

SUBJECT: AFIC GUIDELINES FOR ELIGIBILITY INVESTIGATIONS & DETERMINATIONS	APPLICABLE TO: AFIC Staff	ISSUED: May 28, 2024
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ADMINISTERED BY: Office of Shelter Intake and Assessment	APPROVED BY: Joslyn Carter, Administrator Department of Social Services/ Department of Homeless Services
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I. OVERVIEW

The Department of Homeless Services’ (“DHS”) Adult Family Intake Center (AFIC) staff, in consultation with the legal staff at AFIC, are responsible for investigating and determining whether adult families are eligible for temporary housing assistance (“THA”). DHS has designed these guidelines, in compliance with regulations under 18 NYCRR 351.1, 351.2, 352.35, and Part 491, [16-ADM-11](#), and court orders to ensure consistent and timely eligibility determinations. These guidelines apply to the investigation and determination of eligibility of adult families for THA.

Reasonable Accommodation: If a client or applicant appears to need accommodation for a disability or asks for help because of a disability, staff must offer to help them. They do not need to use any particular word. Depending on the need, staff can help the client immediately to the best of their ability or let them know that they can ask for a reasonable accommodation. Please refer to the DHS Interim Reasonable Accommodation Request Process ([DHS-PB-2022-002](#)) for more detailed information. If the client requests a reasonable accommodation, staff must offer to help them complete and submit the DHS Reasonable Accommodation Request Form (**DHS-13**).

Language Access: Staff are reminded that all communication should be in a client’s preferred language. If staff do not speak the same language as the client, they must use telephonic interpretation or sign language interpretation. This requirement applies during the client’s initial application, all case conferences and meetings, and reapplication procedures, including during telephonic reapplication. Additionally, all written material must be provided in the client’s preferred reading language, if available. If the preferred reading language is not available, staff may communicate the written material through telephonic interpretation or may request translation of a specific document from the Office of Refugee and Immigrant Affairs (ORIA) by calling 212-331-4550 or emailing oria@dss.nyc.gov.

A. Terms and Definitions

- **Add-on** – An individual who the HOH is asking to be added to an existing case.
- **Applicant / Head of Household (HOH)** – An individual who applies for THA and is named as the head of household.
- **Co-applicant / Other Adult (OA)** – An applicant who is applying with another adult individual and is not named as the head of household.

- **Discord** – Applicant alleges lack of agreement or consent from the PT to return to a prior housing option due to an active or recent conflict, disagreement, or breakdown in the relationship with PT.
- **Enhanced Mediation** – A second attempt to mediate alleged discord at a recommended housing option upon reapplication. DHS engages in discussions with the PT and/or applicant to facilitate the applicant's return to the PT's residence. Includes no less than 2 attempts to communicate with PT.
- **Household** – Individuals who dwell in the same residence.
- **Mediation** – DHS encourages mediation at all phases of the application process to prevent homelessness where possible. Mediation can include, but is not limited to, any attempt to engage or communicate with a primary tenant in the effort to divert shelter entry and continue community permanency for applicants. Allegations of discord are not required for mediation.
- **Overcrowding** – The condition of housing or dwelling that does not provide sufficient living space per person. DHS follows the US Department of Housing and Urban Development persons-per-room standard. See DHS's Occupancy Chart on page 20.
- **Primary Tenant (PT)** – A person who owns, leases, or subleases a home they currently reside in or other person with control over the location.
- **Reapplicant** – An applicant who is applying for THA following a prior application for THA.
- **Temporary Housing Assistance (THA)** — A public assistance benefit provided temporarily for an eligible homeless individual or family to meet an immediate need for shelter.
- **Managerial Discretion** — A review of applicants' case for eligibility by the Program Director and Program Administrator to grant an exception regarding the eligibility process.

B. Legal Issues Affecting Eligibility

THA is a form of public assistance. Under New York State regulations, the local social services district (City of New York) must assess and evaluate a family's housing and housing-related public assistance and care needs in order to determine eligibility for THA (18 NYCRR 352.35).

Before issuing a determination, state regulations, OTDA Administrative Directives, and court orders require that DHS:

- Conduct an adequate investigation to verify whether applicant families have other housing available to them.
- Assist families in the investigation by providing information, guidance, and support in understanding the process and by assisting them in securing necessary information and documents from government agencies and third parties to the extent reasonably available, and

- Assess whether an applicant has a physical and mental impairment that interferes with their ability to complete the application process; and if impairment is indicated or suspected as the reason for noncompliance, DHS must provide a conditional placement provided until an evaluation can be performed by an appropriate qualified professional to determine if a physical or mental impairment is present, and
- Consider all relevant facts, including whether potential housing resources are unsafe or overcrowded and whether the family has any domestic violence, medical, or child welfare issues.

