



September 2025

Understanding the Referral Status List



Agenda

Referral Status List Overview

Reviewing the Referral

- Accessing the RSL
- CAPS Referral Email Notification
- CAPS Referral Email Notification to the Client
- Reviewing Referral in the RSL
- Discussing the Referral with the Client
- Confirming the Appointment
- Using RSL Headers
- Reviewing the Interview Results

Resources and Contacts

Referral Status List Overview

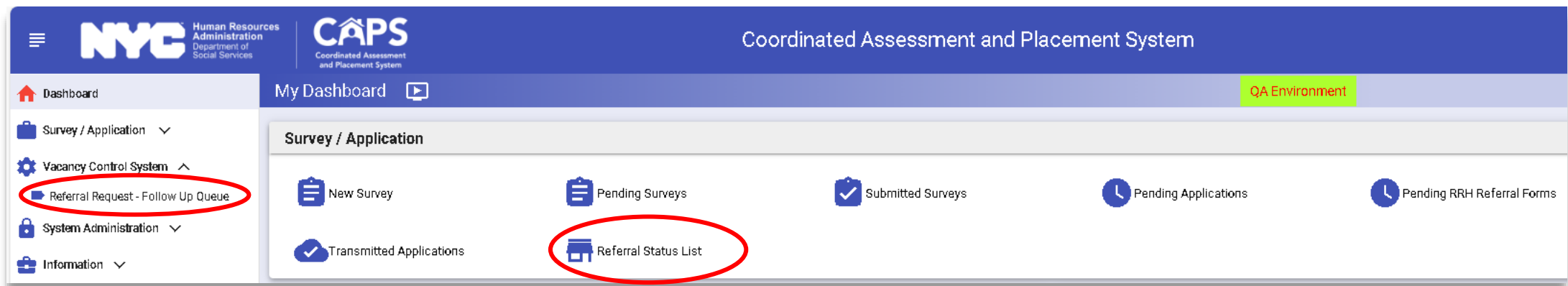
The Referral Status List (RSL) provides detailed information on supportive housing *REFERRALS* and *APPLICATIONS*

- The supportive housing provider the client has been referred to, the interview date, interview modality, the provider contact for the interview, and site/unit information, if available.
- The placement entity that completed that completed the client's referral
- The interview confirmation status
- Interview outcomes entered by the housing provider
- Application approval period, service needs, prioritization, etc

Accessing the Referral Status List (RSL)

The referral status list (RSL) can be located on the dashboard or accessed through the navigation pane.

Once a client has been referred to supportive housing they will appear on the RSL.



CAPS Referral Email Notification

Questions about the referral? Reach out to staff in email!

All staff who are assigned to the site in CAPS will receive an autogenerated email notifying them that a referral was transmitted.

The email appears as shown below:

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#
1111111	07/21/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 10:00AM	Jane Doe	7181234567
1111111	08/10/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 12:00PM	Jane Doe	7181234567
1111111	06/27/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 11:00AM	Jane Doe	7181234567

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

CAPS Referral Email Notification to the Client

For applications submitted as of 12/30/24, clients will receive an email notification when referred to supportive housing. This notification is **only** sent to clients who have provided their email address in the Coordinated Assessment Survey.

Clients **will not** receive an email referral notification for Applications approved prior to the date listed above.

You have an interview for a supportive housing unit! Please review details for your upcoming interview

 CAPS
To: [Redacted]
This message was sent with High Importance.

Dear Supportive Housing Applicant,

You have been referred to a supportive housing unit! Below is the information about the unit as well as the details of the interview. You MUST confirm with your case manager if you will attend or not, so they can confirm the appointment in CAPS.

