NYC
Human Resources Administration
Department of Social Services

Customized Assistance Services

CAPS

Coordinated Assessment and Placement System

**CAPS Overview
and
Dashboard Module**

October 26, 2020

CAPS Overview and Dashboard

The purpose of this guide is to introduce users to the new functionality accessible from the dashboard in the *Coordinated Assessment and Placement System (CAPS)*.

CAPS is a web-based platform that allows providers to centrally access the:

- *Coordinated Assessment Survey*
- *NYC Supportive Housing Application*
- *Vacancy Control System*

Depending on the role of the user and/or the agency accessing CAPS, some sections of the system may not be available.

CAPS Overview and Dashboard

The Coordinated Assessment Survey (CAS)

The Coordinated Assessment Survey is an automated tool used to assist individuals and families who are currently homeless or at risk of becoming homeless determine potential eligibility for supportive housing and rental subsidies. Providers working with the household completing the survey will also access prior supportive housing applications, view homeless history, obtain identification, and income documentation needed to secure housing placement. Results from the survey include instructions on next steps in pursuing the client's housing choice.

The NYC Supportive Housing Application

The NYC Supportive Housing Application, formerly known as the HRA 2010e, is an electronic application that is completed by a provider agency on behalf of the client to determine eligibility for supportive housing. The NYC Supportive Housing Application determines eligibility for High Service Needs/Seriously Mentally Ill Housing, NY/NY I/II/III, NYC 15/15 and ESSHI (Only housing categories targeting substance use disorders and serious mental Illness) housing categories.

The Vacancy Control System

The vacancy control system will include a sizable portion of NYC's supportive housing portfolio and will allow the easy identification of units available for referral. Supportive housing providers are able to report the status of their units, indicating anticipated unit availability and interview outcomes for available units.

Symbols and Icons

	The User Profile indicates who is logged in, whether they work with a referral, placement, or provider agency, and when they last logged in. It is also where users can log-out of the system.		The three red dots located in the Actions column opens submenus that offer additional functions.
	This icon allows users to contract or expand the left navigational column on the screen. This function allows for expanded workspace in the main window.		This icon opens menus that allow users to pin, auto-size, filter information, and hide columns.
	This icon alerts users of important notifications.		These dots let users know that there are additional screens of information to be displayed. Each dot represents an additional page to view. The left and right arrows are used to navigate the pages.
	This icon allows users to undo any filters used for a search.		This icon shows users that a tab is incomplete. When it turns green the section is complete.
	This icon allows users to export a list of search results to an Excel spreadsheet.		This icon allows users to add downloaded documents to a client's file.
	This icon allows users to filter search results.		This icon allows users to view a video that will explain/describe a section of the application.

CAPS Overview and Dashboard

The **Dashboard** is the first screen users see when they enter the CAPS system. The icons available are specific to the roles and types of users.

All users will see **Survey/Application** on their dashboard when they log into CAPS. Only users assigned to supportive housing program sites and who have privileges to transmit housing data, will also see **Vacancy Control System** on their dashboard.

Referring Agency

Supportive Housing Provider

On the lower left of the *Dashboard* is the **Stats** chart.

For **Referring Agencies** the *Stats* chart automatically scrolls to display **Pending Application Aging** and **Determination Outcome** stats.

Pending Application Aging stats tells users how many days until applications saved to pending expire.

Determination Outcome stats tells users the number of determinations that will be expiring and/or become unavailable for resubmission soon.

Select One of the Site(s) allows the user to choose which of their assigned sites they want displayed in the **Stats** chart.

Stats

| Pending Application Aging stats | Select One of the Site:
001 - BEHAVIORAL HEA... ▼ |
|---|---|
| 0-10 Days | 0 |
| 10-20 Days | 0 |
| 20-30 Days | 0 |

‹ ›

• •

Stats

| Determination Outcome Stats | Select One of the Site:
005 - TRAVELERS SAFE... ▼ |
|---|---|
| UTC within 30 Days | 3 |
| WITHDRAWN within 30 Days | 0 |
| DISAPPROVED within 30 Days | 0 |
| APPROVED AND ACTIVE UTC within 30 Days | 0 |
| APPROVED AND EXPIRING in 60 Days | 3 |

‹ ›

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CAPS Overview

For **Supportive Housing Providers** the *Stats* chart automatically scrolls to display ***Vacancy*** stats and ***Referral/Placement*** stats.

Vacancy stats tells users the number of units currently occupied, online, or offline.

Referral/Placement stats tells users supportive housing referral outcomes for the time frames listed for the selected site.

