

How to Access Mental Health Housing through the NYS OMH Single Point of Access (SPOA) Program

1. As of July 1st, 2007 all NYC Supportive Housing Referral Applications (called the HRA 2010e) **must be filed electronically. In order to file electronically, you must be trained by HRA's Customized Assistance Services and receive your Username and Password. To sign up for the next available Online Application Training, call HRA directly at (212) 495-2900.**
2. Prepare the **HRA Housing Application** packet, which includes:
 - a) the **HRA** housing application, including the **Housing/Homeless** table
 - b) a comprehensive psychiatric evaluation*, signed and dated by a psychiatrist or psychiatric nurse practitioner, and completed within the last 6 months
 - c) a psychosocial summary*, completed within the last 6 months
 - d) tuberculosis testing results

**You may choose to utilize the Comprehensive Mental Health Report in lieu of a separate psychosocial summary and psychiatric evaluation; for information about the Mental Health Report, call CUCS/RPMs at (212) 801-3333.*
3. The **HRA 2010e** packet is filed electronically, the psychiatric evaluation and psychosocial must be entered in the appropriate fields in the electronic application when it is submitted, or attached utilizing the software available on the HRA web site. If you experience technical difficulty while entering or filing the HRA 2010e online, contact the HRA User Support Team at (212) 495-2900, ext. 4.
4. For individuals eligible for the Single Point of Access (SPOA) Program, Referral Sources also fax or mail a copy of the complete **HRA Housing Application** packet to **CUCS** (Center for Urban Community Services), 2212 Third Avenue, 6th Floor, New York, NY 10035, Fax: 212-635-2183. Packets sent to CUCS should include the form titled **SPOA Housing Application Cover Sheet**. Mental health housing applicants who are eligible for SPOA include people with a serious and persistent mental illness (SPMI) who are applying for housing in NYC. People who are NY/NY I and II eligible will not go through the SPOA Program and will continue to use the existing CUCS housing referral system. An applicant may be eligible for SPOA if they have New York/New York III eligibility because they have a serious and persistent mental illness and are being discharged from a NYS-operated psychiatric center or NYS-operated transitional residence or residential treatment facility and are at risk of homelessness.
5. HRA reviews the packet to determine the appropriate level of housing.
6. During the HRA review period, CUCS reviews the packet to assess the applicant's needs and preferences. CUCS also contacts the referring worker to consult on the case (including pending housing referrals) and offer technical assistance if the packet is incomplete or needs clarification.
7. Upon receipt of the **HRA Approval Letter**, the Referral Source faxes a copy of it to CUCS at **(212) 635-2183**. Using its Housing Database, CUCS runs a search based on the level of housing approved, the needs and preferences of the applicant and the available vacancies in the housing programs.
8. CUCS sends the referral source the **SPOA Referral Report**, which lists up to three referrals to Housing Providers and the Providers' contact information.
9. CUCS sends the **Housing Provider Response Form (HPRF)** to each identified Housing Provider indicating the name of the applicant and contact information for the Referral Source.
10. Referral Sources submit **HRA Housing Application** packets to each Housing Provider identified on the **SPOA Referral Report within 5 business days**. Referral Sources arrange interviews with each housing provider.

11. Housing Providers are required to schedule an interview within nine business days of receiving the complete **HRA Housing Application** packet from the Referral Source. **If the Housing Provider does not receive a complete packet within 5 business days of the referral from CUCS, the applicant is not guaranteed an interview.**
12. Housing providers return the **HPRF** to CUCS within 30 days of receipt of the form. Housing providers should send an updated **HPRF** upon any change in an applicant's information or status.
13. Once an applicant has been housed, the Referral Source informs CUCS where the individual will be living.
14. Depending on the outcome of the interviews, the process proceeds as follows:

A. Applicant is Accepted and Does Not Need Enhanced Services:	B. Applicant is Accepted Pending Approval of Enhanced Services:	C. Applicant is Denied by all three Housing Providers:
<p>The Referral Source notifies CUCS that the applicant has moved within 1 business day of the move.</p> <p>The move-in date is entered into the CUCS database.</p> <p>The process is complete.</p>	<p>The Housing Provider completes the Request for Enhanced Services section in the Housing Provider Response Form. This request is sent to CUCS, who then forwards it to the OMH SPOA office.</p> <p>The request for Enhanced Services is reviewed and approved or denied by OMH staff.</p> <p>If Enhanced Services are approved, the date of acceptance to the residence is established and the Housing Provider contacts the Referral Source to arrange the move-in date.</p> <p>CUCS arranges for the release of funds for Enhanced Services.</p> <p>The Referral Source notifies CUCS that the applicant has moved into the residence within 1 business day of the move.</p> <p>The move-in date is recorded in the CUCS database.</p> <p>If Enhanced Services are denied by OMH or are not acceptable to the applicant or the provider, the best Alternative Service Plan is developed. (See Column C.)</p>	<p>The Referral Source requests a case planning meeting by notifying CUCS. CUCS coordinates the date for the case planning meeting with OMH, the respective Housing Providers, the referral source, the consumer and his/her representatives/family.</p> <p>At the meeting, the reasons for the refusals and the HRA Housing application information are reviewed.</p> <p>An Alternative Service Plan is developed. This Service Plan may include:</p> <ul style="list-style-type: none"> ▪ The approval by OMH of Enhanced Services to enable a Housing Provider to accept the applicant (See Column B.) <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> ▪ The development of new housing referrals by searching and sorting the CUCS Housing Database. (Return to Step #8 above.) <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> ▪ A recommendation for another type of housing and supportive services.