview outcome to move in this client.

OK

- If a tenant has an active pending referral with another housing provider, you will be blocked from moving the tenant in through the tenant roster.
- You will receive a pop-up blocker to contact your TAD Liaison for assistance

Alert

The client has referral(s) pending a definite outcome with another Agency/Site. Please contact your TAD Liaison for any assistance.

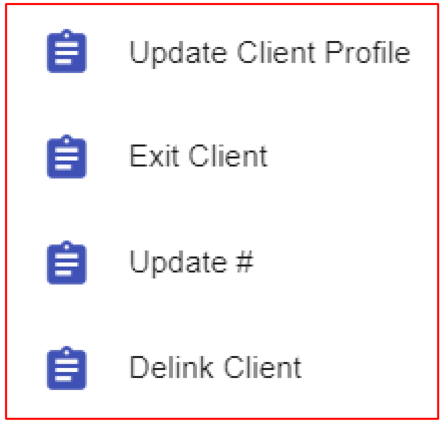
Email: ruffc@hra.nyc.gov

OK

2.3

Rosters – Client Roster

- For Occupied Units, you can: Update the Client Profile, including client rent contribution; Exit the client out; update the unit number (if you are swapping 2 units); or delink the Client.



- Delinking the client removes them from the unit, but they remain on the client roster. If you need to correct any unit information, or if you need to move the same client in but using their HRA ID, delinking is the first step.

2.4

TADs

2.4

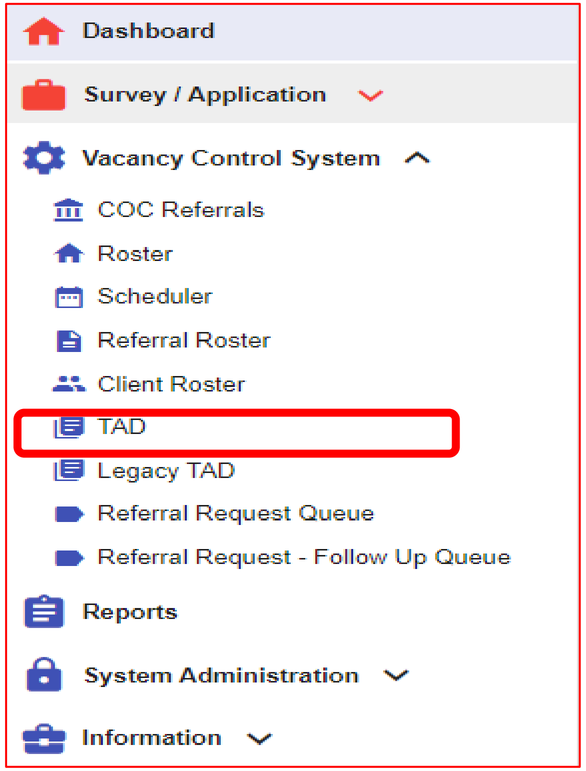
TADs

- **Turn Around Documents** (TADS) are reporting documents, submitted to HRA, which track occupancy in supportive housing programs.
- They are due by the **5th day of the month for SRO-contracted programs**, and the **10th day for all other programs**
- When submitting TADS there are **3 components to complete**:
  - **Roster**
  - **Referral Roster**
  - **Client Roster**

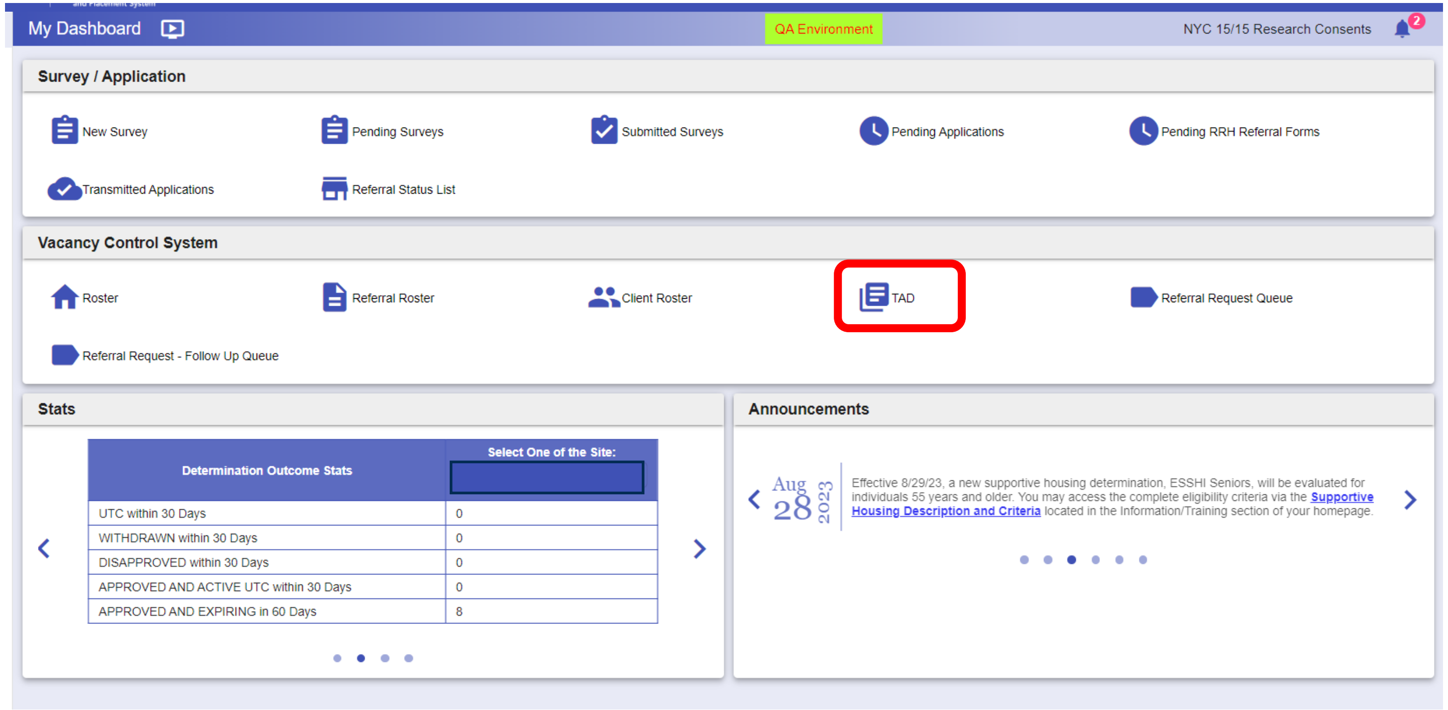
2.4

TADs

- Users can access and complete TADs by going to Dashboard > VCS > **TAD**.
    - You will be routed to the **TAD Submission** screen.



