

Coordinated Assessment & Placement System (CAPS)

HRA Redesign of Application System for Coordinated Entry
Presentation to the Department of Housing Preservation and
Development Subgrantees
Summer 2020

Agenda

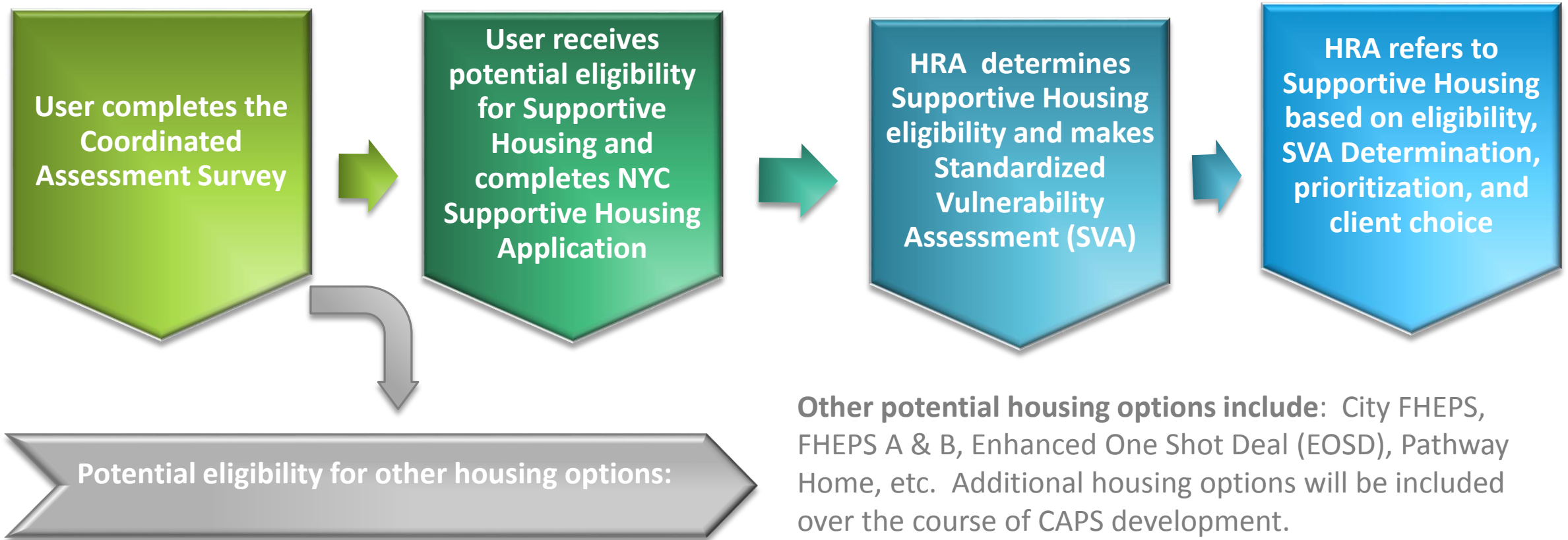
What's New in CAPS

- NYC Supportive Housing Application
- Housing Inventory
- Referral and Placement
- Vacancy Control

New System Training and Access

NYC COORDINATED ASSESSMENT & PLACEMENT SYSTEM (CAPS)

What does the process look like?



CAPS Community Engagement

- ❑ CAPS committee as part of the NYC CoC
- ❑ CAPS progress is a collaboration of government, membership organizations, and the nonprofit provider community
- ❑ CAPS committee motto is “the system is iterative” for continuous improvement based on stakeholder feedback
- ❑ Coordinated Entry is HUD mandate, but allows for each community to determine their specific needs



NYC Supportive Housing Application

Change:

The Coordinated Assessment Survey will be required before completing a supportive housing application.

Perks:

Access to client financial and identifying documents on file in the HRA repository, the last five years of prior supportive housing applications, surveys completed within the last 6 months, and potential housing eligibility (supportive, federal and city/state rental subsidies). Lastly, pre-population of application data from survey.

