



**NYC**

Department of  
Social Services

DEPARTMENT OF  
HOMELESS SERVICES

**DHS**

Guide to Services

BK-44 (E)

## About DHS

The Department of Homeless Services (DHS) is the safety net of the safety net and is responsible for sheltering a constantly changing population the size of a small city. DHS is committed to accommodating families and individuals given the City's legal right to shelter mandate.

DHS and the providers they work with provide shelter in 400+ buildings and work 24 hours a day and 365 days a year to ensure that individuals and families have access to the shelter and services that best fit their needs.

## The Agency's Mission

Together with our not-for-profit partners, our mission is to prevent homelessness, when possible, address street homelessness, provide safe temporary shelter, and connect New Yorkers experiencing homelessness to sustainable housing. We do this with accountability, empathy, and equity.

DHS strives to meet clients where they are so that they can be placed into the most appropriate location for them and their family's needs.

There are a range of shelter types that serve different populations, all of which are covered in this Guide.

To learn more about DHS: <http://nyc.gov/dhs>

Photos used throughout this guide are of models used for illustration purposes only.



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# Intake

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## Intake

If you are experiencing an emergency and need shelter, you can report to one of three intake centers that meet your needs – Families with Children, Adult Families, and Single Adult locations. DHS makes every effort to place clients where they feel safe and provide appropriate, affirming, and culturally competent services.

We provide an LGBTQI-affirming environment, and you have the right to use your preferred name, gender pronouns, and title.

All intake centers are open 24/7 year-round including weekends and holidays. Interpreter assistance is available for individuals who do not speak English, and sign language interpretation is available upon request.

Food and medical assistance are available on site. If necessary, you will meet with a No Violence Again (NoVA) representative to determine if you are eligible for Domestic Violence Shelter. Intake staff will also help you identify any potential alternatives to shelter and if shelter is needed staff will place you in an appropriate setting.

## What Will I Need to Apply?

Photo ID is strongly suggested but not required. Please bring any ID with a picture that can help prove your identity and age. If you are a family seeking shelter (either Adult Families or Families with Children), you may need to provide additional documentation. For Families with Children and Adult Families, you have 10 days to provide documentation that you may not have at the time of intake.

### NOTE

Staff will be able to assist with acquiring needed documents if necessary.



## Common types of ID to bring include

- Driver license
- IDNYC Card
- State-Issued ID
- Passport
- Visa
- Public Assistance Benefit Card
- Green Card
- Social Security Card
- Medicaid Card
- Most recent paystub



## Intake for Single Adults

Most single adult shelters are congregate settings where you will share facilities with other residents. Sites typically have 5 to 20 clients in a dormitory-like setting. There are limited smaller settings for clients based on certain medical or disabling conditions that require a Reasonable Accommodation.

### Who Can Apply?

DHS considers a single adult to be any person over the age of 18 who seeks shelter independently, without being accompanied by other adults and/or minors.

### Where Do I Apply?

- **Men's Intake:**  
30th Street Intake Center,  
located at 400-430 East 30th Street; Manhattan
- **Women's Intake:**  
Franklin Shelter, located at 1122 Franklin Avenue  
(near 166th Street); Bronx  
  
HELP Women's Center, located at 116 Williams Avenue;  
Brooklyn



The image shows a DHS Client Document Folder form. The client's name is MARY M. The form includes sections for personal information, contact information, and a list of documents. The 'CONTACT INFORMATION' section is highlighted with a red box.

DHS		Client Document Folder	
Client Name: MARY M.		Date: 1/1/11	
Client Address: 12345 Main St, Apt 101, New York, NY 10001		Phone: (212) 555-1234	
Client Email: mary.m@example.com		Fax: (212) 555-1234	
Client Date of Birth: 01/01/1980		Client Gender: F	
Client Race: White		Client Ethnicity: Other	
Client Marital Status: Single		Client Religion: Other	
Client Education: High School		Client Occupation: Other	
Client Income: \$10,000		Client Insurance: Other	
Client Health Status: Good		Client Disability: No	
Client Social Security Number: 123-45-6789		Client Driver's License: No	
Client Mailing Address: 12345 Main St, Apt 101, New York, NY 10001		Client Home Address: 12345 Main St, Apt 101, New York, NY 10001	
Client Work Address: 12345 Main St, Apt 101, New York, NY 10001		Client School Address: 12345 Main St, Apt 101, New York, NY 10001	
Client Emergency Contact: John M. (212) 555-1234		Client Emergency Contact: Jane D. (212) 555-1234	
Client Emergency Contact: Robert K. (212) 555-1234		Client Emergency Contact: Mary L. (212) 555-1234	
Client Emergency Contact: David P. (212) 555-1234		Client Emergency Contact: Susan Q. (212) 555-1234	
Client Emergency Contact: Michael R. (212) 555-1234		Client Emergency Contact: Emily S. (212) 555-1234	
Client Emergency Contact: Christopher T. (212) 555-1234		Client Emergency Contact: Ashley U. (212) 555-1234	
Client Emergency Contact: Benjamin V. (212) 555-1234		Client Emergency Contact: Victoria W. (212) 555-1234	
Client Emergency Contact: Alexander X. (212) 555-1234		Client Emergency Contact: Isabella Y. (212) 555-1234	
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Client Emergency Contact: Sophia D. (212) 555-1234		Client Emergency Contact: Noah E. (212) 555-1234	
Client Emergency Contact: Liam F. (212) 555-1234		Client Emergency Contact: Olivia G. (212) 555-1234	

