

CoC-Funded Rapid Re-housing

Referral Process Updates

Overview

[Continuum of Care](#)-funded Rapid Re-housing (RRH) is a pathway to permanent housing for individuals and families experiencing homelessness. Through housing search support, time-limited rental assistance, and case management, RRH helps households to exit homelessness and establish a foundation for long-term housing stability. As of late 2024, there is a new process in place for referrals to NYC RRH programs. This process runs through CAPS, NYC's Coordinated Entry system, and is designed to ensure equal access to RRH.

Referral Process

In order to be referred to an RRH program, interested participants must complete the following two steps with a service provider:

1. Complete a CAPS Survey
 - This determines potential eligibility for RRH and other housing resources
2. Complete an RRH Referral Form
 - A link to this form is listed in the CAPS Survey results for clients with potential RRH eligibility
 - This form is designed to capture client preferences and aid in making an appropriate referral (forms remain active for 6 months)

HRA's Office of Supportive and Affordable Housing and Services is responsible for referring eligible clients to participating RRH programs. Referrals are availability-driven, meaning that new participants can only be referred to RRH when openings become available.

If a participant is selected for RRH referral, their referring service provider will receive an email notification including interview times and contact information for the RRH provider. The participant will then meet virtually or in-person for an interview to confirm eligibility and determine whether the client moves forward with enrollment. Participants not accepted for enrollment will have the opportunity to be referred to other programs.

Why is There a New Process?

The goal of this new referral process is to expand access to RRH resources by using a "no wrong door" approach. Under the old referral model, access to RRH depended primarily on personal connections between staff at referring providers and RRH programs. Through the new process, people who complete a CAPS Survey and RRH Referral Form can be considered for RRH regardless of where they have touched the homeless services system or their service provider's personal connections. Integration of RRH referrals into CAPS will also allow for better data collection and tracking in support of ongoing system improvements.

Participating RRH Providers:

Anthos | Home
Black Veterans for Social Justice
Care for the Homeless
Covenant House New York
Gay Men's Health Crisis
Good Shepherd Services
Heartshare St. Vincent's Services
Housing Plus Solutions
Rising Ground
The Jericho Project
Urban Pathways

Note

RRH providers that exclusively serve survivors of domestic and gender-based violence are currently using a separate referral and prioritization process, which remains under development. Applicants interested in DV-specific RRH programs should visit a [Family Justice Center](#) to apply. For more information, contact Maggie Koneazny at the Mayor's Office to End Domestic and Gender-based Violence (mkoneazny@cityhall.nyc.gov).

How to Access CAPS:

If your organization does not currently use CAPS, contact HRA CAS Support at hracassupport@hra.nyc.gov and request a new agency form. Once the form is submitted, it will be reviewed by program staff before approval.

If you are an existing agency in CAPS and would like to add a new user, please follow the instructions in the [CAPS User Security Guide](#) on the CoC website.

To Learn More About RRH:
[NYC CoC: Rapid Re-housing](#)