The screenshot shows the 'Coordinated Assessment Survey' web application. The header includes the NYC Human Resources Administration logo and the title 'Coordinated Assessment Survey'. A navigation menu on the left lists options like 'New Survey', 'Consent/Search', and 'Pending Surveys'. The main content area displays a 'CAPS Test' form with fields for 'Date/Time Entered', 'Entered By', 'Referring Agency', and 'Referring Site'. Below the form is a 'Consent' section with a 'Consent Forms' button and a red asterisked note regarding HIPAA authorization. The bottom of the form includes fields for 'Consent Date', 'Verified By', and 'Location Kept'.

NYC Human Resources Administration
Department of Social Services

Coordinated Assessment Survey

Welcome, ADMINISTRATOR SUPER! (Last Login: Jun 16, 2020)

CAPS Test

Date/Time Entered: 6/16/2020 2:08 PM Entered By: ADMINISTRATOR SUPER

Referring Agency: 9009 - SALVATION ARMY

Referring Site: *

Consent

[Consent Forms](#)

*I verify the applicant has signed the "New York City Human Resources Administration HIPAA Compliant Authorization for Disclosure of Individual Health Information and Medicaid Records for the Coordinated Assessment Survey and/or Supportive Housing Application" and the "New York City Human Resources Administration Authorization for the Coordinated Assessment Survey (CAS) and/or Supportive Housing Application" consents. I also verify that these two consents have been signed within the last 180 days authorizing the release of the applicant's health information, including his or her medical, mental health, HIV-related, alcohol and substance use treatment, Cash Assistance, Supplemental Nutritional Assistance Program and prior supportive housing/coordinated assessment records and that my agency has on file the original form signed by the applicant.

Consent Date: *

Verified By:

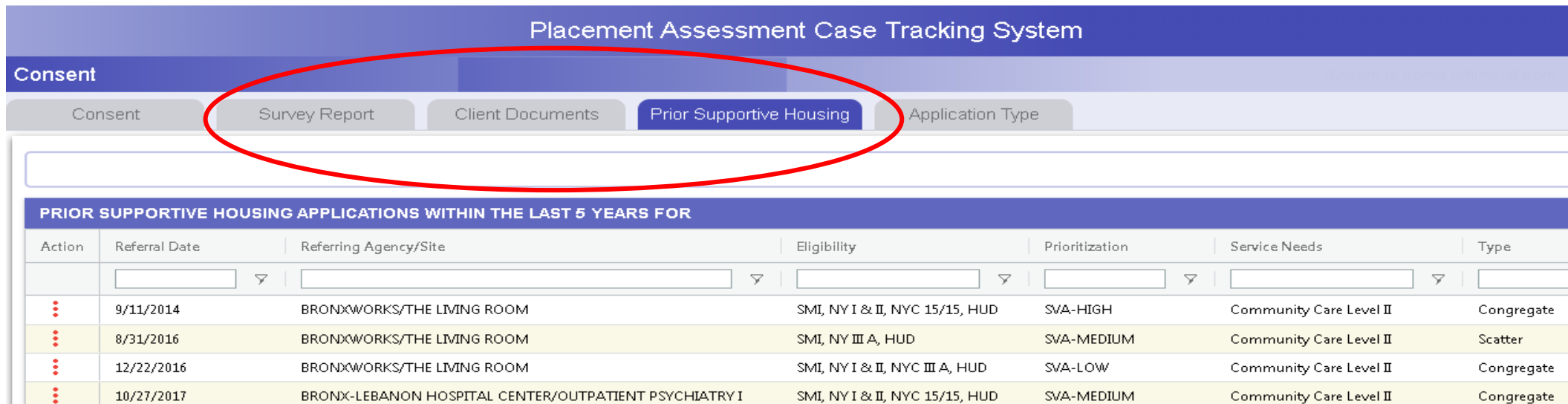
Location Kept: *

Changes:

Access to the Coordinated Assessment Survey, client documents and prior supportive housing application while completing the housing application.

Perks:

Easily access the survey, client documents and last five years of prior supportive housing applications without having to return to the survey module, everything is in one place!