Select One of the Site(s) allows the user to choose which of their assigned sites they want displayed in the ***Stats*** chart.
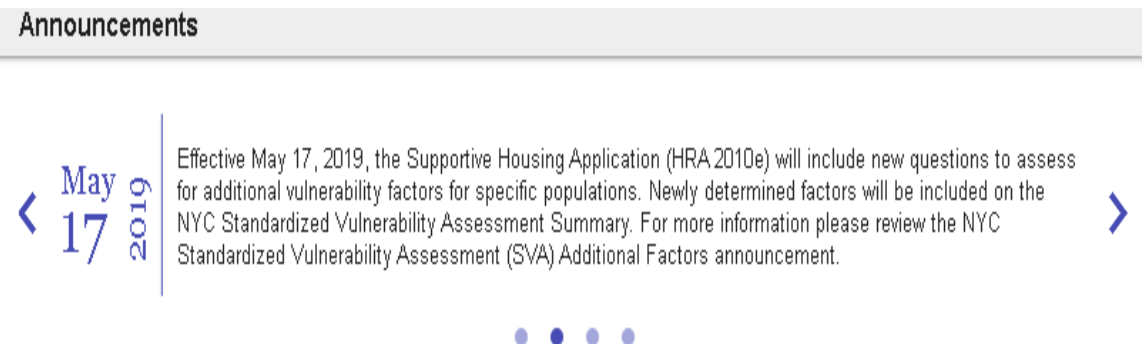
Stats

Vacancy Stats	Select One of the Site: 555 - GENERIC SUPPO... ▼
Total Units	0
Occupied	0
Online	0
Offline	0

Stats

Referral/Placement Stats	Select One of the Site: 555 - GENERIC SUPPO... ▼
Pending Referrals	0
Interview InProgress	0
Accepted Pending Documentation	0
Rejected by HP within 90 days	0
Rejected by Client within 90 days	0
Successful Move-in Verified within 90 days	67

On the lower right of the *Dashboard* are **Announcements**. *Announcements* will display important information regarding changes in the system. If there is a memo referenced in the announcement, it will be available in the Information section.

Users should regularly check the *Announcements* and share the information with staff and co-workers.

The display will automatically scroll through new and previously entered announcements.

The menu on the left side of the *Dashboard* gives the user another way to access ***Survey/Application***, ***Vacancy Control System***, in addition to ***System Administration***, and ***Information***.

■ Survey/Application

The **Survey/Application** menu contains submenu options for **New Survey**, **Pending Surveys**, **Submitted Surveys**, **Pending Applications**, and **Transmitted Applications**.
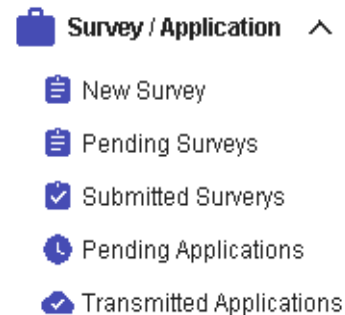
Only users with IDs that allow them to transmit a New York City Supportive Housing Application will be able to complete a Supportive Housing application. Users who do not have this access will be prompted to contact their agency system administrator to review their access.

CAPS Overview

Survey / Application ∧
- New Survey
- Pending Surveys
- Submitted Surverys
- Pending Applications
- Transmitted Applications

The **Coordinated Assessment Survey** is an automated tool used to assist individuals and families who are currently homeless or at risk of becoming homeless to determine potential housing options.

To begin a new *Survey* users select **New Survey** and choose the **Referring Site**.

NOTE: Users must complete a survey before being able to start a new NYC Supportive Housing Application.

CAPS Overview

Survey / Application ∧
- New Survey
- Pending Surveys
- Submitted Surverys
- Pending Applications
- Transmitted Applications

Completing a survey generates a list of supportive housing, city, state, and federal rental subsides that the client may be potentially eligible for and is used to guide the client's housing choice.

In order to start a new *Supportive Housing Application* users must complete a *Survey*.

- Home
- New Survey ∨
  - Consent/Search (Completed)
  - Household/Veteran Status (Completed)
  - Housing/Homeless Status (Completed)
  - DV/Health (Completed)
  - Employment/Income (Completed)
  - Legal (Completed)
  - Resources/Housing Approvals (Completed)
  - Housing Programs
- Pending Surveys ‹
- Submitted Surveys
- Housing Resources

CAPS Training

First Name: T   Last Name: D   Client #: 6   Survey #: 7   Client Documents   100% Complete

Housing Programs

Based on the information submitted in this survey, your client may be eligible for the housing programs listed below.

Note: U.S. Citizenship or Permanent Resident or Asylee or Refugee status is a requirement for federally-funded housing programs.

To learn more and apply click on the associated link:

Program Description	Application and Supporting Documents Requirements	What to Do	Contact Information
CITY/State Housing Programs **HPD Housing Connect** NYC Department of Housing Preservation and Development (HPD) has different options for affordable housing based on income qualification. There is an application process and qualified candidates are selected by periodic lotteries and notified of next steps.	• Proof of citizenship • Proof of income	For HPD units, apply through Housing Connect. If you are not in a DHS shelter with a case worker, community-based Housing Ambassadors can help with your search. To apply with Housing Connect: https://www1.nyc.gov/site/hpd/renters/housing-connect.page https://a806-housingconnect.nyc.gov/nyclottery/lottery.html	To find a Housing Ambassador if not in a DHS shelter. https://www1.nyc.gov/site/hpd/renters/housing-ambassadors.page General Information for housing resources: https://www1.nyc.gov/site/housingportal/have-a-question/have-a-question.page

View Survey   START SUPPORTIVE HOUSING APPLICATION   Home   << Previous

When the *CAS* is completed the user will see a **Start Supportive Housing Application** link on the bottom of the screen.

