

Guide to Navigating the CAPS Follow-up Queue

For Housing Providers

September 2023

Agenda

- Review of the CAPS new Follow Up Queue
 - Overview of dashboard and navigation panel
 - Overview of new Follow Up Queue screens
- Future Enhancements
- FAQs

Referral Request- Follow-up Queue

Effective **August 29, 2023**, the Coordinated Assessment Placement System (CAPS) will include 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 Referral Request- Follow-up Queue is accessible to supportive housing (HP) and Referring Agency (RA) providers (e.g. shelters, outpatient program, etc.) to update a client's referral status and upload post-placement documents. OSAHS' follow-up team will now facilitate the placement process through this queue. During this transition period, HP and RA will continue to receive a follow-up team introduction by email. Starting, **October 31, 2023**, you will no longer receive an introduction email from the Placement Specialist through the SHAcceptedRental inbox. Thereafter, all communications will occur in the follow-up queue.

Referral Roster- Interview Outcomes

Once the interview outcome has been updated in the referral roster to **Accepted** or **Accepted/Pending Management Approval**, the client referral will be placed in OSAHS' follow-up queue for assignment. Interview outcomes must be updated within 48 hours of the interview date for all referred clients. Accepted clients will not be visible in the follow-up queue for OSAHS' assignment until the interview outcome status has been updated. Clients accepted to re rental units will then appear in the **Rerental Referrals** tab of the **Referral Roster**. Referrals made through the lease up process will appear in the pending tab.

The screenshot shows the 'Interview Outcome' form. At the top right, there is a 'QA Environment' label. The form is divided into several sections: 'Client Details' (First Name, Last Name, SSN, WFA Client ID, DOB), 'Referral Details' (Referring Agency, Eligibility, Referral Date, Placement Criteria, Placement Status, Service Needs, Referred By / Date), 'Housing Agency/ Site Details' (Agency Name, Site Name, Site Address, Primary Service Contract Type), and 'Interview Outcomes' (Interview Date, Interview Start Time, Interview End Time, Interview Location, Was Interview Conducted, Interview Outcome). A note at the bottom states: 'Please complete the outcome for the referral transmitted to your housing program. Notes: NRA is required by Local Law 3 of 2022 to annually report responses entered on referrals made in CAPS.'



The screenshot shows the 'Referral Roster' interface. At the top right, there is a 'QA Environment' label and 'NYC 15/15 Research Consents'. Below the header, there are filters for 'Agency: 7403 - BCHS' and 'Site: 556 - BCHS SUPPORTED HOUSING'. A summary bar shows: 'Pending: 0', 'Overdue: 0', 'Accepted/Pending Approval: 2', 'In Progress: 1', 'Move-In: 0', and 'Not Accepted: 0'. Below the summary bar are tabs for 'Pending', 'Completed', and 'Re-Rental Referrals' (which is circled in red). A table below the tabs displays the following data:

Acti...	Status	Referral Requested Unit	Outcome Updated Date	Follow Up Status	Comments/Notes	Updated By	Updated Date	Interview Date
⋮	Accepted/Pend...		09/01/2023				mm/dd/yyyy	08/31/2023
⋮	Accepted/Pend...		09/01/2023				mm/dd/yyyy	08/31/2023
⋮	Pending Appio...		09/01/2023				mm/dd/yyyy	08/31/2023

Referral Roster- Interview Outcomes

When entering the interview outcomes, **Accepted/Pending Management Approval**, should be selected if property management hasn't completed a review of the applicant's submission. Prior to listing the documents needed, review the application package and the **HRA Viewer** section of the application package to see if the requested documents are already available. If there are documents that must be completed by the client, these must be uploaded in the document section as a PDF.

The **Reason**, drop down menu contains a list of required items for management approval. All required items should be selected and any additional requests can be noted in the comment section.

The screenshot displays the 'Interview Outcome' form. The 'Interview Outcomes' tab is highlighted with a red circle. A red box highlights the 'Reason' dropdown menu, which is open to show a list of options: 'Income documents' (checked), 'SH Application documents', 'Property Management / Leasing Interview', 'Unit Viewing', 'Rental Subsidy Approval (HPD, NYCHA, etc.)', and 'Other' (checked). The form also shows fields for 'Referral Details', 'Housing Agency/Site Details', 'Interview Date', 'Interview Location', 'Was Interview Conducted', 'Interview Outcome', 'Reason', and 'Comments'.

Referral Roster- Interview Outcomes

Prior to listing the required documents in the interview outcome section, please review the **HRA Document Viewer** tab in the application package to see if the requested documents are already available. The application package is available in the **Referral Roster**. The HRA Viewer documents section allows you to access select identifying and financial documents on file for a client through HRA's document repository. Additionally, you should also review the application package, as placement related documents are sometimes included with the package.

