

# Navigating the Shelter System

December 12, 2018

# Presenter Biographies



Patricia Hernandez, LCSW is a Manager in the Division of Community and Population Health at NewYork-Presbyterian Hospital. Patricia has committed her five years at NYP to providing direct services to high-risk, vulnerable populations as well as managing efforts to integrate the community into the healthcare system. Patricia also helped develop and lead the NYP Health Home. Most recently, Patricia has lead NYP's housing efforts. These efforts

include, developing programming aimed at addressing our patients' housing needs, consultation on difficult cases, community network development, and education/training for care coordination staff in and outside the hospital. Before joining NYP, much of Patricia's experience was around providing direct clinical services to individuals with significant behavioral health and housing needs in inpatient and outpatient settings. Patricia graduated with a Masters of Social Work from New York University's Silver School of Social Work with a focus on clinical practice.



Bonnie Mohan has spent the past 15 years navigating the worlds of housing and health care, learning how they intersect, and identifying ways they can become more integrated in order to better serve people with complex health and housing needs. Bonnie began her career in affordable housing at the University Neighborhood Housing Program (UNHP) in the Northwest Bronx, moved on to homeless services at BronxWorks, and then made the leap to health care, serving as Assistant Director of the Bronx Lebanon Health Home during its implementation. In 2011, Bonnie helped found The Bronx Health & Housing Consortium, a collaborative network of health, housing, government, and community-based organizations in the Bronx. Under her leadership as Executive Director, the Consortium has grown to over 70 member organizations, cultivated innovative partnerships, and emerged as a go-to thought leader on health and housing in New York City. Bonnie has a BA in Urban Studies and Political Science from Fordham University and served for two years in Ethiopia in the United States Peace Corps.

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# Housing Instability Webinar Series

<b>Part 1: The Intersection between Health and Housing</b>	Wednesday, November 14, 2018	Click <a href="#">here</a> to view webinar
<b>Part 2: Navigating the Shelter System</b>	Wednesday, December 12, 2018	10:00am – 11:00am
<b>Part 3: Permanent and Supportive Housing</b>	Wednesday, January 16, 2019	10:00am – 11:00am
<b>Part 4: Affordable Housing</b>	Wednesday, January 30, 2019	10:00am – 11:00am
<b>Part 5: Eviction Prevention</b>	Wednesday, February 20, 2019	10:00am – 11:00am

# Logistics

- This presentation will be recorded and shared with attendees
- All attendees are muted and in listen only mode.
- Use the question box and chat function throughout the session. At the end of the presentation, we will answer your questions.
- Please do not put us on hold. If you have to take a call, please hang up and rejoin after.

# Learning Objectives

- Recognize the landscape of emergency shelter in NYC
- Identify different types of shelter in the continuum of homeless services and how to access services
- Describe innovative partnerships between hospitals, shelter providers, and the City to communicate and coordinate around shared clients/patients
- Summarize NYP collaboration with homeless outreach



# How many homeless people?

How many homeless individuals, families and children do you think are sleeping each night in the New York City shelter system?



# Housing Crisis in New York City

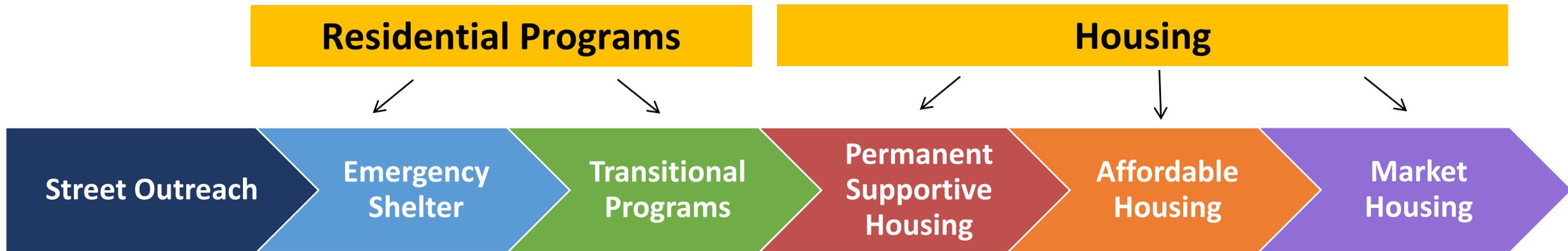
- In November 2018, there were **60,934 homeless people**, including **12,721 homeless families with 22,493 homeless children**, sleeping each night in the New York City municipal shelter system
- On January 22nd, 2018 the City counted **3,675 unsheltered individuals** on NYC streets and subways
- **Families make up 3/4 of the homeless shelter population**
- More than **half of New Yorkers are rent burdened**
- Between 2005 and 2015, **New York rents increased by 13.8%**, while renter income increased by just 1.9%
- Homelessness is driven by poverty and racism: **89% of the homeless population are African-American or Latino**

