

Housing Resource Center (HRC)

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HOW TO ACCESS MENTAL HEALTH HOUSING THROUGH THE NYS OMH SINGLE POINT OF ACCESS (SPOA) PROGRAM

1. All NYC Supportive Housing Referral Applications (HRA 2010e) must be filed electronically. In order to file electronically, you must be trained by HRA's Customized Assistance Services (or your agency administrator) and receive your Username and Password. To sign up for the next available HRA 2010e Application Training, email HRA directly at hracassupport@hra.nyc.gov.
2. Complete and submit the **HRA Housing Application** packet, which includes:
 - a) The HRA 2010e housing application, including the Housing/Homeless table
 - b) A comprehensive psychiatric evaluation*, signed and dated by a licensed psychiatrist, licensed psychiatric nurse practitioner, licensed psychologist, or a licensed clinical social worker and completed within the last 6 months
 - c) A psychosocial summary*, completed and signed within the last 6 months

** 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.*

FYI -- Tuberculosis testing results must be provided to the housing provider by the referring worker within 60 days after placement occurs.

3. For individuals eligible for the Single Point of Access (SPOA) Program, Referral Source may fax, send via secure email, or mail a copy of the complete *HRA Housing Application* packet including HRA approval letter to CUCS (Center for Urban Community Services), 198 East 121st Street, 6th Floor, New York, NY 10035, Fax: 212-635-2183. Packets sent to CUCS should include the form titled *SPOA Housing Application Cover Sheet and SPOA Housing Authorization for Re-Release of Information*. Mental health housing applicants who are eligible for SPOA include individuals living with a

diagnosed serious mental illness (SMI) who are applying for housing in NYC. Applicants who are NY/NY I and II eligible will not go through the SPOA Program and may instead utilize the CUCS NY/NY I & II Referral Assistance Program for housing referrals. An applicant may be eligible for SPOA if they have NY/NY III Pop B or C eligibility because they have a serious 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.

4. CUCS 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. Using its comprehensive 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.
5. CUCS sends the referral source the *SPOA Referral Report*, which lists up to three referrals to Housing Providers and the Providers' contact information.
6. CUCS sends the *Housing Provider Response Form (HPRF)* and complete *SPOA Housing Application Packet* to each identified Housing Provider.
7. It is the responsibility of the referring worker to then contact each housing provider to schedule an interview.
8. Housing Providers are required by OMH to schedule an interview within 5 business days of receiving the complete HRA Housing Application packet from CUCS or the Referral Source. Interviews must occur within 21 business days of it being scheduled. 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.
9. Housing providers are directed to return the *HPRF* to CUCS within 30 days of receipt of the form. Housing providers are to send an updated *HPRF* upon any change in an applicant's information or status.
10. Once an applicant has been housed, the referring worker is to inform CUCS regarding the housing placement.
11. Depending on the outcome of the interviews, the process proceeds as follows:
 - A. **Applicant is Accepted and Does Not Need Enhanced Services:** The Referral Source notifies CUCS that the applicant has

moved within 1 business day of the move. The move-in date is entered into the CUCS database. The process is complete.

B. Applicant is Accepted Pending Approval of Enhanced Services: 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. The request for Enhanced Services is reviewed and approved or denied by OMH staff. 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. CUCS arranges for the release of funds for Enhanced Services. The Referral Source notifies CUCS that the applicant has moved into the residence within 1 business day of the move. The move-in date is recorded in the CUCS database.

- **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 C)

C. Applicant is denied by all three Housing Providers: 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. At the meeting, the reasons for the refusals and the HRA Housing application information are reviewed. An *Alternative Service Plan* is developed. This Service Plan may include:

- The approval by OMH of Enhanced Services to enable a Housing Provider to accept the applicant (See B.); **Or**
- The development of new housing referrals by searching and sorting the CUCS Housing Database; **Or**
- A recommendation for another type of housing and supportive services.

Any questions pertaining to SPOA Housing referral assistance, please contact the CUCS Housing Resource Center at (212) 801-3333