







Coordinated Assessment and Placement System (CAPS) Housing Provider User Guide

Module Three - Agency Site Request and Maintenance

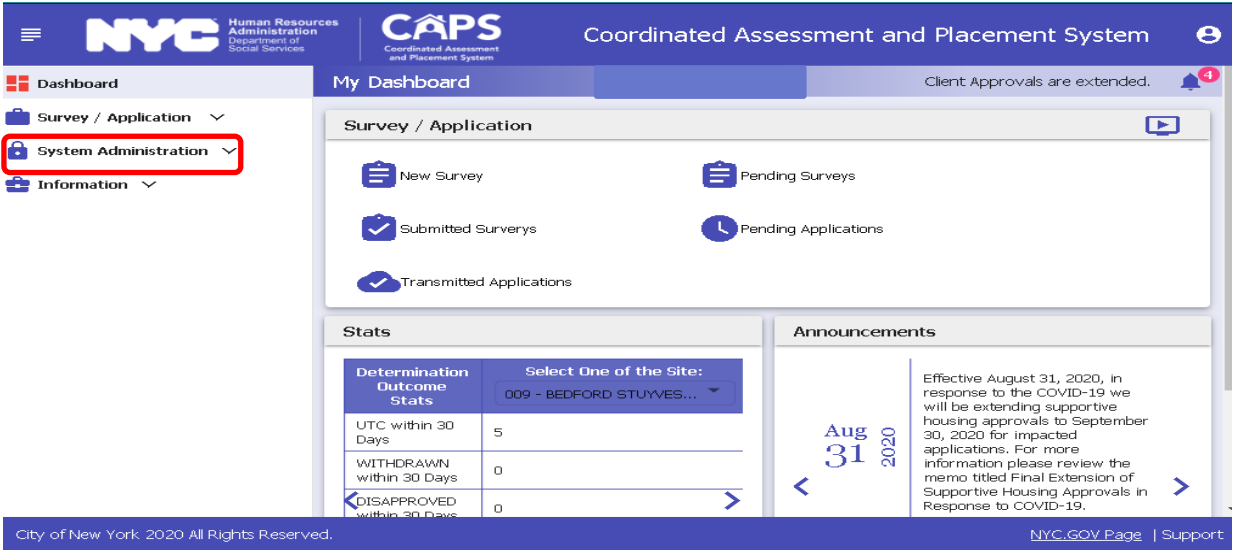
 **IMPORTANT**

-  **NEW USER:** Ask your System Administrator in your agency to add you as a user. If you do not have a System Administrator, or do not know who they are, email: HRACASSUPPORT@hra.nyc.gov

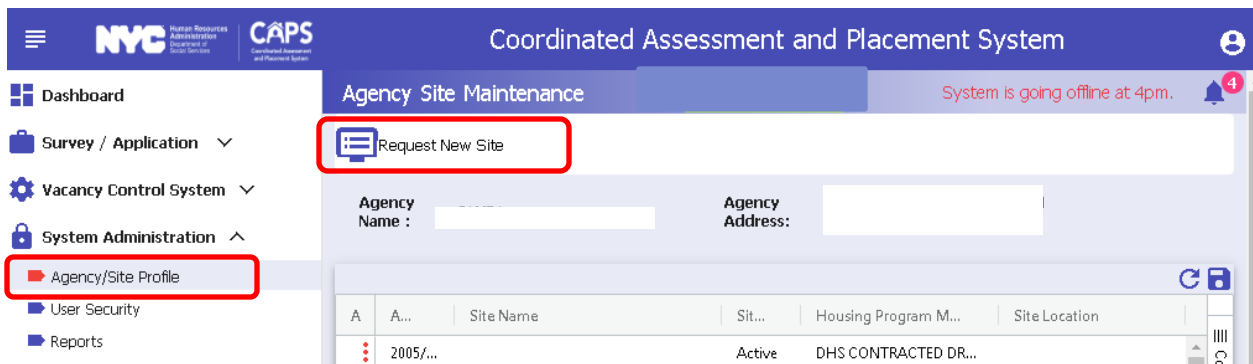
-  **PASSWORD RESET:** Email MISSECURITYADMIN@dss.nyc.gov

-  **NOTE:** Your session will time out after 10 minutes. Please make sure you enter all information within this timeframe, or your work will NOT be saved.

