

The Human Resources Administration determines clinical eligibility for supportive housing units in New York City based on their supportive housing application process. Placement entities (e.g., the Department of Homeless Service, the Administration for Children's Services) refer eligible prospective tenants to vacant units based on specific population, prioritization and applicant preference. The placement entity schedules times for prospective tenants to view apartments for which they have been determined eligible.

DOHMH requires all contracted supportive housing providers* to offer prospective tenants an opportunity to view available apartment(s) for which they have been matched before deciding whether they want to sign a lease and move into the apartment. DOHMH expects providers to accept a prospective tenant if, after the apartment viewing, the prospective tenant indicates that they want to live there. The following *Do's and Don'ts* should inform DOHMH contracted providers' unit viewing practices.

DO

1. Ensure that the NYC Coordinated Assessment and Placement System (CAPS) has accurate and up to date information on all units. Submit Turn Around Documents (TADS) to HRA by the 10th of each month.
2. As part of the Provider/landlord meeting, offer the prospective tenant a tour of the building and the available unit(s).
3. Whenever possible, offer the prospective tenant a meeting on the same day with provider/ landlord/property manager to:
 - Describe the building, amenities, services, and community
 - Respond to the prospective tenant's questions
 - Confirm the prospective tenant has an approved 2010e for the specific program population
 - Confirm the prospective tenant can independently live safely in the unit and community
 - Confirm the prospective tenant wants the unit
 - Confirm the unit meets the prospective tenant's choice for location accessibility
4. Reschedule the unit viewing if the prospective tenant appears impaired or under the influence when they arrive for the apartment viewing.
5. Contact your DOHMH Program Specialist if you have questions or concerns requiring further exploration prior to returning the referral documents.
6. If multiple prospective tenants show for the apartment viewing:
 - Offer the unit to person with longest history of homelessness.
 - Place on a waitlist other prospective tenants who saw the unit and would have accepted had it not been offered to someone with a longer history of homelessness.
 - If another unit in the same building becomes available within 12 months of the waitlisted person's initial apartment viewing:
 - Notify DSS to offer the waitlisted person another opportunity to view the unit.
 - If the prospective tenant accepts the unit, provide them with a move-in date (if the paperwork is outdated, it shouldn't preclude person from moving in).
7. If a client has already been selected for a unit but other unit(s) with same eligibility criteria are available at the same or a different site, prospective tenants should be offered to view that unit(s).

*Justice Involved Supportive Housing (JISH) has an alternative referral pathway outside the HRA – application process.

DON'T

1. Attempt to (re)establish the prospective tenant's clinical eligibility for the unit. Eligibility was already determined via the supportive housing application process.
2. Conduct a clinical assessment. The prospective tenant has already met the clinical criteria and is eligible for the level of care and unit of supportive housing. Concerns related to the prospective tenant's "insight" into their mental illness are not relevant to the apartment viewing.
3. Rejection of a client can only be used in rare instances as all rejections must be in accordance with the contracting agency's procedures. All rejection reasons must be detailed both on the manifest and in CAPS. This information will be shared with the contracting agency to ensure compliance with agency procedures.
4. Maintain a waitlist of more than two prospective tenants for any one apartment at any given time.