Placement Assessment Case Tracking System

Consent

Consent Survey Report Client Documents **Prior Supportive Housing** Application Type

PRIOR SUPPORTIVE HOUSING APPLICATIONS WITHIN THE LAST 5 YEARS FOR




Action	Referral Date	Referring Agency/Site	Eligibility	Prioritization	Service Needs	Type
⋮	9/11/2014	BRONXWORKS/THE LIVING ROOM	SMI, NY I & II, NYC 15/15, HUD	SVA-HIGH	Community Care Level II	Congregate
⋮	8/31/2016	BRONXWORKS/THE LIVING ROOM	SMI, NY III A, HUD	SVA-MEDIUM	Community Care Level II	Scatter
⋮	12/22/2016	BRONXWORKS/THE LIVING ROOM	SMI, NY I & II, NYC III A, HUD	SVA-LOW	Community Care Level II	Congregate
⋮	10/27/2017	BRONX-LEBANON HOSPITAL CENTER/OUTPATIENT PSYCHIATRY I	SMI, NY I & II, NYC 15/15, HUD	SVA-MEDIUM	Community Care Level II	Congregate

Changes:

Able to view and upload prior housing verification letters directly into the application.

Perks:

Reduce the need to contact homeless services providers to request homeless verification letters for clients.


Housing / Homeless History  **Housing Documents**  



Attach Documents

Please attach documentation of homelessness that is: drafted on agency letter head, dated, includes dates of homeless outreach engagement and location(s) of where the applicant was observed to be homeless, and name of staff attesting to agency's homeless assistance. For more information see [reference sheet](#) for definition of HUD chronically homeless and examples of appropriate supporting documentation for this application.





Document Type:

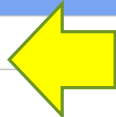
File to attach:

Document Description: 

Type	Name	Description	Attached Date	Attached Time	Attached by	Actions
Housing	Jeff Frank Housing	DHS HOUSING DOCUMENT	12/10/2018	16:06	Jeff Jones	 

Housing Documents from Prior Application

Type	Name	Description	Attached Date	Attached Time	Attached by	Actions
Housing	Jeff Frank Housing	DHS HOUSING DOCUMENT	12/10/2018	16:06	Jeff Jones	 
Housing	Housing Document 1	HOUSING DOCUMENT SAMPLE	05/24/2016	12:00	Johnny Appleseed	 



Changes: Expansion of professions to complete the psychiatric evaluation

Perks: Increased access to qualified health professionals able to conduct a comprehensive psychiatric evaluation

Licensed Clinical Social Worker (LCSW)

Licensed Psychiatric Nurse Practitioner (NPP)

Licensed Physician Assistant (PA) - **new**

Licensed Psychiatrist (MD)

Licensed Psychologist (PHD, PSYD)

Licensed Medical Doctor (MD) - **new**

Licensed Master Social Worker (LMSW) co-signed by (Clinical Social Worker, Psychologist, Psychiatrist)
- **new**

Licensed Mental Health Counselor (LMHC) - **new**

Change:

ESSHI eligibility will be determined for mental health and substance use populations (**single adults, families and youth**)

Perks:

All applications will be reviewed for ESSHI along with existing categories



New Look with the Same Great Features!

- ❑ Application pulls the last 4 years of homeless history from CARES (DHS Singles and FWC shelter) and HASA
- ❑ Application pulls in the last 4 years of housing history from prior supportive housing applications
- ❑ Referring agency, housing provider (upon referral) and placement entity can add documentation to support referral and placement after application is approved
- ❑ Display of expiration date and prompt for applications saved as pending (**max time 30 days**)
- ❑ Use of the Mental Health Report instead of attaching a psychosocial assessment and psychiatric evaluation



Housing Inventory

Changes:

Users will now have a dashboard with easily identifiable icons to manage workload

Perks:

Inclusion of key stats depending on your user role and icons for easier navigation

