

MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING, dated as of October 13, 2022, (“this MOU” or the “HERRC MOU”) by and among the City of New York (the “City”) acting by and through the Deputy Mayor for Health and Human Services, and the New York City Health and Hospitals Corporation (“H+H”), a public benefit corporation having its principal office at 50 Water Street, New York, New York 10004, acting by and through the President of H+H (all of which shall collectively be referred to as the “Parties” and each as a “Party”).

WITNESSETH:

WHEREAS, on October 7, 2022, in Emergency Executive Order 224, Mayor Adams declared a state of emergency based on the arrival of thousands of individuals and families seeking asylum, and authorized the Deputy Mayor for Health and Human Services to enter into a memorandum of understanding with H+H concerning the establishment and operation of Humanitarian Emergency Response and Relief Centers (“HERRCs”);

WHEREAS, in accordance with Emergency Executive Order 224, New York City Emergency Management (NYCEM) will coordinate with the New York City Health and Hospitals Corporation (H+H), and the Department of Information Technology and Telecommunications, also known as the Office of Technology and Innovation (OTI), the Department of Design and Construction, the Mayor’s Office of Immigrant Affairs, and other agencies as appropriate, to support the operations of the HERRCs;

WHEREAS, the HERRCs will take several different forms, including hotels and temporary structures; and

WHEREAS, the City intends to provide expense and capital funding to H+H for the responsibilities undertaken by H+H under this MOU as set forth herein; and

WHEREAS, in carrying out its responsibilities regarding the HERRCs, H+H shall continue to function as a New York State Public Benefit Corporation under the New York City Health and Hospitals Corporation Act (Chapter 1016 of the Laws of 1969, hereinafter “the H+H Act”) and its Operating Agreement with the City, and nothing in this MOU shall make provisions of the Charter, Administrative Code or Rules of the City of New York applicable to H+H to the extent that they are not already otherwise applicable to H+H’s operations or necessary in order to legally provide the services described in this MOU; and

NOW, THEREFORE, in consideration of the mutual promises contained herein, the Parties agree to the following:

ARTICLE I. SERVICES.

H+H shall be responsible for the management and operation of the HERRCs (collectively, the “Services”) as they are described this MOU and in the Scope of Work attached hereto as Exhibit A, except to the extent that any responsibility for such matters is explicitly

stated otherwise in this MOU, as it or its Exhibits may be amended. The Parties shall perform their obligations hereunder, at a minimum, to satisfy all applicable statutory and judicial requirements. H+H shall provide the following Services with respect to the HERRCs:

1. Managing the HERRCs at locations as determined by the City, including contracting for additional space not provided by the City
2. Overseeing the day-to-day operations of the HERRCs, which includes overseeing the performance of its contractors and other contractors engaged by the City to perform services at the HERRCs. The City shall provide programmatic support for the HERRCs through its agencies or contractors as needed and agreed upon by the Parties.
3. Providing project-management services directly or through its contractors;
4. Arranging for initial medical screening and immediate medical treatment for asylum seekers when needed;
5. Providing certain staffing for the operation of the HERRCs;
6. Assisting asylum seekers in accessing a range of settlement options in coordination with the City and its contractors, including making connections to family and friends inside and outside of New York City, or, if needed, direct referrals to alternative emergency supports, and
7. Establishing, and amending as necessary, policies and procedures for the operation of the HERRCs in coordination with the City through NYCEM, in a form substantially similar to the Policies and Protocols attached hereto as Exhibits B and C. Changes to Exhibits B and C may be made upon mutual consent of the Parties.
8. Attending meetings, at the City's request, to review the operation of HERRCs or to review matters otherwise relevant to the HERRCs.
9. Performing other functions associated with the HERRCs and functions and services that are supportive of and ancillary to the listed Services, including administrative services necessary to procure, manage, and oversee such Services.

The City will be responsible for establishing eligibility criteria for admission to the HERRCs and establishing a protocol for determining a given individual's eligibility. The City will be responsible for making any final determinations about issues of eligibility.

H+H will investigate complaints made by its own employees against an employee of a City Contractor, and by a City Contractor employee against an H+H employee. In such cases, the City Contractor's obligations to cooperate in such an investigation shall be governed by its contract with the City. The aforementioned situations notwithstanding, H+H is not responsible for investigating EEO complaints made by an employee of a City Contractor against (i) another employee of that same or a different City Contractor, or (ii) an employee of a City agency.

ARTICLE II. TERM AND TERMINATION

1. The term of this MOU shall commence on October 13, 2022 (the “Effective Date”) and shall continue until terminated in accordance with Section 2 of this Article.
2. Each Party shall have the right to terminate this MOU upon thirty (30) days’ written notice to the other Party.
3. If any Party elects to terminate this MOU, the Parties shall negotiate a written plan for an orderly transition process, for both contracted and directly provided services set forth under this MOU, in order to ensure the continued operation of HERRCs in compliance with all standards referenced in this MOU. The negotiated plan may provide for H+H to renegotiate any contract or to enter into a new contract for such services. Upon the City’s approval, through the Deputy Mayor of Health & Human Services, such a renegotiated or new agreement may be assigned to the City or to any other approved party or agency of the City.
4. H+H will include in any contract for HERRCs a provision making such contract assignable by H+H to the City or, with the City’s approval, to any other City agency.
5. The terms of Section 6 of Article V (concerning representation and indemnification) and the terms of section 2(b) of Article V (concerning security and confidentiality of Data), together with the terms of Appendix A referenced in such section, shall survive the termination of this MOU. All other terms of this MOU that should, by their nature, survive termination, shall also survive termination.

ARTICLE III. PROPERTY AND FUNDING

1. The City hereby grants to H+H a license to access the property to be used for the HERRCs as listed in Exhibit D (the “Property”) for the purpose of H+H’s operation thereof. The City acknowledges that H+H will contract with other entities to provide the services contemplated under this MOU and that those contractors shall have access to portions of the Property as necessary for providing those services, provided that the contractors will be required to indemnify the City, including its officials and employees, and name the City, including its officials and employees, as an additional insured on any applicable insurance policies. Upon mutual agreement of the Parties, email to suffice, additional properties may be added to Exhibit D, such additions to serve as a grant of a license by the City to H+H to use the additional properties in the same manner as described in this Section.
2. Operating Funds. The City will reimburse H+H for operating and capital costs of the Services subject to the requirements and procedures described below:
 - a. Beginning on the Effective Date, H+H will submit a description of each component of the Services’ including a programmatic scope and an associated not-to-exceed budget for such component to OMB for approval. OMB must approve or

disapprove within five business days of H+H submitting its request or make best efforts to approve funding within a shorter timeframe required in exigent circumstances.

b. H+H will submit to OMB a request for approval for any proposed change to the any programmatic scope or not-to-exceed budget pursuant to section (a) above. OMB must approve or disapprove or request additional supporting information within five business days of H+H submitting such request or make best efforts to approve funding within a shorter timeframe required in exigent circumstances.

c. For costs incurred prior to the Effective Date, H+H will submit supporting documentation and OMB will approve or disapprove such costs or request additional supporting documentation within five business days of submission. OMB will only disapprove of costs that it can demonstrate were excessive under the circumstances of what the City requested that H+H provide, or were outside the scope of the Services.

d. H+H will seek reimbursement available from grants, philanthropy, billable services (if applicable) to offset the City's obligation.

e. In extraordinary circumstances (e.g., a natural disaster or court order) the Mayor or the Deputy Mayor for Health and Human Services may determine that certain actions by H+H must be undertaken to address those circumstances. In such cases, OMB may authorize H+H to incur such costs as required to address the emergent circumstances up to a specified not-to-exceed amount. Such authorization will not be unreasonably withheld. If so authorized, the City will reimburse H+H for such costs upon H+H's submission of appropriate documentation. The Parties commit to address these emergent circumstances as expeditiously as possible in order to approve expenditures to allow H+H to continue to provide the Services as needed.

f. For ongoing budgeting and cash management, OMB will establish a separate budget code or codes for the Services within the H+H agency code which will include all funds from all government sources for the Services.

g. Funds will be made available in a timely manner to ensure that H+H's cash flow and its ability to continue operating its healthcare services is not constrained by its performance of the Services.

ARTICLE IV. FINANCIAL REPORTS AND AUDITS

H+H shall provide such financial reports to OMB as are requested to review specific funding requests or otherwise conduct fiscal oversight of operations under this MOU.

ARTICLE V. MISCELLANEOUS

1. Compliance with Laws. Notwithstanding any other provision of this MOU, H+H shall be responsible for ensuring that any service provided pursuant to this MOU, or by any contract, or affiliation or grant thereunder, complies with all pertinent provisions of federal, state

and local laws, rules and regulations, and that all necessary approvals thereunder have been obtained.

2. Records and Reports.

a. Upon the City's request, H+H will provide the City with any information or reports determined by the City to be relevant to the operation of the HERRCs, including such information or reports from any contractor H+H engages to provide or assist in operating the HERRCs, and including all information needed for the City to comply with reporting requirements of applicable law and court orders, and to seek funding or reimbursement from state, federal, or other sources.

b. All collection, use and disclosure of data for the purposes of this Agreement shall be subject to the Data Security and Confidentiality Requirements set forth in Appendix A.

3. Contracting. H+H and the City, as necessary, shall award contracts for operation of the HERRCs in accordance with H+H and/or City policy and procedures, respectively.