To learn more about the *CAS* you can visit the ***Information*** section located in the left navigation menu of the *Dashboard*.

If after completing a client search and a previously submitted survey is found for your client in the last 6 months, the option to *Start a Supportive Housing Application* or *Start Survey* will be given.

Show 10 ▼ entries   Search: [   ]

Name (LN, FN)	Survey #	Survey Date	Entered By	Agency/Site	Housing Programs	
D	8	20	G/	1	Supportive Housing Programs	NYC 15/15 - Family with Children. NYC 15/15 - Young Adult Family

Showing 1 to 1 of 1 entries   Previous   1   Next

| - | PRIOR SUPPORTIVE HOUSING APPLICATIONS WITHIN THE LAST 5 YEARS FOR 1

Show 10 ▼ entries   Search: [   ]

Referral Date	NY/NY I & II	NY/NY III	NYC 15/15	General Population	Vulnerability Assessment	SMI Housing	Levels	Type	Approval Period	Referring Agency Name/Site	Placement Agency Name/Site	Move In Move Out	Reason Moved
						No data available.							

Showing 0 to 0 of 0 entries   Previous   Next

Home   START SUPPORTIVE HOUSING APPLICATION   START SURVEY

Pending surveys, submitted surveys, and pending applications are displayed depending on the user's access level. Users will see information as follows:

	Managers / System Administrators	Supervisors	Staff
Pending Surveys saved by the user to pending status for all assigned sites	✓	✓	✓
Pending Surveys saved to pending status by staff assigned to the sites associated to their IDs	✓	✓	✗
Pending Applications saved by the user to pending status for all assigned sites	✓	✓	✓
Pending Applications saved to pending status by staff assigned to the sites associated to their IDs	✓	✓	✗
Submitted Surveys for all assigned sites	✓	✓	✓

CAPS Overview

- Survey / Application ∧
- New Survey
- **Pending Surveys**
- Submitted Surverys
- Pending Applications
- Transmitted Applications

Pending Surveys gives users access to surveys that were previously saved, but not submitted. Users will be able to access and complete pending surveys up to 30 days after they were started.

Coordinated Assessment Survey

Welcome, S   [Last Login: Apr 3, 2019 11:33] Logout!

CAPS Training

PENDING SURVEYS (3)

Show [10 ▼] entries   Search: [   ]

Name (LN, FN)	Survey #	Survey Date	Entered By	Agency/Site	DOB - Age	SSN #	Client Documents	CIN/Medicaid#	HRA OPTIONS ID	CARES ID
PA	7	09/	KAI	10	12/	4	📄			
GR	7	09/	KAI	10	04/	8	📄			
HA	7	09/	KAI	10	05/	3	📄			

Showing 1 to 3 of 3 entries   Previous [1] Next

Exit

Survey / Application ∧

- New Survey
- Pending Surveys
- Submitted Surverys
- Pending Applications
- Transmitted Applications

Submitted Surveys gives users access to surveys that were previously completed and submitted. Users will be able to view submitted surveys up to 6 months after they were completed.

The *HRA Supportive Housing Application* column will allow users to start or complete a Supportive Housing Application.

> To continue working on a previously started application click on the saved application's number

> To start a new application click *Start Supportive Housing Application*

Coordinated Assessment Survey

Welcome, S [Last Login: Apr 3, 2019 11:33] Logout

CAPS Training

SUBMITTED SURVEYS (2)

Show 10 ▼ entries   Pressing "Start Supportive Housing Application" begins an application that copies survey data.   Search:

Name (LN, FN)	Survey #	Survey Date	Entered By	Agency/Site	Client Documents	HRA Supportive Housing Application	Housing Programs		
HA	7	09/	SII	1	📄	3	Supportive Housing Programs		
DA	7	09/	SII	1	📄	Start Supportive Housing Application	CITY/State Housing Programs		

Showing 1 to 2 of 2 entries

Previous 1 Next

Exit   << Previous

Survey / Application ∧
- 📄 New Survey
- 📄 Pending Surveys
- ☑ Submitted Surverys
- 🕐 Pending Applications
- ☁ Transmitted Applications

Pending Applications gives users access to pending NYC Supportive housing applications that were previously saved, but not submitted. Users will be able to access and complete saved applications for up to 30 days.

Coordinated Assessment and Placement System

Pending Application List (12)

Agency Name/No : V
Pending applications expire in 30 days and must be completed by the expiration dates below.