NYC Human Resources Administration Department of Social Services

Coordinated Assessment and Placement System

Dashboard My Dashboard QA Environment

Coordinated Assessment Survey / Supportive Housing Applications

- New Survey
- Pending Surveys (5)
- Submitted Surveys (13)
- New Application
- Pending Applications (20)
- Transmitted Applications (18)

Vacancy Control System

- Unit Roster (10)
- Referral Roster (4) *overdue!*
- Tenant Roster (8)
- Scheduler
- TAD *overdue!*

Stats

Applications	#
Occupied	6
Overdue	2
Accepted/Pending Approval	1

Announcements

< Jun 28 2019 > This is the announci the announcement c

Changes:

Housing providers can request a new site directly in CAPS

Perks:


Coordinated Entry staff will verify details of the primary service agreement with the contract agency as well as unit features. Once verified, the site will be available for referrals, scheduling interviews, and tracking vacancies

Agency Name:AAA Agency Address:163 LIBERTY AVE,BRONXNJ,00000 Site Name:Housing provider request site test Site Addr

Site Demographics Site Contact Primary Service Contract and Unit Details

Please select the type of the site Congregate Site Scatter Site

TCO (Temporary Certificate of Occupancy) ready ? Yes No

If Yes, specify contract start date 

Is this a tax credited building ? Yes No

If Yes, Maximum Income for Studio

Maximum Income for One Bedroom

Level of Care ▼

Housing Program Model ▼

Site Features ▼

Is the Interview location same as the site Yes No

Changes:

Tracking of unit and program level data by primary supportive housing contract type and rental subsidy (i.e. ESSHI, DHS SRO, COC, NY/NY, etc.)

Perks:

Housing providers able to communicate real-time status of vacancies, return interview outcomes, maintain accurate housing program profiles and monitor outstanding tasks

Unit Roster System is going offline

Site Name: TEST SITE NAME Site Address: TEST SITE ADDRESS

Primary Service Contract: [Dropdown]

Unit Roster [5]

Primary Service Contract: [Dropdown] Contracting Agency: [Dropdown] Unit Name: [Text] Unit Type: [Dropdown] Unit Status: [Dropdown]

Unit features: [Dropdown] Rental Subsidies: [Dropdown] [Save] [Clear]

Actions	Primary Service Agreement Pop	Contracting Agency	Unit Name	Unit Type	Unit Sta...	Unit Features	Rental Subsidies
[Edit] [Delete]	NYC 15/15 :: FC	DHS/HRA SRO	2a	SRO Suites-Shared Common Space	Unit-Online	Wheelchair accessible unit ,Walk-up ,Private Bathr...	NYC 15/15 Rental Subsidy*
[Edit] [Delete]	NY/NY III :: POP H	Other	12q	Studio	Unit-Offline	Private Bathroom-Yes	Section 8 - HPD
[Edit] [Delete]	NY/NY III :: POP H	DHS/HRA SRO	12c	SRO Suites-Individual Apartments	Unit-Offline	Walk-up ,Private Bathroom-No	Section 8 - NYCHA
[Edit] [Delete]	NYC 15/15 :: AD	DHS/HRA SRO	45g test 12	Studio	Unit-Occup...	Walk-up ,Private Bathroom-Yes ,Private Bathroom...	NYC 15/15 Rental Subsidy*

Changes:













System able to track unit level detail features (i.e. wheelchair accessible, non-smoking).

Perks:

Improved matching of eligible tenants for existing vacancies based on client preferences, unit features and service contract

Primary Service Contract Contracting Agency Unit Name Unit Type Unit Status

Unit features Rental Subsidies


Actions	Primary Service Agreement Pop	Contracting Agency	Unit Name	Unit Type	Unit Sta...	Unit Features	Rental Subsidies
  	NYC 15/15 :: FC	DHS/HRA SRO	2a	SRO Suites-Shared Common Space	Unit-Online	Wheelchair accessible unit ,Walk-up ,Private Bathr...	NYC 15/15 Rental Subsidy*
  	NY/NY III :: POP H	Other	12q	Studio	Unit-Offline	Private Bathroom-Yes	Section 8 - HPD
  	NY/NY III :: POP H	DHS/HRA SRO	12c	SRO Suites-Individual Apartments	Unit-Offline	Walk-up ,Private Bathroom-No	Section 8 - NYCHA
  	NYC 15/15 :: AD	DHS/HRA SRO	45g test 12	Studio	Unit-Occup...	Walk-up ,Private Bathroom-Yes ,Private Bathroom...	NYC 15/15 Rental Subsidy*