# Right to Shelter in New York City

- 1979 Callahan v Carey
- First US locality to provide a right to shelter
- Only other place to provide this right is Massachusetts, only for families with minor children
- In NYC, 90+% of homeless person are in shelter; In LA or San Diego, for ex., only ~25% are in shelter, the rest sleep on the streets or encampments



# Continuum of Shelter/Housing in New York City



## Other

- Jail\*
- Nursing Home\*
- Hospital\*

# Street Outreach

<p><b>Designated Homeless Outreach Teams (HOME-STAT)</b></p>	<ul style="list-style-type: none"> <li>• <b>Bronx:</b> BronxWorks</li> <li>• <b>Brooklyn:</b> Breaking Ground</li> <li>• <b>Manhattan:</b> Manhattan Outreach Consortium             <ul style="list-style-type: none"> <li>• CUCS</li> <li>• Breaking Ground</li> <li>• Goddard Riverside</li> </ul> </li> <li>• <b>Queens:</b> Breaking Ground</li> <li>• <b>Staten Island:</b> Project Hospitality</li> <li>• <b>MTA Subway System:</b> BRC, 212-533-5151</li> <li>• Can reach any outreach team by calling 311</li> </ul>
<p><b>Code Blue/Code Red</b></p>	<ul style="list-style-type: none"> <li>• <b>Code Blue</b> <ul style="list-style-type: none"> <li>• Temperature falls below 32 degrees or wind chill below 0 degrees (Fahrenheit).</li> <li>• Ice storms or freezing rain OR snow greater than 6 inches.</li> </ul> </li> <li>• <b>Code Red</b> <ul style="list-style-type: none"> <li>• Heat index of 90 degrees is predicted by the National Weather Service within 24 hours.</li> </ul> </li> </ul>
<p><b>Homeless Outreach Populations Estimate (HOPE) and HOME-STAT Counts</b></p>	<ul style="list-style-type: none"> <li>• HUD-mandated point-in-time count conducted last Monday of January</li> <li>• HOME-STAT quarterly counts</li> <li>• Bronx Health &amp; Housing Consortium's Hospital Homeless Count</li> </ul>

# True or False?

In New York City Drop-In Centers, people are assigned a temporary bed to sleep in for the night.



# Emergency Shelter

## Drop-In Centers\*

- Provide hot meals, showers, laundry, clothing, medical care, recreational space. \* Typically no sleep-in beds. Connects people with case managers. For chronically street homeless, or other hard-to-reach homeless
- Referrals from street outreach; drop-in center
- Locations
  - **Manhattan:** Mainchance 120 East 32nd St. in East Midtown; Subway: 6 to 33rd St. 212-883-0680 Ext. 108
  - **Manhattan:** Olivieri Center 257 West 30th St. near Penn Station; Subway: 1/2/3/A/C/E to 34th St. Penn Station
  - **Bronx:** The Living Room 800 Barretto St., Bronx; Subway: 6 to Hunts Point Ave.
  - **Brooklyn:** The Gathering Place 2402 Atlantic Ave. in Brooklyn; Subway: A to Broadway Junction
  - **Staten Island:** Project Hospitality 25 Central Ave. in Staten Island

## Warming Centers

- Short-term emergency shelter that operates when temperatures and/or precipitation is dangerously inclement.
- For single adults and families in need
- NYC – 311