The screenshot shows the 'Referral Roster' interface. At the top, it displays 'Agency: 6728 - POST GRAD CTR' and 'Site: 032 - ECHO PLACE - NY/NY III POP A CITY'. Below this, there are summary statistics: 'Pending: 2' and 'Overdue: 0'. There are three tabs: 'Pending' (selected), 'Completed', and 'Re-Rental Referrals'. A table with columns 'Action', 'ed Date', 'Updated By - Date', and 'Interview Outcome' is visible. A context menu is open over the 'Application Package' tab, with 'Application Package' and 'Update Outcome' options. A yellow arrow points from this menu towards the right screenshot.

The screenshot shows the 'Application Package' document viewer interface. It includes a 'QA Environment' label in the top right. The main content area is titled 'Application Package' and contains several sections: 'Housing Application and Supporting Documents', 'Agency/Site:', 'Client Name:', 'HRA Client #:', 'Approval Expiry Date:', and 'Application #:'. Below these are expandable sections: 'Application Package', 'Determination Documents', 'Post Approval Documents', and 'HRA Viewer Documents'. The 'HRA Viewer Documents' section is expanded, showing a table with columns 'Document Description', 'CIN', 'CASE #', and 'Entry Date'. The table lists documents such as 'Pay Stubs', 'Bank Account Statement', 'Current Bank Records', 'Birth Certificate Bureau of Vital Statistics', and 'Social Security Card'.

Referral Roster- Interview Outcomes

If there are documents to be completed by the client, these can be uploaded in the document section of the interview outcome as a PDF. Each document that is attached should be clearly labeled, to help staff easily identify the purpose of the item. For example, required document list, management application, or acceptance letter. Including the documents list ensures that once a follow-up team member is assigned and the shelter accesses the queue the items are already available for review. Requested documents should adhere to the City's guidance provided by subsidy type here: [HPD & HDC Rental subsidy & Tax Code documents chart.xlsx \(nyc.gov\)](#). Documents attached here will appear in the post approval document section of the application package.

Interview Outcome

QA Environment

Referred By / Date:

Housing Agency/Site Details:

Agency Name: . Site Name:

Site Address: Primary Service Contract Type:

Interview Outcomes Documents

Attach Documents

** System will accept only PDF documents, please make sure the documents uploaded are in PDF format

Document Type : Placement Document - Post Transmission

File to Attach : Required documents list.pdf Browse File

Document Description : Required documents list +

Actions	Type	Name	Extension	Description	Attached Date-Time	Attached By	Agency/ Site
No Rows To Show							

0 to 0 of 0 Page 0 of 0

Exit

Ensure that the file names clearly describe the document

Search for the file to be uploaded.

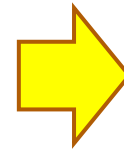
Click the plus sign to upload

Referral Roster- Interview Outcomes

You can view the application package and update the interview outcomes from the **Rerental Referrals** tab. Limited options are available to update the interview outcome once a client is initially accepted. Changes to the interview outcome other than **Accepted** or **Accepted Pending Management Approval**, must be coordinated through the follow-up team.

The screenshot shows the 'Referral Roster' interface in a QA Environment. At the top, it displays 'Agency: 7403 - BCHS Site: 556 - BCHS-SUPPORTED HOUSING'. Below this, there are summary statistics: 'Pending: 0', 'Overdue: 0', 'Accepted/Pending Approval: 2', and 'In Progress: 1'. A navigation bar includes 'Pending', 'Completed', and 'Re-Rental Referrals' (which is selected). A table with columns 'Acti...', 'Status', 'Referral Requested Unit', 'Outcome Updated Date', 'Follow Up Status', and 'Comments/Notes' is visible. The table contains three rows, all with a status of 'Accepted/Pend...'. A context menu is open over the first row, with 'Update Outcome' highlighted in red.

Acti...	Status	Referral Requested Unit	Outcome Updated Date	Follow Up Status	Comments/Notes
	Accepted/Pend...		09/01/2023		
	Accepted/Pend...		09/01/2023		
	Accepted/Pend...		09/01/2023		



The screenshot shows the 'Interview Outcome' form. It includes a 'Documents' tab and a note: 'Please complete the outcome for the referral transmitted to your housing program. Note: HRA is required by Local Law 3 of 2022 to annually report responses entered on referrals made in CAPS.' The form contains fields for 'Interview Date' (08/31/2023), 'Interview Start Time' (11:00AM), and 'Interview End Time'. Below these are fields for 'Interview Location', 'Was Interview Conducted:', 'Interview Outcome:', 'Reason (specify details in the below Comments field):', and 'Comments:'. A dropdown menu is open for the 'Interview Outcome' field, with 'Accepted - Pending Management Approval' selected and circled in red. Other options include 'Accepted', 'Client did not accept housing', and 'Housing provider did not accept client'. A character count at the bottom indicates '(Maximum entry of 750 characters; 750 characters remaining)'.

