

New York City Standardized Supportive Housing Property Management Application

August 6, 2024



Purpose

- Right now, each Property Manager /Management Company uses their own application to process supportive housing referrals for their buildings.
 - We see many inconsistencies across applications asking varying levels of information
 - Sometimes irrelevant or inappropriate questions are asked
 - Shelters and case managers do not know what to expect when helping their clients complete these applications
- We're hoping the universal application makes things simpler and faster while ensuring compliance with LIHTC (and other regs).
- The standardized property management application will:
 - Only ask relevant questions for processing supportive housing referrals
 - Get Property Management the information needed to determine eligibility and collect required documentation

HPD Process with Stakeholders

- This application was created from the standardized Housing Connect application all marketing agents are already required to use for housing lotteries
- HPD, HRA, and DOHMH met with several marketing and managing agencies to review the proposed standardized application to ensure it met their needs. We gathered valuable information on required information and clarity of form sections.
- Feedback was considered and incorporated in the finalized application we are presenting today.

Review Standard Application Form

- Fillable PDF Format
 - Click on field, then type in information
 - Highlighted sections indicate where supporting documents may be required
 - Electronic signature accepted
- It's important to ensure the information is correct – especially contact information and mailing address
- For alternate contact, include the case manager assisting the household
- Let's begin reviewing the form – please put your questions in the chat

Note! This is a standardized property management application. This does NOT replace the rental subsidy applications required by HCV, PBV, 15/15, CoC, etc.

There are different applications to be completed at each stage of the process - eligibility, compliance, and rental assistance.



Supportive Housing Standard Application

In order to continue with the process for a supportive housing apartment, complete all sections of the below application. This will be reviewed by the management company and/or social service provider. Please note highlighted sections that indicate when backup documentation may be requested.

You are being considered for an apartment at:

BUILDING NAME

ADDRESS

Management Company Name and Contact Information:

MANAGEMENT COMPANY NAME

ADDRESS

PHONE

EMAIL

Social Service Provider Name and Contact Information:

PROVIDER COMPANY NAME

ADDRESS

PHONE

EMAIL

A. Name & Address

Current Living Address:

(If you are living in a homeless shelter, please list your current shelter address)

| | | |
|-----------------------|-----------------------|----------------------|
| <input type="text"/> | | |
| First Name | Middle Initial | Last Name |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Street Address | | Apartment # |
| <input type="text"/> | | <input type="text"/> |
| City | State | Zip |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Your Pronouns (he/she/they) (optional):

Contact Information – please provide all ways in which the Managing Agent can contact you.

Preferred method of contact:

- email
- phone
- paper mail

| | | |
|-------------------------|--|--|
| Email address: | | |
| Phone number(s): | | |

Check if mailing address is **different** than Current Living Address, above

Mailing Address (if different):

| | | |
|--------------------|--------|-------------|
| | | |
| Building (House) # | Street | Apartment # |
| | | |
| P.O. Box | | |
| | | |
| City | State | Zip |

Language Contact Preference: In what language would you prefer to receive written communications about your application? Check one. (If you do not check a language, written communication will be in English.)

- English
- Español (Spanish)
- 简体中文 (Chinese)
- العربية (Arabic)
- Français (French)
- Русский (Russian)
- 한국어 (Korean)
- اردو (Urdu)
- বাংলা (Bangla)
- Kreyòl Ayisyen (Haitian Creole)

Alternate Contact(s): who can the Management Company reach out to in case they cannot get in touch with you regarding your housing application? You should include the case manager helping you with this application.

| | | |
|------|-----------------|----------|
| | | |
| Name | Phone and email | Agency |
| | | |
| Name | Phone and email | Relation |



B. Household Information

1. How many persons (including yourself) will live in the apartment for which you are applying?

2. List ALL the people who will live in the apartment for which you are applying, starting with yourself (Self), and provide the following information.

Disability: If a household member has an ongoing mobility (M), hearing (H), or visual (V) disability and requires an accessible/adaptable unit, **please check the relevant box.** If selected for further processing, you will be sent a form that you and a medical professional will need to immediately complete and send back. The certification of disability is to verify that your household requires an accessible or adaptable apartment. The form can be used for any other future applications for a period of up to 12 months.

| First, Middle Initial & Last Name, Suffix | Relationship to Applicant | Birth Date MM/DD/YY | Full Time Student? (Yes/No) | Disability? | | |
|---|---------------------------|---------------------|-----------------------------|-------------|---|---|
| | | | | M | V | H |
| | Self | | | | | |
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3. Do you have any pets?

Yes

What kind(s)?

No



C. Income and Assets

1A. Are you or any members of your household employed?

- Yes
- No (skip to next section)

If yes: For any job that is not self-employed, list the amount you make before taxes (Gross Income). For self-employed individuals, use the amount you make after deductions (Net Income). If your application is selected for further processing, you will be contacted with a list of documentation that you will need to provide.