# Emergency Shelter

<b>HASA</b>	<ul style="list-style-type: none"><li>• Temporary emergency housing and non-emergency housing in addition to many other services</li><li>• Homeless individuals with HIV/AIDS or homeless families with individuals living with HIV/AIDS</li><li>• Accessed through ServiceLine Monday – Friday, 9 AM to 5 PM, 212-971-0626</li></ul>
<b>DV Shelter</b>	<ul style="list-style-type: none"><li>• Temporary emergency shelter (90-135 days) to domestic violence victims</li><li>• NYC's Domestic Violence Hotline at 1-800-621-HOPE 24/7</li></ul>
<b>Housing Preservation &amp; Development Emergency Shelter</b>	<ul style="list-style-type: none"><li>• HPD's Emergency Housing Services Bureau assists displaced tenants with temporary housing at one of four family centers or at Red Cross-contracted hotels and facilities</li><li>• HPD (212) 863-8561</li></ul>
<b>Faith-based Shelter</b>	<ul style="list-style-type: none"><li>• Over 200 faith-based beds in New York City located in places of worship</li><li>• May be associated with Drop-in centers</li></ul>

# Emergency Shelter

## NYC Department of Homeless Services (DHS) Shelter

- Centralized intake process for men, women and families
- Intake process to be deemed homeless and eligible for shelter. Client is assigned to one shelter
- Shelter Intake Centers:
  - Adult Men
    - 30th Street, 400-430 East 30th St./1st Ave., Manhattan; Subway: 6 to 28th St.
  - Adult Women
    - Franklin Shelter, 1122 Franklin Ave., Bronx; Subway: 2/5 to 149th St., then #55 bus to 166th St. & 3rd Ave. or the #21 bus to 166th St. & Boston Road
    - HELP Women's Center: 116 Williams Ave., Brooklyn; Subway: C to Liberty Ave.
  - Adult families with no children under 21 years old
    - Adult Family Intake Center (AFIC): 400-430 East 29th St., Manhattan; Subway: 6 to 28th St.
  - Families with children under 21 AND pregnant women
    - Prevention Assistance and Temporary Housing Office (PATH): 151 East 151st St., Bronx; Subway: 2, 4 or 5 to 149th St. – Grand Concourse.

# Emergency Shelter

## DHS Single Adult Shelter

- >140 single adult shelters citywide
- Dormitory style
- 10 pm Curfew
- Services: bed, meals, laundry, case management, housing placement, employment assistance

## DHS Family Shelters

- >160 shelters citywide for families with children under 21
- Private family units subject to inspection at any time
- 10 pm curfew; 9 pm children must be in unit with responsible adult
- Visitors in common areas only, not the unit
- Average length of stay over 400 days
- Must meet additional criteria for rental subsidies
- Services: bed, meals, laundry, case management, housing placement, employment assistance

## DHS Adult Families

- 24 shelters citywide
- Defined as legally married or domestically partnered, medical dependence, children over 21, sibling, grandparent, aunt/uncle, or caretaker role
- Single rooms, 10 pm curfew
- Services: bed, meals, laundry, case management, housing placement, employment assistance

# Expectations for People in Shelter

- Cooperate in carrying out, developing, and completing their Independent Living Plan (ILP), which includes the steps toward obtaining permanent housing
- Apply for and maintain Public Assistance (PA)
- If able to work, actively seek employment and accept a suitable job when offered
- Work closely with their caseworker or housing specialist to locate and view available apartments and accept a suitable apartment when it is offered
- Follow shelter rules that prohibit behavior that places other clients and staff at risk
- For client complaints or issues: Office of the Ombudsman, 800-994-6494. Calls are answered Monday – Friday, 9 am and 4 pm

# Subsidies

## CityFHEPS (Family Homelessness & Eviction Prevention Supplement)

- CityFHEPS is a rent supplement to help individuals and families find and keep housing
- Combination of SEPS, CITYFEPS, and LINC 1, 2, 4 and 5
- Recipients of LINC 1, 2, 4, and 5 will be transferred to CityFHEPS at their first renewal effective on or after April 19, 2019, if they remain income eligible
- HRA's Rental Assistance Call Center at 929-221-0043
- <https://www1.nyc.gov/site/hra/help/cityfheps.page>