Follow up Queue Introduction

After the interview outcome is updated to Accepted or Accepted/Pending Management Approval, it will appear in OSAHS' follow-up team's assignment queue. Upon assignment to a placement specialist, the client will appear in the HP and RA's follow-up queue. In the interim, staff will email the HP and the RA to initiate the follow-up process to provide guidance on the next steps.

The email will request the contact information for the individuals who will be responsible for facilitating the placement process for the client.

Subj: Supportive Housing Acceptance: [HP Agency Name / HP Program Name / Unit # / Client HRA ID / CARES ID]

Body of the email:

Good afternoon,

Client [NAME] has been accepted to the above referenced supportive housing project and has been referred to the Supportive Housing Follow Up Team. The Team is dedicated to assisting with the move in process to ensure a smooth and expeditious transition for client from shelter to supportive housing re-rental units. Moving forward all communication should be documented in the "Referral Activity" tab of the Follow Up Queue in CAPS. Please only use the SHAcceptedRental@hra.nyc.gov for issues that need to be escalated. All parties need to make sure that contacts who need to be in the loop on this case are included in the "Case Contacts" tab the Follow Up Queue. **These emails will no longer be sent after 10/31/23; CAPS will send autogenerated emails nightly to contacts included in the "Case Contacts" tab.**

**** NOTE*** Please Do Not Respond to or include Any Previous Email Threads.

@HP: Please verify that there is no rental subsidy and that client is linked to unit X. Any changes to this info must be updated in CAPS. List the documents needed to move forward with process.

@RA: Documents are a vital component to client securing housing. Currently client has the following documents uploaded in CAPS [X,X,X]. Upload any other documents indicated by the housing provider in the "Attach Documents" tab of the Follow Up Queue in CAPS.

Please note currently client Public Assistance case status is X

Thank you in advance for your time and assistance in working to move this client quickly into supportive housing.

For access to CAPS,

- Identify who is the CAPS system administrator for your program
- Ask that person to add you as a user for that program
- Complete the multifactor authentication (MFA) process
- If you have issues accessing CAPS, contact hracassupport@hra.nyc.gov

- Staff must have a CAPS ID to be added to the **Case Contact** list
- All staff assigned to that site in CAPS can access the queue
- If a staff member doesn't have access to CAPS the site system administrator can create an ID

Instructions for creating a CAPS ID are available in the **Information** section of CAPS.

CAPS Dashboard- Follow up Queue

The *referral request-follow-up queue* can be found on the CAPS dashboard or navigation panel.

The screenshot displays the CAPS (Coordinated Assessment and Placement System) dashboard. The top navigation bar includes the NYC Human Resources Administration logo, the CAPS logo, and the system name. A 'QA Environment' indicator is visible in the top right. The left sidebar contains a navigation menu with items such as 'Dashboard', 'Survey / Application', 'Vacancy Control System', 'CDC Referrals', 'Unit Roster', 'Scheduler', 'Referral Roster', 'Tenant Roster', 'TAD', 'Legacy TAD', 'Referral Request Queue', 'Referral Request - Follow Up Queue', and 'Reports'. The 'Referral Request - Follow Up Queue' item is circled in red. The main dashboard area is divided into two sections: 'Survey / Application' and 'Vacancy Control System'. The 'Survey / Application' section contains icons for 'New Survey', 'Pending Surveys', 'Submitted Surveys', 'Pending Applications', and 'Transmitted Applications'. The 'Vacancy Control System' section contains icons for 'Unit Roster', 'Referral Roster', 'Tenant Roster', 'TAD', 'Referral Request Queue', and 'Referral Request - Follow Up Queue'. The 'Referral Request - Follow Up Queue' icon in this section is also circled in red.

Follow-up Queue- Home Screen

Once on the page, ensure that the radial button for **Referrals Transmitted To** is selected. If you have access to more than one site, select the desired site from the **Site** drop down menu. A list of clients will appear in the follow up queue

Referral Request - Follow Up Queue

Select One: Applications Submitted By Referrals transmitted to

Agency: 6142 - THE BRIDGE Site: 044 - HARMONY COURT - NY/NY II

Follow Up Queue Completed / Closed Referrals Discontinued Referrals

Action	Interview Outcome	Placement Outcome	Reason
...	Accepted - Pending Managem ...		Income documents, Rental Sub...
...	g Managem ...		Income documents, Rental Sub...