Show 10 ▾ Entries

Actions	Survey Number	Application Number	Client Name	HRA Client ID	Date Entered	Date Expires	Entered By	Agency	Site	Application Type
⋮	7	3	SE		8/10/2020	9/9/2020	HA	9(	0	Individual
⋮	6	3	JO	2	8/12/2020	9/11/2020	G	9(	0	Individual
⋮	7	3	RA		8/14/2020	9/13/2020	FI	9(	0	Individual
⋮	6	3	M.	2	8/16/2020	9/15/2020	G	9(	0	Individual
⋮	7	3	JO	2	8/19/2020	9/18/2020	FI	9(	0	Individual
⋮	6	3	M		8/19/2020	9/18/2020	O	9(	0	Individual
⋮	6	3	ZA		8/20/2020	9/19/2020	AN	9(	0	Individual
⋮		3	AL	1	8/26/2020	9/25/2020	CU	9(	0	Family
⋮		3	JA	1	8/26/2020	9/25/2020	CU	9(	0	Individual
⋮	7	3	JO		8/26/2020	9/25/2020	G	9(	0	Individual

1 to 10 of 12 |< < Page 1 of 2 > >|

Survey / Application ∧
- New Survey
- Pending Surveys
- Submitted Surverys
- **Pending Applications**
- Transmitted Applications

Survey Number allows the user to review the completed survey.

Application Number takes the user to the application where they can continue to complete the application.

HRA Client ID is a unique ID number that is associated with the client for the purposes of the supportive housing application. When a client needs to renew an application, they are typically matched to their previously assigned HRA Client ID. This ID is not associated with Cash Assistance or any other HRA program.

Actions	Survey Number	Application Number	Client Name	HRA Client ID	Date Entered	Date Expires	Entered By	Agency	Site	Application Type
⋮	7	3	SE		8/10/2020	9/9/2020	HA	9	0	Individual

The three red dots located in the *Actions* column opens a submenu with the following options:

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Date Expires displays the expiration date in **red**. The application will not be available in *CAPS* after this date. If an application expires before being completed, the user will have to start a new application.

CAPS Overview

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Application takes users to the pending application for the selected client.

Coordinated Assessment and Placement System				
Demographics				
Application# : 3(	Last Name : S	First Name : C	Client Documents	10% Complete :

Demographics Data | Financial / Benefits | Important Contacts | Documents

Demographics

Preferred or AKA First Name:		Preferred or AKA Last Name:	
Social Security Number:	0	Gender:	MALE
Date of Birth:	09/	Age:	57
Address:	AVENUE	Apt#:	
City:		State:	NY
Zip:	1		
Borough:	Bronx		
Marital Status:	SINGLE		
Has Applicant been employed in the past two years?:	No		
Ethnicity:	BLACK, NOT OF HISPAN		

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Client Documents takes users to the *HRA Viewer Documents*. These are client identifying and financial documents that are available for the selected client. Users can download and/or print documents, if necessary.

These documents are also found within the survey and the application.

Social Security # : 0		Date of Birth : 9/		Name : SE

HRA Viewer Documents

Document Description	CIN	CASE #	Entry Date
I-551 Permanent Resident Card	WS	0000	12/10/2018
Other Acceptable ID	WS	0000	12/10/2018
Social Security Card	WS	0000	12/10/2018
Photo ID any source	WS	0000	06/05/2015
Non-Driver's License	WS	0000	06/05/2015
CBIC-Common Benefit Identification Card	WS	0000	06/05/2015
I-551 Permanent Resident Card	WS	0002	08/12/2010
Medicaid Card	WS	0000	07/26/2010
Photo ID any source	WS	0000	01/30/2009
I-551 Permanent Resident Card	WS	0000	01/30/2009

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Close

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Attach Documents takes users to the ***Documents*** tab of the application for the selected client. Users can attach supporting documents to the NYC Supportive Housing Application.

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Summary takes users to a draft summary of the application in progress. Users can review the information entered into the application in a PDF format, download, and print.

Agency Information takes users to the **Transmit** screen.

Coordinated Assessment and Placement System

Application Review and Transmit

System is going offline at 4pm.

Application# : 3	Last Name : SE	First Name : CA	📄 Client Documents	10% Complete :

Summary | Agency Information

Note: Bookmarks can be used to navigate to different sections of the PDF report. Bookmark icon 🔖 can be located on top right corner of the PDF report.

New York City Supportive Housing Application

Application ID: 3	**Referring Agency:** V
Housing Program:	**Referring Site:** CR
Applicant Name: CA	**Date/Time Entered:** 8/10/2020 4:17:00 PM
Entered By: DO	**Request Not Yet Transmitted to OHMHS:** Yes

Consent

☑* 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:

Type of Supportive Housing Applicant Applying for: Individual

☐ Housing for Individuals with Serious Mental Illnesses including those with Co-Occurring Substance Use
☑ Housing for Homeless Individuals with Substance Use Disorders

CAPS Overview

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Transmit takes users to the screen that will allow applications to be transmitted. Applications that are complete can be transmitted, otherwise users will receive a transmission error that will detail the areas of the application that are incomplete.