A Housing Provider may request to add a site via CAPS following these guidelines. Upon Log-in, CAPS brings you to the dashboard. Select the **System Administration** domain on the navigation menu on the left side of the screen.



From the drop-down menu, choose **Agency/Site Profile**. This action brings you to the **Agency Site Maintenance** Screen. Click on the **Request New Site** icon.



The **Request a New Site** screen opens, where you must complete all fields.

Note: Fields with **red** labels are mandatory fields, which cannot be left blank.

When you've added all the necessary information press the **Add New Site** button. In the upper right-hand corner of the screen a green pop-up message will appear, indicating the information has been saved successfully. Alternatively, if you wish to change the information entered, press the **CLEAR** button.

Pressing **PROCEED** before you **ADD NEW** will trigger the following error message:



Once you successfully add the new site, press the **PROCEED** button to be transported to the **Site Profile** screen. Here you must complete all fields on the three tabs displayed

across the top of the screen: **Site Demographics**, **Site Contact**, and **Primary Service Contract and Unit Details**.

In **Site Demographics**, choose the type of site. When **Congregate Care** is selected as the *Type of Site*, as in the screenshot to the right, below, there are additional fields to be completed. Fields include 'Temporary Certificate of Occupancy', 'Is this a tax credit building?' and the associated 'income limits'. **Note:** For income limits, indicate if the amount is weekly/monthly/annual by typing directly into the field provided.

The image displays two screenshots of the 'Site Demographics' form. The left screenshot shows the 'Type of Site' selection with 'Congregate Site' selected. The right screenshot shows the 'Congregate Site' selection with additional fields for 'TCO (Temporary Certificate of Occupancy) ready?', 'Is this a tax credited building?', and 'Maximum Income for Studio' and 'Maximum Income for One Bedroom'.

Select the appropriate 'Level of Care' from the drop-down menu using the arrow button.

Note: For the majority of housing providers, the correct entry will be **Community Care** for both Congregate and Scatter sites.

Next, select the 'Housing Program Model' from a drop-down menu.

Note: For the majority of housing providers, the correct entry will be **Supportive Housing Provider** for both Congregate and Scatter sites.

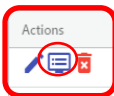
Similarly, select the applicable 'Site Features'.

Answer 'Is the Interview location same as the site,' by selecting the **Yes** or **No** radio button.

Then press the **Next** button or click on the second tab to navigate to 'Site Contact'. Complete the mandatory information. The individual entered should be the designated System Administrator. Indicate this by selecting the 'Sys Admin' check box. Press **Save** and **Next**.

Actions	First Name	Last Name	Title	Email	Office Phone	Extn	Cell Phone	Fax	Sys Admin
				No Site contact available					<input type="checkbox"/>

The last tab to complete in **Site Profile** is 'Primary Service Contract and Unit Details'. Once you select the Primary Service Contract from the drop-down list and enter the number of units, press **Save**. This will clear the fields you just completed and add a row to the chart on the bottom half of the screen.

Actions	Primary Service Contract	No of Units
	ESSHI :: MH-AD	15

Clicking the middle icon in the "Actions" column (shown in the screenshot above) allows you to access the Unit Roster, on a new screen.

Note: You must complete the information required for **each** unit. Until all required unit information is entered, the submit button will be grayed-out and you will not be able to submit the **New Site Request**.

Agency Name: Agency Address:1720 Site Name:lkjfhikjfh Site Address:dfoighfghafuih,djghfjghny,11255

Site Demographics Site Contact Primary Service Contract and Unit Details

Unit Roster [0]

Contracting Agency Unit Name Unit Type Unit Status Primary Service Contract

OMH 1A Studio Unit-Online ESSHI : MH-AD

Unit features Rental Subsidies

Private Bathroom-Yes Private Kitchen-Yes NONE

Private Bathroom-Yes, ... NONE

Add Clear

Actions Primary Serv... Contracting A... Unit Name Unit Type Unit Status Unit Features Rental Subsidies

When you successfully add all required information, press **Add**. The Submit button will be enabled. Press **Submit** to request the new site.