List all full and/or part time employment income for **ALL** Household Members, including yourself. **Paystubs, tax returns, and W2s or 1099s will be required for each employment source.**

| Household Member | Employer Name & Address | Length of Employment | | Amount Paid (\$) | How Often? (Ex: weekly, bi-weekly, monthly, annually) | Annual Income |
|------------------|-------------------------|----------------------|-----|------------------|---|---------------|
| | | Yrs. | Mos | | | |
| Self | | | | | | |
| | | | | | | |
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1A. TOTAL ANNUAL INCOME FROM EMPLOYMENT AND SELF-EMPLOYMENT (add all amounts from "Annual Income" column in this table):

2A. Income from Other Sources

Do you or any members of your household receive other income? For example, public assistance, AFDC, Social Security, SSI, pension, workers' compensation, unemployment compensation, interest income, alimony, child support, annuities, Armed Forces Reserves, scholarships and/or grants, gift income, etc.

- Yes
- No (skip to next section)

List all other income sources for each household member. You will have to provide award letters or other documentation to support these income sources.

| Household Member | Type of Income (PA, AFDC, SSI ETC.) | Amount Paid (\$) | How Often? (Ex: weekly, bi-weekly, monthly, annually) | Annual Income |
|------------------|-------------------------------------|------------------|---|---------------|
| Self | | | | |
| | | | | |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
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2A. TOTAL ANNUAL INCOME FROM OTHER SOURCES (add all amounts from "Annual Income" column in this table):

TOTAL ANNUAL HOUSEHOLD INCOME

Add together the total annual income amounts from 1A and 2A, above:



Assets

| Are there assets for this household? Examples of assets include checking account, savings account, investment assets (stocks, bonds, vested retirement funds, etc.), real estate, cash savings, miscellaneous investment holdings, etc. EBT accounts do <u>not</u> count as an asset. | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
|--|--------------------------|---|------------|
| If "yes," please indicate assets for each household member: | | | |
| Household Member | Type of Asset or Account | Bank/Institution | Cash Value |
| Self | | | \$ _____ |
| | | | \$ _____ |
| | | | \$ _____ |
| | | | \$ _____ |
| | | | \$ _____ |
| | | | \$ _____ |

If your assets total less than \$5,000 – you will have to sign a self-certification for these documents. If your assets total over \$5,000 – you will have to provide 6 months of bank statements for your checking accounts and 1 bank statement for savings and other accounts.

D. Signatures (Required for All Household Members 18 and over)

I (WE) DECLARE THAT STATEMENTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY (OUR) KNOWLEDGE. I (We) have not withheld, falsified, or otherwise misrepresented any information. I (We) fully understand that any and all information I (we) provide during this application process is subject to review by The New York City Department of Investigation (DOI), a fully empowered law enforcement agency which investigates potential fraud in City-sponsored programs. I (we) understand that consequences for providing false or knowingly incomplete information in an attempt to qualify for this program may include the disqualification of my (our) application, the termination of my (our) lease (if discovery is made after the fact), and referral to the appropriate authorities for potential criminal prosecution.

I (WE) DECLARE THAT NEITHER I (WE), NOR ANY MEMBER OF MY (OUR) IMMEDIATE FAMILY, ARE EMPLOYED BY THE BUILDING OWNER OR ITS PRINCIPALS.

| | |
|-----------|-------|
| _____ | _____ |
| Signature | Date |
| _____ | _____ |
| Signature | Date |



Implementation

- All property managers will begin using the standardized application immediately
 - Within 48 hrs of an interview outcome “Pending Approval” or “Accepted / Pending Move In”, property management will complete the top section of page 1 and have the housing provider upload it into CAPS
 - Housing Providers will also upload to CAPS **only the relevant** tax credit forms from [HPD’s website](#)
 - Referring agencies will upload the completed application and LIHTC forms in CAPS

Let's answer select questions in
the Chat

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.

- [Supportive Housing Provider Referral Guide](#) (.pdf) - For staff, provides a table with contacts for re-renting units.
- [Supportive Housing Brochure](#) (.pdf) - A brochure to support staff working with clients who are seeking to gain more understanding of Supportive Housing.
- [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.
- [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.
- [Frequently Asked Questions \(FAQs\) for Clients](#) (.pdf)– For clients, addressing some of the most common questions around supportive housing application, determination and placement processes.
- [Frequently Asked Questions \(FAQs\) for Service Providers](#) (.pdf)– For staff assisting clients, also addressing common questions.
- **Guidance Documents for Supportive Housing Providers and Property Managers** - Below are guidance documents jointly issued in July 2023 by HRA, DoHMH, and HPD. These documents clarify the City’s expectations for processes and policies related to referral, intake, and admission to City-funded supportive housing projects.
 - **[NEW - Cover Letter for Supportive Housing Standard Application for Leasing](#)** (.pdf)
 - **[NEW - Supportive Housing Standard Application for Leasing Form](#)** (pdf.)
 - [Training on Low Barrier Supportive Housing Referral, Intake and Admissions Practices](#) (.mp4), [View Training PowerPoint](#) (.pdf)
 - HRA, DoHMH, and HPD have issued guidance documents related to low barrier supportive housing referral, intake and admissions practices. Please listen to the training video to learn about the expectations set forth in the documents. (Presented on 07.27.2023)
 - [2023 NYC Consolidated Supportive Housing Placement Guidance](#) (.pdf)
 - [2023 Memorandum of Low Barrier Admissions](#) (.pdf)
 - [Supportive Programs Document Tool](#) (.pdf)
 - [Low Barrier Admissions Guidance](#) (.pdf)