4. Non-assignability of this MOU. This MOU shall not be assigned, transferred, conveyed, or otherwise disposed of, in whole or in part, unless the prior written approvals of the Parties are obtained. Notwithstanding the foregoing, H+H may contract with agencies or companies to perform services in connection with the operation of the HERRCs while retaining responsibility for the same.

5. Notices. Notices and requests hereunder by any Party to the other shall be in writing and may be sent by email or be delivered and mailed as registered or certified mail, postage paid, to the address of the Parties set forth as follows, or their designees:

New York City Health and Hospitals Corporation
50 Water Street
New York, NY 10004
Attn: President

New York City Office of the Mayor
City Hall
New York, NY 10007
Attn: Deputy Mayor for Health and Human Services

Any of the Parties may change the address for such notice or request by providing written notice thereof to the other Parties.

6. Indemnification; Defense of Claims

a. The City shall defend, indemnify and hold harmless H+H, its contractors and affiliates, and their respective officers, directors and their respective officers, directors

and employees from any and all liability, losses or damages in accordance with the Operating Agreement between H+H and the City, as clarified by the letter dated May 25, 1983 from Jeffrey E. Glen to Dan Cohen and the letter dated June 11, 1993 from Lawrence S. Kahn to Edna Wells Handy, such letters attached as Attachments A and B to this MOU. The City deems the services provided by H+H under this MOU to be covered by the Operating Agreement and Attachments A and B.

b. The obligation hereunder to defend, indemnify and save harmless is conditioned upon each of the following:

(i) The person or entity seeking defense and indemnification shall deliver to H+H and the Corporation Counsel of the City all summonses, notices of whatever nature, process, demands and pleadings pertaining to claims or lawsuits within ten business days after being served with such document.

(ii) The person or entity seeking defense and indemnification shall cooperate fully in aiding the City to investigate, adjust, settle or defend each claim, action or proceeding.

c. The defense, indemnification and hold harmless obligations set out above shall not apply to acts or omissions by an H+H contractor occurring outside of the scope of work provided to H+H under such contracts as H+H may enter into for the provision of the HERRC services.

d. The defense of all claims, actions and proceedings within the purview of Article V Section 6 shall be conducted by the Corporation Counsel of the City. No settlement shall be made without the approval of the City, including the Comptroller, and in accordance with procedures previously employed to settle actions involving municipal hospitals; provided, however, the foregoing shall not be understood to require that H+H defend malpractice claims or to pay resulting awards or settlements in the manner in which malpractice claims brought against H+H are currently handled, it being the intention of the Parties that the City will defend malpractice claims arising out of the operation of the HERRCs and pay any resulting awards or settlements. The Corporation Counsel shall keep H+H fully apprised of the status and disposition of malpractice claims arising out of the operation of the HERRCs.

e. In all matters within the purview of Article V Section 6, there shall be a presumption of an obligation by the City Law Department to defend the entity or person sued, except in matters where facts have been clearly established by the City Law Department, H+H, or the H+H Contractor, where applicable, to substantiate the commission by such entity or person of a criminal act, an intentional act of wrongdoing or an act outside the scope of the employment of such entity or person; provided however, should the City Law Department elect not to defend in such a case, the City Law Department shall first advise H+H and H+H may thereafter, upon request, obtain an in-person consultation with the City Law Department with H+H acting by its President or

General Counsel and the City Law Department acting by the Corporation Counsel before the City Law Department's election is made final.

f. Notwithstanding any provision herein to the contrary, there shall be no obligation on the City or the City Law Department to indemnify for damages to the extent associated with a criminal act, an intentional act of wrongdoing or an act outside the scope of employment.

g. In the event of any appeal from a judgment against H+H or its employees, or an H+H Contractor or its health care providers, the City will promptly satisfy the judgment or stay the execution thereof by filing the appropriate bonds or instruments, or otherwise, so that execution shall not issue pending the appeal. This obligation shall arise only if the City is obligated hereunder to defend, indemnify and hold harmless the defendant.

h. The provisions of Article V Section 6 are intended to benefit only the signatories to this MOU and do not create any rights in any H+H Contractor or its employees or the employees of H+H and are not intended to abrogate any obligations an H+H Contractor may have pursuant to Article III, Section 1 of this MOU or any contract with H+H.

7. Disputes. All disputes relating to the performance of any Party under this MOU shall, without prejudice to any rights otherwise available under law or this MOU, be reviewed personally by the Deputy Mayor of Health & Human Services or the Deputy Mayor's designee and the President of H+H, who will attempt to resolve the dispute. The Parties agree that no action shall be taken during the pendency of any dispute that will alter current operations.

8. Acting for the City. Where not otherwise specified in this MOU, the City will act by and through the Deputy Mayor of Health & Human Services. All communications and reports to be provided to the City shall, unless otherwise specified in this MOU, be delivered to the Deputy Mayor of Health & Human Services unless otherwise agreed by the Parties or directed by the Deputy Mayor of Health & Human Services.

9. No Third Party Rights. Nothing in this MOU shall create any rights in any third parties and no third party shall have any right to enforce any term hereof.

10. Counterparts. This MOU may be signed in multiple counterparts with the same effect as if the Parties had signed the same document.

11. Modifications. The terms of this MOU may not be modified except by a written instrument executed by all Parties.

12. Electronic Signatures. This MOU may be signed and delivered electronically (including, but not limited to, e-mail, "PDF", e-signature, or electronic signature platform). All signatures so obtained and transmitted shall be deemed to be original signatures for all purposes under this MOU.

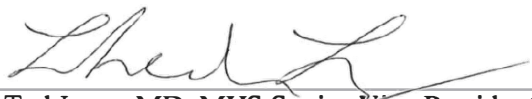
Signature page to follow.

IN WITNESS THEREOF, this MOU has been duly executed by the Parties as of the day and year first above written.

New York City Office of the Mayor


Deputy Mayor for Health and Human Services

New York City Health and Hospitals Corporation


Ted Long, MD, MHS Senior Vice President
Ambulatory Care and Population Health

Approved as to Form


H+H Office of Legal Affairs

Approved as to Form


Acting Corporation Counsel

10/14/2022

APPENDIX A

DATA SECURITY AND CONFIDENTIALITY REQUIREMENTS

1. **Definitions.**

- a. **Authorized Users** means employees, officials, and agents of the Parties whose access to Data is necessary to carry out activities pursuant to the HERRC MOU or who operationally or technically facilitate the transfer, storage, and handling of Data.
- b. **Data** means data elements listed in the **Data Dictionary (Attachment A)**, and any additional elements that may be added to the Data Dictionary with the agreement of the Parties.

2. **Data management.**

- a. On behalf of the City, NYCEM will operationally direct Data, grant or deny access to Data, and otherwise determine the disposition of Data. In case of a data breach, NYCEM will coordinate appropriate notifications with OTI.
- b. OTI will provide technical and logistical support in terms of building the database and housing the data and will provide additional support, as directed by NYCEM.

3. **Legal bases and applicability**

- a. HIPAA Privacy Rule
 - i. The Parties are not performing “covered functions,” nor are they acting as “business associates” of a “covered entity,” as those terms are defined in the HIPAA Privacy Rule 45 CFR Parts 160 and 164.
 - ii. Parties’ contractors that are “covered entities” and perform medical services or other work at the HERRCs that involves collecting, using, or disclosing protected health information subject to the HIPAA Privacy Rule are required to comply with all applicable laws, including the HIPAA Privacy Rule.
- b. Executive Orders 34 and 41. City agencies shall comply with, and H+H shall require its staff, contractors, and subcontractors to comply with, Executive Order 34 (dated May 13, 2003) and Executive Order 41 (dated September 17, 2003).
- c. Identifying Information Law. The collection and disclosure of identifying information by City agencies in connection with this MOU are subject to the provisions of the Identifying Information Law (Administrative Code 23-1201 et seq.), including requirements concerning prior approvals by agency privacy officers or the City Chief Privacy Officer for the collection and disclosure of identifying information for operations

under the HERRC MOU. Nothing herein shall make H+H subject to the terms of the Identifying Information Law.

4. Confidentiality and data security safeguards

- a. The Parties will require their Authorized Users to access Data only for activities pursuant to the HERRC MOU and will ensure that their Authorized Users understand and comply with the provisions of this HERRC MOU applicable to Data.
- b. The Parties will use or disclose Data only for the following purposes:
 - i. To address the needs of guests;
 - ii. To conduct and improve operations and services; or
 - iii. As otherwise required by law.
- c. The Parties may share aggregated, de-identified data in reports to City officials, or others as agreed to by the Parties.
- d. The Parties will use appropriate physical, technological, and procedural safeguards pursuant to the Citywide Cybersecurity Program Policies and Standards set forth by OTI and its Cyber Command, available at <https://cityshare.nycnet/content/cityshare/pages/cyber-command/cyber-command-policies>.
- e. The Parties will treat Data as restricted information under the Citywide Cybersecurity Program Policies and Standards issued by OTI and its Cyber Command, available at <https://cityshare.nycnet/content/cityshare/pages/cyber-command/cyber-command-policies>.
- f. If a Party is required to disclose Data by law, it will:
 - i. promptly notify NYCEM sufficiently in advance of disclosure, but never more than five business days after learning of the required disclosure, to permit NYCEM to seek a protective order and to make any required notifications, and
 - ii. disclose only to the extent allowed under a protective order or as necessary to comply with the law.
- g. If a Party discovers or suspects unauthorized use or disclosure of the Data, it will:
 - i. immediately notify NYCEM, but in no event later than 24 hours after discovery, of:

- (1) the discovery of the known or suspected unauthorized use or disclosure;
 - (2) the date of the use or disclosure;
 - (3) the name of the unauthorized user or recipient, if known;
 - (4) the address of the unauthorized user or recipient, if known;
 - (5) the affiliation of the unauthorized user or recipient, if known;
 - (6) a brief description of the information used or disclosed;
 - (7) description of any remedial measures taken to retrieve the Data, or other measures to mitigate the use or disclosure of the Data; and
 - (8) any details necessary for NYCEM to know when and how the unauthorized use or disclosure was made;
- ii. immediately coordinate with NYCEM and other relevant City officials, including the City's Chief Privacy Officer, Cyber Command, and the City's Law Department, to investigate the occurrence and scope of the unauthorized use or disclosure, and make any required or voluntary notices; and
 - iii. take all reasonably necessary steps to prevent or mitigate harm or damages related to the unauthorized use or disclosure.