or

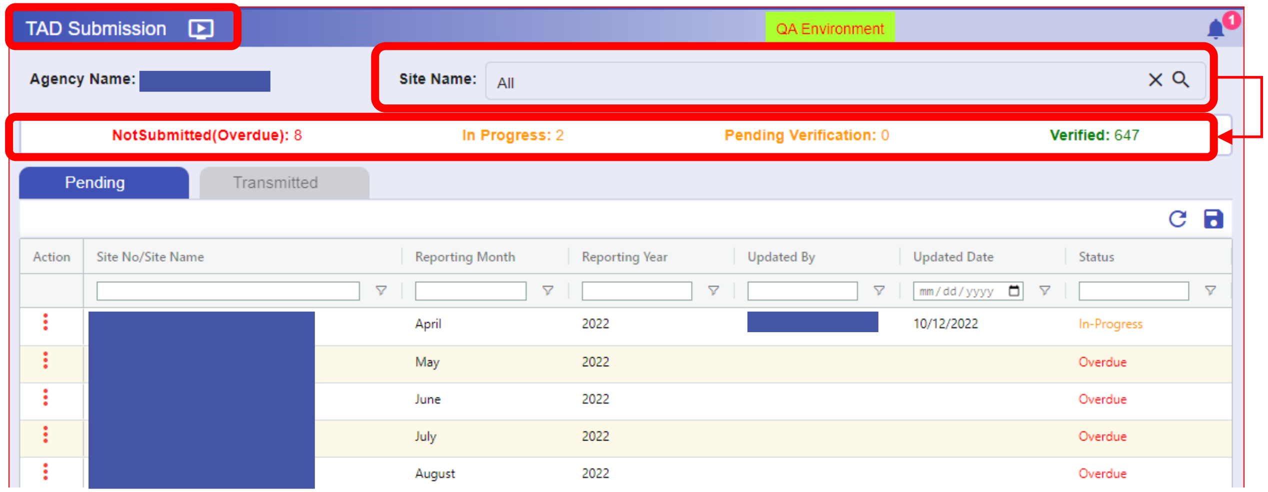


2.4

TADs – Selecting the TAD

1. In TAD Submission, **select the site** for which you are completing the TAD, **or select All**.
    - The **Key Stats Bar** indicates what TADs you have in your queue.
    - Pending TADs are made up of TADs with the status = Not Submitted + In Progress.
    - Each stat has a tally that reflects the chart below it.