Follow-up Queue Home screen

In the follow-up Queue Home screen, there are three tabs available as follows:

- ▶ **Follow-up Queue-** Contains all the active client cases in the placement process
- ▶ **Completed/Closed-** Contains all the client cases that have successfully moved into the unit
- ▶ **Discontinued Referrals-** Contains all the client cases that have been discontinued at the request of either the referring agency and/or supportive housing provider. For example, the client has declined to move forward with the unit

Referral Request - Follow Up Queue QA Environment

Select One: Applications Submitted By Referrals transmitted to

Agency: 672B - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY

Follow Up Queue | Completed / Closed Referrals | **Discontinued Referrals**

Action	Status	Discontinued Date	Discontinued By	Discontinued Reason	Additional Comments	Interview Outcome Date	Client Name	CAI
		mm/dd/yyyy				mm/dd/yyyy		

No records to show for follow up discontinued referral

Follow-up Queue Home Screen

While the client case is active, most of the required tasks will be completed in the follow-up queue tab. The follow-up queue provides a wealth of information for the listed clients. The options to reposition columns, filter, etc. are the same as the grid functions across CAPS. Below are the explanations for the grid categories, excluding those that are self-explanatory:

Referral Request - Follow Up Queue QA Environment

Select One: Applications Submitted By Referrals transmitted to

Agency: 6728 - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY

Follow Up Queue | Completed / Closed Referrals | Discontinued Referrals

Action	Status	Assignment Date	Follow Up Status	Comments/Notes	Updated By	Updated Date	Interview Outcome Date	Client Name	CARES ID	HRA ID
		mm/dd/yyyy					mm/dd/yyyy			

Status: This is the interview outcome status and only cases with outcomes of “Accepted / Pending Move In” or “Pending Approval” will make it to the FUQ

Assignment Date: The date the client’s case was assigned to a follow-up team member

Follow-up status: This is the most recent Follow Up Status as entered in the “Referral Activity” tab in the FUQ

Comments/Notes: These are populated from the Follow Up Status in the “Referral Activity” tab in the FUQ

Interview outcome date: The date that the interview outcome was entered by into CAPS

Follow-up Queue Home Screen

Referral Request - Follow Up Queue QA Environment NYC 15/15 Research Consents 3

Select One: Applications Submitted By Referrals transmitted to

Agency: 6728 - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY

Follow Up Queue | Completed / Closed Referrals | Discontinued Referrals

Action	Referral Requested Unit	Expected Unit Name	Primary Service Contract	Rental Subsidies	Contact For Interview	Email	Current Shelter Agency/Site

Referral Requested Unit: This is the unit submitted from the Referral Request by the HP.

Expected Unit Name: Entered by HP in Interview Outcome screen. This can be changed and should be updated by HP, if necessary.

Current Shelter Type: CARES= client in DHS shelter, Unsheltered = client in outreach, drop-in, stabilization bed program

Follow-up Queue Home Screen

Referral Request - Follow Up Queue

QA Environment

NYC 15/15 Research Consents

Select One: Applications Submitted By Referrals transmitted to

Agency: 6728 - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY

Follow Up Queue | Completed / Closed Referrals | Discontinued Referrals

Action	Expected Move In Date	Outcome Comments	Outcome Updated By/Date	Interview Outcome	Placement Outcome	Reason	Comments
	mm/dd/yyyy						

Expected Move In Date: This comes from the Interview Outcome screen and is entered by the HP. It can be updated and should be kept current.

Outcome Comments: From Interview Outcome screen entered by HP., which can be updated.

Reason: From the Interview Outcome screen entered by HP, which can be updated.

Comments: From Interview Outcome screen entered by HP, can be updated.

Follow-up Queue Client Screen

To update the follow-up status and/or attach placement related documents, navigate to the **Follow-up Queue** in the action menu for the selected client.

The **Follow-up Queue** will open to the page below. The client header will be displayed, including the name, shelter, unit referred to and the HP information.

Follow Up Queue

QA Environment

Client Name: Client Shelter: Housing Provider Agency:

Primary Service Contract: Unit Referred To: Housing Provider Site:

Attach Document Case Contacts View Application Package Referral Activity

Attach Documents

** System will accept only PDF documents, please make sure the documents uploaded are in PDF format

Document Type: Select One

File to Attach: Browse File

Document Description: +

Referral Request - Follow Up Queue

Select One: Applications Submitted By Referrals transmitted to

Agency: 6728 - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY

Follow Up Queue Completed / Closed Referrals Discontinued Referrals

Action	Interview Outcome	Placement Outcome	Reason
	Accepted - Pending Managem ...		Income documents, Other

Follow Up Queue

There are four tabs available:

- **Attach Document**
- **Case Contacts**
- **Application Package**
- **Referral Activity**

Follow-up Queue- Attach Document

The **Attach Document** tab is the first page that you will land on in the **Follow up Queue** for the selected client. You can attach post placement documents in this section, which are instantaneously viewable to HRA, the RA team, and the HP staff. Select the correct category from the **Document Type** menu list (e.g. Income, Identification, etc.), this will help all teams working to place the client easily identify uploaded items. Remember to provide a description and a file name that relates to the document being uploaded.

