Program: Supportive housing is owned and operated by nonprofit organizations, with regular oversight from city, state and federal agencies.

- Housing will be either:
  - (1) “congregate,” where supportive services can be assessed on-site where a tenant lives, or
  - (2) “scattered-site,” in which individual apartments are rented from existing market housing throughout the city.

- Tenants have leases or lease-like agreements.

- Rent cannot exceed one-third of tenants’ income and property management and services are provided by nonprofit organizations.

- The range of services offered is flexible and depends on the needs of the tenants. They can include mental and medical health care, vocational and employment services, independent living skills training, substance abuse counseling, referrals to community providers.

Eligibility:

Youth:
- Young adults aged 18-25 years leaving or having recently left foster care or who have been in foster care for more than a year after their 16th birthdays and who are at risk of street homelessness or sheltered homelessness.
- Young adults aged 18-25, who have a serious mental illness being treated in a state psychiatric facility or NYS licensed residential treatment facility and are leaving or having recently left foster care.

Adults:
- **Diagnosed with Serious Mental Illness:** A diagnosis of Serious Mental Illness (SPMI), and currently enrolled in SSI and SSDI due to SMI, or extended impairment in functioning due to Serious Mental Illness (SMI), and a documented history of reliance on psychiatric treatment, rehabilitation, and supports.

  AND

- Are approved by HRA for Supportive Housing (e.g. Level II, Community Care, or both)

  AND

- Are Ineligible for NY/NY I and II Housing (history of SMI and documented chronic street homelessness), EXCEPT:
  - Individual currently living in an Adult Home
  - Individuals currently in a State Psychiatric Center or State-Operated Transitional Residence
  - Individuals currently incarcerated in NY State Prison

February 2016
Families:
- Chronically homeless families, or families at risk of becoming chronically homeless, in which the head of the household suffers from SMI or a Mentally Ill Chemically Addicted (MICA) disorder;
- Chronically homeless families, or families at serious risk of becoming chronically homeless, in which the head of the household suffers from a substance abuse disorder, a disabling medical condition, or HIV/AIDS;

Application:
Applications must be submitted electronically through the Human Resources Administration (HRA). The online application, HRA 2010(e), must be completed on-line electronically through the HRA web-site http://www.nyc.gov/html/hra/html/services/pact_system.shtml. To submit the HRA 2010e application, an agency must be trained by HRA and receive a username and password to gain access. To sign up for the next available Online Application Training, call HRA directly at (212) 495-2900.

A complete HRA application package includes:
- SPOA Housing Cover Sheet
- Active HRA Determination Letter
- HRA 2010e housing application;
- A comprehensive psychiatric evaluation**
- A comprehensive psychosocial summary**

**The Comprehensive Mental Health Report may be used in lieu of a separate Psychiatric Evaluation and Psychosocial Summary

Completing the application: there is no central office that assists eligible consumers with completing the HRA application package and submitting it online.
1) For youth in foster care or who have left foster care:
- Their current or last case planning agency will assist in completing the documentation.

2) For adults and families options:
- The Department of Homeless Services (DHS) shelters will assist you with the application and submission if you receive services from them and are eligible.
- Inquire with your own community-based organization or mental health agency to see if their staff can assist you with completing the HRA application package and if they have access to submit it online through the HRA web-site.
- These agencies below will NOT assist individuals with completing the HRA application package. They only submit the electronic HRA2010 (e) online application on your behalf. Prior to making an appointment with them, you must have the completed paperwork requirements for the HRA application package. Please contact them to make an appointment. You must be 18+ years of age and have a diagnosed mental illness.

Brooklyn homeWORKS                  Tel: 718-875-7744
Supported Housing Program
250 Baltic Street, 3rd Floor
Brooklyn, NY 11201

February 2016
Single Point of Access (SPOA): CUCS is the main contractor that provides housing assessment and placement services for SPOA. They do not assist with submitting the online HRA 2010e application. Eligible candidates must have a diagnosed serious mental illness, approved by HRA 2010e for supportive housing (Level II, Community Care, or both) and are ineligible for New York/New York I or II (SMI and chronic street homeless) with the exception of and individual currently living in an Adult Home, or in a State Psychiatric Center or State-Operated Transitional Residence, or currently incarcerated in NY State Prison

Application packet to CUCS:

CUCS
SPOA Housing
198 E. 121st Street, 6th floor
New York, NY 10035
Fax: (212) 635-2183
www.cucs.org

Application process:
1. Copies of the entire completed packet should be made prior to final online submission.
2. To check the status of an HRA 2010e once it has been submitted, log in to their system, using your username and password.
3. Once an application is submitted and completed, HRA determines eligibility for the program and which level of housing is deemed appropriate.
4. Within a few days of electronic submissions, HRA will send a response to the referring person named on the application. If the application is denied, HRA will indicate the reason with an opportunity to remedy it.
5. **HRA 2010e approvals are valid for 6 months**: it is important to maintain an active HRA approval letter throughout the wait list process, as housing providers will need it to move the person into their program.
6. After receipt of a HRA approval letter, contact CUCS for housing referrals assistance. 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. Vacant housing listings are also available on their website and updated on a regular basis.
7. Accessing supportive housing will require advocacy and follow-up with housing providers. Generally providers will want a copy of the HRA application packet as submitted to HRA and the approval letter received from HRA, but in some cases additional materials will be requested.

8. Applicants will be contacted for interviews with staff and sometimes other residents. Interviews will often include questions about the information contained in the HRA application packet and applicants should be familiar with these materials. Prior to final acceptance by a housing program, an applicant can often expect a second interview.

9. If an applicant receives one or several rejections, you contact CUCS to discuss the situation and possibly reevaluate the model and level of housing being sought. Additionally, CUCS’ Housing Consultants can suggest strategies to overcome obstacles to housing access.

**Application process for those eligible for SPOA services from CUCS:**

1. Upon receipt of the HRA Approval Letter, candidates and their referral agency should fax a copy of it to CUCS at (212) 635-2183.

2. CUCS sends the referral agency the SPOA Referral Report, which lists up to 3 referrals to Housing Providers and their contact information.

3. CUCS sends the Housing Provider Response Form (HPRF) to each identified Housing Provider indicating the name of the applicant and contact information for the candidate’s referral agency.

4. The referral agency must submit HRA Housing Application packets to each Housing Provider identified on the SPOA Referral Report within 5 business days.

5. The referral agency must arrange interviews with each housing provider.

6. Housing Providers are required to schedule an interview within 9 business days of receiving the complete HRA Housing Application packet. 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.

7. Housing providers return the HPRF to CUCS within 30 days of receipt of the form.

8. Housing providers should send an updated HPRF upon any change in an applicant’s information or status.

9. If an applicant is denied by all 3 Housing Providers: The referral agency requests a case planning meeting by notifying CUCS. CUCS coordinates the date for the case planning meeting with the Office of Mental Health (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, 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.