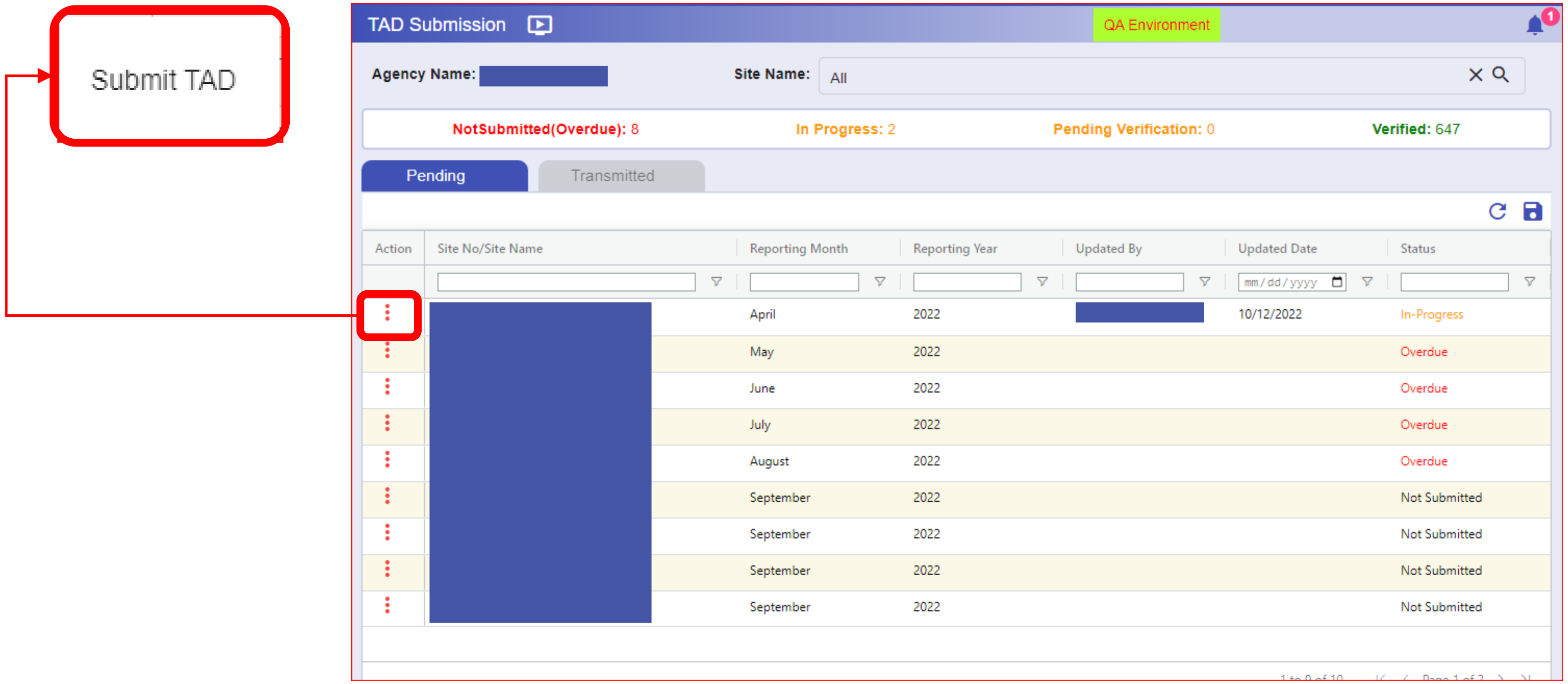
Key Stats Bar →



2.4

TADs – Selecting the TAD

2. Click the 3 red dots/**Action** button next to a site and select **Submit TAD**

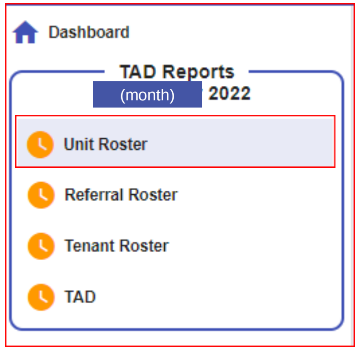


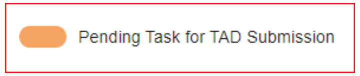
2.4

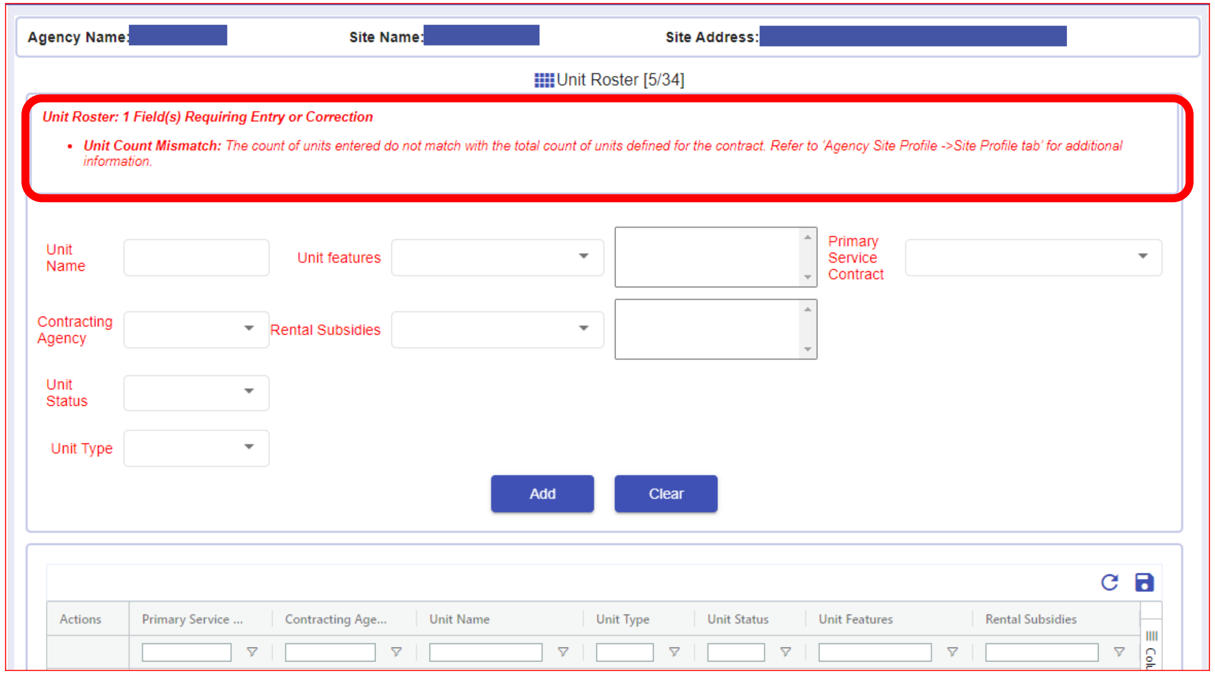
TADs – Resolving the Roster

3. The **missing information** for each TAD is indicated in **red**.
   - **All missing information must be resolved** before continuing in the TAD submission process.

4. Any **incomplete units** (missing details) will appear **on the roster highlighted in orange**.



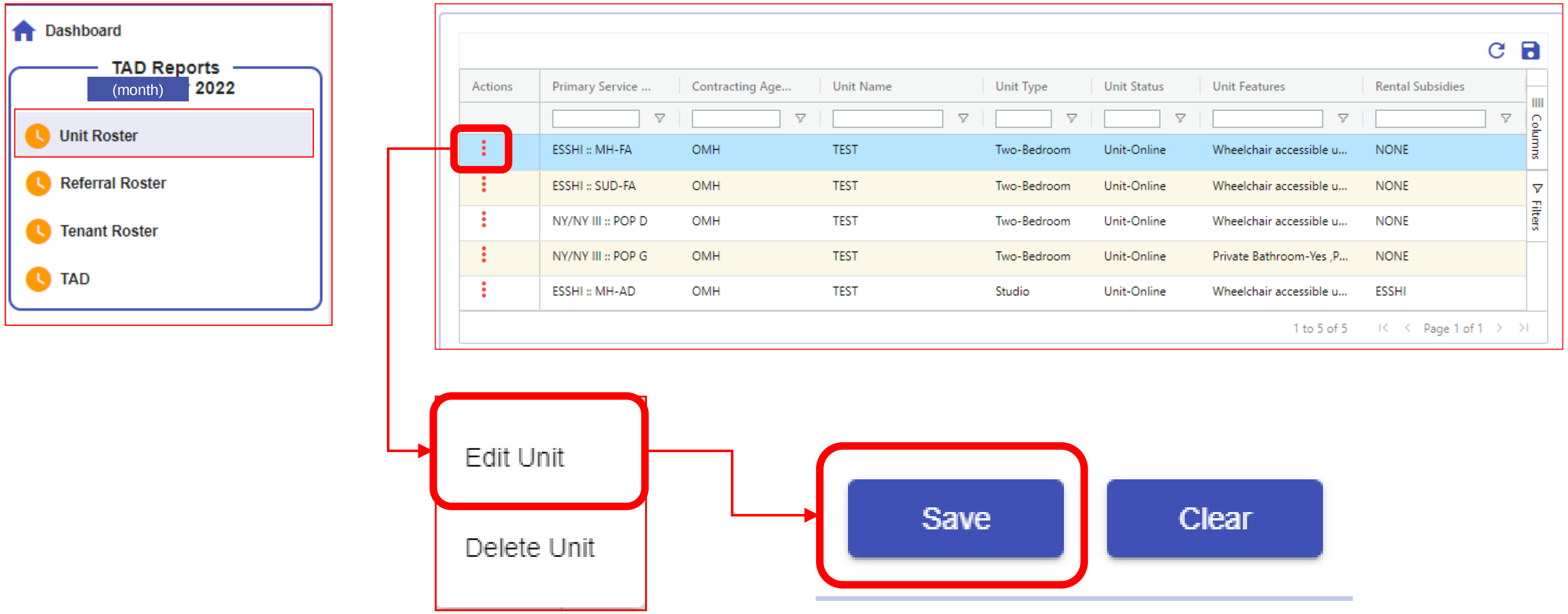




2.4

TADs – Resolving the Roster

5. Click the 3 red dots/**Action** button and select **Edit**.
   - Scroll back to the top part of the screen, fill in the fields with the missing information, and **Save** before proceeding with anything else.



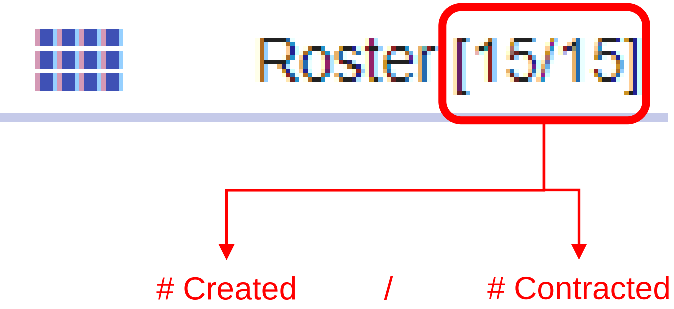
2.4

TADs – Resolving the Roster

Roster: 1 Field(s) Requiring Entry or Correction

- ***Unit Count Mismatch:*** *The count of units entered do not match with the total count of units defined for the contract. Refer to 'Agency Site Profile ->Site Profile tab' for additional information.*

- Note: **All contracted units must be created in the CAPS Roster to allow for TAD submission**.
  - An **error** will pop up and prevent you from submitting a TAD if the Roster is incomplete.
  - Incomplete Rosters do not have all contracted units created in CAPS.
  - To **resolve** this error and allow TAD submission, go to your site's Roster and **add all contracted units**.
  - **When Unit Count Mismatch is resolved, the Roster Counter will show the (# of Units Created) equals (# of Units Contracted).**



Ready to proceed to next section

2.4

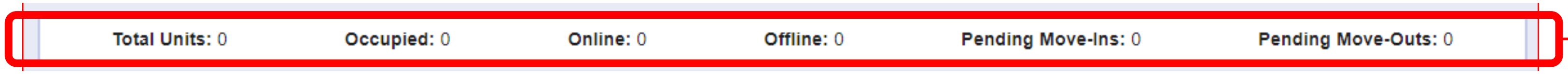
TADs – Resolving the Referral Roster

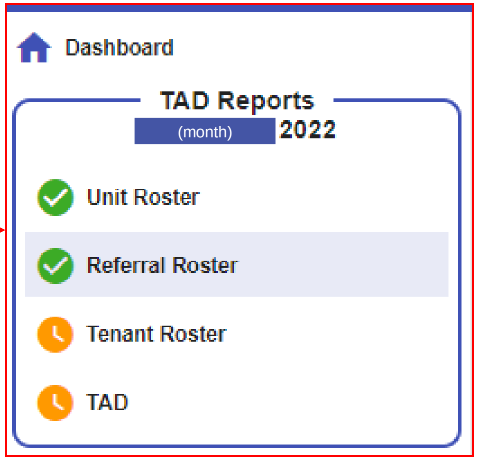
7. Click the 3 red dots/**Action** button to enter necessary information for that row.
    - Select **Update Outcome** from the action menu.
8. Complete all required fields and press **Transmit**.
9. Once you transmit, the Key Stats Bar updates with the correct number overdue remaining. Once you complete all required information, you will be directed to resolve the Client Roster.