HRA Client ID	Placement Agency	Interview Date/Time	Agency Name	Site Name	Site Address	Site Borough	Unit Type	Unit Features	Site Features	Interview Address	Remote Interview Type	Remote Interview Link	Remote Interview Pass Code	Remote Meeting ID	Interview Dial In Number
11111	HRA OSAHS	12/18/2024 9:00AM - 10:00AM	HP Test	Site Test	123 Cherry Lane Brooklyn, NY	Brooklyn	Studio		All units individual-no share, walk-up	123 Cherry Lane Brooklyn, NY					
11111	HRA OSAHS	12/13/2024 9:30AM - 10:00AM	HP Test	Site Test	SCATTERED SITES, VARIOUS BOROUGH, NY 00000				All units Individual-no share, Walk-up		zoom	link	Pass code	Meeting Id	Dial in
11111	HRA OSAHS	12/10/2024 9:00AM-10:00AM	HP Test	Site Test	123 Road Brooklyn, NY	Brooklyn	Studio		All units Individual-no share, Elevator, Smoke Free Building, Wheelchair Accessible Building	123 Road Brooklyn, NY					

Please review this information carefully and meet with your case manager, or other program staff to discuss the opportunity. Here are some resources that explain what [supportive housing](#) is and what to expect for the referral and placement [process](#). This [FAQ](#) might answer other questions you have, but you can also ask your case manager or the housing provider at the interview. We encourage you to attend the interview to learn about the housing opportunity. If you aren't familiar with the virtual platform for your interview (Zoom or Teams), or do not have access to a computer or phone for the interview, please reach out to your referring case manager for assistance.

HRA CAS Support.

Do not reply to this email

Fri 12/13/2024 11:30 AM

Reply Reply All Forward

Reviewing the RSL

Once you have received the email notification, log into CAPS and review the referral information.

Ask HRA Staff
or your Sys
Admin if you
can't see a
client

1. Copy the HRA ID located in the first column
2. Enter the HRA ID in search bar in the column labeled "HRA ID" to filter for the client

Client Information		Placement Agency Information			Interview Data	
HRA Client ID	Referral Date	Submitted By/Date	Placement Agency/Date	Email	Interview Date/Time	Contact Person
1111111	07/21/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 10:00AM	Jane D 4567
1111111	08/10/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 12:00PM	Jane D 1234567
1111111	06/27/2022	Fuad Rasulov - 03/07/2025	OSAHS	RASULOVF@hra.nyc.gov	03/28/2023 11:00AM	Jane D 7181234567

Referral Status List (1308)

QA Environment

Agency Name: 7720 - ICL Site Name: 000 - ALLReferral Status: ALL

Transferred In:

Approval expiry in a week:

Interview Scheduled:

Interview Not confirmed:

No Call/Show:

Show 10 Entries

Actions	Referral Status	Client Name (L,F)	CARES ID	HRA ID	RRH Application	Current Shelter	Is Interview Infor...	Interview Date	Interview Time	Provider Agen...
								mm/dd/yyyy		
	Pending	Jane, Jane		1111111	No		N	03/21/2025	1:00PM	6709-JBFC
	Referral, No Interview	John, John	TI	2222222	No		N	10/16/2024	1:00PM	6709 - JBFC
	Withdrawn	Smith, Smith	TI	3333333	No		N			

Reviewing the *Referral* in the RSL

The referral status list contains the following information in the grid from left to right, excluding labels that are self-explanatory:

Actions	Referral Status ▾	Client Name (L,F)	CARES ID	HRA ID	HH Prioritized	RRH Referral	Current Shelter	Is Interview Information Updated	Interview Date	Provider Agency No/Agency Name
	▾	▾	▾	▾	▾	▾	▾	▾	mn  ▾	

- **Actions-** Select to take a specific action on the referral (e.g. confirm interview, view application)
- **Referral status-** The overall status of the referral (e.g. pending, not accepted, withdrawn, move-in verified, etc.)
- **HRA ID-** Identification assigned to the client in CAPS
- **HH Prioritized** – This client is also an HH patient and their housing team is also involved in the case
- **RRH Referral-** A “yes” or “no” will be displayed to indicate if this is a rapid rehousing referral
- **Current Shelter-** The name of the current shelter that the client is assigned
- **Is the Interview Information Updated-** A “yes” or “no” will be displayed to indicate if the interview information has changed
- **Provider Agency / Agency Name:** Housing provider name

Reviewing the *Referral* in the RSL, cont'd.