Coordinated Assessment and Placement System

Application Review and Transmit

System is going offline at 4pm.

Application# : 9	Last Name : SE	First Name : CA	PDF Client Documents	10% Complete :

Summary | Agency Information

Referring Agency Information

Referring Agency : 9   Referring Site : 0

Type of Site : C

Address :   AVENUE   City : BRONX

State : NY   Zip : 1

Verification

☐ I verify to the best of my knowledge the information provided in this application is accurate and complete.

Referring Worker's Name :   Title :

Ph # :   Ext :

Email :

Previous   Transmit

Application

Client Documents

Attach Documents

Summary

Transmit

Delete

Selecting **Delete** gives users the option to delete the application from their **Pending Application** list. Once deleted the application will not be available for submission.

Users should be sure that they want to permanently delete the selected application BEFORE selecting **Yes**. If deleted in error, a new application will need to be started from the survey.

Confirm Delete

The Pending Application will be deleted permanently.

Are you sure you want to delete the selected application?

Yes   No

CAPS Overview

Transmitted Applications takes users to the *Transmitted Application List*. After an application has been transmitted it will appear on the *Transmitted Application List* as *Pending Review*. The status of the determination outcome is displayed in the *Approval Status* column. Once a determination is made on the application, users receive a system generated email notifying them to log into *CAPS* to check the status of the application. The status of the application is automatically updated in the *Approval Status* column.

Survey / Application ∧

- New Survey
- Pending Surveys
- Submitted Surverys
- Pending Applications
- Transmitted Applications

Applications in the following determinations will appear on the *Transmitted Applications* list for the time period listed below:

Determination Outcome	Period Viewable	Ability to Resubmit
Approval	Length of approval period	30 days
Disapproval	30 days	30 days
Unable to Complete	30 days	30 days
Application Withdrawn *(except on Invalid applications)*	30 days	30 days

A new application is required if not resubmitted within 30 days.

Survey / Application ∧

📋 New Survey

📋 Pending Surveys

☑ Submitted Surverys

🕐 Pending Applications

☁ **Transmitted Applications**

ReSubmit

Attach Documents

Application Package

Referral History

Determination Documents

Clicking the three red dots located in the **Actions** column opens a submenu appears with the following options: resubmit, attach documents, application package, referral history, and determination documents.

Transmitted Application List (112)   Application will be offline from 17:00 today (03/25/2019). 🔔 4

Agency Name/No : DI

Show 10 ▼ Entries

Actions	Survey Number	Application Number	Client Name	HRA Client ID	Transmit Date	Agency
⋮		3	WI	1	06/10/2020 12:00 AM	1
⋮		3	NC	2	03/19/2019 12:00 AM	1
⋮		3	CA	2	03/18/2019 12:00 AM	1

ReSubmit

Attach Documents

Application Package

Referral History

Determination Documents

Resubmit allows the user resubmit/copy the application package. If *Yes* is selected the previously submitted application will be copied into a new application. If updates were required for the application, the user must ensure that the information is corrected as instructed in the determination letter and that all necessary supporting documentation has been reattached and reviewed prior to being resubmitted. If you have data entered the psychosocial assessment, psychiatric evaluation, or the mental health report they will be copied over into the new application.

Confirm ReSubmit

Wish to Resubmit/Copy the Application Package for client W ?

Yes   No

If *No* is selected, the application will not be copied, and the user will be returned to the *Transmitted Application* list.

Consent Submit TADs by 10th of the month. 🔔4

Consent

Referring Agency : 1I   Date/Time Entered : 06/16/2020 08:28 AM

Referring Site : OI ▼   Entered By : A

Housing Program : Select ▼

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.

NOTE: The resubmit function is only available for 30 days.

Attach Documents will only be available on application packages that are already approved. It takes the user to the post approval section of the application package.

ReSubmit

Attach Documents

Application Package

Referral History

Determination Documents

Agency/Site : 6̄
Approval Expiry Date : 8/31/2021

Client Name : R(
Application # : 3

HRA Client # : 2

Application Package ⌄

Determination Documents ⌄

Post Approval Documents ⌃

Attach Documents

Document Type : [Placement Document - Post Transmission ▾]

File to Attach : [   ] [Browse File]

Document Description : [   ] ➕

Actions	Type	Name	Description	Attached Date	At
			No Documents To Show		

ReSubmit

Attach Documents

Application Package

Referral History

Determination Documents

Application Package opens a window displaying the client information and the following subfolders: *Application Package, Determination Documents, Post Approval Documents,* and *HRA Viewer Documents*.

Click on the blue bar to open a subfolder.