Note that copies of checks will be uploaded in this section

All documents must be in **PDF** to upload

Follow Up Queue QA Environment NYC 15/15 Research

Client Name: Client Shelter: Housing Provider Agency:
Primary Service Contract: Unit Referred To: Housing Provider Site:

Attach Document Case Contacts View Application Package Referral Activity

Attach Documents

** System will accept only PDF documents, please make sure the documents uploaded are in PDF format

Document Type : Select One

File to Attach : Income

Document Description : Identification

Citizenship

Rental Assistance Application

Actions	Type
	Placement Docu
	Application Sumr
	Other Docs

ADDENDUM doc addendum 08/22/2023 - 06:09 PM

Follow-up Queue- Contacts

The first person that appears in the **Case Contacts** is the assigned placement specialist from OSAHS' follow-up team(agency name will appear as Department of Homeless Services). You can search the list of CAPS users from your agency's site to add contacts to the case. If the individual(s) doesn't appear in the menu, the system administrator can review the **User Security** module to see if the staff person(s) is associated with the program site. If a contact is added in error or if the contact person(s) change, you can delete the staff entry using the action menu.

Search for the staff name

The screenshot shows the 'Follow Up Queue' interface. At the top, there's a header with 'Follow Up Queue' and 'QA Environment'. Below that, there are fields for 'Client Name', 'Client Shelter', 'Housing Provider Agency', 'Primary Service Contract', 'Unit Referred To', and 'Housing Provider Site'. A navigation bar contains 'Attach Document', 'Case Contacts' (highlighted with a red circle), 'View Application Package', and 'Referral Activity'. Below the navigation bar, there's a search bar for 'Contact Person' with a search icon. A note below the search bar reads: 'NOTE: Please contact your Sys Admin if you would like to update the email/phone #'. Below the note, there are fields for 'First Name', 'Last Name', 'Email Address', 'User Role', 'Phone Number', and 'Extension'. A green plus sign is located to the right of the 'Email Address' field. At the bottom, there's a table with columns: Action, First Name, Last Name, Agency No/Name, Site No/Name, Type of Contact, Email Address, Phone Number, and Ext. The table contains one row with the following data: Action (dropdown), First Name (dropdown), Last Name (dropdown), Agency No/Name (dropdown), Site No/Name (dropdown), Type of Contact (dropdown), Email Address (dropdown), Phone Number (dropdown), and Ext (dropdown). The row below the dropdowns shows: MARIA-ANDREINA, 2001 - DEPARTMENT OF ..., 999 - SINGLE SHELTER PL..., Supportive Housing Place..., go...

To add the selected staff click the plus sign

Follow-up Queue- Referral Activity

The **Referral Activity** tab is how you will primarily communicate with the RA team and OSAHS. Updates entered in this tab are viewable by all parties.

Current Responsible Party for the Case:

- **Pending at Placement Entity:** The agency that is responsible for providing referral for the vacancy. For this queue, the entity is HRA. Action is required by HRA to proceed with placement.
- **Pending at Housing Provider:** Action required by the HP to proceed with placement.
- **Pending at Referring Agency:** The agency that referred the client for supportive housing application. Typically, the shelter. Action is required by the shelter or RA to proceed with placement.

The screenshot displays the 'Follow Up Queue' interface. At the top, there is a header bar with 'Follow Up Queue' on the left, 'QA Environment' in a yellow box in the center, and 'NYC 15/15 Research Consents' on the right with a notification icon. Below the header, there are fields for 'Client Name:', 'Client Shelter:', 'Housing Provider Agency:', 'Primary Service Contract:', 'Unit Referred To:', and 'Housing Provider Site:'. A navigation bar contains 'Attach Document', 'Case Contacts', and 'View All'. The main form area has a 'Current Responsible Party for Case:' dropdown menu, which is highlighted with a red box. The dropdown menu is open, showing three options: 'Pending at Placement Entity', 'Pending at Housing Provider', and 'Pending at Referring Agency'. Below the dropdown is a 'Follow Up Status:' field and a 'Comments:' text area with a character count '(Maximum entry of 1500 characters; 1500 characters remaining)'. At the bottom right of the form are 'Save' and 'Exit' buttons. At the very bottom, there is a table with columns: 'Date Submitted', 'Current Responsible Party', 'Follow Up Status', 'Agency/Site', 'Action Updated By', 'Type of Contact', and 'Comments'. Each column has a dropdown arrow below it.

