

# Quick Guide to Supportive Housing for Clients

This *Supportive Housing Quick Guide for Clients* provides a high-level overview of the five basic stages in the supportive housing process, including important “to-do” items and tips.

For additional details on the supportive housing application process, see the *Guide to Supportive Housing* document located at <https://www1.nyc.gov/site/nyccoc/caps/caps.page>.

Stage	What’s Happening?	Tips
<b>STAGE 1:</b> <b>Coordinated Assessment Survey</b>	<ul style="list-style-type: none"> <li>• Submit a <b>Coordinated Assessment Survey</b> in the Coordinated Assessment and Placement System (CAPS), at a CAPS Access Point (e.g., shelter, drop-in-center, hospital, jail).</li> <li>• The Survey tells you if you are potentially eligible for different types of housing assistance, including supportive housing.</li> <li>• Review your housing options and decide preferences and next steps.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider all housing assistance options you may qualify for. Decide which make the most sense for you and best meet your needs.</li> </ul>
<b>STAGE 2:</b> <b>NYC Supportive Housing Application</b>	<ul style="list-style-type: none"> <li>• If potentially eligible for supportive housing, work with a shelter or street outreach case worker to submit a <b>NYC Supportive Housing Application</b> in CAPS.</li> <li>• Provide any additional information requested for your <b>NYC Supportive Housing Application</b>. This includes a psychosocial assessment and possibly other clinical, medical, and housing documentation completed in the last 180 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Start gathering documents that may be needed later to verify your identity and income.</li> <li>• Save both hard (paper) and electronic copies if you can.</li> </ul>
<b>STAGE 3:</b> <b>Eligibility Determination &amp; Notification</b>	<ul style="list-style-type: none"> <li>• If approved for supportive housing, CAPS will provide a <b>Supportive Housing Determination Letter</b> to your case worker, including types of supportive housing and services you qualify for. The letter will include contact information for the city agency or provider that will help identify a specific housing unit for you.</li> <li>• Review options with your case worker; decide preferences and next steps.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to look at all viable housing options as it may take many months for a supportive housing unit to become available.</li> </ul>
<b>STAGE 4:</b> <b>Housing Referral &amp; Placement</b>	<ul style="list-style-type: none"> <li>• Your case worker will be notified when a supportive housing unit is available.</li> <li>• Review and decide whether to participate in a unit viewing with the supportive housing provider.</li> <li>• Provide additional information as requested.</li> <li>• Attend in-person or virtual unit viewing with the supportive housing provider.</li> <li>• The supportive housing provider will let you know if you were accepted for a unit based on eligibility and need.</li> <li>• Depending on the unit, you may need to apply for ongoing rental assistance and/or provide other required documentation, like proof of income/assets and clear copies of vital documents. <b>The supportive housing provider will guide and assist you.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Ask for information about the supportive housing option offered, including services being offered, to ensure they meet your most important, <i>minimum</i> needs.</li> <li>• If your housing application is denied or the unit does not meet your needs, your case manager will be notified when another option is available.</li> </ul>
<b>STAGE 5:</b> <b>Housing Move-In</b>	<ul style="list-style-type: none"> <li>• Review and sign lease agreement.</li> <li>• Depending on your lease, apply to have utilities in your name.</li> <li>• Apply for “one-shot” financial assistance to help with move-in costs. <b>The case manager will guide and assist you.</b></li> <li>• Determine furnishings and household items you need and any help needed to obtain them.</li> <li>• <b>Move-in!</b></li> </ul>	<ul style="list-style-type: none"> <li>• Carefully review the lease before signing and ask for more information if anything is unclear.</li> <li>• Ask for help if you need basic household items or furnishings, or if you have any urgent needs.</li> </ul>

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