Ready to proceed to next section

- The **Key Stats Bar** at the top of the TAD Referral Roster indicates critical site information.
- The validation message in **red** summarizes what is due.
- Each row of the chart **highlighted in orange** must be completed.

Key Stats Bar

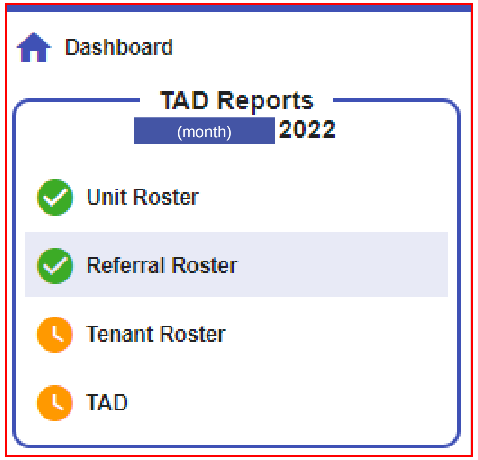




2.4

TADs – Resolving the Client Roster

10. Resolve all **orange-listed clients** in the **Client Roster** by clicking the 3 red dots/**Action** button and select **Assign Client to #**.
11. A pop-up will appear, from which you will **choose the correct unit for the identified client and** press **OK** to save.
    - Note: For **Congregate Sites** enter the unit's name as it appears in your building. For **Scatter Sites** you may designate 'to be provided' and update later, once the unit is identified.
    - You will be prompted to verify the choice you've made. Press **OK** to verify or Cancel to change it.

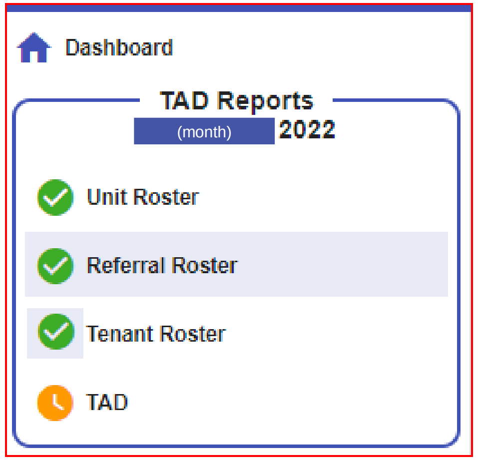


2.4

TADs – Resolving the Client Roster

12. **Continue until all clients are assigned** to their appropriate units.
13. Once your client roster is complete, it will have a **green check mark** beside it in the left navigational menu.
14. You may now submit your TAD.

Ready to proceed to next section



2.4

TADs – Submitting the TAD

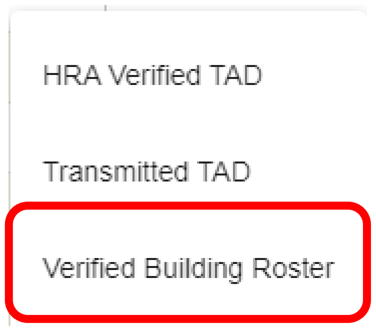
15. With the client roster complete, you are ready to submit your TAD: Select TAD from the left-hand navigational menu. **Scroll to the bottom of the screen to find the verification statement. Check the box to verify.**
16. When you check the box, the **Submit** button appears. **Click** it to complete your TAD submission.
17. The verification message will display, indicating the status on missing information. **Click Yes to submit the TAD or** cancel to continue completing the rosters.
18. Selecting Yes triggers one last pop-up verification alert.
19. Click **OK**. The green message that you have **submitted your TAD successfully** appears in the top-right corner of your screen.
20. Returning to the TAD main page, you can view all of your submitted TADS by clicking the Transmitted tab on the screen.

2.4

TADs – Submitting the TAD

- Once a TAD has been transmitted, you can see it in the Transmitted tab.
- TADS awaiting verification by the Coordinated Entry team will appear in the Pending Verification spot in the key stats bar.
- Once they have been verified by the Coordinated Entry Team, they will appear in the Verified spot on the key stats bar

- Note: Your verified TAD becomes your **Verified Building Roster Report**
- This report can only be accessed through the Transmitted Tad tab



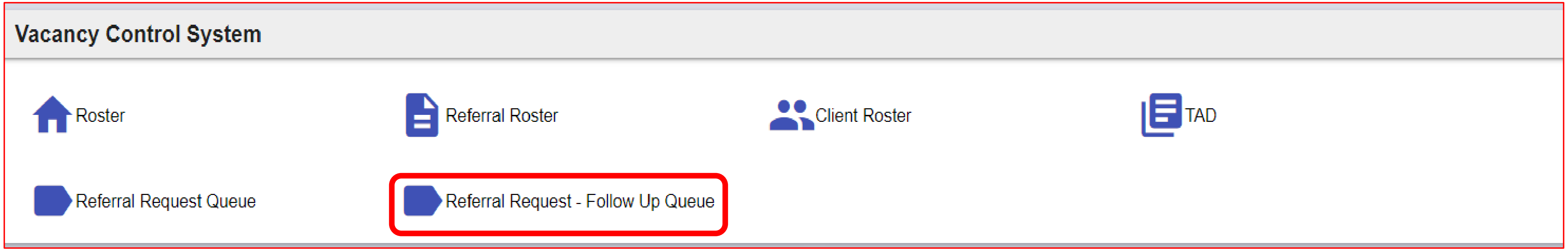
2.5

Referral Request Queue (RRQ)

2.5

Referral Request Queue (RRQ)

- The Referral Request Queue (RRQ) function went live on 11/01/22.
- RRQ is for **re-rentals only.**
- HRA Office of Supportive/Affordable Housing and Services **(OSAHS) is the only placement agency utilizing RRQ**
- The RRQ function is a workflow to **track referral requests from Housing Providers** (HP's) but there is still a need for staff contact to effectively execute on the entire placement process.
- Housing providers can track their requests, and the status, in their **Referral Request Queue on the Dashboard**
- Housing Providers must update the referral outcomes within **TWO business days of the interview**