5. **Destruction of Data**

If NYCEM directs a Party to destroy some or all Data, that party will destroy the Data so that it cannot be read or reconstructed, no more than five business days following receipt of such instruction. The Party will inform NYCEM that they finished destroying the Data no more than sixty days after receipt of the instruction to destroy. If it is impossible or illegal to destroy Data, the Party will explain in writing why destruction is impossible or illegal.

- End of Document -

Attachment A
Data Dictionary

About this document

The purpose of this document is to list functional information such as Application Fields, Roles, Access by Roles in the application. This is NOT a technical data dictionary. It is used to document the functional high level logic associated with each field and provide it to the stakeholders for their records and verification. It will also be used as a reference document for reporting needs. Once the application is built, the SF fields will be added to complete the technical data dictionary.

Listed below are the sheets contained in this data dictionary:

#	Sheet Name	Description
1	About	Purpose of the document. Describes the information present
2	Version History	Tracking log of all changes requested after the initial build
3	Remove Tracking	Log of each field removed after the initial build and who asked for it
4	Business Phase	Lists HERRC application workflow and the roles involved in each phase.
5	Roles - Ops & App Mapping	Lists Operational roles and their mapping to application functions
6	Functional Workflow Fields	Lists functional information that will be captured in the application and supporting details
7	User Access by Roles	Application functionality access defined by each user role

The 'Functional Workflow Fields' contains the following columns:

#	Column	Description	Sample Data
1	Business Phase	Explains in which phase the field is being captured	Intake, Discharge
2	Information Section	Explains in which section of the application this field is populated.	Attestation, Bed Assignment
3	HERRC Application Field Label	Lists the field name displayed on UI/Back End.	Guest ID, Household ID
4	Description of the information collected	Explanation of the field	Description of each listed field
5-6	Field Type/ Sub Field Type	Lists the field type and classifies further the details of field	Textbox, Date
7	Format	Explains the Data type of the field value	Numeric, Text
8	Needed for Phase 1?	In which phase this field is getting implemented.	Read Only, Multi Select Picklist
9	Source of Information	Explains whether the field is populated by the system or needs user input.	System, HERRC Staff
10	Business Role	Explains the role of the staff who captures the information on the system	System, Intake Manager
11	Mandatory	Whether the feed is Required, Conditionally Required, or Optional.	Y, N, C
12	Logic	Explains if there are interdependencies among the fields.	Interdependency of the fields
13	Possible Values	Captures samples of values that the field accepts/ populates.	Values that field supports
14	Comments	Specific remarks/queries/questions/concerns about any field.	Miscellaneous remarks (if any)

#	Phase	Role	Description	Sections
1	Intake	Intake Staff	Intake staff will be the first person to greet guests in the facility and direct them to the correct staff if they are looking for any services/reconnection/ stay. Intake staff will start the intake process by capturing information related to household, demographics, US Contact, health, immigration and will issue guests a Badge.	Facility Information
2				US Contact Details
3				Guest Information
4				Guest Demographic Information
5				Guest Health Information
6				Guest Immigration Information
7				Consent
8	Guest Management	Supervisor	<p>The staff assigns the tasks to the Intake Manager and updates any information/ bed assignment if needed.</p> <p>Supervisor also reviews the case for duplication or escalation(handled manually for day 1).</p>	Case Information
9	Bed Assignment	Bed Management Staff	<p>The staff assigns the bed/quarters based on the gender and allergies .</p> <p>Bed Management staff will be involved in constant monitoring of guests admission for bed allocation. Manages the bed inventory.</p>	HERRC Housing Assignment
10	Reconnections	Reconnections Staff	<p>Reconnections staff will book guest's transportation to their preferred destination in the United States within 4 days. If guests do not have any contact in the United States, then Reconnections Staff arranges transfer to the DHS Shelter. They also record when the guest leaves the facility on their own accord.</p> <p>Reconnections staff also provides reminder and instructions for departure the day prior to departure.</p>	Reconnection Information
11	Discharge	Bed Management Staff	Bed Management staffs manage the discharge process for the guests.	Discharge Information

#	Role Name	Description	Functions
1	Intake Staff	Intake staff will be the first person to greet guests in the facility and direct them to the correct staff if they are looking for any services/reconnection/stay. Intake staff will start the intake process by capturing information related to household, demographics, US Contact, health, immigration and will issue guests a Badge.	Access to complete intake form on iPad Ability to search for previously created guests and update record with new information Run reporting / list functionality (no Exports)
2	Reconnections Staff	Reconnections staff will book guest's transportation to their preferred destination in the United States within 4 days. If guests do not have any contact in the United States, then Reconnections Staff arranges transfer to the DHS Shelter. They also record when the guest leaves the facility on their own accord. Reconnections staff also provides reminder and instructions for departure the day prior to departure.	Access application from laptop Ability to search for previously created guests and update record with new information Run reporting / list functionality (no Exports)
3	Bed Management Staff	Bed Management staff will be involved in constant monitoring of guests admission for bed allocation, and discharge to gather correct information about availability of beds across the facility. Bed Management Staff at a facility will assigns bed and logs in system, and manage bed inventory.	Perform bed assignment, reassignment, and discharge functions Run reporting / list functionality (no Exports) Scan QR codes to indicate discharge Scan QR codes to indicate sign-in/sign-out processes
4	Supervisor	Supervisor will assign the tasks to the Intake Manager and update any information/ bed assignment if needed.	Complete full intake and bed management functions Full reporting access and export to Excel functionality User Management
5	System Admin	System Admin will be able to do any configuration changes / backend changes if needed from Salesforce.	Add beds User Management

#	Business Phase	Information Section	HERRC Application Field Label	Description of the information collected	Field Type	Sub Field Type	Format	Needed for Phase 1?	Source of Information	Business Role	Mandatory	Logic	Possible Values	Comments
1	Intake	Guest Information	Number of Household Members	The total number of members in the household who are seeking temporary guest accommodation	Text Field	Free-form	Numeric	Y	HERRC Guest	Intake Manager	Y	This field should be editable and required to be updated by the Intake manager.		
2	Intake	Facility Information	Intake Facility Name	Indicates the name of the intake facility	Picklist	Single Select	N/A	Y	System	Intake Manager	Y	The field will be auto-populated with the facility name based on the assigned intake manager's profile.		
3	Intake	USA Contact Detail	Do you have friends, family, or loved ones within the United States?	Indicates whether the guest has friends, family, or loved ones within the United States	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Yes No	
4	Intake	USA Contact Detail	Contact Name	Indicates the full name of the contact the guests have within the United States	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	C	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled and required to be updated based on the response from the guest.		
5	Intake	USA Contact Detail	Contact Address	Indicates the complete address of the contact the guest have within the United States	Text Field	Free Form	Alpha Numeric	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled & be editable		
6	Intake	USA Contact Detail	Contact State	Indicates the state of the US contact the guest have within the United States	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled & be editable	Text	
7	Intake	USA Contact Detail	Contact City	Indicates the city of the US contact the guest have within the United States	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled & be editable		
8	Intake	USA Contact Detail	Contact ZIP	Indicates the Zip Code of the US contact the guest have within the United States	Text Field	Free Form	Numeric	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled & be editable		
9	Intake	USA Contact Detail	Contact Phone Number	Indicates the US phone number of the contact the guest have within the United States	Text Field	Free Form	Numeric	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have friends, family, or loved ones within the United States? = Yes", then this field should be enabled & be editable		
10	Intake	Guest Information	What is your first name?	Indicates the first name of the guest.	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	Y	None	Text	
11	Intake	Guest Information	What is your middle name?	Indicates the middle name of the guest.	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	None	Text	
12	Intake	Guest Information	What is your last name?	Indicates the last name of the guest.	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	Y	None	Text	
13	Intake	Guest Information	What is your date of birth?	Indicates the date of birth of the guest.	Date	N/A	MM/DD/YYYY	Y	HERRC Guest	Intake Manager	Y	None		
14	Intake	Guest Information	Age	Indicates the age of the guest.	Text Field	Read Only	Numeric	Y	System	NA	N	Age is auto-calculated based on the guest's Date of Birth.		
15	Intake	Guest Information	What is your preferred language?	Indicates the language the guest prefer to communicate in.	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	List of languages supported by the "Language Line"	