Follow-up Queue- Referral Activity

To update the status of a client's case in follow-up you must determine who is the responsible party for the next action. Depending on the party selected, the drop-down values will change in the ***Follow up Status Menu***. As the HP, the parties that will typically be selected are ***Pending at Referring Agency*** or ***Pending at Housing provider***. OSAHS' role is to facilitate the placement process, troubleshoot where appropriate and support a timely move out of the client.

The follow-up queue referral activity process:

- The first activity status seen in the queue will be from the placement specialist
- The placement specialist upon receipt of the assignment will review the information entered from the Interview Outcome and various administrative systems to provide instructions on the next step in the placement process
- The responsible party will receive a deadline by which to complete the assigned task, typically, within 3 days (e.g. Pending at Referring Agency , status: Gathering documents, please upload ID by 9/14/23)
- It is critical that staff log into the system regularly to check the follow-up status and provide updates to all parties

Follow-up Queue- Referral Activity Status

Follow-up Status	Definition
Pending at Placement Entity	
OSD Checks Ready for Pick up	Checks are available for pick up at HRA
Other	Otherwise not listed
Pending at Housing Provider	
Documents Needed	The HP's list of documents required by funding source and/or a specific document that needs to be supplied by HP
Pending Management Approval	Client's submitted documentation is under review by the housing provider's property management team
Pending HDC Or 3 rd Party Compliance	Pending review by HDC or 3 rd party compliance
Pending Apartment Viewing	The client is accepted and is awaiting a scheduled appointment to view the available unit
Pending Acceptance Letter	A letter of acceptance drafted by HP including housing address, rent, tentative move-in date, etc. This letter is provided post property management approval (HPD/NYCHA approval, if receiving rental subsidy)
Pending HQS (Housing Quality Standards)	Pending the scheduling and/or upcoming date for unit inspection by NYCHA or HPD
Pending HPD (Housing Preservation and Development)/NYCHA Briefing	A required appointment with NYCHA/HPD if the unit and/or client receive a rental subsidy administered by these agencies. This appointment is scheduled after the approval of the application
Pending Move-in Date	The client has received property management approval and is awaiting a move-in date. This can be pre or post receipt of first month's rent /security.
Pending Lease Signing	HP awaiting signature of the lease
Other	Otherwise not listed

Follow-up Queue- Referral Activity Status

Follow-up Status	Definition
Pending at Referring Agency	
Applied for PA	The client has applied for public assistance
OSD Submitted	The request and application for one shot deal was submitted
Gathering documents	The referring agency and client are working to gather required documents
Other	Otherwise not listed

Follow-up Queue- Referral Activity

Once you've reviewed the previously entered status, comments and documents attached (if applicable), enter a new follow-up status as follows:

1. Select the **Current Responsible Party for the Case** from the drop-down menu
2. Select the **Follow-up Status Reason**
3. Enter a detailed comment about what is required or what has been completed or other specific details related to the status selected

4. Click **Save** when done

The screenshot shows a web interface for 'Referral Activity'. It features a navigation bar with tabs: 'Attach Document', 'Case Contacts', 'View Application Package', and 'Referral Activity'. The main form area contains three input fields: 'Current Responsible Party for Case:' with a dropdown menu showing 'Select One', 'Follow Up Status:' with a dropdown menu showing 'Select One', and 'Comments:' with a text area. Below the text area is a note: '(Maximum entry of 1500 characters; 1500 characters remaining)'. A 'Save' button is located at the bottom right of the form. Below the form is a table with the following columns: 'Date Submitted', 'Current Responsible Party', 'Follow Up Status', 'Agency/Site', 'Action Updated By', 'Type of Contact', and 'Comments'. The table contains two rows of data.

Date Submitted	Current Responsible Party	Follow Up Status	Agency/Site	Action Updated By	Type of Contact	Comments
2023-09-07	Pending at Housing Provider	Pending Management Approval	7320- SUS/024- BLAKE SHELTE...		Supportive Housing Referring A...	All documents uploaded.
2023-09-07	Pending at Referring Agency	Gathering Documents	2001 - DEPARTMENT OF HOME...		Supportive Housing Placement ...	Please upload ID by 9/08

Follow-up Queue- Referral Activity Tips

The following are tips to consider as you update the referral activity for a client:

- Check the referral status activity daily to ensure you remain abreast of updates
- Check the attach document section for uploaded documents. The most recently uploaded item should appear at the top of the document list. If unsure, check the attached date/time
- Where possible include dates, times, address, and contact person information for appointments that are in person (e.g. Pending Unit Viewing or Pending Lease Signing)
- If entering a status of pending move-in and the tentative date is available after coordinating with all parties, include the date, time, address, and the contact information for the person who will be greeting the client at move-in. Also update the interview outcome to include the anticipated move-in date
- When issuing an acceptance letter and voucher, review all the information included and ensure that it is accurate and consistent across both documents
- If your unit has a NYCHA or HPD subsidy, include the date the application was submitted, application number, and address (if not displayed in the grid) in your comments. This allows HRA to follow-up with the PHAs

