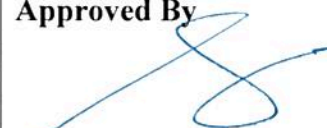


Subject	Applicable To	Effective Date
Family Move-Outs Following Lease Signing	All DHS Directly Operated or Funded Facilities/Programs Serving Homeless Individuals and Families, and DHS Staff	January 30, 2015

Administered By Family Services Division	Approved By  Gilbert Taylor, Commissioner
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PURPOSE

The New York City Department of Homeless Services (DHS) provides shelter to families who are eligible for Temporary Housing Assistance. DHS’ goal is to temporarily provide shelter and to assist families in finding non-shelter housing and moving out into the community. The “Family Move-Outs Following Lease Signing” procedure clarifies the steps DHS, Provider shelter staff serving families with children and DHS family clients follow after any lease for non-shelter housing is signed so as to ensure a prompt and orderly move from the DHS shelter system into the community.

PROCESS

- A. In preparation for a lease signing, families and shelter staff shall develop a plan for the actual move from DHS shelter into the housing unit to be leased.

This plan shall include steps, instructions and/or descriptions concerning the following requirements:

1. Packing all personal items prior to lease signing
2. Informing shelter staff immediately following the lease signing and their receipt of the keys to the housing unit.
3. Determining whether the family requires transportation and/or beds and crib.

- a. Transportation: If necessary, the DHS Program Administrator will complete a Fleet Administration/ Transportation Request (attached) to inform DHS Transportation they will need to pick up the family and their personal items to be transported to their new housing unit.
 - b. Beds. If necessary, The DHS Program Administrator will inform DHS Administration about the family's need for beds or cribs, as well as the required quantity.
- B. The Family must move out of DHS shelter no later than 24 hours following lease signing, unless certain enumerated special circumstances exist. In the event of circumstances beyond the family's control, they will be provided with additional, reasonable time to effectuate the move out. The special circumstances need to be cleared with the Program Administrator as soon as the circumstance becomes evident.

Examples of Special Circumstances Include:

1. The landlord did not bring the key to the lease signing and/or the family does not have the key.
2. Utilities, such as electricity, are not turned on in the unit.
3. The management company prevents move-ins during certain hours.

If the Family has special circumstances, the Shelter Staff and Family shall make a concrete plan for when they will move into their unit. They will confirm the plan with the DHS Program Administrator.