16	Intake	Guest Information	Do you need any accessibility assistance?	Indicates whether the guest requires any accessibility assistance	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y		Individuals with limited mobility Individuals hard of hearing/that are deaf Individuals with poor eyesight/that are blind Individuals with limited language/communication abilities or that are non-verbal Other	
17	Intake	Guest Information	Other Accessibility Assistance	Indicates any additional accessibility assistances required for the guest	Text Field	Multi Select	Text	Y	HERRC Guest	Intake Manager	C	If the response to "Do you need any accessibility assistance? = Other", then this field populates as a mandatory field.		
18	Intake	Guest Information	Are you the primary contact for your household?	Indicates whether the guest is the primary contact of the household	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	If it's a single member household, the primary contact field should be defaulted to 'Yes'	Yes No	H++ requested the field to be rephrased during a meeting on 9/24/2022.
19	Intake	Guest Information	Arrival Date	Indicates the arrival date of the guest to the facility	Date	N/A	MM/DD/YYYY	Y	HERRC Guest	Intake Manager	Y	This field should be auto-populated to today's date but it can be editable. User should not be able to enter a date greater than today.		
20	Intake	Guest Information	Do you have a pet?	Indicates the type of pet with the guest	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Dogs Cats Birds Other No Pet	
21	Intake	Guest Information	Do you need a place to stay tonight?	Indicates whether the guest needs a place to stay tonight	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	Operational Process: If the response is 'Yes', bed assignment section should be required and updated by the staff. If the response is 'No', then the facility should check-in the guest as a visitor and provide them with the services requested. No bed assignment should be done for visitors.	Yes No	
22	Intake	Guest Information	Do you need transportation assistance to get to family and friends in the United States?	Indicates whether the guest needs any transportation assistance to go to their family and friends within the United States	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Yes No	
23	Intake	Guest Information	Intake Date	Indicates the intake date of the guest to the facility	Date	N/A	MM/DD/YYYY	Y	System	NA	Y	Intake date is defaulted to the date on which the case intake is completed. This field is non-editable.		
24	Intake	Guest Information	Estimated Discharge Date	Indicates the estimated Discharge date	Date	N/A	MM/DD/YYYY	Y	System	NA	N	This field will be defaulted to blank and be editable. Estimated Discharge Date should be greater than or equal to the Intake Date.		
28	Intake	Guest Information	What country have you arrived from?	Indicates the home country of the guest	Picklist	Single Select	Limited	Y	HERRC Guest	Intake Manager	Y	This field should display only the Standard list of countries. The list will be custom ordered to topload the most commonly selected values.	Standard list of countries and 2-character ISO codes	
29	Intake	Guest Information	What state have you arrived from?	Indicates the state within the United States from which the guest arrived	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	This field should list only the states in the USA.	Standard list of states and 2-character ISO codes	
30	Intake	Guest Demographic Information	What is your gender?	Indicates the gender of the guest	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Male Female Other	

31	Intake	Guest Demographic Information	What is your marital status?	Indicates the marital status of the guest	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	N	None	Single Married Separated Divorced Widowed	
32	Intake	Guest Health Information	What pet allergies do you have?	Indicates the allergies the guest have from pets	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	Based on the response, the guests should be assigned a pet free room.	Dogs Cats Birds Other None	
33	Intake	Guest Health Information	What food allergies do you have?	Indicates the allergies the guest have from food	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Seafood Shellfish Dairy Eggs Legumes Nuts Poultry None Other	
34	Intake	Guest Health Information	What is your dietary preference?	Indicates the dietary preference of the guest	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Dairy-Free Gluten-Free Halal Kosher Pescatarian Pollotarian Vegan Vegetarian Other	
35	Intake	Guest Health Information	In the last 14 days, have you had:	Identifies whether the guest had any symptoms in the last 14 days.	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Fever Cough New Rash Diarrhea No Symptoms	
36	Intake	Guest Health Information	In the last 14 days, have you been exposed to someone with:	Identifies whether the guest had come in contact with someone who had COVID-19 or Tuberculosis	Picklist	Multi Select	Text	Y	HERRC Guest	Intake Manager	Y	None	COVID-19 Tuberculosis No Exposure	
37	Intake	Guest Health Information	Have you had tuberculosis in the past?	Indicates whether the guest had Tuberculosis in the past	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	If the response to "Have you had tuberculosis in the past? = Yes", then the "Tuberculosis Month" and "Tuberculosis Year" fields should be enabled and required to be updated.	Yes No	
	yes	Guest Health Information	Tuberculosis Month	Indicates the Month on which the guest was affected	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	C			
	Intake	Guest Health Information	Tuberculosis Year	Indicates the Month on which the guest was affected	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	C			
39	Intake	Guest Immigration Information	Have you received a "Notice to Appear" before an immigration judge?	Indicates whether the guest has received the notice to appear before the immigration judge.	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Yes No	
40	Intake	Guest Immigration Information	When are you scheduled to appear in court?	Indicates the date when the guest have to appear in the court	Date	Data Entry	Date	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.		
41	Intake	Guest Immigration Information	Which court are you scheduled to appear in?	Indicates the name of the court the guest is scheduled to appear	Text Field	Data Entry	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.		
42	Intake	Guest Immigration Information	Court Street	Indicates the street name of the court where guest has to appear.	Text Field	Data Entry	Alpha Numeric	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.		
43	Intake	Guest Immigration Information	Court State	Indicates the state name of the court where guest has to appear.	Text Field	Single Select	Picklist	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.	List of all the states in the USA.

44	Intake	Guest Immigration Information	Court City	Indicates the city name of the court where guest has to appear.	Text Field	Data Entry	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.		
45	Intake	Guest Immigration Information	Court Zip Code	Indicates the zip code of the court where guest has to appear.	Text Field	Data Entry	Numeric	Y	HERRC Guest	Intake Manager	N	If the response to "Have you received a "Notice to Appear" before an immigration judge? = Yes", this field should be displayed and be editable.		
46	Intake	Guest Immigration Information	Do you have an immigration sponsor	Indicates whether the guest have an immigration sponsor	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Yes No	
47	Intake	Guest Immigration Information	What type of sponsor?	Indicates what type of sponsor guest have	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.	Joint Sponsor Substitute Sponsor Fiancé/Spouse Child Corporate Other	
48	Intake	Guest Immigration Information	Sponsor Name	Indicates the full name of the Sponsor	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.		
49	Intake	Guest Immigration Information	Sponsor Street	Indicates the street name of the sponsor	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.		
50	Intake	Guest Immigration Information	Sponsor City	Indicates the city name of the sponsor	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.		
51	Intake	Guest Immigration Information	Sponsor State	Indicates the state name of the sponsor	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.		
52	Intake	Guest Immigration Information	Sponsor Zipcode	Indicates the zip Code of the sponsor	Text Field	Free Form	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.		
53	Intake	Guest Immigration Information	Relation to Sponsor	Indicates the relationship of the guest with the sponsor	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	N	If the response to "Do you have an immigration sponsor? = Yes", then this field should be displayed and be editable.	Family Friend Unknown/No Relation	
54	Intake	Guest Immigration Information	Are you seeking asylum?	Indicates whether the guest is seeking asylum	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	None	Yes No Unsure	
55	Intake	Consent	Name	Field to capture the consent from the guest for agreeing to receive the services.	Text Field	Text Field	Text	Y	HERRC Guest	Intake Manager	Y	None		
	Intake	Consent	Consent Language	Indicates the language in which the guest preferred to view the consent information.	Picklist	Single Select	Text	Y	HERRC Guest	Intake Manager	Y	Based on the selected language, the consent verbiage should be translated and displayed to the user.	English Spanish Haitian Creole	
56	Intake	Consent	Refer to the text in column N	Consent verbiage	Text Field	Read Only	Text	Y	HERRC Guest	Intake Manager	N	None	I agree to receive services at this NYC Humanitarian Emergency Response and Relief Centers. I agree to provide information requested by the facility for the provision of services, such as allerv information or	
57	Intake	Consent	Signature	Indicates the Signature of the guest	Signature	Signature	Signature	Y	HERRC Guest	Intake Manager	Y	If the intake record is submitted without the signature, the following error should be displayed to the user. "The signature is not saved. Please click on save after signature."		
58	Intake	Consent	Date Signature Captured	Indicates the Date when the application is signed by the guest	Date	N/A	MM/DD/YYYY	Y	System	NA	N	System generated - Current Date		
59	Intake	Guest Information	Household ID	A system-generated unique identifier for the household	Text Field	Read Only	Alpha Numeric	Y	System	NA	N	This is a unique system-generated number whenever a Household is created. If there are multiple members in the household, then the household ID should be linked to all of the user records in the household.	NA	
60	Intake	Guest Information	Guest ID	A system-generated unique identifier for every guest	Text Field	Read Only	Alpha Numeric	Y	System	NA	N	This is a unique system-generated number whenever a case is created.		