Changes:

Unit and tenant rosters will be updated monthly by housing providers to communicate the availability of vacancies for referrals (i.e. occupied, online, offline). The housing provider can also update in real-time a vacancy to communicate unit status to placement entity

Perks:


Flag a vacancy as offline and unavailable for referral (i.e. due to repairs) or if the unit is available for a referral immediately

Tenant Roster System is going offline at 4pm.  4

Agency: Test Agency Site: Test Site GO

Total Units: 64 Occupied: 2 Online: 64 Offline: 2 Pending Move-Ins: 7 Pending Move-Outs: 5

My Tenants Transmitted

Action	Unit#	Unit Status	Primary Service Contract	Rental Subsidy	Tenant Name (L,F)	Referring Agency	Tenant Eligibility	Prioritization	Move-In Date
	Unit-1-A1	Unit-Online	NY/NY III - POP A	Section 8 - HPD, HUD COC Rental Subsidy, SRO MOD	User1 VCS-1				06/17/2020
	Unit-1-A2	Unit-Occupied	NY/NY III - POP A	HUD COC Rental Subsidy, SRO MOD, VASH	User1 VCS-1				06/10/2020
	Unit-1-A3	Unit-Online	NY/NY III - POP A	Section 8 - HPD, SRO MOD, VASH					
	Unit-1-A4	Unit-Online	NY/NY III - POP A	HUD COC Rental Subsidy, SRO MOD, VASH					



Referral and Placement

Referral and Placement

- ❑ Placement Entities (PE) refer clients for units designated “on-line” by the provider in the system
- ❑ PE matches clients to vacant units based on eligibility, population, prioritization, and client preference
- ❑ Scheduler function allows housing provide to enter interview time slots for PE to schedule matched client
- ❑ Housing providers will update referral rosters monthly to communicate the status of clients referred (i.e. accepted, client rejected)



Vacancy Control

HRA Coordinated Entry will:

- Assist housing providers with maintaining accurate information in the system and will make unit changes as needed
- Verify real-time placement data including move-out reasons

Placement Entities will:

- Monitor real-time vacancy status
- Follow-up on units with a status of an off-line vacancy
- Units listed as online will be followed-up on and a referral made
- Continue to offer 3 to 1 referrals for each vacancy

Change:

Interview scheduling functionality available for the placement entity and housing provider

Perks:

The housing provider makes date and time slots available on their calendar, this information is then viewable for the placement entity. The placement entity can schedule clients in the available slots, for times that work best for both parties. The housing provider receives an email notification of the scheduled interview

Interview Date	Interview Time	Interview Address	Site Photo
MM/DD/YYYY	Select One		
MM/DD/YYYY	Select One		

1222 - AGENCY 3 / 3 - NEW SITE

Next **Aug 2 - Aug 8, 2020**

Sunday Aug 2	Monday Aug 3	Tuesday Aug 4	Wednesday Aug 5	Thursday Aug 6	Friday Aug 7
				11:00AM Occupied	

Changes:

Housing providers can update outcomes for interviews in real time to communicate the need for referrals. Placement entities will know when clients are accepted to units to discontinue referrals.

Perk:

Allows for providers to monitor interview outcomes in the aggregate by program. The outcomes are : Accepted; Pending; Client did not Accept; Housing provider did not Accept.