ProviderSite No/Site Name	Referred To PSC	Referred To Contracting Agency	Site Location Type	Site Features	Referred To Name	Referred To Type	Disability Unit	Referred To Features

- **Prover Site/Site Name-** The name of the housing provider's program site
- **Referred to PSC-** The primary service contract of the unit that the client was referred (e.g. ESSHI Senior, NYC 15/15 AD, SMI singles, NY/NY I/II, etc.)
- **Referred to Contracting Agency-** The contracting agency that provides the primary service contract funding (e.g. DHS/HRA, DOHMH, OMH, etc.). The contracting agency is responsible for providing oversight for the funded units by monitoring social services such as: interview and intake processes, case management, unit occupancy, etc.
- **Site Location Type-** Congregate (social services are located within the building) or scattered site (case managers visit the client in their apartments, which may be at various locations)
- **Referred to Name:** The unit # the client was referred to
- **Site features-** This lists the features of the building (e.g. elevator, wheelchair accessible, etc.)
- **Referred to type-** The unit type (e.g. SRO, Suites, studio, 1 BR, etc.)
- **Disability Unit:** If the unit is designate for Visual, Hearing and/or Mobility impairment
- **Referred to Features:** These are the features of the unit such as: private kitchen: Yes or no, wheelchair accessible unit, walk-up, etc.)

Reviewing the *Referral* in the RSL, cont'd.

Interview Location	Remote Interview Type	Remote Link	Remote Meeting ID	Remote Passcode	Remote Dial In #	Contact for interview	Interview Contact Email	Phone	Extension

- **Interview Location-** If in person, the address where the interview will take place. This may not be where the unit is located.
- **Remote Interview Type-** The name of the platform where the interview will be held virtually (only populated if conducted online)
- **Remote Link-** The link to the platform where the interview will be held virtually (only populated if conducted online)
- **Remote Meeting ID-** The meeting ID to enter on the listed platform
- **Remote Passcode-** The meeting passcode to enter on the listed platform
- **Remote Dial In#-** The phone number that can be used if you are unable to access the platform online
- **Contact for Interview-** The name of the person conducting the supportive housing interview
- **Interview Contact Email** – Use if running late, or have specific questions about the unit/interview
- **Phone** - Use if running late, or have specific questions about the unit/interview

Reviewing the *Referral* in the RSL, cont'd.

Placement Entity	HH Additional Comments	Referred By	Referred Date	Interview Outcome	Placement Outcome	Reason	Outcome Comments	Last Updated Date
			mm dd					mm/dd

- **Placement Entity-** The agency that transmitted the referral
- **HH Additional Comments** – generally these are for OSAHS and can be ignored
- **Referred by-** The name of the staff at the placement entity that transmitted the client referral
- **Referred Date-** The date that the referral was transmitted
- **Interview Outcome-** The outcome of the interview (e.g. Client did not accept housing, accepted-pending management approval, e.g.)
- **Placement Outcome-** Once accepted the status of the placement (e.g. pending move-in or move-in)
- **Reason-** A sub-status of the interview outcome (e.g. No call/no show, interview cancelled, etc.)
- **Outcome Comments:** Narrative entered by the housing provider to provide more details on the interview outcome
- **Last Updated Date:**

Reviewing the *Referral* in the RSL, cont'd.

Interview Not Ack	Confirm interview	Rejection Reason	Additional Comments	Acknowledged By/Date

- **Interview Not Ack:** Y/N – if N, that means that the interview has not be confirmed or declined
- **Confirm Interview:** Y/N/ blank
 - Y= interview confirmed that client will attend
 - N = interview declined (and we will swap in a new client, if time permits)
 - Blank = interview neither confirmed nor declined (we may swap out your client if you do not confirm or decline!)
- **Rejection Reason:** Reason interview is being declined; drop down entered by referring agency
- **Additional Comments:** More comments related to interview declination entered by referring agency (free text)
- **Acknowledged By / Date:** Referring agency staff who confirmed or declined interview

Reviewing the *Application Information* in the RSL

Survey #	Application #	Eligibility	Approval Period	Service Needs	Prioritization	Referral Date	Approval Status	Referring Agency	Referring Site	Transferred Agency/Site	Transferred In	Approval Expired
						mi						