Housing Application and Supporting Documents		
Agency/Site : 1	**Client Name :** NO	**HRA Client # :** 2
Approval Expiry Date : 9/30/2020	**Application # :** 3	

Application Package ⌄

Determination Documents ⌄

Post Approval Documents ⌄

HRA Viewer Documents ⌄

Close

The **Application Package** contains all documents that were initially submitted with the application.

Housing Application and Supporting Documents

Agency/Site : 1
Approval Expiry Date :

Client Name : JE
Application # : 3

HRA Client # : 2

Application Package

Document Type	Description	Document Name	Attached Date-Time	Attached By
Psychiatric Evaluation	Psychiatric Evaluation	Psychiatric Evaluation	09/17/2020 - 06:28 PM	G
Psychosocial Assessment	Psychosocial Assessment	Psychosocial Assessment	09/17/2020 - 06:28 PM	G
Application Summary Report	Application Summary Report	Application Summary Report	09/17/2020 - 06:28 PM	G
Coordinated Assessment Surv...	Assessment Survey Report	Assessment Survey Report	09/17/2020 - 06:19 PM	G

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Clicking on the **blue document name** in this column will allow the user to view the document

Determination Documents takes users to the section of the *Application Package* that contains the determination package. Determination documents are dependent upon the outcome of the application. For approved applications, this subfolder will contain a *Determination Letter*, *NYC Housing and Homeless History Report*, and the *Vulnerability Assessment Report*.

For applications that have been determined to be *Unable to Complete, Disapproved,* or *Application Withdrawn*, the *Determination Letter* will be the only document in this subfolder.

Housing Application and Supporting Documents				
Agency/Site : 1		Client Name : N	HRA Client # : 2	
Approval Expiry Date : 9/30/2020		Application # : 9		

Application Package ⌄

Determination Documents ⌃

Document Type	Description	Document Name	Attached Date-Time	Attached By
▽	▽	▽	▽	▽
Determination Letter	Determination Letter	3	03/22/2019 - 08:09 PM	
NYC Housing and Homeless H...	NYC Housing and Homeless H...	NYCHousingHomlessnessRep...	03/22/2019 - 11:43 AM	
Vulnerability Assessment Report	Vulnerability Assessment Report	VASummaryReport.pdf	03/22/2019 - 11:43 AM	

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

The *Determination Letter* contains the supportive housing eligibility outcome for the client. If there are questions regarding the determination users may contact the reviewer whose information is located on the letter. However, before doing so users are advised to take the time to thoroughly review all information contained in the letter. This information should also be compared to the supportive *Housing Description and Criteria Guide*, as this may address any questions regarding eligibility. If you are unable to resolve an issue with a reviewer, you may request to speak to a supervisor at any time.

Post Approval Documents is used to add documents to support placement after the client has received an approval letter. This is not intended to submit clinical documentation for reassessment of supportive housing eligibility and does not re-enter the application into PACT unit's queue for review. If you've obtained additional documents and would like to have your client's existing application reassessed, a new application must be submitted.

Post Approval Documents displays any documents that have been added to the application by *the placement entity*, *the supportive housing provider whom the client was referred to*, or *the referring agency*. These documents are used to assist in the referral and placement of a client into supportive housing, for example, identifying documents such as birth certificates and non-driver's licenses. Any of the parties previously mentioned can add placement documents to approved applications for the duration of the approval.

Housing Application and Supporting Documents			
Agency/Site :	Client Name :	HRA Client # :	
Approval Expiry Date : 9/30/2020	Application # : _____		

Application Package ⌄

Determination Documents ⌄

Post Approval Documents ⌃

Attach Documents

Document Type : Placement Document – Post Transmission ▼

File to Attach : [   ] Browse File

Document Description : [   ] ➕

Actions	Type	Name	Description	Attached Date	At
			No Documents To Show		

ReSubmit

Attach Documents

Referral History take the user to the *Referral Roster View*.

Application Package

Referral History

Determination Documents

ReSubmit

Attach Documents

Application Package

Referral History

Determination Documents

Determination Documents takes users to the section of the *Application Package* that contains the determination package.

Housing Application and Supporting Documents

Agency/Site : 1	**Client Name :** N	**RA Client # :** 2
Approval Expiry Date : 9/30/2020	**Application # :** 3	

Application Package

Determination Documents

Document Type	Description	Document Name	Attached Date-Time	Attached By
Determination Letter	Determination Letter	3	03/22/2019 - 08:09 PM	
NYC Housing and Homeless H...	NYC Housing and Homeless H...	N	03/22/2019 - 11:43 AM	
Vulnerability Assessment Report	Vulnerability Assessment Report	V	03/22/2019 - 11:43 AM	

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

⚙ Vacancy Control System

The **Vacancy Control System** menu allows users to access CoC Referrals (if applicable), Unit Roster, Scheduler, Referral Roster, Tenant Roster and TAD. This menu will only be available for users who are responsible for transmitting housing data.
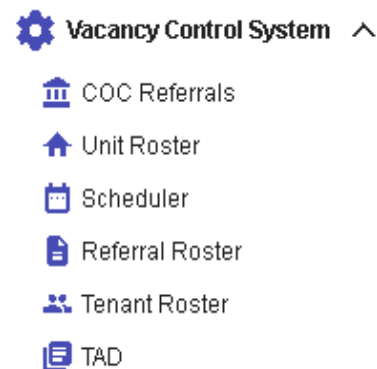
See the User Guides for step-by-step instructions for all *Vacancy Control System* functionality.