II. Elements of an Eligibility Investigation and Determination

In determining whether to grant THA, AFIC staff must investigate and consider the following:

- **Identity:** DHS must verify the identity of all members of the family household.
- **Family Status:** DHS must determine whether the persons seeking assistance together comprise a “family” for the purposes of receiving assistance.
- **Housing History:** DHS must investigate where the family has been living for the last one year prior to the application.
- **Non-cooperation:** DHS must deny an application for THA where an applicant does not cooperate with the investigation.
- **Other Housing Available:** A need for emergency housing exists when the family has no other temporary or permanent housing available. DHS must investigate and assess whether the family has any alternative housing options to which they may return on a temporary or permanent basis. DHS must consider any health/accessibility concerns, like obvious/apparent disabilities, that would preclude the housing option from being available.

A. Identity

The identity of all family members must be verified or established. In most cases, a family as defined in this procedure should be able to provide the documentation necessary to establish the identity of its members and family composition. DHS staff must ask families who are unable to produce appropriate documentation to explain this inability and, if necessary, assist those families in obtaining the necessary documents by giving them the Acceptable Documentation at Family Intake Centers form (**DHS-129**).

Acceptable means of confirming the identity of a family member include one of the following documents:

- Valid Driver’s License
- Learner’s Permit
- Non-Driver’s License or Learner’s Permit State Issued Identification Card
- IDNYC Municipal Identification Card for New York City Residents
- Voter’s Registration Card with Photo
- Permanent Resident Identification Card
- U.S. or Foreign Passport
- U.S. Visa

- Employment Photographic Identification Card
- Government Benefit Identification Card
- I-862 Notice to Appear
- G-56 Call-In Letter
- I-220A Order of Release on Recognizance
- I-94 Arrival-Departure Indicating Parole
- ICE Interim Notice Authorizing Parole
- Birth Certificate
- Social Security Card
- Medicaid Card
- Biometric Identification
- Comparison of Identifying Information in WMS
- Pay Stubs
- Baptismal Records
- Hospitalization Records
- Immunization Records
- School Records

Other documents may be used to confirm identity, at the discretion of a supervisor, including, but not limited to, verified letters from:

- Social Services / Government Agencies
- Correctional Facilities
- Hospitals / Physicians
- Religious Institutions

Where the family seeks to establish identification by documentation, photographic identification is preferred, although other forms of documented identification are acceptable if they contain descriptive information or DHS can verify the document through collateral sources.

If, despite reasonable efforts, the family cannot obtain documents to establish identity, DHS staff must look to collateral sources to verify identity. Collateral sources include property owners, neighbors, outreach workers, and agencies that currently or previously have assisted the family. Institutions like hospitals or schools may also be able to provide information to verify a family member's identity.

B. Family Status

DHS staff must consider the totality of the circumstances in assessing claims of the family unit, including the nature of the relationship, the duration of cohabitation, and any other relevant factors.

If there was a period of involuntary separation in the year immediately prior to the date of their application, that time is not counted against the applicants. Periods of involuntary separation include the following:

- Incarceration
- Hospitalization
- Residential rehabilitation for mental health issues, including substance or alcohol abuse
- Relocation because of a disaster, and
- Engagement in active military duty

If the applicants substantiate that they meet the definition of a family unit within the period of the investigation, DHS must consider the applicants a family unit for application purposes and must assess the applicants' eligibility for shelter.

All applicants who apply without proof of family unit but claim to meet the criteria outlined below must be screened to preliminarily substantiate the claims. Those whose claims are preliminarily substantiated through the screening must be offered an initial conditional placement to begin the process of fully verifying their family unit.

After the initial conditional placement, if the applicants have not begun the process of fully verifying that they meet the definition of a family unit, the applicants who do not meet the criteria for families with children or adult family shelter placement must be issued a notice of eligibility determination (LDSS 4002) indicating that they are ineligible for THA in DHS' families with children or adult family shelter system and must be referred to the appropriate intake center.

In cases in which the family cannot verify the identity of its members, the investigator must always discuss the case with a supervisor or legal staff before making an ineligibility recommendation. If the presenting circumstances serve as a reasonable justification as to why the family unit cannot be documented and all other factors, including the screening used to preliminarily substantiate the claims, point toward a serviceable family unit, then the applicants must sign an affidavit attesting to the truthfulness of the information presented and must then be considered a family unit for application purposes.