61	Intake	HERRC Staff Assignment	Date Intake Manager Assigned	Indicates the Date when the intake manager is assigned to the guest	Date	Read Only	MM/DD/YYYY	Y	System	NA	N	This is the date when the intake was completed.		
62	Intake	HERRC Staff Assignment	Intake Manager	Full name of the staff who records the guest information	Text Field	Read Only	Text	Y	System	NA	N	Name of the Intake Manager who completed the intake.	NA	
63	Intake	Guest Information	Name of Previous Facility	Indicates the name of the previous intake facility	Text Field	Read Only	Text	N	System	NA	Y			
64	Intake	Guest Information	Address of Previous Facility	Indicates the address of the previous intake facility	Text Field	Read Only	Text	N	System	NA	Y			
65	Intake	Guest Information	Previous Discharge Date	Indicates the previous Discharge date	Date	Read Only	MM/DD/YYYY	N	System	NA	Y			
66	Reconnection	Reconnection Information	Reconnection Type	Indicates the type of Discharge/reconnection preferred by the guest.	Picklist	Single Select	Text	Y	HERRC Guest	Reconnections Staff	Y	Upon selecting any value, the "Reconnection Notes" field should be displayed to the user. If "Reticketing" is selected, the list of fields to capture the reticketing information should be displayed. If "Transition to Shelter" is selected, the field to capture the DOH Shelter location should be displayed. For other values, no additional fields will be displayed.	Reticketing Transition to Shelter Self-Housing/Own Accord No Discharge Notice	
67	Reconnection	Shelter	Shelter	Indicates the name of the shelter to which the guest is transitioned.	Picklist	Single Select	Text	Y	HERRC Staff	Reconnections Staff	C	If "Reconnection Type = Transition to Shelter", this field is displayed to the user.	List of applicable DOH Shelter locations to which the guest can be transitioned from the current facility.	If a shelter name other than the value selected during Intake is chosen, this value supersedes the previous value.
68	Reconnection	Shelter	Bus Timing	Indicates the timing/schedule of the bus that the guest will board to go to the shelter location	Picklist	Single Select	Limited	Y	HERRC Guest	Intake Manager	Y	List of time slots associated with the selected DOH Shelter Name. The time slots vary based on each facility's association with the shelter.		If a timing/schedule other than the value selected during Intake is chosen, this value supersedes the previous value.
69	Reconnection	Reticketing	When do you expect to arrive at your location?	Indicates the date the guest is expected to reach the location	Date	N/A	MM/DD/YYYY	Y	HERRC Guest	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.		
70	Reconnection	Reticketing	Relocation Contact First Name	Indicates the First name of the relocation contact in the United States	Text Field	Free Form	Text	Y	HERRC Guest	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.		
71	Reconnection	Reticketing	Relocation Contact Last Name	Indicates the Last name of the relocation contact in the United States	Text Field	Free Form	Text	Y	HERRC Guest	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.		
72	Reconnection	Reticketing	Relocation Contact's Street Address	Indicates the address of the relocation contact in the United States	Text Field	Free Form	Alpha Numeric	Y	HERRC Guest	Reconnections Staff	N	If "Reconnection Type = Reticketing", this field is displayed to the user.		
73	Reconnection	Reticketing	Relocation Contact State	Indicates the state of the relocation contact in the United States	Picklist	Single Select	Text	Y	HERRC Guest	Reconnections Staff	N	If "Reconnection Type = Reticketing", this field is displayed to the user.	List of all the states in the USA.	
74	Reconnection	Reticketing	Relocation Contact City	Indicates the city name of the relocation contact in the United States	Text Field	Free Form	Text	Y	HERRC Guest	Reconnections Staff	N	If "Reconnection Type = Reticketing", this field is displayed to the user.		
75	Reconnection	Reticketing	Relocation Contact Zipcode	Indicates the zip of the relocation contact in the United States	Text Field	Free Form	Numeric	Y	HERRC Guest	Reconnections Staff	N	If "Reconnection Type = Reticketing", this field is displayed to the user.		
76	Reconnection	Reticketing	Relocation Contact Phone Number	Indicates the US phone number of the relocation contact the guest have within the United States	Text Field	Free Form	Numeric	Y	HERRC Guest	Reconnections Staff	N	If "Reconnection Type = Reticketing", this field is displayed to the user.		
77	Reconnection	Reticketing	What local transportation is needed?	Indicates the type of local transportation needed by the guest	Picklist	Single Select	Text	Y	HERRC Guest	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.	Public Transportation Taxi/Cab None Other	

78	Reconnection	Reticketing	What regional transportation	Indicates the type of regional transportation is needed by the guest	Picklist	Single Select	Text	Y	HERRC Guest	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.	Train (Railroad) Charter Bus Plane Ferry Other
79	Reconnection	Reticketing	Transportation Cost	Indicates the cost of transporting the guest to the location	Text Field	Free Form	Currency	Y	HERRC Staff	Reconnections Staff	C	If "Reconnection Type = Reticketing", this field is displayed to the user.	
80	Reconnection	Reconnection Information	Reconnection Notes	Indicates any notes that are taken during the reconnection process	Text Field	Free Form	Text	Y	HERRC Staff	Reconnections Staff	N	This field should be displayed for all reconnection types.	
81	Bed Assignment	HERRC Housing Assignment	HERRC Housing Assignment N	System generated unique ID for the housing unit assignment	Text Field	Read Only	Alpha Numeric	Y	System	NA	Y	Auto-generated once the Bed Management staff assign a housing unit to the guest.	
82	Bed Assignment	HERRC Housing Assignment	HERRC Housing Unit	Name of the HERRC housing unit assigned to the guest	Picklist	Single Select	Alpha Numeric	Y	HERRC Staff	Intake Manager Bed Management Staff	Y		
83	Bed Assignment	HERRC Housing Assignment	HERRC Guest	Indicates the name of the guest assigned to the housing unit	Text Field	Data Entry	Text	Y	HERRC Staff	Intake Manager Bed Management Staff	Y		
84	Bed Assignment	HERRC Housing Assignment	Status	Housing Unit Assignment Status. Indicates the status of the Housing unit assigned to the guest. (Occupied or Discharged)	Text Field	Single Select Pickl	Text	Y	HERRC Staff	Intake Manager Bed Management Staff	Y	The default status should be set to "Occupied". Upon reassigning to another unit, or successful discharge, the status should be updated to "Discharged".	Occupied Discharged
85	Bed Assignment	HERRC Housing Assignment	From Date	Indicates the start date from when the housing unit is assigned to the guest	Date	Data Entry	Date	Y	HERRC Staff	Intake Manager Bed Management Staff	Y	"From" date cannot be less than the intake date.	
86	Bed Assignment	HERRC Housing Assignment	Estimated To Date	Indicates the end date of housing unit when the guest will be leaving	Date	Data Entry	Date	Y	HERRC Staff	Intake Manager Bed Management Staff	N		The "To date" should be same as the "Estimated discharge date".
87	Bed Assignment	HERRC Housing Assignment	Discharge Date Mismatch Ind	Indicator to notify if there is a discrepancy between the estimated discharged date and the housing unit assignment end date	Icon	Read Only	N/A	Y	System	NA	N	If "Estimated Discharge Date" is same as the assigned housing unit's "Estimated To Date", a green tick icon should be displayed. Else, an orange warning icon will be displayed.	
88	Bed Assignment	HERRC Staff Assignment	Bed Manager	Full name of the staff who assigns the bed	Text Field	Read Only	Text	Y	HERRC Staff	Intake Manager Bed Management Staff	Y	This field should be auto-populated with the Bed manager's full name	NA
89	Bed Assignment	HERRC Staff Assignment	Bed Manager Date Assigned	Indicates the Date & Time when the manager is assigned to the guest	Date	Read Only	Date	Y	System	NA	Y	Date on which the housing unit was assigned to the guest	
90	Discharge	Discharge Information	Actual Discharge Date and Time	Indicates the date and when the guest was discharged from the facility.	Date	N/A	MM/DD/YYYY	Y	HERRC Staff	ed Management Sta	Y		
91	Discharge	HERRC Staff Assignment	Discharged By	Name of the staff who completed the discharge process	Text Field	Read Only	Text	Y	HERRC Staff	ed Management Sta	N	Name of the user who completed the discharge process for the record.	
92	Discharge	Exit Checklist	Transportation Scheduled?	Indicate whether the requested transportation is scheduled for the guest	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y	If the response to "Do you need transportation assistance to get to family and friends in the US? = Yes".	Yes No
93	Discharge	Exit Checklist	Copy of Consent Provided to Head of the household?	Indicates whether the inspection of the room is completed	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y		Yes No
94	Discharge	Exit Checklist	Room Inspection Completed?	Indicates whether the inspection of the room is completed	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y		Yes No
95	Discharge	Exit Checklist	Room/Bed Cleaning Status	Indicates the cleaning status of the room or bed after the guest leaves	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y		
96	Discharge	Exit Checklist	Referrals Completed?	Indicates the whether the referrals requested by the guest are completed	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y		Yes No
97	Discharge	Exit Checklist	Leftover Items Found?	Indicates whether an item(s) is lost by the guest during the stay at the facility	Picklist	Single Select	Text	N	HERRC Guest	ed Management Sta	Y		Yes No
98	Discharge	Exit Checklist	Items Description	Indicates the description of the lost item(s)	Text Field	Free Form	Text	N	HERRC Guest	ed Management Sta	C	If the response to "Leftover Items Found? = Yes", then a freeform textbox should appear to capture the description of the item(s).	

#	Name	Type	Description
1	Guest Demographic Information	Required	This section captures the demographic information of the guests related to the gender, race, marital status, and religion
2	Guest Health Information	Required	This section captures the health-related information about the guest like allergies, dietary preferences, and exposures to COVID/Tuberculosis.
3	United States Contact Details	Required	This section captures the US contact information of the guests who arrived at the facility.
4	Guest Immigration Information	Required	This section captures the Immigration related information about the guest.
5	HERRC Housing Assignments Section	Required	This section captures the bed number/sleeping quarters assigned to the guest
6	Case Information	Required	This section lists the assigned staff, facility information, and any escalation or duplicate case review details associated with the guest record.
7	Reconnection Information	Required	This section captures the reconnection preference and the associated details based on the guest/household's opted reconnection type.
8	Discharge Information	Required	User can enter the discharge and offboarding information for the Household.