CAPS Overview

Vacancy Control System ^
- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 Referral Roster
- 👥 Tenant Roster
- 📋 TAD

Continuum of Care (CoC) Referrals directs the user to a page that contains a list of the clients that have been referred to units that receive funding from the CoC via the Department of Housing Preservation and Development.

Coordinated Assessment and Placement System

CoC Referral Queue [   ]

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

Action	Cli...	Ref...	HP ...	Eligibility	Pri...	Ser...	Pla...	Co...	Las...	Las...	Las...
⋮	R	P		NY/NY III POP E; NYC 15/15 AD; NYC 15/...	SVA - ...		Borou...	Pendi...	A	01/03/...	01/03/..
⋮	C	H		NY/NY III POP H	SVA - ...		Borou...	Pendi...	Z	01/03/...	01/03/..
⋮	D	S		NY/NY III POP A; NYC 15/15 AD; High Se...	SVA - ...	Com...	Borou...	Pendi...	J	01/03/...	01/03/..
⋮	H	C		NY/NY III POP A; NYC 15/15 AD; High Se...	SVA - ...	Com...	Borou...	Pendi...	J	01/03/...	01/03/..
⋮	T	E		NY/NY III POP A; NYC 15/15 AD; High Se...	SVA - ...	Com...	Borou...	Pendi...	J	01/03/...	01/03/..
⋮	R	E		NY/NY III POP A; NYC 15/15 AD; High Se...	SVA - ...	Com...	Borou...	Pendi...	J	01/03/...	01/03/..
⋮	JI	H		NY/NY III POP A; NY/NY III POP H; NYC ...	SVA - ...	Com...	Borou...	Pendi...	Z	01/03/...	01/03/..
⋮	E	H		NY/NY III POP H	SVA - ...		Borou...	Pendi...	Z	01/03/...	01/03/..

CAPS Overview

Vacancy Control System ∧
- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 Referral Roster
- 👥 Tenant Roster
- 📋 TAD

Unit Roster takes users to the unit roster for the sites assigned and allows them to update information for each unit within the program.

Vacancy Control System ∧
- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 Referral Roster
- 👥 Tenant Roster
- 📖 TAD

Scheduler allows the user to view and amend the schedule for upcoming supportive housing interviews.

Coordinated Assessment and Placement System

Scheduler

System is going offline at 4pm.

Agency: 7.	Site:	Select One ▼	GO

7.

Previous	Today	Next		Sep 6 - Sep 12, 2020		Month	Week	Day

	Sunday Sep 6	Monday Sep 7	Tuesday Sep 8	Wednesday Sep 9	Thursday Sep 10	Friday Sep 11	Saturday Sep 12
8 AM							
9 AM							
10 AM							
11 AM							
12 PM							
1 PM							
2 PM							

CAPS Overview

Vacancy Control System ∧

- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 **Referral Roster**
- 👥 Tenant Roster
- 📒 TAD

Referral Roster allows users to update referral outcomes for clients including interview outcomes and move in information.

	Coordinated Assessment and Placement System	👤

Referral Roster System is going offline at 4pm. 🔔⁴

| **Agency:** 7 | **Site:** O| ▼ | **GO** |

| **Pending:** 15 | **Overdue:** 0 | **Accepted/Pending Approval:** 0 | **In Progress:** 0 | **Move-In:** 74 | **Not Accepted:** 0 |

| **Pending** | Completed |

🔄 📥

Action	Status	Client# - Referral Date	Client Name(L,F)	Referring Agency/Site	Eligibility	Prioritization	Service Ne
▽	▽	▽	▽	▽	▽	▽	
⋮	Pending	2	P	2	NY/NY Ⅲ POP...	High	Communi
⋮	Pending	2	J	2	NY/NY Ⅲ POP...		Level Ⅱ
⋮	Pending	2	P	2	NY/NY Ⅲ POP...		Communi
⋮	Pending	2	V	2	NY/NY Ⅲ POP...	Medium	Communi
⋮	Pending	2	Sl	2	NY/NY Ⅲ POP...	Medium	Communi
⋮	Pending	2	G	2	High Service ...	Low	Communi

Vacancy Control System ⌃
- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 Referral Roster
- 👥 Tenant Roster
- 📋 TAD

Tenant Roster allows users to move tenants in to and out of specific units for their assigned sites.

