

THE DHS OFFICE OF THE Ombudsman

■ Supports NYC's families, children, and adults with any concerns relating to homelessness. The office is led by highly-trained professionals who have extensive experience supporting and empowering NYC's vulnerable population.



What do Ombudsman Constituent Services Representatives do?

Representatives can tell you more about the services available to assist you before, during, and after receiving shelter services. They will help you understand your rights and responsibilities while in shelter, as well as in the community. Representatives are independent Department of Homeless Services staff and do not work for shelter providers.

Representatives can help to communicate your grievances and investigate them on your behalf. They can also bring concerns to the attention of DHS, shelter providers, and other agencies to help you reach a solution.

Representatives are available to help you with:

- Understanding your rights and responsibilities in shelter and in the community
- Addressing shelter concerns
- Mediation and conflict resolution
- Understanding rental assistance eligibility
- Prevention and aftercare support
- Connecting to other city and community services

How can I reach the Office of the Ombudsman?

You can email the Office of the Ombudsman at any time.

Our email address is: Ombudsman@dhs.nyc.gov

You can also call us at: **(800) 994-6494**

Staff is available to take your call Monday through Friday, between the hours of 9 a.m. and 4 p.m.



Can I meet with a Representative?

Yes! The Office of the Ombudsman will assist you in person, Monday through Friday, between the hours of 9 a.m. and 4 p.m.

You can also schedule an appointment by calling our toll-free number.



The office is located at:
NYC DEPARTMENT OF HOMELESS SERVICES
33 Beaver Street, New York, NY 10004
Ombudsman@dhs.nyc.gov (800) 994-6494