- **Survey #:** Number of the CAPS survey
- **Application#:** Application # (*not often used – this is **NOT** the HRA ID*)
- **Eligibility-**The client's supportive housing application eligibility – usually there are more than one eligibilities (*e.g. ESSHI Senior, 15/15 AD, NY/NY III Pop A, General Population, etc*)
- **Approval Period-**The approval period of the supportive housing application
- **Service Needs-**The level of care determined for the housing eligibility (*e.g. Community Care/Level II, level II, Level II/24*)
- **Prioritization-** The Standardized Vulnerability Assessment determined (*e.g. high, medium, or low*)
- **Referral Date-** The date the supportive housing application was submitted to the PACT unit (**NOT** the date the client was referred for an interview).
- **Referring Agency / Site:** Agency / site the submitted the 2010e
- **Transferred Agency / Site:** If the application was transferred from the original agency that submitted it, the agency / site the app was transferred to
- **Transferred In:** Y/N
- **Approval Expired:** Y/N –if a client was referred on an active app, a new app **is not** required

Discussing the Referral with the Client

It is important to review the referral details completely with the client before entering a response in CAPS:

- Discuss the housing opportunity with your client, let them know the time/date of the interview
- Review the referral information **in detail** with the client, making sure to share:
 - Where the unit is located (consider showing the client on google maps the location, use street view, etc.)
 - Unit and site features:
 - Is the unit located in an elevator building or walk-up
 - Is the unit shared, an SRO, suite, studio, 1br, etc.
 - How the interview will be conducted (in-person or virtually)
 - Explain what supportive housing is to help the client make an informed decision: [Quick Guide to Supportive Housing for Client](#) or [New York City Supportive Housing: Client Frequently Asked Questions \(FAQs\)](#)
 - Indicate in CAPS if your client plans to attend the interview ASAP. If the client is not interested in attending, provide a detailed reason (e.g. Client has decided to live with family in PA and is no longer interested in supportive housing)
 - Prepare and accompany the client to the interview
 - Show them photos of the project they are being referred to, or other similar projects
 - Explain the benefits of having a rent-stabilized lease and subsidized rent
 - Escort them to the interview; will reduce the no call/no show rate
 - Prepare them for document collection and potential delays in the process
 - Check Client Documents in Survey and Application for birth certificates, SSN Card, and photo IDs

Confirming the Interview

After discussing the referral details with the client, it is important that a response is entered in CAPS immediately. Clients referred by OSAHS that **have not** been confirmed will be swapped for other eligible clients.

You must confirm in CAPS that your client will attend the interview.

1. Click the three red dots in the far-left column.
2. Click “confirm interview”
3. Select “Yes” or “No”. Then “Ok”

Show Entries

Actions	Is Interview Informati...	Interview D... ↓	Interview Time	Provider Agency No/Agency Name	ProviderSite No/Site Name	Referred To PSC	Referred To Contracting Agency	Site Location Type
⋮	N	03/27/2025	11:00AM	6728 - POST GRAD CTR	009 - SCATTER SITE KINGS SH	NY/NY III POP A	OMH	Scatter Site
⋮		03/27/2025	12:30PM	6728 - POST GRAD CTR	009 - SCATTER SITE KINGS SH	NY/NY III POP A	OMH	Scatter Site
⋮		03/27/2025	1:30PM	6728 - POST GRAD CTR	009 - SCATTER SITE KINGS SH	NY/NY III POP A	OMH	Scatter Site
⋮		03/26/2025	1:00PM	1843 - CONCERN FOR INDEPENDENT ...	004 - MACDOUGAL CR/SRO - NY/NY...	NY/NY III POP A	OMH	Congregate Site
⋮		03/26/2025	12:00PM	1843 - CONCERN FOR INDEPENDENT ...	004 - MACDOUGAL CR/SRO - NY/NY...	NY/NY III POP A	OMH	Congregate Site
⋮		03/26/2025	11:00AM	1843 - CONCERN FOR INDEPENDENT ...	004 - MACDOUGAL CR/SRO - NY/NY...	NY/NY III POP A	OMH	Congregate Site
⋮		03/25/2025	10:00AM	1151 - BARRIER FREE LIVING	004 - BARRIER FREE LIVING - NY/NY III	NY/NY III POP A	DOHMH	Congregate Site
⋮		03/25/2025	11:00AM	1151 - BARRIER FREE LIVING	004 - BARRIER FREE LIVING - NY/NY III	NY/NY III POP A	DOHMH	Congregate Site