HERRC Application: User Management Access by Role: As of 09-27-22

Company/ Agency	Function	HERRC SF Access	Guest functions - Workflow					REPORTING			System Admin
			Intake	Bed Assignment Viewing	Re-Ticketing	Discharge	Bed Inventory	Limited Reporting by Facility	Super Reporting across Facility	Reporting only - no access to any functions in the facility modules	
				Status change							
H+H	Mgmt.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	Staff (to help with reporting)	Yes								Yes	
SLS	Guest Functions	Yes	Yes	Yes	Yes	Yes	Yes		TBD		
SLS Supv	Mgmt.	Yes	Yes	Yes	Yes	Yes	Yes		Yes		
Huron	Mgmt.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
MCCG-USA	Mgmt.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Garner	Physical Space/ cleaning food	Yes		Yes							
Contractor	Legal	No	Not currently May be Future								
Contractor	Medical - RRT	No									
SOMOS	Medical –Testing + Isolation	No									
OTI	Administrator	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes
MTX	Administrator	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes
SF	Administrator	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes
IBC	Administrator	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes

Field Type
Text Field
Date
Signature
Picklist
Icon

Sub Field Type
Text Field
N/A
Single Select
Multi Select
Read Only
Free Form
Data Entry

Format
Limited Text
MM/DD/YYYY
Y
N/A
Alpha
Numeric
Currency
Numeric

Exhibit A

NEW YORK CITY HUMANITARIAN EMERGENCY RESPONSE AND RESPITE CENTERS

Attachment A

SCOPE OF WORK

INITIATIVE: New York City Humanitarian Emergency Response and Respite Centers (**Initiative**)

INITIATIVE PARTNERS: Office of Emergency Management (**NYCEM**)
Health and Hospitals Corporations (**H+H**)
Office of Technology and Innovation (**OTI**)

INITIATIVE ACTIVITIES: The Initiative has eight activities, which may occur repeatedly and in any order:

Activity 1 – OTI develops an intake and information management system

OTI will design and build an intake and information management system, using contractors as necessary, which will serve as the technology solution and database into which guest and response information can be inputted, securely stored, and leveraged by authorized users who are managing and carrying out the Initiative, or others who have a business need.

The intake and information management system acts as an inventory tool, providing real-time tracking for beds and other resources, cleaning status, assignment status, and Initiative needs. The system is also an information management tool, allowing users to input and track guest demographics, allergy status, and other needs.

The intake and information management system will incorporate technical and administrative safeguards required by the Citywide Cybersecurity Program Policies and Standards. It will support differential access to information based on users' agency affiliations, need to know, internal role, contractor status, and client assignments, and will maintain an audit log. Each Party will designate an administrator who approves users and determines users' levels of access to data. The Parties may supplement, enhance, and replace intake and information management system functions with mutually agreeable secure alternatives based on the needs of the Initiative.

Activity 2 – Individuals arrive in New York City, are transported to the HERRCs and Receive Care Screenings

The City, via its staff and/or contractors, will manage the flow of individuals from PABT to the HERRCs. H+H contractors will provide all individuals with antigen-testing for COVID-19 upon their arrival at the HERRC(s). If clinical signs indicate other infectious disease screening is

necessary, H+H contractors will provide that testing. Anyone testing positive for a communicable disease that requires isolation, will be routed to appropriate accommodations within the HERRC. These H+H contractors will not share any health records with H+H or to the OTI system.

Activity 3 – Individuals go through HERRC intake

The HERRC(s) are divided into an Intake Center and sleeping quarters, which may include hotel rooms. The Intake Center(s) will be staffed by H+H and City vendors across multiple teams: Comfort/Welcome; Intake; Reconnection Efforts; Know Your Rights Training; Medical. The vendor(s) will be procured by NYCEM, DCAS or other City agencies, and H+H, and function under the operational oversight of H+H and/or its contractors.

Staff are overseen by supervisors on each shift.

Services expected to be provided at the Intake Center include:

- Welcome
- Basic information about the facility, policies, and procedures
- Food, water, access to cell phone communication
- Medical triage
- Optional “Know Your Rights” training
- Intake assessment
- Reconnection assistance

Each individual will go through an intake assessment intake and information management system, where the information collected is expected to include:

- Demographic information including name, date of birth, gender identity, country of origin, emergency contact (if available)
- Guests may be invited to provide information about whether they have any family members in the US and religion (to connect them with relevant pastoral services)
- Court appearance information, including the address of the court, and asylum seeker status where relevant in order to help individuals avoid missing a critical court appearance
- Information about whether the individual requires any translation or interpretation services or reasonable accommodations for a disability, including information about allergies or medical conditions that may inform food or residential needs.
- Documentation of whether the guest is traveling with other family members or as an individual
 - Individual: Single adult without a child
 - Family Unit: Adults of the same family traveling together and/or adults with minor children (under age 18) of the same family
- Guests will also be asked if they need accommodation at the HERRC or if they will be traveling on to another location

Activity 4 – Individuals are assigned to sleeping quarters

Following the intake assessment, if an individual indicates that they will be staying at the HERRC(s), City and H+H employees or contractors will record and arrange for bed or room reservations. Specific bed or room assignments will occur once the guest arrives at the sleeping quarters.

Activity 5 – Individuals receive services

Upon arrival at the Intake Center, all guests will be greeted by a Welcome Staff Member and provided general information (including the Policy and Protocols attached to the MOU as Exhibit B and Exhibit C), food, and water.

During their stay at the HERRC(s), H+H contractors will offer guests medical triage for urgent care needs. City contractors will offer Know Your Rights training, hygiene supplies, cell phone/communications access, and paperwork supplies. For example, paperwork supplies could include folder for documents, copying/printing of immigration paperwork, etc.

Provision of services will be documented by City-contracted staff within each guest's record. Information will be available to staff within the HERRC as part of the delivery of services.

Activity 6 – Individuals depart from the HERRC for their next destination

Guests will depart from the site after they have arranged transportation to join family or friends or until otherwise notified by HERRC staff. Facility staff can help guests make travel arrangements to connect them with friends or family, as well as help arrange for intake with City homeless shelter resources as appropriate.

Upon departure, staff will:

- Document within the OTI system the type of destination where the guest is transitioning
- Provide a depart document that the guest understands that they are departing from the facility, and that they are taking with them all personal belongings such as documentation, passport and IDs, clothing, bags, pets, etc.

If a guest departs the facility without completing this process, staff will document that fact in the data system.

Activity 7 – Reporting

There will be a combination of individual and aggregate reports requested, used for daily operational management, operational and stakeholder reporting, and performance management and project evaluation. The Parties may share aggregated, de-identified data in reports to City officials, or others as agreed to in writing by the Parties.

1. Discharge Information Reporting: Used for bed management, for bus coordination, for DHS coordination

- a. City or H+H Contractors report on who needs bus rides to where and when (individual-level report, by name and individual + family record number)
 - b. Aggregate report on daily bed turnover
 - c. Summary report on clients to DHS by age, family composition, and gender identity
 - d. H+H management would receive individual-level report identifying individuals who have left without completing the discharge workflow
2. Dietary needs/restrictions: used by the kitchen 1-2 times/day
3. Site inflow and outflow reports
- a. In/out estimates by day, by family composition and gender identity
 - b. Daily bed management report
 - i. Sections of 25 beds are labeled by letter, with individual cots numbered within each lettered section to be able to show status' including #occupied, # ready for assignment, # waiting for cleaning, # unusable (and/or any other fields we decide to include in the bed inventory module of the app)
4. General Stats for Program Summary Reporting (all aggregate)
- a. Daily intake at Welcome Center
 - b. Daily intake at each Sleeping Quarters facility
 - c. # Engaged on reticketing, # retickets issued
 - d. # Discharged to DHS

Activity 8 – Research

[Reserved]

Exhibit B
Congregate HERRC Policies and Protocols

Table of Contents

- 1. Intake at the HERRC**
 - 2. HERRC Staff Interactions**
 - 3. Bed Assignment Protocol and Check-in/Check-out Policy**
 - 4. Guest property**
 - 5. Reconnecting Protocol**
 - 6. Discharge Policy**
- APPENDIX A – Guest Rights and Responsibilities**
APPENDIX B – Attestation and Consent

1. Intake at the Congregate HERRC

Upon arrival at the HERRC, all guests will proceed to the HERRC Intake Center, and will be greeted by an Intake Staff Member who will provide general information (including these policies), food, and water.

Guests will complete an intake process with an Intake Staff Member to capture each guest's core demographic information, the guests' and/or family's essential service needs, and any other information that will help the guest continue to their next destination following their stay at the HERRC. This information will be stored in the HERRC's IT Management System. Staff will make clear to guests, in their preferred language, via the Guest Attestation and Consent, that the information they provide during the application process will be kept confidential except as otherwise required by law.

If HERRC Staff discover that a minor (under age 18) not travelling as part of a family has arrived at the Intake Center, Intake Staff will refer the minor to ACS for purposes of connecting to the relevant care system.

Guests will be invited to identify whether they need interpretation services and/or a reasonable accommodation for a disability to enable them to participate in the Intake process.

- Interpretation services will be provided. Services may be virtual or in person.
- Reasonable accommodations such as sign language interpretation will be provided for persons with disabilities.