Once submitted, your request will go to Coordinated Entry staff who will review and approve/disapprove your request. You will receive an email with that decision and next steps.

Creating Interview Appointment Slots

The 'Unit Details' tab is the screen from which you create appointment slots for tenant interviews.

Site Profile Submit TADs by 10th of the month.

Agency Name: Agency Address: Site Name: Site Address:560 Site Contact: JIMENEZ,ALFY

Site Demographics Site Contact Site Profile Unit Details Approval

Unit Roster [5/182]

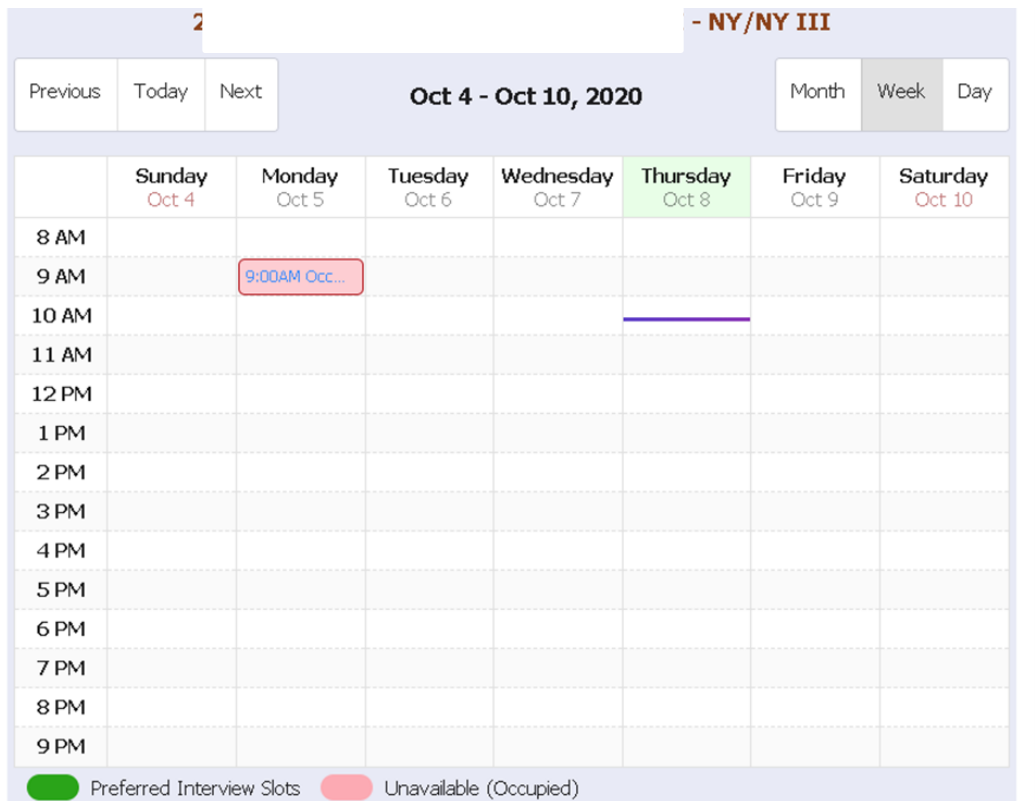
Unit Name 200 A Unit features Walk-up, Private Bathro... Walk-up Private Bathroom-No Private Kitchen-No Primary Service Contract NY/NY III-POP A

