

NOTICE TO CLIENTS IN FAMILY SHELTERS

The NYC Department of Homeless Services (DHS) requires that all family members be present every night at their assigned shelter. The family must sign the signature roster daily to make sure all family members are onsite at the shelter. If any family members are not present and do not have an approved pass that allows them to be absent (for example, for a funeral, work, or a hospitalization), then the family is marked as absent on the signature roster.

During the COVID -19 pandemic, families absent for four (4) days or 96 hours without an approved reason were logged out of their shelter placement. They needed to return to the intake center (PATH for families with children or AFIC for adult families) to reapply for shelter and receive another placement.

Starting Monday, January 17th, 2023, DHS is going back to the log out rule from before COVID. If a family is absent from their unit for two (2) days or 48 hours without an approved reason, DHS will log them out of their shelter placement. They must return to the appropriate intake center to reapply for shelter and receive another placement.

■ **What does the rule change mean?**

If you or a member of your family are absent without an approved reason from your unit for 48 hours in a row, your shelter may pack up your belongings and put them in storage. You will need to return to the appropriate intake center to reapply for shelter and receive another placement.

■ **What if my family and I are logged out of our unit because of an emergency?**

DHS understands that emergencies happen. If there is an emergency that will keep you and your family out of your unit for over 48 hours, let your case manager or Program Director know. If they are aware of the emergency, they can work with you so that you do not lose your unit.

■ **What if my family and I will have difficulty going back to the intake center to reapply because of a medical or disability related reason?**

DHS understands that there may be medical or disability related reasons why you and your family may have difficulty returning to intake to reapply for shelter. If that is true for you and your family, you can ask for a reasonable accommodation. A reasonable accommodation is a type of help that can make the reapplication process easier for you and your family.

■ **What if I have children under 18 in my family?**

Children under 18 are not required to return to the intake center for reapplication if child care is in place. Make sure child care is sufficient and reliable for the time you will be at the intake center.