CAPS Overview

Vacancy Control System ⌃
- 🏛 COC Referrals
- 🏠 Unit Roster
- 📅 Scheduler
- 📄 Referral Roster
- 👥 Tenant Roster
- 📖 TAD

TAD takes users to the ***Turn Around Document*** (***TAD***) ***Submission*** which allows users to submit monthly occupancy reports for their assigned sites.

Coordinated Assessment and Placement System

TAD Submission

Agency Name: 6		Site Name:	All ▼	GO

NotSubmitted(Overdue): 2410	In Progress: 6	Pending Verification: 1	Verified: 4

Pending | Transmitted

Action	Site Name		Reporting Mo...	Reporting Year	Updated By	Updated Date	Status
		▽	▽	▽	▽	mm / ▽	▽
	N		July	2020			Overdue
	N		July	2020			Overdue
	P		July	2020			Overdue
	2		July	2020			Overdue
	P		July	2020			Overdue

System Administration

System administration contains the sub menu agency/site profile, user security and reports. This menu option will only appear if your user ID role is a system administrator.

System Administration ⋀

▶ Agency/Site Profile
▶ User Security
▶ Reports

Agency/Site Profile allows system administrators to update limited aspects of their programs' profile and submit requests for new sites.

Coordinated Assessment and Placement System

Agency Site Maintenance   System is going offline at 4pm. 🔔 4

▤ Request New Site

Agency Name   J| **Agency Address:**

A...	Agenc...	Site Name	Site St...	Housing Program Model/Site ty...	Site Location
⋮	6	B	Active	SUPPORTIVE HOUSING PROVIDER	
⋮	6	R	Active	SUPPORTIVE HOUSING PROVIDER	
⋮	6	I	Active	CASE MANAGEMENT SERVICES	
⋮	6	C	Active	CONTINUING DAY TREATMENT P...	
⋮	6	H	Active	MENTAL HEALTH SERVICE	
⋮	6	K	Active	SUPPORTIVE HOUSING PROVIDER	
⋮	6	S	Active	SOMH & OTHER RESIDENTIAL TRE...	
⋮	6	W	Active	SUPPORTIVE HOUSING PROVIDER	

System Administration ∧

■ Agency/Site Profile

■ User Security

■ Reports

User Security allows System Administrators to create and deactivate user ids for assigned sites.

Coordinated Assessment and Placement System

User Administration — System is going offline at 4pm. 🔔4

👥 Add New User

Display Users based on selection:

Agency Name: 6   **Site Type:** Select One ▼   **Site Name:** Select One ▼   **GO**

Agency: 6

Action	Name (...	User ID	Juniper	Level	Access	Site – S...	User Sta...	Email	Office P...	Last Log...
⋮	A	A	Yes	STAFF			I	d	7	06/24/2016
⋮ Update	I...	F	Yes	STAFF			I	f	7	01/30/2019
	N...		Yes	STAFF			I	n	7	10/16/2009
⋮	A		No	SYS ADMIN			A	f	2	08/31/2020
⋮	A	A	Yes	STAFF			A	c	7	04/11/2018
⋮	A	C	Yes	SUPERVISOR			A	C	7	11/27/2019
⋮	A	A	Yes	STAFF		5	A	ia	7	07/14/2020
⋮	A		Yes	STAFF		0	I	r	7	07/08/2008

The three red dots located in the *Actions* column opens a submenu that will allow the System Administrators to make updates for the selected user

Information

Information contains submenus for **Housing Resources**, **Announcements**, and **Training**.

Information ^
- Housing Resources
- Announcements
- Training

Housing Resources includes information about various housing programs such as city FHEPS, supportive housing, etc.

Announcements contains releases on CAPS updates.

Training contains tip sheets, guides, and other learning tools to help users increase their knowledge of CAPS.

General Information

- CAPS sessions will time out after 10 minutes of inactivity (i.e. activity is saving the application or going to a new tab/page), maximum session permitted 60 minutes.
- If you have technical questions/issues on how to use the **system,** contact the **CAS Help Desk at hracassupport@hra.nyc.gov**
- If you have problems logging into the system, contact the **ODSM Help Desk** at missecurityadmin@dss.nyc.gov

To learn more about Supportive Housing and CAPS visit:

https://www1.nyc.gov/site/hra/help/supportive-housing.page

https://www1.nyc.gov/site/nycccoc/caps/caps.page

Continuing Your CAPS Learning

Below are some recommended reference materials that can be found in the CAPS training and/or announcement section to help develop your knowledge of CAPS:

If you complete supportive housing applications:
- NYC Supportive Housing Application Module
- Supportive Housing Descriptions and Criteria
- Standardized Vulnerability Assessment Criteria Fact Sheet
- Suggested Outline for the HRA 2010e Psychiatric Summary: CUCS Guide
- Professionals to Complete Psychiatric Evaluations Expanded
- Understanding the NYC Vulnerability Assessment Training
- CAPS Reference guide and video

If you are a housing provider:

- Completing the TAD
- VCS Completing Rosters
- Agency Site Request and Maintenance