- Attach Documents
- Application Package
- Determination Documents
- Transfer History
- Confirm Interview

Confirm Interview

Will your client attend the interview ? ☒ Yes ☐ No

Confirming the Interview

1. If the client declined to attend, enter “No”
2. Select from drop down menu the reason the client will not be in attendance
3. Add additional comments. Make sure that the comments are detailed and explain the reason selected
4. Select “Ok” once each question has been answered

The screenshot shows the 'Confirm Interview' form. The 'Will your client attend the interview?' question has the 'No' radio button selected and circled in red. The 'Rejection Reason:' dropdown menu is open, showing four options: 'Client not in shelter/current location unknown', 'Client permanently placed in community', 'Client is incarcerated', and 'Program currently providing housing interview preparation'. The 'Additional Comments' field is empty. In the background, a table lists interview data with columns for 'PSC', 'Referred To Contracting Agency', and 'Site Location Type'.

PSC	Referred To Contracting Agency	Site Location Type
OP A	OMH	Scatter Site
OP A	OMH	Scatter Site
OP A	OMH	Scatter Site
OP A	OMH	Congregate Site
OP A	OMH	Congregate Site
OP A	OMH	Congregate Site
OP A	DOHMH	Congregate Site

This screenshot shows the 'Confirm Interview' form after a rejection reason has been selected. The 'Rejection Reason:' dropdown now displays 'Client is linked to another housing opportunity'. The 'Additional Comments' field is filled with a detailed explanation: 'Client is linked to another housing opportunity'. A red box highlights this field. Below the text, it says '(Maximum entry of 1500 characters; 1500 characters remaining)'. At the bottom right, there are 'OK' and 'Cancel' buttons. A red arrow from the first screenshot points to this second one, indicating the next step in the process.

Using RSL Headers

Referral Status List (16338)

Agency Name/No :

000 - ALL

Site Name/No :

Select

Site Type :

Select

Referral Status :

Select

Submit

Clear

Transferred In: 2

Approval expiry in a week: 5

Interview Scheduled: 30

Interview Not confirmed: 4

No Call/Show: 8

Show 10 Entries

Actions	Is Interview Informati...	Interview D... ↓	Interview Time	Provider Agency No/Agency Name	ProviderSite No/Site Name	Referred To PSC	Referred To Contracting Agency	Site Location Type
		mm / dd / yyyy						
	N	03/27/2025	11:00AM	6728 - POST GRAD CTR	009 - SCATTER SITE KINGS SH	NY/NY III POP A	OMH	Scatter Site
	N	03/27/2025	12:30PM	6728 - POST GRAD CTR	009 - SCATTER SITE KINGS SH	NY/NY III POP A	OMH	Scatter Site

To help manage the referral status list, you can click on any of the following headers to filter. Only client referrals that match the heading will be displayed:

- **Transferred in-** Applications that were transferred from another referring agency
- **Approval expiry in a week-** Applications that will expire in a week
- **Interview scheduled-** Interviews that are upcoming
- **Interviews Not Confirmed-** Interviews that have not been confirmed “yes” or “no”, if the client plans to attend
- **No Call/No Show-** Clients who didn’t attend a scheduled interview

Reviewing the Interview Results

Supportive Housing Providers typically enter interview results within 48 hours of the interview. Check CAPS for the interview results and once received, review the results with the client.