2.5

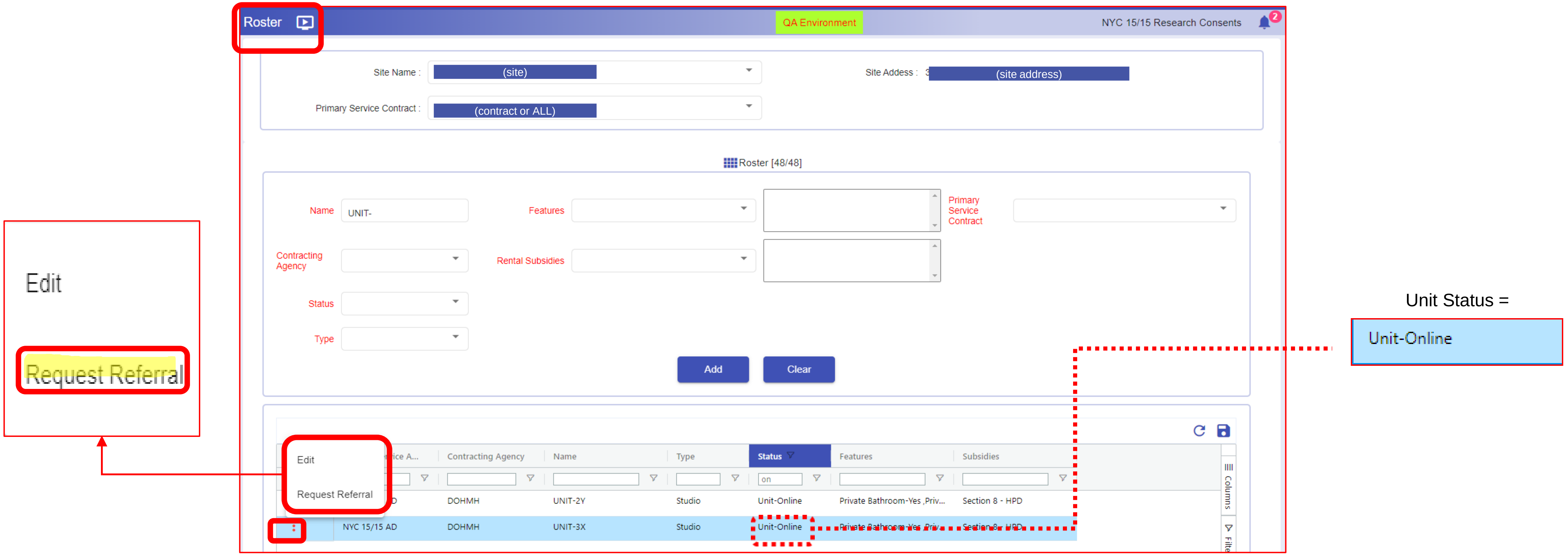
Referral Request Queue (RRQ)

- **Before you begin:**
  - Ensure your Roster information is correct in CAPS. All move ins and outs must be current in CAPS.
  - Ensure Unit Details – both service contract eligibility and rental subsidy – for the unit you will be requesting a referral are correct.
  - NOTE: If HPs need to make any corrections to the roster or specific unit, these must be corrected/coordinated with HRA Coordinated Entry before requesting a referral.
  - NOTE: Currently, only OSAHS has RRQ functionality in CAPS. For referrals from other Placement Entities, please follow the instructions in the pop-up window on how to contact HRA HASA, NYC ACS or CUCS

2.5

Referral Request Queue (RRQ) – Requesting a Referral

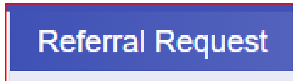
1. Go to VCS → **Roster** to Request a Referral.
2. Click the 3 red dots button/**Action** button next to an **ONLINE unit.**
3. Select **Request Referral** from Action drop down.



2.5

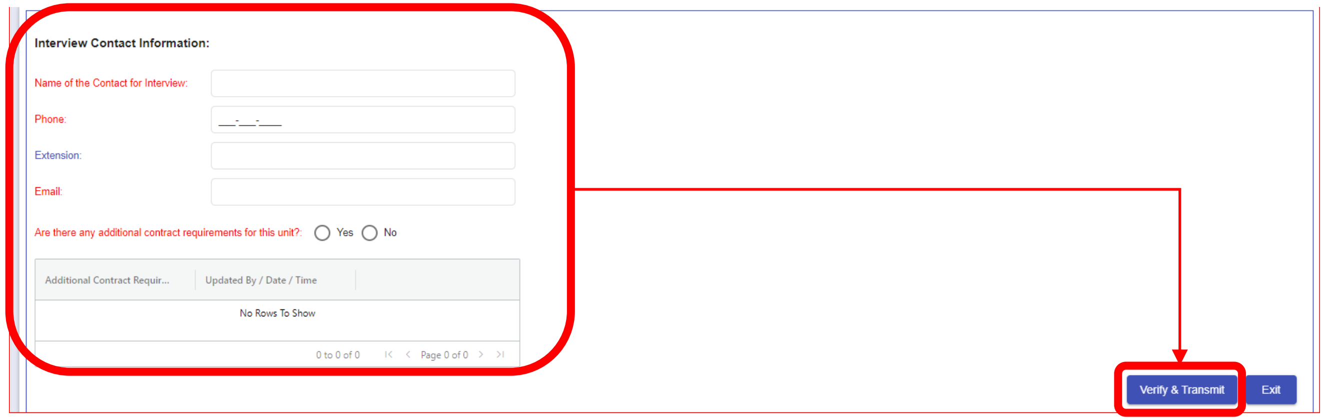
[Referral Request Queue](#) (RRQ) – Requesting a Referral

3. Complete the **Referral Request Form**



- Referral Request information is populated from the Roster
- All fields in red are required
- Ensure the contact information is correct
- Only use the additional requirements section to communicate mandatory referral factors not captured elsewhere (not preferences)
- Contact person listed in the Request Referral form must be able to schedule the interview
- HOUSING PROVIDER Verifies & Transmits.
- OSAHS staff will confirm the interview dates within one (1) business day of HP's request.

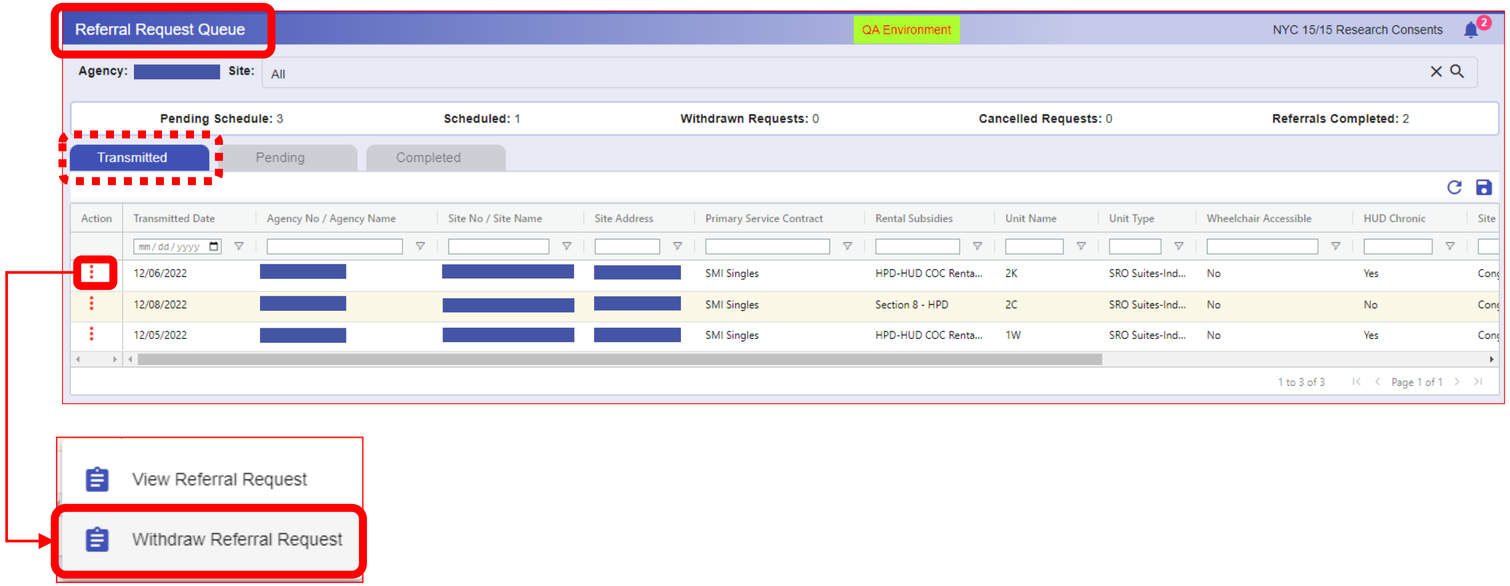
4. Click **Verify & Transmit**, which sends the Referral Request form to OSAHS Vacancy team.



