

**Customized Assistance  
Services**

**Steven Banks**  
Commissioner

February 12, 2020

**Grace C. Bonilla**  
HRA Administrator

**Annette Holm**  
Chief Special Services  
Officer

**Michael Bosket, MBA, MS**  
Deputy Commissioner

**Elliott Gritz, M.D.**  
Medical Director  
Assistant Deputy  
Commissioner

150 Greenwich Street  
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929 221 4500

Dear Colleague:

As you may know, the Human Resources Administration's (HRA) Customized Assistance Services (CAS) is responsible for reviewing housing applications submitted on behalf of individuals for placement into a continuum of supportive housing options. As part of this process, CAS also determines eligibility for placement into supportive housing developed through the New York/New York Agreements.

In addition, NY/NY housing providers have access to an emergency mental health evaluation service through CAS' Visiting Psychiatric Services (VPS) to assist in the management of psychiatric crises. Individuals who reside in residences developed under the NY/NY agreements can be referred for evaluation through this initiative.

Individuals can be referred to VPS by calling **(929) 221-4500**. Through a brief telephone conversation, basic demographic and clinical information will be elicited in order to determine the clinical urgency of the situation. VPS clinicians are then scheduled to evaluate the individual in his/her place of residence in consultation with the referring staff person at the residence. A comprehensive mental health report will be provided which will include diagnostic information as well as service and treatment recommendations. Individuals who are in need of immediate hospitalization will be transported to the nearest hospital by the VPS clinician with the assistance of EMS.

Through timely mental health evaluation and interventions, we hope to assist NY/NY housing providers in their goals of improving residential stability, preventing homelessness and reducing hospital recidivism. If you have any questions or need additional information, please feel free to contact me at 929-221-4489.

Sincerely,



Elliott Gritz, MD

