

HOMEBASE Locations

Borough	Provider	Neighborhood	Address
Brooklyn	CAMBA	Bedford-Stuyvesant	Fulton St, 2nd Floor
		Crown Heights	1117 Eastern Parkway, 3rd Floor, side entrance
		East Flatbush	2244 Church Ave, 4th Floor
	Catholic Charities Neighborhood	Cypress Hills	3060 Fulton St
		East New York	560 Livonia Ave
	RiseBoro	Brownsville	145 E 98th St, 5th Floor
		Bushwick	90 Beaver St
		Bushwick	1475 Myrtle Ave
		Bushwick	1875 Broadway, 1st Floor
	The Bronx	BronxWorks	Woodstock
Concourse			1130 Grand Concourse, 3rd Floor
Catholic Charities Community Services		Unionport	2155 Blackrock Ave
		Hunts Point	890 Garrison Ave
		Williamsbridge	2901 White Plains Rd, 2nd Floor
		Wakefield	4377 Bronx Blvd, 3rd Floor
HELP USA		Mt. Hope	1780 Grand Concourse
		Van Nest	1860 East Tremont Ave
		University Heights	1981 Sedgwick Ave
		Williamsbridge	815 Burke Ave
Manhattan	SUS – Urgent Housing Programs, Inc.	Washington Heights	516 W 181st St, 4th Floor
		East Harlem	2322 3rd Ave, 3rd Floor
Queens	Catholic Charities Neighborhood Services	Jamaica	161-10 Jamaica Ave, 5th Floor
		Far Rockaway	1847 Mott Ave
Staten Island	CAMBA	St. George	120 Stuyvesant Place, 4th Floor, Ste 413
		Tompkinsville	208 Bay St

CUSTOMER SERVICE WINDOW 4

For all questions or issues, please ask for a supervisor.

If you feel your issue has not been resolved, please contact the Office of the Ombudsman at 800-994-6494 or by email at ombudsman@dhs.nyc.gov

AFIC Main Number
212-481-4704

AFIC Fax Number
917-637-7600

400-430 East 30th Street
New York, NY 10016

AFIC is open 24 hours a day, 7 days a week

For more information,
visit www.nyc.gov/dhs, or call **311**.



BRC-1021 (E)
07/2019

DO YOU NEED TEMPORARY EMERGENCY SHELTER?

The Adult Family Intake Center is here to help.



Photos are of models used for illustrative purposes only.

HOMELESSNESS PREVENTION

The City of New York provides temporary emergency shelter to individuals and families with no other housing option available to them. The Department of Social Services (DSS) provides housing crisis prevention services through its HOMEBASE program that can assist you if you are at risk of homelessness. HOMEBASE will work with you to help you remain in your home if possible and in your community.

The Adult Family Intake Center (AFIC) serves adult families without children under 21. You will need to provide valid identification during the intake process. If you do not have the required documents, we will help you apply for them. Please see the list of what you need on the next page.

We are committed to helping you access services. If you need accommodations, please ask to speak with a supervisor at the Service Window, Room 4.

Cases that Require Immediate Attention

Please inform staff immediately if you have been affected by domestic violence, are pregnant, or believe you may be pregnant.



ADULT FAMILY INTAKE CENTER (AFIC)

How to Apply for Shelter

Who do we serve?

Homeless adult families without children under 21 that are:

- Legally married couples
- Legal domestic partners
- Adults who provide proof of medical interdependence
- Adults in a documented caretaking relationship who have resided together for the six months (180 days) immediately prior to the date of the shelter application.

If you are a single adult, have minor children, are under 21 years old, are pregnant, or need further assistance, please call 311 or visit 311 online at <https://portal.311.nyc.gov/> to find an appropriate intake facility.

What do you need to apply for emergency housing?

- Valid identification
- Proof of family relationship
- One-year housing history
- If you do not have valid identification on the first application, you will receive a conditional placement for up to 10 days to obtain your identification.

Suggested forms of identification

- Valid government-issued photo identification
- Social security card
- HRA benefit card
- IDNYC

Suggested documents to establish family relationship:

- Birth certificate
- Marriage certificate
- Domestic partnership certificate
- Payee letter

If you do not have valid ID, a supervisor will help you obtain a copy of your ID from HRA or AFIS. If your ID cannot be located, we will refer you accordingly.

As part of the application process, any information provided to demonstrate your eligibility will be investigated. If you do not provide information to demonstrate your eligibility, you may be found ineligible for shelter.

FREQUENTLY ASKED QUESTIONS

What is a conditional placement assignment?

After an initial interview, and any safety or health concerns are assessed, a Family Worker will request conditional placement for you at Auburn Assessment or any other adult family facility based on room availability. During your placement, the eligibility investigation will continue. You will be given appointment slips to provide the required documents to verify your eligibility for shelter.

Before your departure, we will provide you with one-way carfare and directions to your placement.

How will I know if I was found eligible for emergency housing?

You will receive a written eligibility notice (Form 4002 Notice) at your conditional placement indicating the determination. If eligible, you will be notified by shelter staff and must continue to work with site staff toward housing. If you are found ineligible, the 4002 notice will tell you why and will explain how to challenge the determination. A conference time will be attached to your 4002. The notice will let you know of a scheduled appointment time to meet with site staff; you must appear no later than the scheduled time. At that time you may provide any new information. If you are found ineligible you may reapply.

Can I leave and reenter AFIC?

Yes. AFIC has two courtesy breaks, 1:00 pm to 2:00 pm, and 6:00 pm to 7:00 pm. If you have to leave at a different time, you must first speak to a supervisor.

What if I have a medical emergency?

If you have a medical emergency, a supervisor will help you contact EMS or provide directions to the nearest hospital.

What happens if I leave without speaking to a supervisor?

We ask that you let a supervisor know that you are leaving the building. If you leave without notifying a supervisor, your application may be delayed.

What is the wait time at AFIC?

We are committed to processing applicants in the most efficient manner. However, wait times can be affected by application volume. If you have questions or concerns about the wait time, you may request to speak with a supervisor.

Will I be given a meal?

If you are hungry, tell a staff member and you will be given a meal. Outside food is not permitted.

Will I be able to charge my phone?

Charging Stations are provided.

Please Note: Additional shelter rules will apply when you arrive at your facility.