Contracting Agency DOHMH Rental Subsidies

Unit Status Unit-Online

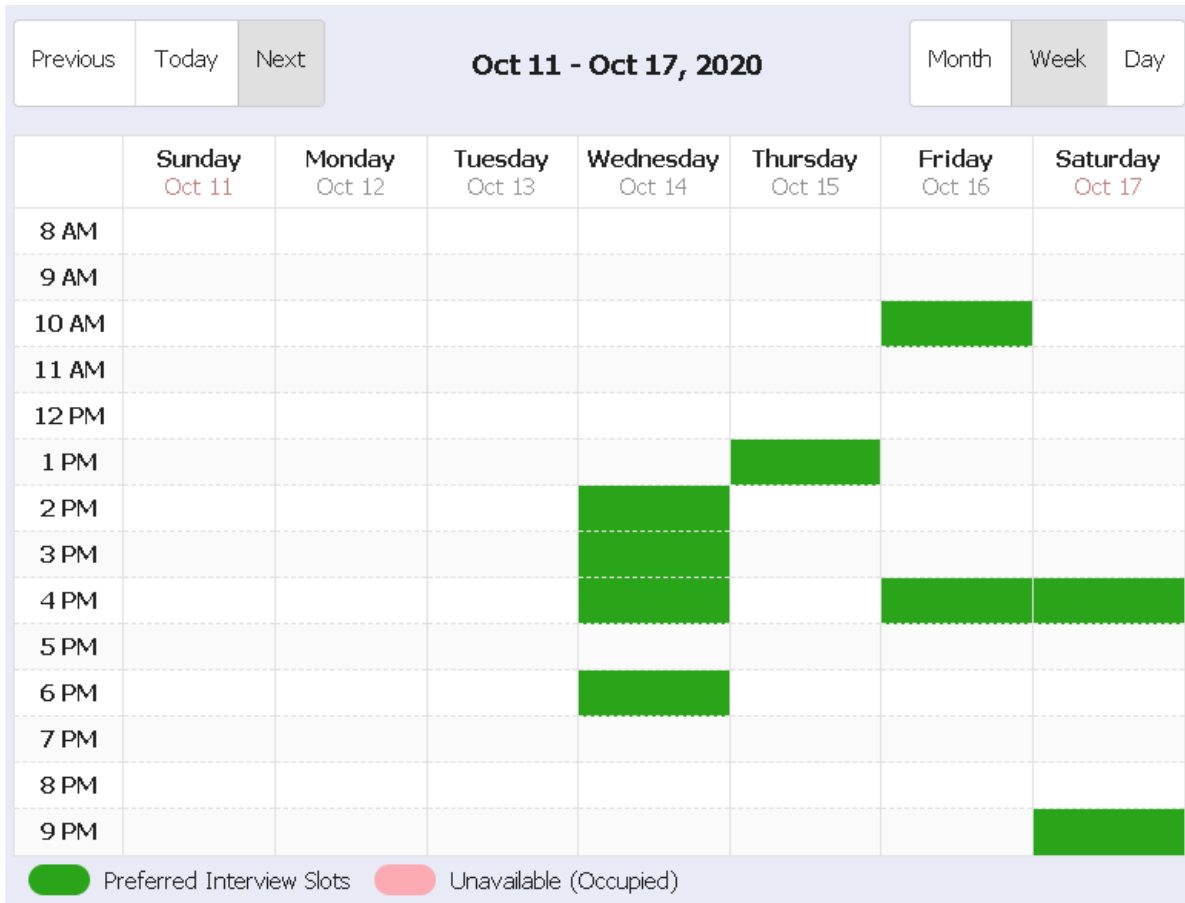
Note: Appointment slots can only be created for online units! Offline units must be updated to online before creating appointment slots for interviews.

Click the calendar (📅) icon next to the 'Unit Status' field (above). The calendar default displays a week-view. You must select week- or day-view to create appointment slots. You can toggle between month, week, and day view from the right side of the date, above the calendar.



Note: Interviews must be scheduled no less than five (5) business days from today's date. Today is visible on the calendar by a highlight on the day and a blue line through the hour.

Select the timeslot(s) for interviews by clicking once on the intended hour(s). It will turn green. Clicking again on the same slot will deselect the hour. At this time only one interview can be scheduled per hour.



Once an interview is scheduled in a time slot, it will show as unavailable in pink. When you've selected all interview slots, press the SAVE button below the calendar.

Agency/Site Maintenance

To add an additional Site Contact, simply go to System Administration, Agency/Site profile and select the site you plan to edit.

For any other changes to the site, including address, Primary Service Contract, number of units and/or unit features, please contact your TAD liaison on the Coordinated Entry team.