First Name: VCS-null	Last Name: User1	SSN: XXX-XX-6789	HRA Client ID: 248767	DOB: 1990-01-01
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Referral Details:

Referring Agency:	Eligibility:
Referral Date: 2020-06-01	Placement Criteria:
Prioritization:	Service Needs:

Housing Agency/Site Details:

Agency Name:	Site Name:
Site Address:	Primary Service Contract Type: NYC 15/15 - AD

Interview Outcomes | Documents

Interview Date: 07/17/2020 | Interview Time: 10:00AM | Interview Location:

Was Interview Conducted: Yes

Interview Outcome: Accepted

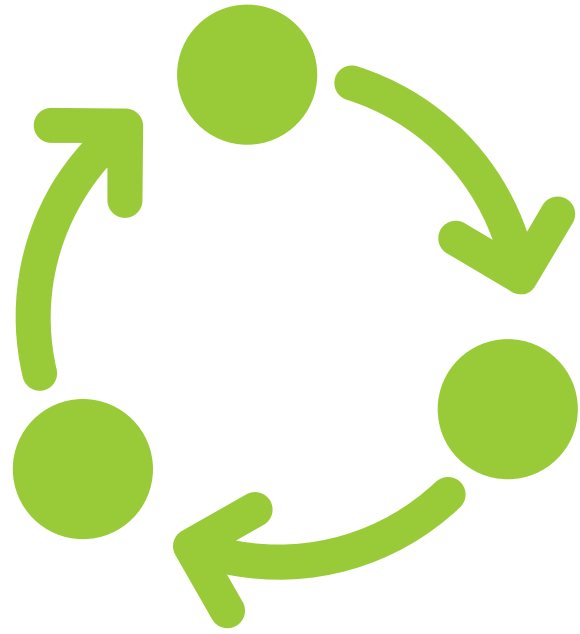
Placement Outcome: Move-In

Move In-Date: 07/20/2020

Unit Number: 1A If the unit number is not listed please go to the unit roster and update the unit profile to include missing unit details.