Follow-up Queue- Discontinue Referral Activity

If a client referral needs to be discontinued, you must submit a request that HRA unlock the **Interview Outcomes** section of the **Referral Roster**. This would apply if the client is declining the unit, the client is determined ineligible after property management review or for other reasons. Prior to submitting a request to HRA, it is advised that you review the [Placement Policy Guidance for NYC Supportive Housing](#) to ensure that the reason the referral is being discontinued complies with the City's guidelines.

Please keep in mind the following are not permissible reasons to discontinue a referral:

- Prospective tenant does not acknowledge their mental illness
- Prospective tenant is not truthful during interview about mental health or substance use
- Prospective tenant uses substances
- Prospective tenant does not currently take prescribed medications
- A reason related to a protected class under Fair Housing Law
- Prospective tenant doesn't want services

Follow-up Queue- Discontinue Referral Activity

To request a discontinuation of a referral, complete the following steps:

1. Select **Pending at Placement Entity**

2. Select “other” as the **Follow-up Status Reason**

3. Provide a detailed comment describing the reason for the request to discontinue the referral

4. Click **Save**

HRA will review the request and update the status accordingly

The screenshot shows a web application interface with a navigation bar at the top containing tabs: 'Attach Document', 'Case Contacts', 'View Application Package', and 'Referral Activity'. The 'Referral Activity' tab is active. Below the navigation bar, there are three dropdown menus: 'Current Responsible Party for Case:' set to 'Pending at Placement Entity', 'Follow Up Status:' set to 'Other', and 'Comments:' containing the text 'Requesting to discontinue referral because the client declined the unit. The client plans to move to another unit in the community.' Below the comments field, there is a character count: '(Maximum entry of 1500 characters; 1368 characters remaining)'. At the bottom of the form, there is a table with columns: 'Date Submitted', 'Current Responsible Party', 'Follow Up Status', 'Agency/Site', and 'Action Updated By'. The table contains one row of data: '2023-09-01', 'Pending at Housing Provider', 'Pending HPD (Housing Preserva...', '2001 - DEPARTMENT OF HOME...', and '..'. An orange arrow points from the 'Comments:' label to the text area.

Date Submitted	Current Responsible Party	Follow Up Status	Agency/Site	Action Updated By
2023-09-01	Pending at Housing Provider	Pending HPD (Housing Preserva...	2001 - DEPARTMENT OF HOME...	..

Follow-up Queue- Discontinue Referral Activity

Discontinue Referral Activity Denied

Upon review of the request, HRA will unlock the ability to update the interview outcome, where appropriate. For the RA, typically a request is made due to a change in the client's decision or circumstances. HRA may request additional information to clarify the reasons for request. For requests from the HP, HRA may consult the HP's contracting agency to discuss the request for discontinuation, if the reasons identified are not permitted. If the request is denied, the HP will not be able to update the interview outcome or request a new referral for the unit in CAPS. The client will remain in the follow-up queue. You can request to speak with a supervisor for further assistance.

Discontinue Referral Activity Approved

If the request is approved, the ***Interview Outcome*** in the ***Referral Roster*** will be unlocked. You can now update the ***Interview Outcome*** with the correct status. The case record will move from the ***Follow up Queue*** to the ***Discontinued Referral*** tab. You must go to the ***Referral Roster*** to update the ***Interview Outcome*** accordingly. Enter the same comments as those listed in your discontinuation request.

Follow-up Queue- Discontinue Referral Activity

Approved discontinued referrals will appear in the **Discontinued Referrals** tab of the **Referral Request Follow up Queue**. You can view the follow-up details in **View Follow up Details**. The change in status will not automatically update the **Interview Outcome**.

Referral Request - Follow Up Queue

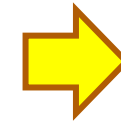
Agency: 9016 - VOA Site: 039 - E.119 Street SRD

Follow Up Queue Completed / Closed Referrals **Discontinued Referrals**

Action	Status	Discontinued Date	Discontinued By	Discontinued Reason
		mm/dd/yyyy		
	Accepted/Pending Move In	09/07/2023		Client Linked to Other Housing

View Follow Up Details

After the referral has been discontinued. Go to the Referral Roster.