A photograph of a blank, aged, cream-colored document, likely a historical form or certificate, resting on a dark surface. The document features faint, illegible text and a large, dark, circular seal or stamp on the left side.

### On-site Services Available

- **Homebase:** Homebase will help you develop a personalized plan to overcome a housing crisis. Homebase staff can help connect you to benefits and services to prevent eviction or avoid entering shelter.
- **No Violence Again (NoVA):** NoVA staff can help determine if you are eligible for domestic violence shelter and/or DV services.

### Assessment

For single adults, the next step after completing intake is a placement at an assessment shelter; assessment placements can last up to 21 days. During this time staff will do a comprehensive assessment, which may include psychiatric and medical evaluation and may identify any potential alternative to shelter or appropriate shelter placement.

## **Intake for Adult Families:**

Adult Family Intake Center (AFIC)

Adult family facilities generally include a private sleeping space and restroom for each family. Dining is typically congregated.

### **Who Can Apply?**

DHS considers an Adult Family to be a family with children age 21 and older.

### **Where Do I Apply?**

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

### **What Will I Need to Apply?**

In addition to documentation for each person's identity and age, you should bring any documentation that proves you are:

- A married couple with a valid marriage certificate OR
- Two adults legally registered as domestic partners who can demonstrate that they have lived together for the past 6 months, OR
- Two or more adults who can demonstrate that they have lived together for the past 6 months and can demonstrate that a medical condition or other situation requires that they be sheltered together, OR
- Two or more adults who can provide birth certificates to prove a parent/child or sibling family relationship



For Adult Families, you have **10 days** to provide documentation that you may not have at the time of intake.

## On-site Services Available

- **Homebase:** Homebase will help you develop a personalized plan to overcome a housing crisis. Homebase staff can help connect you to benefits and services to prevent eviction or avoid entering shelter.
- **No Violence Again (NoVA):** NoVA staff can help determine if you are eligible for domestic violence shelter and/or DV services.

### NOTE

Once you have completed intake, you will receive temporary placement while we determine your eligibility for shelter.





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## **Intake for Families with Children:**

### Prevention Assistance and Temporary Housing (PATH)

#### **What Is PATH?**

The Prevention Assistance and Temporary Housing (PATH) location is an intake center for families with children under the age of 21 who are experiencing an immediate housing crisis.

#### **Who Can Apply?**

- Adult families with children under the age of 21
- Single pregnant people
- Legally married or domestic partners with at least one child or pregnant
- Unmarried couples, who are co-parents to at least 1 child. Both names must be on the certificate.

#### **Where Do I Apply?**

PATH is located at 151 East 151st Street, Bronx, NY on the corner of Walton Avenue

#### **What Will I Need When I Apply?**

- Photo ID for all adults over 18 (If you are unable to produce ID, PATH will assist, if needed)
- Birth certificate & social security cards for all household members (Applicants without a social security card are still eligible to apply.)
- Eviction notice or police reports, if applicable, AND
- Proof of residency for the last (2) years



For Families with Children, you have **10 days** to provide documentation that you may not have at the time of intake.

## On-site Services Available

- **Homebase:** Homebase will help you develop a personalized plan to overcome a housing crisis. Homebase staff can help connect you to benefits and services to prevent eviction or avoid entering shelter.
- **No Violence Again (NoVA):** NoVA staff can help determine if you are eligible for domestic violence shelter and/or DV services.
- **Department of Education (DOE):** DOE staff can help ensure your children get or stay connected to New York City schools.
- **Administration for Children's Services (ACS):** provides child welfare services to those who need this service.
- **On-site medical provider** does health screens and health education for families.

Once you have completed intake, you will receive temporary placement while we determine your eligibility for shelter.

### NOTE

If you are seeking Families with Children shelter, you may be given a temporary placement while your case is evaluated.



