HRA TAD Requirements Training

CAPS
Coordinated Assessment and Placement System

NYC Human Resources Administration
Department of Social Services

Customized Assistance Services

Supportive Housing Providers

April 2021

Agenda

What's New in CAPS

- March Enhancements
- TAD Requirements
- Vacancy Control

Tenant Roster:

- Delink Tenants from Units
- Update Unit #
- Add Tenant with HRA ID# OR without HRA ID# (no supportive housing application for that tenant)

Unit Roster:

- Unoccupied units – edit unit name, unit status, unit type, primary service contract and contract agency
- Occupied units – edit unit features, rental subsidy and unit type
- Note: Contract agency of DHS/SRO IS NOT editable

Helpful hint: *Delink tenant from a unit to make the unit unoccupied to edit more fields in the unit roster*

TAD Requirements

Unit Roster:
- Complete all fields in the unit roster – unit name, contracting agency, unit status, unit type, unit features, rental subsidies and primary service agreement
- Some fields may be completed for you, but you must finish the job

Referral Roster:
- All Overdue referrals in your Pending queue need to be updated and submitted to HRA
- If you accepted a tenant for placement, you may move them into an unoccupied (online) unit from the referral roster

Tenant Roster:
- All tenants must be assigned to the appropriate unit or moved out
- Move in tenants with and without HRA ID# (some tenants will not have an approved application)

All three rosters will need to be completed in order to transmit the TAD report to HRA starting June 30, 2021.

Vacancy Control

Vacancy Control

HRA Coordinated Entry:

- ❑ 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 and location

HRA Vacancy and Referral/Placement:

- ❑ OSAHS is monitoring real-time vacancy status of DHS/HRA SRO (Gen Pop) units
- ❑ Follow-up with HRA Vacancy team on units with a status of off-line
- ❑ Designated units listed as online will be followed-up on and referrals made

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
- Link to CAPS website for more information: https://www1.nyc.gov/site/nycccoc/caps/caps.page

Thank You!

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