Resources

CAPS User Guides

- [Determination Letter Overview Video](#)
- [Dashboard Deck](#)
- [Application Deck](#)
- [Module One: Logging into CAPS and Managing User IDs and Passwords](#)
- [Module Two: Introduction to CAPS Functionality](#)
- [Module Three: Agency Site Request and Maintenance](#)
- [Module Four: Vacancy Control System - Completing Rosters](#)
- [Module Five: Completing the Turn Around Document \(TAD\)](#)
- [Guide to Navigating the CAPS Follow-up Queue for Housing Providers](#)
- [Guide to Navigating the CAPS Follow-up Queue for Referring Agencies](#)

Resources

Additional CAPS Resources

- Below you will find a list of compiled Coordinated Assessment and Placement System (CAPS) resources including the CAPS Policy & Procedure Manual, fact sheets, FAQs, and more.
- [Professionals to Complete Psychiatric Evaluations](#) (PDF) This document lists the professionals who can complete a psychiatric evaluation for the NYC Supportive Housing Application.
- [CAPS Glossary](#) (PDF) A glossary of government agencies, housing and service models, commonly used terms (including medical, psychiatric, medication, etc.) and acronyms used in the Supportive Housing field. There are also important references to websites for additional information.
- [First Year Evaluation of CAPS Survey](#) (PDF) This report presents the DSS Office of Evaluation and Research (OER)'s evaluation of the first year of CAPS implementation, focusing on the initial 2018 roll-out experiences of the CAPS survey in DHS single-adult assessment shelters.
- [CAPS Policies and Procedures](#) (PDF) The CAPS Policy & Procedure manual was unanimously approved by the CoC Steering Committee on Oct. 20, 2023. Updates include better alignment with overall CoC policies; updated CAPS committees; updated links to external documents.
- [SVA Criteria Fact Sheet](#) (PDF) In May of 2019, hundreds of stakeholders approved additional criteria to add to the existing Standardized Vulnerability Assessment (SVA).
- [SVA Training](#) (PDF) This training explains how the SVA works, where the information comes from and how to understand it.
- [Supportive Housing Descriptions and Criteria](#) (PDF) A comprehensive list of the supportive housing types, the clinical and homeless criteria, and documentation requirements for the supportive housing application.
- [Supportive Housing Populations and Placement Agencies](#) (PDF) A comprehensive list of population types and corresponding placement agencies.
- [Supportive Housing Re-Rental Provider Referral Guide](#) (PDF) A guidance for re-rental referrals only for both scattered-site and congregate units.
- [NYC CAPS Frequently Asked Questions](#) (PDF) HRA PACT created this detailed FAQ for service providers using the CAPS Survey and Supportive Housing Application
- [Homeless Verification and Documentation Reference Sheet](#) (PDF) Updated guidance on which service providers may provide documentation of homelessness for the NYC Supportive Housing Application.

Resources

Webinars & Presentations

CAPS Follow-up Queue Training for Housing Providers & Referring Agencies,

- [Housing Providers Webinar Recording, PowerPoint Slides \(.pdf\)](#)
- [Referring Agencies Webinar Recording, PowerPoint Slides \(.pdf\)](#)

Presented in September 2023

Effective August 29, 2023, the Coordinated Assessment Placement System (CAPS) now includes new functionality to manage the placement process for clients referred by HRA's Office of Supportive/Affordable Housing Services (OSAHS) to rental supportive housing units. The follow-up queue allows for referring agencies, housing providers and OSAHS staff to communicate, upload documents and monitor the status of clients in the placement process. This training provides an overview of the new functionality and how users can update the status of clients in the placement process.

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.

CAPS Turn Around Document (TAD) Requirements Training,

- [Webinar recording \(Youtube\), PowerPoint slides \(.pdf\)](#)

Presented on April 29, 2021

This webinar was an overview of changes made to CAPS to inform housing providers about Turn Around Document (TAD) requirements effective June 30, which included a live demo in the system of the different functions to manage the Tenant, Unit, and Referral Rosters for submission of the TAD report to HRA.

CAPS Coordinated Assessment Survey Demo,

- [Webinar recording \(Youtube\)](#)

Presented on April 20, 2021

This webinar is a brief overview of the coordinated entry system in NYC and demonstration of completing the Coordinated Assessment Survey.

Human Resource Administration (HRA) Redesign of Application System for Coordinated Entry,

- [Webinar recording \(WebEx link / use password: RWSdaG3E\), PowerPoint slides \(.pdf\)](#)
- [Presentation for the Department of Housing Preservation and Development \(HPD\) Subgrantees](#)

Presented on September 2, 2020

This presentation provides an important overview for housing providers to track unit details, report vacancies, provide outcomes of client interviews and to apply for HPD CoC rental assistance through the Coordinated Assessment and Placement System (CAPS).

Contacts

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