# Shelter Types

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## Shelter

### What you Need to Know

All shelters have 24/7 security to ensure residents' safety. There are social services offered on site to help stabilize you and/or your family to move to permanency. Together with your case manager, you will develop an individualized living plan to help meet that goal.

#### **Case Management Goals May Include:**

- developing an exit strategy
- connection to public assistance benefits
- school enrollment and attendance
- employment or job training
- medical or mental health treatment
- substance use treatment
- help applying for supportive or affordable housing
- and more

#### **Recreational Activities**

Shelter locations may offer recreational and cultural activities, health and mental health activities, and more.

## Specialized Shelters

**Single Adult Shelters:** Most single adult shelters are congregate settings where you will share facilities with other residents. Meals are served on site in a cafeteria. Sites typically have 5 to 20 clients in a dormitory-like setting. Single adult shelters also include smaller rooms to accommodate individual needs. Single Adult shelters are specialized to serve a particular population, such as:

- Veterans
- Seniors
- Those in need of employment services
- Those in need of substance use services
- Those in need of mental health services

**Adult Family Shelters:** Adult Family shelters generally include a private sleeping space and most have in-suite restrooms. Dining is typically congregate.

**Families with Children Shelters:** Families with Children shelters include private living spaces for each family.



## Reasonable Accommodations for Disabilities or a Medical Condition

Having a disability does not limit your access to entering shelter. DHS has a reasonable accommodation process to ensure that you will be placed in the most appropriate setting to meet your needs. To make a reasonable accommodation request, fill out the **DHS-13 Reasonable Accommodation Request Form** and give it to social services staff at your shelter.

### DHS-13



#### DHS-13 Reasonable Accommodation Request Form:

[https://www.nyc.gov/assets/dhs/downloads/pdf/DHS-13-Reasonable-Accommodation-Request-Form\\_english.pdf](https://www.nyc.gov/assets/dhs/downloads/pdf/DHS-13-Reasonable-Accommodation-Request-Form_english.pdf)

## Transgender and Gender-Non-Conforming (TGNC) Clients

DHS is committed to making the shelter system safe, respectful, and affirming for everyone, and as such we have units within shelter designated for TGNC clients if requested.

# Street Homeless Solutions

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## Street Homeless Solutions

### Helping New Yorkers Find or Keep Affordable Housing

Individuals who are experiencing unsheltered homelessness often face tremendous barriers to coming indoors and getting assistance. Our Street Homeless Solutions division and providers deliver an array of services throughout the five boroughs to help street homeless individuals come in from the street and subway. Our staff work diligently 24/7/365 providing outreach to build trust with these individuals and to encourage them to enter shelter and to receive other services necessary for stabilization. The teams perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services. This includes individualized services to meet the needs of each person. It can take months of continuous outreach to persuade someone living on the street to accept services. DHS outreach teams meet individuals “where they are.”

Individuals who agree to come indoors may be placed in a setting where they can be stabilized or in a low barrier Safe Haven location.

## Drop-In Centers

Drop-In Centers are in every borough and are open 24 hours a day, 7 days a week. They are available for individuals who are not quite ready to commit to shelter placement. Drop-ins provide unsheltered individuals a space to come indoors to rest. These facilities provide meals, clothing, showers, storage, and case management services. Centers are safe environments where individuals can retreat from their daily stressors. Drop-in centers provide chairs and tables where clients can sit safely throughout the day and overnight. All clients are welcome, there are no eligibility requirements, and no one is turned away.

Drop-in Centers do not have beds on site for clients. Most drop-in center programs also offer a wide range of social services including case management, group workshops, medical and mental health services, treatment referrals, and housing assistance. Case managers can connect clients to benefits such as medical care, psychiatric nurses, and substance abuse treatment. Case management begins with an initial intake and assessment.

## **Code Red & Code Blue**

During times of extreme weather conditions, DHS is committed to providing a safe environment for New Yorkers who experience unsheltered homelessness. Code Red or Code Blue go into effect when it is dangerously hot or cold outside. In these dangerous conditions, outreach teams intensify their efforts to locate those who are unsheltered. They work with other agencies to transport vulnerable individuals to safe spaces such as shelters, drop-in centers, cooling centers, and hospitals, if necessary.



**HOMELESS  
OUTREACH**

# **Ombudsman Services & 311**

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## Ombudsman Services

The Ombudsman's Office serves to resolve issues and concerns whether you are in the process of applying for shelter or already in shelter. The Ombudsman's Office uses alternative dispute resolution methods, including mediation services.



Please call **(800) 994-6494** to make an appointment.

Constituent Service representatives are available in person at **109 East 16th Street, Manhattan, NY.**

## 311

To report a homelessness issue and/or if you are experiencing homelessness and want to come into shelter, you can call 311 and you will be provided the address of an intake site.



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