Referral Roster

Agency: 9016 - VOA Site: 039 - E.119 Street SRD

Pending: Overdue: Accepted/Pend

Pending Completed Re-Rental Referrals

Action	Status	Referral Type	Is Swapped Referral (Y/N)	Client# - Referral Date
	Accepted/Pendi...	Regular Referral	N	05/03/2023

Application Package

Update Outcome

To update the Interview outcome go to:

1. The **Referral Roster** for the program site
2. Go to the **Pending** tab
3. Select **Update Outcome** from the action menu

Discontinue Referral Activity Updating Interview Outcome

You can now select either the *Client Did Not Accept Housing* or the *Housing Provider Did Not Accept Client in the Referral Roster*. Once the interview outcome has been updated, you will be able to request a new referral from the *Unit Roster*.

Interview Outcome QA Environment

Interview Outcomes Documents

Please complete the outcome for the referral transmitted to your housing program.
Note: HRA is required by Local Law 3 of 2022 to annually report responses entered on referrals made in CAPS.

Interview Date: 08/24/2023 Interview Start Time: 10:00AM Interview End Time: 10:30AM

Interview Location:

Was Interview Conducted:

Interview Outcome:

Placement Outcome:

Expected Move In-Date:

Unit Number:

Comments:

Select

- Accepted
- Accepted - Pending Management Approval
- Client did not accept housing
- Housing provider did not accept client

If the unit number is not listed please go to the unit roster and update the unit profile to include missing unit di

(Maximum entry of 750 characters - 658 characters remaining)

Follow up Queue Completed/Closed Referrals

A referral will move to the **Completed/Closed** tab once the client is moved in on the **Interview Outcome** section of the **Referral Roster**. You do not need to request to unlock the **Interview Outcome** from HRA to proceed. Once a client moves in, the **Interview Outcome** should be updated within 48 hours to ensure that the referral is moved out of the follow-up queue and that your rosters are all updated. It is important to maintain a current **Tenant** and **Unit Roster**. Requests for referrals should be submitted to the appropriate placement entity as soon as a vacant unit is ready and available.

Additionally, the client referral will move from the **Rerental Referral** tab of the **Referral Roster** to the **Completed** tab. You can view the follow-up queue history by clicking on **View Follow up Queue**.

The screenshot shows the 'Referral Roster' interface. At the top, the title 'Referral Roster' is highlighted with a red box. Below it, the agency and site information are displayed: 'Agency: 6728 - POST GRAD CTR Site: 032 - ECHO PLACE - NY/NY III POP A CITY'. There are three tabs: 'Pending', 'Completed', and 'Re-Rental Referrals'. The 'Completed' tab is selected and circled in red. Below the tabs is a table with columns: Action, Status, Referral Type, Client# - Referral Date, and Client Name(L...). The first row shows a 'Move-In Verified' status and 'Regular Referral' type.

The screenshot shows the 'Referral Request - Follow Up Queue' interface. At the top, the title 'Referral Request - Follow Up Queue' is highlighted with a red box. Below it, there is a 'Select One:' dropdown with two options: 'Applications Submitted By' (unselected) and 'Referrals transmitted to' (selected). The agency and site information are the same as in the previous screenshot. There are two tabs: 'Completed / Closed Referrals' and 'Discontinued Referrals'. The 'Completed / Closed Referrals' tab is selected and circled in red. Below the tabs is a table with columns: Action, Status, Interview Outcome Date, Client Name, and Housing Agency Name. The first row shows a 'Move-In Verified' status, an interview outcome date of '08/31/2023', and a housing agency name of '6728 - POST GRAD CTR'. Below the table, there is a 'View Follow Up Details' button circled in red.

Future Enhancements

Tentatively, scheduled for **late September/early October** release, case contacts listed in the follow up Queue will receive the following email notifications for these status changes:

- When a client has been assigned to follow up
- Reminder email to the responsible party 5 days after a status update has been entered in the follow up queue
- Once the Interview outcome has been updated to moved-in and the referral has moved to the ***Completed Tab*** of the follow-up queue
- Once a referral has been discontinued and moved to the ***Discontinued Referral*** tab

FAQs

Can I still communicate with the Follow up team through the SHAcceptedRerental inbox?

Yes, you can still communicate with your assigned placement specialist and/or supervisor. However, all referral updates must be entered in the follow up queue. The inbox should be used to ask questions and/or receive assistance.

The client referral was discontinued, will HRA automatically send new referrals?

No, you will need to complete the steps outlined in the guide to update your interview outcomes. Thereafter, you must submit a new referral request in CAPS through the unit roster.

I would like to speak to a supervisor, who should I contact?

You may contact Kimberly Butler at butlerki@hra.nyc.gov, Program Manager, who oversees the follow up team or Alathia Barnett at barnettal@hra.nyc.gov, Executive Director of Supportive Housing Rerentals.

I am experiencing technical difficulties with CAPS, who should I contact?

You can contact hracassupport@hra.nyc.gov to assist with technical issues.