## FHEPS A and B

- Old FEPS is now FHEPS A and old LINC 3 is now FHEPS B
- For families with children who receive Cash Assistance and have been evicted or are facing eviction, who lost their housing due to a domestic violence situation, or who have lost their housing because of health or safety issues.
- FHEPS B is limited to 1000 approvals per City Fiscal Year
- <https://www1.nyc.gov/site/hra/help/fheps.page>

## Pathway Home

- Formerly LINC 6, enables families and individuals to move out of shelter by moving in with friends or family members ("host families").
- Provides monthly payments to host family for up to 12 months.
- Open to all eligible families or individuals who have resided in shelter for at least 90 days.
- <https://www1.nyc.gov/site/hra/help/pathway-home.page>

# What does scatter-site mean?

An organization gets a contract and finds private apartments that can be rented to individuals.

True or False?



# Transitional Programs

## Safe Haven

*(congregate)*

- Housing and rehab services for hard to reach homeless population with SMI who aren't engaged in conventional housing/outpatient treatment
- Drop-in centers are usually the portals of entry for Safe Havens

## Medical Respite

*(congregate)*

- Acute and post-acute medical care for homeless persons who are too ill or frail to recover from a physical illness or injury on the streets but are not ill enough to be in a hospital
- Often includes case management and housing support for post-respite
- Currently only one program in NYC, in the Bronx, with 12 beds purchased by two hospitals and one MCO

## Apartment Treatment

*(Scattered-site)*

- Shared apartments in community for individuals with mental illness or substance abuse. Provides an apartment in the community with staff visits as necessary to provide rehabilitative services designed to improve functioning and develop greater independence. Typically 18+, Level II
- Eligible individuals must have Medicaid and/or SSI, SSD or be on public assistance.
- NYC – HRA 2010e; NYS - OMH; Operated by non-profit agencies

# Transitional Programs

<p><b>Long-term Treatment</b> <i>(Scattered-site or Congregate)</i></p>	<ul style="list-style-type: none"> <li>• Shared apartments in community for individuals with substance abuse or substance abuse and co-occurring mental illness. Typically 18+, Level II</li> <li>• OMH, OASAS</li> </ul>
<p><b>CR SRO</b> <i>(congregate)</i></p>	<ul style="list-style-type: none"> <li>• Community Residences/Single Room Occupancy: Usually 2-5 years before they transition to more independent living. Level II</li> <li>• Chronically homeless, SPMI or MICA single adults. Preference for those discharged from long-term psychiatric hospitalization.</li> <li>• OMH</li> </ul>
<p><b>Adult Care Facility</b></p>	<ul style="list-style-type: none"> <li>• Assessment completed by RN; forms valid for 30 days for hospitalized individuals &amp; 90 days for those who are in any other setting, including their home (required by NYS DOH)</li> <li>• For adult care, must apply to the individual, privately-owned facility</li> </ul>
<p><b>¾ Houses aka Sober Homes</b> <i>(congregate)</i></p>	<ul style="list-style-type: none"> <li>• The congregate sites are not licensed by a NYS authority</li> <li>• There are at least 500 such “Sober Home” beds on Long Island and another 500 in NYC</li> </ul>

# Hospital Innovations in Housing

- BronxWorks has a Hospitals Coordinator as part of their Homeless Outreach Team
- Southwest Brooklyn Health & Housing Consortium brought together several homeless service providers and hospital ED staff to develop a process flow for communicating between shelters and hospital EDs around shared clients/patients



# NYP Health and Housing Goals

Improve  
knowledge through  
housing curriculum  
/ consultation

Improve patient  
outcomes through  
dedicated housing  
team

Improve housing  
access through  
established  
network

Improve patient  
outcomes through  
medical respite

# CUCS Homeless Outreach and NYP Workflow

**CUCS (Center for Urban Community Services) is the lead of the Manhattan Outreach Consortium that operates street outreach teams throughout Manhattan.**

- ✓ If the patient **is** on CUCS' caseload and they are currently admitted to the inpatient unit, CUCS can coordinate a visit or phone call to meet the patient.
- ✓ If the patient is **not** on CUCS' caseload, they will deploy a team to canvass for the patient in the located provided once the patient is discharged.
- ✓ CUCS' Night Outreach Team will be making weekly sweeps in the Emergency Room to proactively identify patients who are chronically homeless.

# Q&A



# Thank You!

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