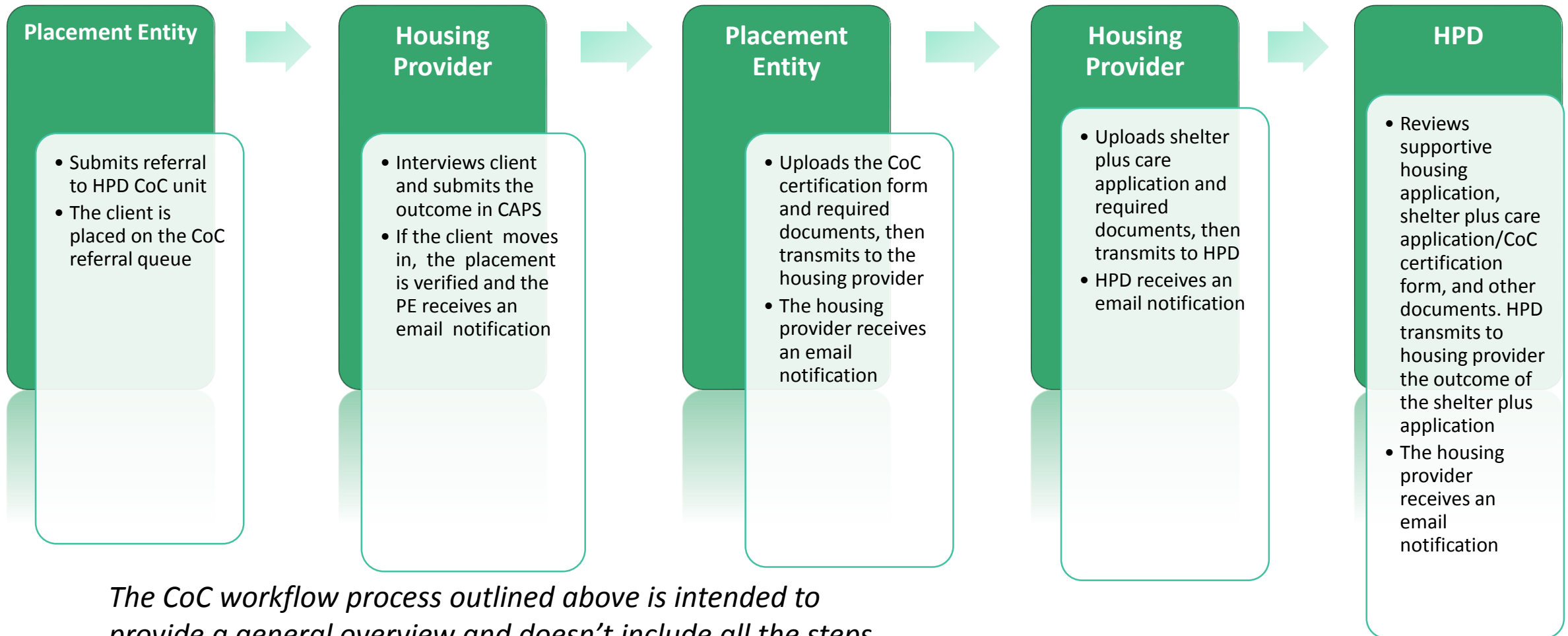
Rent/Client Contribution: 100

Income Source: SSI



CoC Workflow for HPD Subgrantees

CoC workflow process for HPD Subgrantees



The CoC workflow process outlined above is intended to provide a general overview and doesn't include all the steps or outcomes

Changes: The Placement entity is able to complete referrals to units listed as CoC (HPD subgrantee only) funded. Clients that have been referred to CoC units are placed on a CoC referral queue which includes information on: client supportive housing eligibility, name of housing provider, referral status, etc. The list is viewable to the housing provider, placement entity and HPD

Perks: Ability to easily track the status of CoC referrals

CoC Referral Queue | 487 | UAT Environment | System is going offline at

Agency Name: Select One | Site Name: Select One | CoC Approval Status: Select One

Acti...	Client Name	Referring Agency/Site	HP Agency/Site	Eligibility	Prioritization	Service Needs	Placements Criteria	CoC Approval Status ↓	Last Updated By	Last Updated Date	Last Email N
⋮	Test User1	PROJECT RENEWAL /EAST ...		NY/NY III POP E; NYC 15/15 AD; NYC 1...	SVA - Medium		Borough Preference:	Pending at Placement Age...	ADLER, TIA	01/03/2019	01/03/2019
⋮	Test User 2	ACACIA NETWORK /STADL...		NY/NY III POP A; NYC 15/15 AD; High ...	SVA - Low	Community Care; Level II	Borough Preference:	Pending at Placement Age...	NOEL, LMSW, MARCIA	01/06/2020	11/13/2019
⋮	Test User 3	BRONXWORKS /JEROME ...		High Service Needs/SMI Singles	SVA - Low	Community Care; Level II	Borough Preference:	Pending at Placement Age...	MOMPREMIER,LCSW, CH...	01/07/2020	11/22/2019
⋮	Test User 4	BRIGHTPOINT HEALTH /B...		NYC 15/15 AD; High Service Needs/SMI...	SVA - High	Community Care; Level II	Borough Preference:	Pending at Placement Age...	MACHADO, LMSW, REYNA	01/30/2020	11/04/2019
⋮	Test User 5	HASA /BROWNSVILLE CEN...		NY/NY III POP A; NY/NY III POP H; NY...	SVA - High	Level II	Borough Preference:Brookl...	Pending at Placement Age...	MOMPREMIER,LCSW, CH...	02/04/2020	12/20/2019
⋮	Test User 6	30TH STREET SHELTER /30...		NY/NY III POP A; NYC 15/15 AD; High ...	SVA - Low	Community Care; Level II	Borough Preference:	Pending at Placement Age...	MOMPREMIER,LCSW, CH...	02/04/2020	12/17/2019
⋮	KTest User 7	B.R.C. /THE BOULEVARD		NY/NY III POP A; High Service Needs/S...	SVA - Medium	Community Care; Level II	Borough Preference:	Pending at Placement Age...	MOMPREMIER,LCSW, CH...	02/10/2020	08/01/2019
⋮	Test User 8	HASA /HAMILTON CENTER		NY/NY III POP A; NY/NY III POP H; NY...	SVA - High	Community Care; Level II	Borough Preference:Bronx...	Pending at Placement Age...	MALDONADO, KENIA	02/10/2020	01/03/2020
⋮	Test User 9	LENOX HILL NEIGHBORH...		NY/NY III POP A; High Service Needs/S...	SVA - High	Community Care; Level II	Borough Preference:Bronx...	Pending at Placement Age...	MACHADO, LMSW, REYNA	03/05/2020	01/21/2020
⋮	Test User 10	CAMBA /PARK SLOPE WO...		NY/NY III POP A; NYC 15/15 AD; High ...	SVA - Medium	Community Care; Level II	Borough Preference:Bronx...	Pending at Placement Age...	RUFF, LMSW, CRYSTAL	03/06/2020	07/24/2019