The Intake process will include:

- The collection of:
 - Demographic information including name, date of birth, gender identity, country of origin, emergency contact(s), language(s) spoken, and preferred language, including whether the individual requires any translation or interpretation services;

- Information about whether the guest is travelling individually, with adult family members, or with minor children;
 - Collection of information about family members or friends in the U.S for the purpose of helping guests to connect with family and friends in the U.S. through travel and other assistance. Guests who do not wish to disclose names or addresses of family members or friends will be invited to disclose the city or other general location where such family members or friends reside in order to receive such assistance. In no case should guests be asked to provide information about their address in their country of origin;
 - Court appearance information, including address of the court, and status of asylum application where relevant, in order to help guests avoid missing a critical court appearance.
 - Information relevant to reasonable accommodations for a disability, including information about allergies or medical conditions that may inform food or residential needs.
- Providing guests with copies of the policies by which all guests are expected to abide by while staying and receiving services at the facility.
 - Offering guests hygiene supplies, cell phone/communications access, and paperwork supplies (for example a folder for documents, copying/printing of immigration paperwork, etc.)
 - Offering guests medical triage services and Know Your Rights training.

In order to receive services and sleeping accommodations at the HERRC, guests must provide information at intake. However, guests may refuse services at any time.

After the collection of information, guests will be supported with travel to locations within or beyond NYC (if requested), or triaged for bed assignment as needed.

At the beginning of the intake process, the guest will be asked to sign an attestation and consent form (see Appendix B) reflecting that the guest understands the policies and consents to the sharing of their information to efficiently address the needs of guests; to conduct and improve operations and services; and as otherwise required by law.

The Guest Rights and Responsibilities (Appendix A) shall be posted in prominent places throughout the facility, such as in the Intake Center, on desks where Intake takes place, and on the walls in bathrooms or guest recreation areas.

2. HERRC Staff Interactions

HERRC staff will:

- Demonstrate patience with all guests, including those with limited or no English proficiency;
- Not ask or expect other guests to assist with language access/interpretation services, except in exigent circumstances.

Staff will attempt to provide reasonable accommodations for guests with disabilities, as instructed by HERRC managers, based on availability at the HERRC. If a guest requests a reasonable accommodation, or if it appears to a member of the HERRC staff that a guest may require one, Staff shall inform the disability services coordinator at the HERRC, who is the individual in charge of addressing requests for reasonable accommodations. This disability services coordinator will communicate with the guest about their needs.

3. Bed Assignment Protocol and Check-in/Check-out Policy

Guests who choose to receive services and stay in the sleeping quarters at the HERRC will be assigned a bed or room. Adult families will be assigned adjacent beds (if available) in designated quarters. If beds in the facilities for single adults are separated by gender, single adults will be assigned to an appropriate bed based on self-reported gender identity. Guests who need reasonable accommodation for a disability related to their bed assignment will be assigned in accordance with that accommodation, in the most integrated manner reasonably possible. A guest's bed assignment may be changed if needed in order to meet another guest's need for reasonable accommodation, or if the guest has left and not returned to the facility before 10pm the same day.

Guests are free to leave the facility at any time. Guests who leave and intend to return the same day will be asked to sign out so that the facility can maintain accurate information about the availability of beds. If a guest has not returned to the facility and signed in by 10pm the same day, their bed may be considered vacated and made available to incoming guests.

Individual beds will be cleaned prior to assignment to each new guest. Guests have the right to report unsanitary or unsafe conditions to site staff at any time.

4. Guest Property

There will be space for use by guests to secure belongings. Guests will be notified that HERRC staff cannot guarantee the security of guest possessions. If a guest misplaces their property while at the HERRC, they should contact HERRC staff for assistance. If a guest has been discharged and leaves any property on their bed or in their room, HERRC staff will store the property and record a note in the HERRC IT management system indicating that the guest has left property behind. If personal property is found by HERRC staff somewhere other than a guest's bed or room, HERRC staff will store the property for 10 days. Guests may contact the HERRC via 311 to describe any property they have lost to allow staff to locate the property. If located, HERRC staff will attempt to arrange to have the guest pick up the property from the HERRC. Property that has not been claimed after 10 days will be disposed of.

5. Reconnecting Protocol

Upon arrival at the HERRC Intake Center and throughout the guest's stay at the facility, HERRC staff will assist guests with travel arrangements to destinations within or outside of New York City.

HERRC staff will provide transport to transit hubs on a schedule to be provided to guests. The schedule may be subject to change.

Reconnecting efforts will be documented in the guest's record in the HERRC's IT Management System.

6. Discharge Policy

Guests are required to notify HERRC staff when they plan on permanently leaving the facility. HERRC staff can help guests make travel arrangements to get connected with friends or family. Guests will be discharged from the HERRC after they have arranged transportation to join family or friends, when they are advised by HERRC staff that they can longer stay at the HERRC, or sooner at their own initiative.

Upon discharge, staff will:

- Document whether the guest is:
 - DHS for intake to shelter system;
 - transitioning to a family/friend in NYC;
 - transitioning to a family/friend outside of NYC; or
 - leaving without a known location of family or friend.

If a guest departs the facility without completing the discharge process, staff will document this in the HERRC IT Management System. HERRC staff should also maintain detailed documentation around the facts and circumstances for any guest who is asked to leave the HERRC based on a violation of Guest Responsibilities.

APPENDIX A – GUEST RIGHTS AND RESPONSIBILITIES

Guest Rights

1. You have the right to receive courteous, fair, dignified, and respectful care and treatment;
2. You have the right to a safe, clean shelter environment;
3. You have the right to remain at the facility until otherwise notified by HERRC staff, provided that you comply with all Facility rules as laid out in the Guest Responsibilities section below or as otherwise provided to guests. You will be provided 7 days' notice before being required to leave the HERRC, unless an emergency requires less notice.
4. You have the right to leave and return to the facility at any time. However, as described in the rules of the facility (see Bed Assignment Policy), guests who depart after 10 PM, or who do not return by 10 PM, may forfeit their bed;
5. You have the right to exercise your civil rights and religion;
6. You have the right to meet with medical providers, navigation coordinators, and other persons authorized to provide services in the facility, and for those discussions to be private;
7. You have the right to request a reasonable accommodation for a disability. You can do this by contacting facility staff at any time during your stay. Service animals (for example, dogs that help people with vision or hearing disabilities) and emotional support animals will be allowed to remain with their owner.
8. You have the right to manage your own financial affairs;
9. You have the right to confidential treatment of your personal records, including financial and medical records. Information guests share with the staff will only be used for efficiently addressing the needs of guests; conducting and improving operations and services; and as otherwise required by law.
10. You have the right to be free from restraint or confinement except in situations where it would be required for your safety or the immediate safety of others;
11. You have the right to privacy in caring for personal needs;
12. You have the right to have your version of the events leading to an accident or incident in which you are involved included on all accident or incident reports;
13. You have the right to request language assistance. During any provision of service where language assistance and interpreter services are needed, staff may use tablets with the LanguageLine InSight app installed for audio and video remote interpretation (VRI), or will use

telephonic interpretation services. Written information will be translated as available. Except in exigent circumstances, Staff will not ask other guests to assist with interpretation; and

14. Property that you have left behind after departing the HERRC will be held for 10 days, in accordance with the Guest Property Policy.

Guest Responsibilities

Alcohol and Narcotics

Facility staff will not search guests' belongings for substances including alcohol or narcotics. However, use of these and other substances not permitted by applicable city, state, or federal law is not allowed on the premises.

Use of alcohol, narcotics, and other illegal substances on the premises may lead to immediate discharge from the HERRC.

Smoking

Smoking is not allowed except outdoors in designated areas.

Weapons

Under no circumstances may a weapon, including knives and firearms, be brought into the HERRC. The Facility staff may search for and confiscate weapons as permitted by law.

Actions Leading to Removal

The following actions may lead to a guest's immediate removal from the HERRC:

1. Intentionally setting a fire or vandalizing property or equipment in or around the HERRC;
2. Possessing, selling, or using illegal drugs or alcohol in or around the HERRC;
3. Assaulting or physically attacking another person or causing immediate danger to another person or having a weapon;
4. Being arrested for criminal activity including, but not limited to, trespassing, theft, harassment, extortion, loan sharking, intimidation or victimization of other shelter clients, local residents or staff in or around the HERRC premises; or
5. Behaving in a way that puts a guest's health and safety or the health and safety of others in danger or that substantially interferes with the orderly operation of the HERRC.

APPENDIX B – GUEST ATTESTATION AND CONSENT

I, _____ (guest name), agree to receive services at this NYC Humanitarian Emergency Respite Center (the “Facility”).

I understand that my stay at the Facility is a temporary placement, is not a permanent shelter, and that I am expected to work with HERRC staff to find prompt resettlement outside of the Facility. I understand that I can and may be asked to leave the Facility at any time, as the City may require.

I understand that I have the right to ask for reasonable accommodations for a disability.

I agree to provide information requested by the Facility for the provision of services, such as allergy information or dietary restrictions. I understand this information may be shared between service providers at the Facility to support delivery of services. My personal data will not be shared except for the purposes of efficiently addressing the needs of guests; conducting and improving operations and services; and as otherwise required by law.

I agree that I have been made aware of the Guest Property Policy and acknowledge that any lost property that has not been claimed within 10 days will be disposed of.

I, _____ (name), acknowledge that I have received and agree to follow the Facility rules.

Exhibit C
Family HERRC Policies and Protocols

Table of Contents

- 1. Intake at the Family HERRC**
- 2. HERRC Staff**
- 3. Room Assignment**
- 4. Guest property**
- 5. Reconnecting Protocol**
- 6. Discharge Policy**
- APPENDIX A – Guest Rights and Responsibilities**
- APPENDIX B – Attestation and Consent**

1. Intake at the Family HERRC

Upon arrival at the Family HERRC, all guests will proceed to the HERRC Intake Center, and will be greeted by an intake staff member who will provide general information (including these policies and the contact information for the Family HERRC), food, and water.