2.5

Referral Request Queue (RRQ) – Transmitted Tab

- The **Transmitted** tab tracks the forms **submitted** to OSAHS.
- If you make a request in error, click the 3 red dots/Action button next to the referral, and you can **withdraw** the form if in transmitted queue and OSAHS has NOT started to process your request.
  - However, if OSAHS has already assigned the request to staff, you will not be able to withdraw the request. The Withdraw option will be greyed out and providers will need to contact OSAHS to cancel the request.



2.5

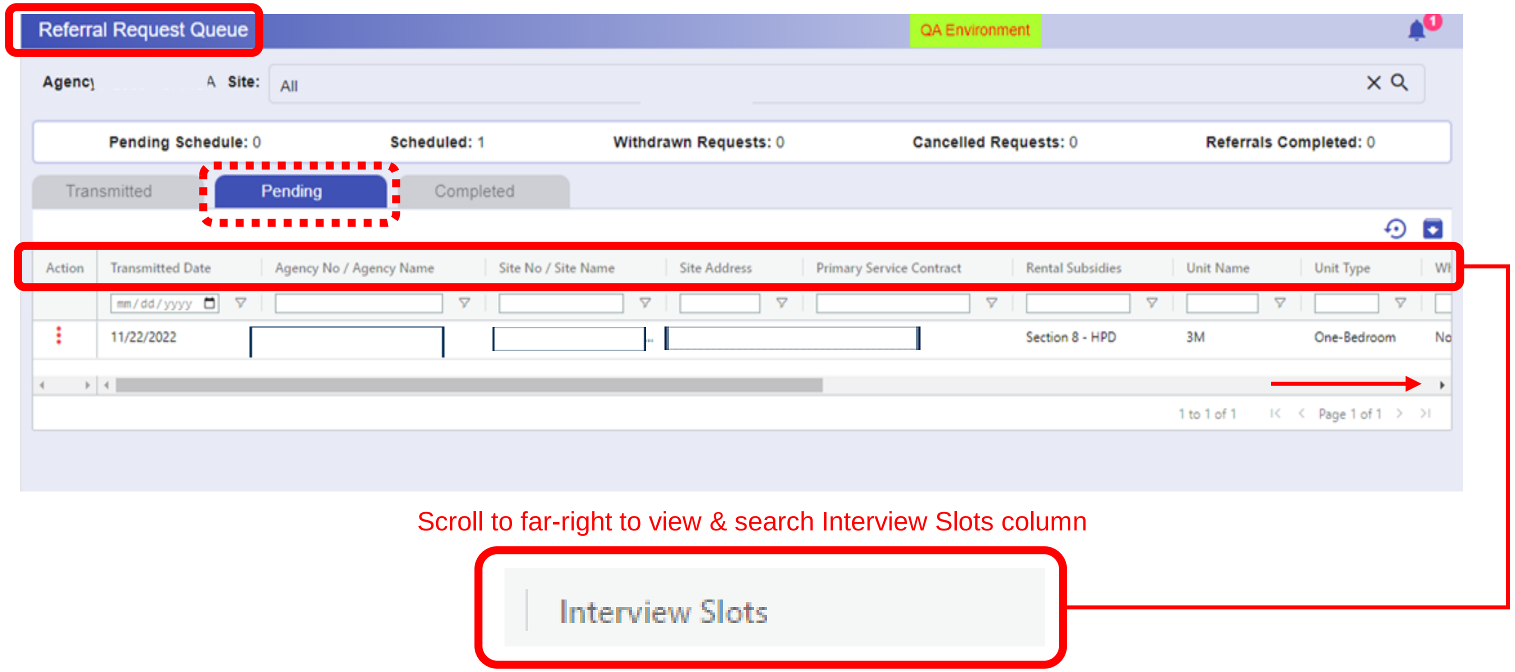
Referral Request Queue (RRQ) – HRA Scheduling in Re-Rental Scheduler

- The following information will be requested to schedule each interview/apt viewing:
  - Dates for interview
  - Times for interview
  - Interview type (In person or remote)
  - If in person- location address
  - Name of interviewer
  - Email of contact
  - Phone number of contact (for day-of-interview contact)
  - If remote, platform and link
  - Or Dial-In Number
- **Note: HRA needs 5 business days from the date we receive the above information to schedule candidates for interviews.** OSAHS staff will confirm available dates and times with Housing Provider during scheduling time.

2.5

Referral Request Queue (RRQ) – Pending Tab

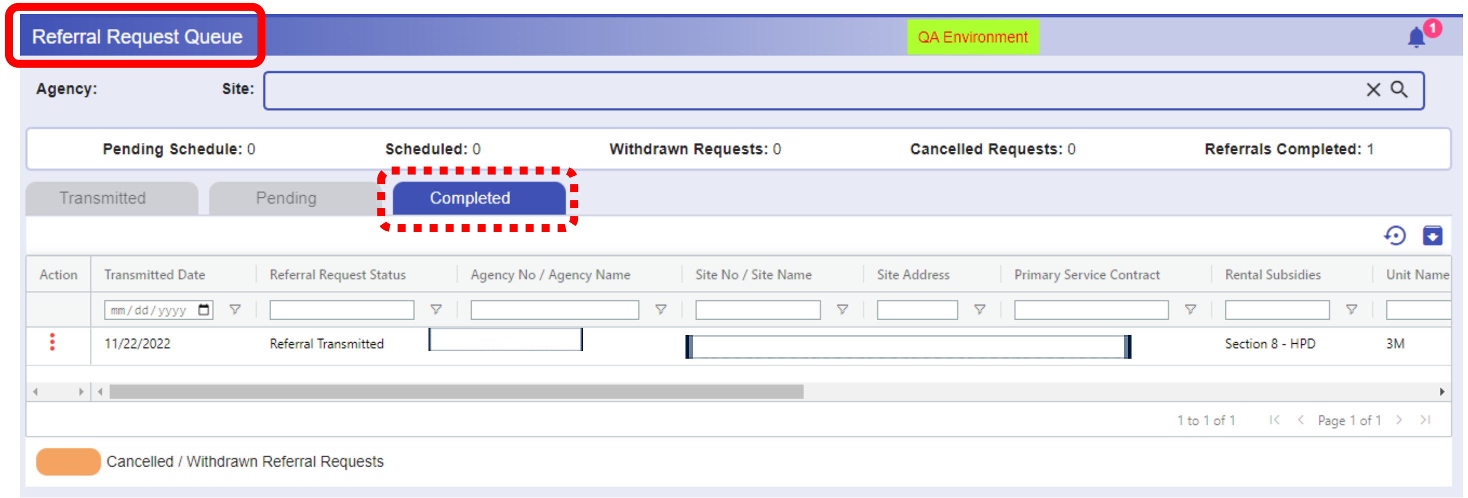
- Requests move to the **Pending** tab when the interview **scheduling has been** completed by OSAHS.
- The Interview Slots column in the Pending tab will have the date and times you have selected CAPS and have been confirmed by OSAHS .