1. Search the list for the client by typing in the name field, HRA ID, etc.
2. Scroll over to the “Interview Outcome” column
3. Review the information entered in the “Interview Outcome”, “Reason” and “Outcome” columns
4. Discuss the results with the client

Referral Status List (16338) 

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

Transferred In: Approval expiry in a week: Interview Scheduled: Interview Not confirmed: No Call/Show:

Show 10 Entries

Actions	Referred ...	Interview Outcome ↓	Placement Outcome	Reason	Outcome Comments	Name	Primary Service Contract	Last Updated Dat
	2025-03-03							mm/dd/yyyy
	03/04/2025	Client did not accept housing		Client preferred a...	Applicant applied for 1 bedroom with Housing C...			03/07/2025
	03/04/2025	Accepted - Pending Management Appro...			Pending receipt of all required income document...			03/07/2025
	03/04/2025	Accepted - Pending Management Appro...			Client will submit documents and meet with the p...			03/07/2025
	03/04/2025	Accepted - Pending Management Appro...			Client will submit documents and meet with the P...			03/07/2025

RSL Operational Considerations

- The RSL should be reviewed **DAILY** at a supervisor level. Who at your site is responsible for this?
 - ✓ Expiring applications
 - ✓ Upcoming interviews
 - ✓ All interviews confirmed?
 - ✓ Has the client been prepped?
 - ✓ Escort arranged?
 - ✓ Basic documents gathered?
 - ✓ Review interview outcomes
 - ✓ NCNS – what happened?
 - ✓ Rejections – anything in the notes that need to be addressed with the client?
 - ✓ Client declines – review and work on managing expectations (e.g. singles will not get a 1BR)
 - ✓ Acceptances – Congrats! Start gathering documents, applying for PA and head over to the Follow Up Queue in CAPS to continue the work through to move in.

Resources

Supportive Housing Resources

The screenshot shows the NYC Continuum of Care website. The URL in the browser is <https://www.nyc.gov/site/nyccoc/caps/supportive%20housing%20resources.page>. The page has a purple header with the NYC Continuum of Care logo and navigation links: Home, About, Grantees, HMIS, CAPS (selected), EHV, and Project Types. A search bar is also present. Below the header is a purple navigation bar with buttons for CAPS User Guides, Trainings, Additional Resources, and Supportive Housing Resources (highlighted). The main content area features social media share icons and a print button. The title 'Supportive Housing Navigation Tools' is followed by a paragraph explaining that these materials were developed for clients seeking permanent supportive housing and staff assisting them. A bulleted list of resources follows, including a provider referral guide, a brochure, a client guide, quick guides for clients and staff, frequently asked questions, and guidance documents for providers and property managers. The list includes several 'NEW' items related to training and application forms.

https://www.nyc.gov/site/nyccoc/caps/supportive%20housing%20resources.page

NYC Continuum of Care

311 Search all NYC.gov websites

Español Translate Text-Size

Home About Grantees HMIS CAPS EHV Project Types Search

CAPS User Guides Trainings Additional Resources Supportive Housing Resources

Share Print

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](#) - For staff, provides a table with contacts for re-renting units.
- [Supportive Housing Brochure](#) - A brochure to support staff working with clients who are seeking to gain more understanding of Supportive Housing.
- [Guide to Supportive Housing](#) - 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](#) - 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](#) - For clients, addressing some of the most common questions around supportive housing application, determination and placement processes.
- [Frequently Asked Questions \(FAQs\) for Service Providers](#) - or 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 - Training on Standard Property Management Application for Supportive Housing, View Training PowerPoint](#)
 - [NEW - Cover Letter for Supportive Housing Standard Application for Property Management](#)
 - [NEW - Supportive Housing Standard Application for Property Management Form](#)

Resources

CAPS Trainings

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

NYC

Continuum of Care

311

Search all NYC.gov websites

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CAPS Trainings

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

Webinars & Presentations

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

[Housing Providers Webinar Recording, PowerPoint Slides](#)
[Referring Agencies Webinar Recording, PowerPoint Slides](#)

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](#)

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

Who Do I Contact in OSAHS?

Rent Ups: Alyson Zikmund zikmunda@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: Lisa James Jackson jamesl@dss.nyc.gov

Coordinated Entry / Site Profile: Robin Pagliuco pagliucor@hra.nyc.gov

PACT/ Eligibility Determinations: Jacqueline McNeil mcneilj@hra.nyc.gov

Technical Support or Issues with CAPS Access: HRA CAS Support hracassupport@hra.nyc.gov