Changes: The housing provider is able to view the supportive housing application, documents from the HRA repository, attach the shelter plus care application and transmit to HPD

Perks: Able to electronically transmit and track shelter plus care applications

CoC Referral QA Environment System is going offline at 4pm.

HRA Client# - Ref 31 - Client Name: PAULA ROSE Referring Agency/Site: - / Placement Criteria Approval Expiry Date: 01/04/2021
Date: 01/04/2021 Eligibility Prioritization: Service Needs

Attach Document Transmit to HPD CoC Referral Activity Application Package

Attach Documents

Document Type : CoC Referral Document

File to Attach : Browse File

Document Description : +

Actions	Type	Name	Description	Attached D
	CoC Referral Document	NewAgencySiteRequest-27	Test deletion of document	08/05/2020
	CoC Referral Document	RemoteAccessForm (002) (003)	tt	08/04/2020
	CoC Referral Document	HP Email Template	test	07/18/2020

Changes: HPD is able to review the supportive housing application, shelter plus application and CoC certification form, additional documents, and make a determination on the outcome of the shelter plus application. HPD transmit a determination to the housing provider of approved, disapproved or pending approval.

Perks: The housing provider is notified electronically of the outcome of the shelter plus application.

CoC Referral QA Environment

HRA Client# - Ref Date: 248762 - Eligibility Client Name: iTest User Referring Agency/Site: - / - Placement Criteria
Prioritization: Service Needs Approval Expiry Date: 01/01/2021

Attach Document **Review Application** CoC Referral Activity Discontinue CoC Referral Application Package

Review Status: Pending Approval

- Pending DTR Review
- Pending CoC Grant Issuance
- Pending Missing Documents
- Needs HASA Income Change letter
- Pending HQS Inspect Pass
- Lease Issue
- Other

Comments:

Change: The placement entity, HPD and the housing provider, all are able to see the actions taken on a CoC referral for each client. Actions taken are date/time stamped along with the name of the user.

Perk: Allows for easier tracking of the CoC referral and provides transparency.

HRA Client# - Ref Date: 248765 - Client Name: iTest User Referring AgencySite: - / - Placement Criteria Eligibility Prioritization: Service Needs Approval Expiry Date: 01/01/2021

Attach Document Review Application **CoC Referral Activity** Discontinue CoC Referral Application Package

CoC Referral Activity

Action Date	Name	Agency	Action Updated By	Last Email Notification Sent
08/26/2020	Approved by HPD		HPD, HPD	N/A
08/26/2020	Transmitted to HPD for review		HP, TEST	08/26/2020
08/26/2020	Transmitted to Housing Provider		PE, TEST-1006	08/26/2020

1 to 3 of 3 < > Page 1 of 1 > >

New System Training and Access

Gaining System Access

- For programs and/or staff that do not have access, your agency may have system administrators with access that will be identified to assist
- For agencies and/or programs that do not have system administrators you may contact HRA user support at hracassupport@hra.nyc.gov

Future HRA Trainings

- Will host sessions for housing providers using the train-the-trainer method, agencies will identify key staff to provide further elbow training to rest of their agency (tentative late September)
- Provide ongoing train-the-trainer sessions for referral agencies on completing the NYC Supportive Housing Application
- Will conduct large scale demo and live stream in September to stakeholders

Thank You!

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