2.5

Referral Request Queue (RRQ) – Completed Tab

- Requests move to the **Completed** tab when **eligible applicants have been transmitted by OSAHS to you**
- Referrals will be found in your **Referral Roster**.
- You will receive a **notification email** from CAPS that referrals have been made.
  - All users assigned to the program in CAPS will receive the notification.
  - There is a reminder email notification 2 days prior to the interview date.
- The Completed tab also includes any requests that have been **withdrawn** by the HP or **canceled** by OSAHS.



2.5

Referral Request Queue (RRQ) – Referral Email Notification

Dear User,

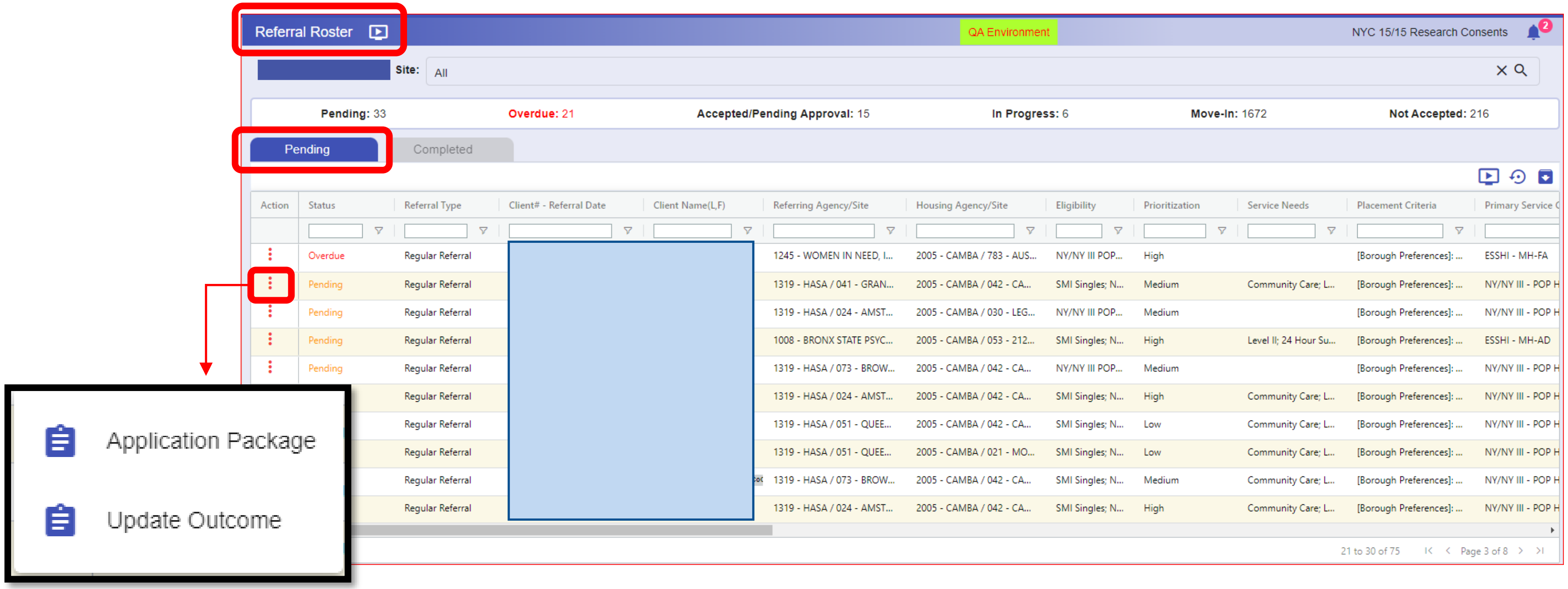
One or more client referrals have been made in CAPS to your agency and site. Please log into CAPS to view additional details for the referral package(s) listed below:

Client Information		Placement Agency Information		Interview Details		
HRA Client ID	**Referral Date**	**Submitted By/Date**	**Placement Agency**	**Interview Date/Time**	**Contact Person**	**Contact Phone #**
246810	10/17/2022	CAROLE EADY - 11/22/2022	OSAHS	12/05/2022 1:00PM		
13579	07/15/2022	CAROLE EADY - 11/22/2022	OSAHS	12/05/2022 10:00AM		
357911	10/04/2022	CAROLE EADY - 11/22/2022	OSAHS	12/05/2022 11:30AM		
46810	02/23/2022	CAROLE EADY - 11/22/2022	OSAHS	12/05/2022 1:00PM		

2.5

Referral Request Queue (RRQ) – Referral Roster

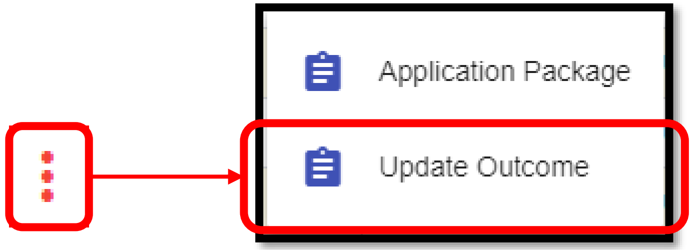
- The Referral roster lists all clients that are referred to your agency/program.
  - This includes all referrals that may have happened outside of RRQ.
- **Interview Outcomes must be entered in the Referral roster within 2 days of the date interview is conducted.**



2.5

Referral Request Queue (RRQ) – Referral Roster

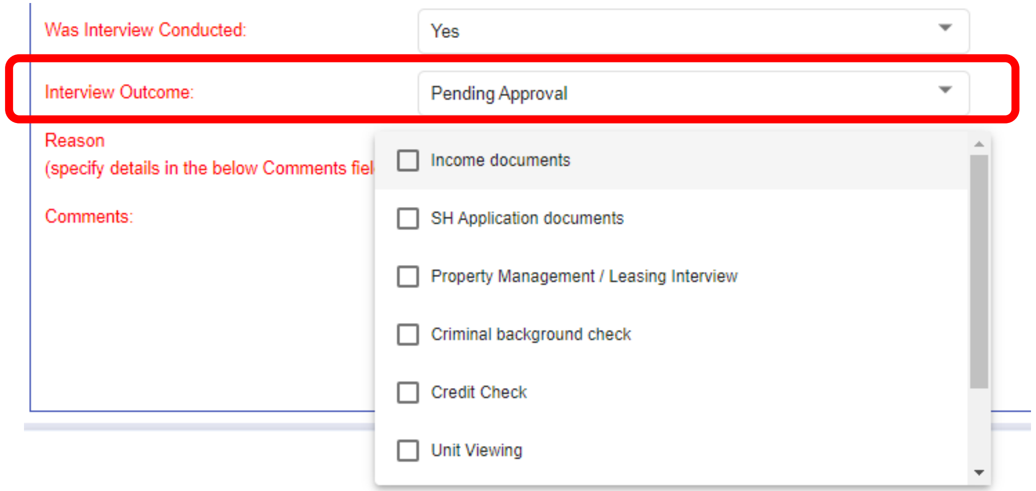
- **Special Notes:**
  - No new referrals will be sent for this unit until outcomes are updated.
  - Clients who have been referred to your building will not be able to be referred to other housing opportunities until you update the results in CAPS.
- **Entering Referral Outcomes:**
  - Once interviews have been conducted, enter the outcome by selecting Update Outcome from the 3 red dots button/Action button column.
  - Questions to be answered are:
    - Was interview conducted?
    - If so, what was the outcome?
    - If Pending Management Approval, what was the reason?
    - If you select Pending Management Approval – you should return to the referral to update details as they occur