Guests will complete an intake process with an intake staff member to capture each guest's core demographic information, the guest's and/or family's essential service needs, and any other information that will help the guest continue to their next destination following their stay at the Family HERRC. This information will be stored in the HERRC's IT Management System. Staff will make clear to guests, in their preferred language, via the Guest Attestation and Consent, that the information they provide during the application process will be kept confidential except as otherwise required by law.

If HERRC staff discover that a minor (under age 18) not travelling as part of a family has arrived at the Intake Center, Intake Staff will refer the minor to ACS for purposes of connecting to the relevant care system.

Guests will be invited to identify whether they need interpretation services and/or a reasonable accommodation for a disability to enable them to participate in the Intake process.

- Interpretation services will be provided. Services may be virtual or in person.
- Reasonable accommodations such as sign language interpretation will be provided for persons with disabilities.

The Intake process will include:

- The collection of:
 - Demographic information including name, date of birth, gender identity, country of origin, emergency contact(s), language(s) spoken, and preferred language, including whether the individual requires any translation or interpretation services;

- Information about family members or friends in the U.S for the purpose of helping guests to connect with family and friends in the U.S. through travel and other assistance. Guests who do not wish to disclose names or addresses of family members or friends will be invited to disclose the city or other general location where such family members or friends reside in order to receive such assistance. Guests will not be asked to provide information about their address in their country of origin;
- Court appearance information, including address of the court, and status of asylum application where relevant, in order to help guests avoid missing a critical court appearance.
- Information about guests who request reasonable accommodations for a disability, including information about allergies or medical conditions that may inform food or residential needs;
- Providing guests with copies of the policies by which all guests are expected to abide by while staying and receiving services at the facility;
- Offering guests hygiene supplies, cell phone/communications access, and paperwork supplies (for example a folder for documents, copying/printing of immigration paperwork, etc.); and
- Offering guests medical triage services and Know Your Rights training.

In order to receive services and sleeping accommodations at the Family HERRC, guests must provide this information at intake. However, guests may refuse services at any time.

After the collection of information, guests will be supported with travel to locations within or beyond NYC (if requested), or triaged for room assignment as needed.

At the beginning of the intake process, the guest will be asked to sign an attestation and consent form (see Appendix B) reflecting that the guest understands the policies and consents to the sharing of their information to efficiently address the needs of guests; to conduct and improve operations and services; and as otherwise required by law.

The Guest Rights and Responsibilities (Appendix A) shall be posted in prominent places throughout the facility, such as the Intake Center, bathrooms, and guest recreation areas.

2. HERRC Staff Interactions

HERRC staff will:

- Demonstrate patience with all guests, including those with limited or no English proficiency;
- Not ask or expect other guests to assist with language access/interpretation services, except in exigent circumstances.

Staff will attempt to provide reasonable accommodations for guests with disabilities, as instructed by HERRC managers, based on the availability of accessible rooms within the facility.

If a guest requests a reasonable accommodation, or if it appears to a member of the HERRC staff that a guest may require one, Staff shall inform the disability services coordinator at the HERRC, who is the individual in charge of addressing requests for reasonable accommodations. This disability services coordinator will communicate with the guest about their needs.

3. Room Assignment

Guests who choose to receive services and stay in the facility will be assigned a room with their family. A guest and their family may be re-assigned if needed to meet another guest's reasonable accommodation, or if HERRC staff reasonably believe that the guest and their family has left and does not intend to return.

Guests are free to come and go from the facility at any time.

Rooms will be cleaned prior to assignment to each new guest. Guests have the right to report unsanitary or unsafe conditions to site staff at any time.

4. Guest Property

Guests can store belongings in their rooms. However, guests must be notified that HERRC staff cannot guarantee the security of their possessions. If a guest misplaces their property while at the facility, they should contact HERRC staff for assistance. If a guest has been discharged and leaves any property in their room, staff will store the property for 10 days, or longer in accordance with the policy of the third-party owner of such facility, and record a note indicating that the guest has left property behind. Guests may contact the Family HERRC via 311 or the facility contact information provided to them during intake to describe any property they have lost to allow staff to try and locate the property. If located, HERRC or facility staff will attempt to arrange to have the guest pick up the property from the facility. Property that has not been claimed after 10 days, or longer in accordance with the policy of the third-party owner of such facility, will be disposed of.

5. Reconnecting Protocol

Upon arrival at the Family HERRC and throughout the guest's stay at the facility, HERRC Staff will assist guests with travel arrangements to destinations within or outside of New York City.

Reconnecting efforts will be documented in the guest's record in the HERRC's IT Management System.

6. Discharge Policy

Guests are required to notify HERRC staff when they plan on permanently leaving the facility. HERRC staff can help guests make travel arrangements to get connected with friends or family. Guests will be discharged from the HERRC after they have arranged transportation to join family or friends, when they are advised by HERRC staff that they can no longer stay at the HERRC, or sooner at their own initiative.

Upon discharge, staff will:

- Document whether the guest is:
 - DHS for intake to shelter system;
 - transitioning to a family/friend in NYC;
 - transitioning to a family/friend outside of NYC; or
 - leaving without a known location of family or friend.

If a guest departs the facility without completing the discharge process, staff will document this in the HERRC IT Management System. HERRC staff should also maintain detailed documentation around the facts and circumstances for any guest who is asked to leave the HERRC based on a violation of Guest Responsibilities.

APPENDIX A – GUEST RIGHTS AND RESPONSIBILITIES

Guest Rights

1. You have the right to receive courteous, fair, dignified, and respectful care and treatment;
2. You have the right to a safe, clean environment;
3. You have the right to remain at the facility until otherwise notified by HERRC staff, provided that you comply with all facility rules as laid out in the Guest Responsibilities section below or as otherwise provided to guests. You will be provided 7 days' notice before being required to leave the HERRC, unless an emergency requires less notice
4. You have the right to leave and return to the facility at any time, however if HERRC staff reasonably believe that you have left the facility and do not intend to return, your room may be reassigned;
5. You have the right to exercise your civil rights and religion;
6. You have the right to meet with medical providers, navigation coordinators, and other persons authorized to provide services in the facility, and for those discussions to be private;
7. You have the right to request a reasonable accommodation for a disability. You can do this by contacting facility staff at any time during your stay. Service animals (for example, dogs that help people with vision or hearing disabilities) and emotional support animals will be allowed to remain with their owner;
8. You have the right to manage your own financial affairs;
9. You have the right to confidential treatment of your personal records, including financial and medical records. Information guests share with the staff will only be used for efficiently addressing the needs of guests; conducting and improving operations and services; and as otherwise required by law.
10. You have the right to be free from restraint or confinement except in situations where it would be required for your safety or the immediate safety of others;
11. You have the right to privacy in caring for personal needs;
12. You have the right to have your version of the events leading to an accident or incident in which you are involved included on all accident or incident reports;
13. You have the right to request language assistance. During any provision of service where language assistance and interpreter services are needed, staff may utilize: (a) tablets with the LanguageLine InSight app installed for audio and video remote interpretation (VRI), or (b)

telephonic interpretation services. Written information will be translated as available. Except in exigent circumstances, Staff will not ask other guests to assist with interpretation; and

14. Property that you have left behind after departing the facility will be held for 10 days, or longer as permitted by the third-party owner, in accordance with the Guest Property Policy.

Guest Responsibilities

Illegal Substances

Facility staff will not search guests' belongings for illegal substances. However, the use of substances not permitted by city, state, or federal law is not allowed on the premises.

Smoking

Smoking is not allowed except outdoors in designated areas or as otherwise provided for by the facility.

Weapons

Under no circumstances may a weapon, including knives and firearms, be brought into the facility. The HERRC staff may search for and confiscate weapons as permitted by law.

Actions Leading to Removal

The following actions may lead to a guest's immediate removal from the facility:

1. Intentionally setting a fire or vandalizing property or equipment in or around the facility;
2. Possessing, selling, or using illegal drugs or alcohol in or around the facility;
3. Assaulting or physically attacking another person or causing immediate danger to another person or having a weapon;
4. Being arrested for criminal activity including, but not limited to, trespassing, theft, harassment, extortion, loan sharking, intimidation or victimization of other clients, local residents or staff in or around the Family HERRC premises; or
5. Behaving in a way that puts a guest's health and safety or the health and safety of others in danger or that substantially interferes with the orderly operation of the facility.

APPENDIX B – GUEST ATTESTATION AND CONSENT

I, _____ (guest name), agree to receive services at this NYC Humanitarian Emergency Respite Center (the “Facility”).

I understand that my stay at the Facility is a temporary placement, is not permanent housing, and that I am expected to work with HERRC staff to find prompt resettlement outside of the Facility. I understand that I may be asked to leave the Facility at any time, as the City may require.

I understand that I have the right to ask for reasonable accommodations for a disability.

I agree to provide information requested by the Facility for the provision of services, such as allergy information or dietary restrictions. I understand this information may be shared between service providers at the Facility to support delivery of services. My personal data will not be shared except for the purposes of efficiently addressing the needs of guests; conducting and improving operations and services; and as otherwise required by law.

I agree that I have been made aware of the Guest Property Policy and acknowledge that any lost property that has not been claimed within 10 days, or longer as permitted by the third-party owner, will be disposed of.

I, _____ (name), acknowledge that I have received and agree to follow the Facility rules.

Exhibit D
Property Description

1. The Harlem River Event Area. Block 1819, Lot 203