2.5

Referral Request Queue (RRQ) – Referral Roster

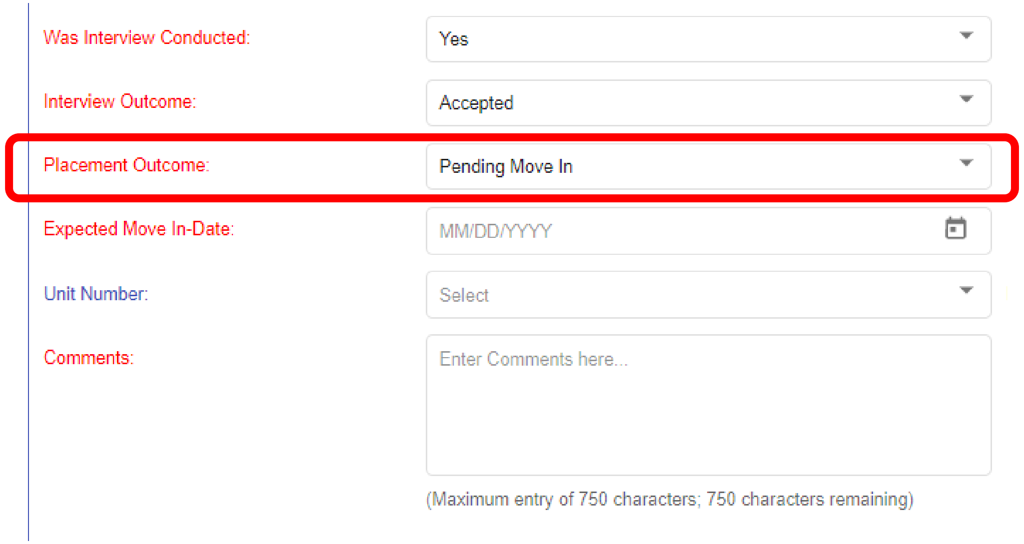
- **Interview Outcome = Accepted - Pending Management Approval**
  - Client completed clinical intake and is accepted.
  - Client has just begun the property management/leasing process and is gathering and submitting documents.
  - Once the client receives the Acceptance Letter, update the outcome to Accepted/Pending Move In and enter the expected date.
  - **NOTE: Criminal background check and credit check will no longer be options to select in CAPS.**



2.5

Referral Request Queue (RRQ) – Referral Roster

- **Interview Outcome = Accepted - Pending Move-In**
  - Once the Acceptance Letter is issued, change the status from Accepted-Pending Management Approval to Accepted-Pending Move In.
  - Expected move in date is required. If the expected move in date changes, you must update it in CAPS to avoid TAD submission errors.



2.5

Referral Request Queue (RRQ) – Monitoring Referral Requests

- RRQ – **Lists can be filtered** by each site and All sites at your agency.
- **Each tab** (Transmitted, Pending, and Completed) is a separate list in your RRQ that **can be filtered** in the column headers and all lists can be **exported** to Excel for ease of generating reports.
- Check your **email** settings to ensure you are receiving **notifications** from CAPS for referrals sent and the reminder of upcoming interviews.
- Recommend that agencies **review intake procedures and operations** for optimal utilization of the new Referral Request function.

2.5

Referral Request Queue (RRQ) – Communication with OSAHS

Contacts for questions as you move through the Request Referral Queue:

- Scheduling:
  - Melody Reid reidme@hra.nyc.gov
  - Jonathan Ford fordjo@dss.nyc.gov

- Client Referral:
  - Kimberly Butler butlerki@hra.nyc.gov
  - Alathia Barnett barnetta@hra.nyc.gov

2.5

Referral Request Queue (RRQ) – Updates and Requirements

- Effective January 1, 2023, the RRQ will be the only method for requesting a referral from OSAHS
  - The Request Referral email box has been removed.
- **Outcomes for interviews are required for ALL clients within 2 business days of the interview date.**
- OSAHS Staff will share the interview outcomes with client's case manager(s), and/or the case managers can check the Referral Status List for outcomes
- Pending referrals will prevent you from submitting new referral request for the unit and will prevent referred clients from being referred to other housing opportunities.

2.5

Referral Request Queue (RRQ) – Request Referral Process Recap

Roster →	Start here! Ensure unit features and rental subsidies are correct.
	Select Request Referral for Online units from drop down.
RRQ Form →	List a contact who can schedule interviews.
	Use the built in scheduler to indicate viewing dates and times.
Referral Request Queue →	Request will move across three tabs as they are processed:
	Transmitted, Pending, Completed
Referral Roster →	Outcomes are required within 2 business days of interview date.
	Update CAPS with client move in information in real time.
OSAHS Communication →	OSAHS Contacts are available to help you at each step of RRQ
Monitor Referrals →	Review agency procedures for optimal utilization of CAPS Referral Request

2.5

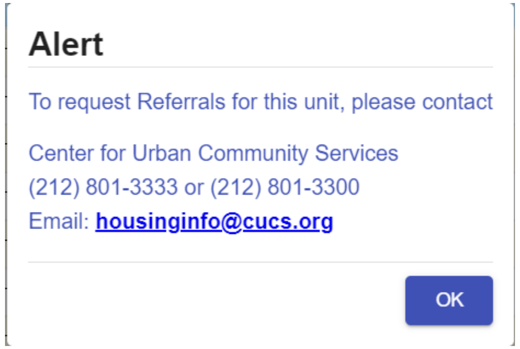
Referral Request Queue (RRQ) – Request Referral Process for other than **OSAHS**

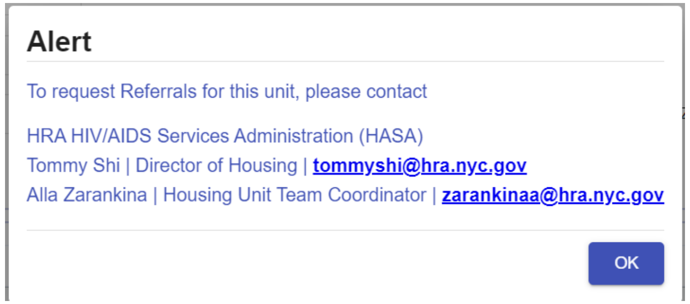
Roster → Start here! Ensure unit features and rental subsidies are correct.

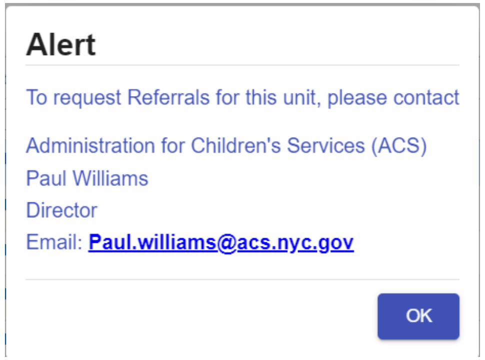
Select Request Referral for Online units from drop down.

RRQ Pop Up → Pop up in CAPS of who HP should contact for referrals.

These agencies will accept re-rental requests for referrals to fill online units.







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