Note: AFIC may not process THA applications for families whose case composition includes a minor child.

Between 8am to 10 pm, a family presenting to apply for THA at AFIC will be referred to PATH if the applicant family includes: 1) an adult parent and at least one child between the age of 18-20; or 2) two adults, one of whom is pregnant ("apparent families with children").

Between the hours of 10pm to 8am, AFIC must process THAs for apparent families with children. Client Assistance Rehousing Enterprise System (CARES) automatically associates applicant families to the appropriate intake center and shelter system based on the ages of family members on the case composition. The following day, PATH and AFIC staff will coordinate to ensure AFIC staff complete the eligibility investigation for any adult family.

1. Case Composition Requirements for Adult Family Shelters

AFIC serves applicants over 21. A family may apply for shelter at AFIC if they

- Consist of two or more adults, none of whom is pregnant. To apply together, adults in a family unit must meet at least one of the following criteria: two adults regardless of gender who are legally married to one another, in domestic partnership, or in another legally recognized relationship, or
- Two adults regardless of gender who can establish the medical dependence of one upon the other through clinical documentation or if obvious and apparent, or
- Two or more adults regardless of gender with a direct familial or legally recognized relationship who share a caretaking (emotionally or physically supportive) or financially interdependent relationship and who have resided with one another for 180 days immediately prior to the date of the application for temporary housing assistance (n.b., relationship, caretaking, financial, and cohabitation claims must be supported with documentation).

A finding that two or more adults meet the definition of a serviceable adult family unit is distinct from a final determination of eligibility for THA. AFIC staff must further investigate the family's eligibility for THA consistent with the process described in this procedure.

Note: Unsheltered adults on Street Homeless Solutions active caseload applying for THA who do not otherwise meet the criteria above may still be considered a family unit based on the Street Outreach Team assessment and a consultation with AFIC staff on a case-by-case basis. Such adults who constitute a family unit will still have to comply with the eligibility investigation and the ultimate determination of eligibility will be made by AFIC staff.

2. Requirements for Other Adult Applicants to Join an Existing Adult Family Case or Application

Applicants for adult family shelter may add adult(s) to the case composition, provided the adult(s) meet the criteria described in the case composition requirements section above.

In the event an additional family member is requesting to be added to an existing adult family case:

- The current application not containing the individual being added to the case, must be closed and the newly expanded household can then submit a new application at AFIC to begin the eligibility process again including the additional family member.

C. Housing History and Other Identified Housing

DHS must investigate where the family has been living for the one year prior to the application. Additionally, DHS must investigate all addresses obtained through collateral sources such as documents provided by the applicants or obtained in other databases.

NOTE: If applicants indicate domestic violence was the reason for leaving a residence in the housing history, DHS will refer the family to HRA's No Violence Again (NoVA) office for an assessment and will not investigate that address prior to a NoVA assessment. If any address or area is precluded by NoVA, DHS will not investigate those addresses or areas of preclusion.

In addition, DHS will not investigate the address of an emergency contact, unless such an address was part of the applicants' housing history or identified through other collateral sources. Additionally, if household members of the family are asylees / asylum seekers or escaping situations involving human trafficking, AFIC staff must follow the steps detailed in [DHS-PB-2023-004](#).

AFIC staff should verify all prior residences by requesting:

- Driver's license or other official identification listing the address
- Lease
- Eviction notice
- Utility bills or other mail sent to the family at the address
- Contact information for a property owner
- Contact information for a primary tenant
- Contact information for collateral sources
- Documentation of a stay at a hospital or residential care facility (AFIC may assist by providing the client with the hospital portal link and assistance with downloading discharge paperwork and other documentation)

Additionally, AFIC staff must review CARES to verify any claimed DHS shelter stay. If CARES does not confirm the entirety of an applicant's claimed DHS shelter stay, AFIC staff must complete a telephone questionnaire (TQ) with the relevant shelter(s) to clarify whether the CARES record is accurate prior to issuing an ineligibility determination on the grounds that the disputed period is not verified.

AFIC staff must utilize Accurint / LexisNexis, Worker Connect, and WMS (collectively "databases") prior to issuing an ineligibility determination based on an applicant's failure to provide a complete, accurate, and verifiable housing history for first time applicants who have not applied or reapplied for THA within the last 30 days. AFIC staff are not required to utilize these databases if the sole justification for the ineligibility determination is that the applicant family has other housing available.

After the initial application, AFIC staff are not required to utilize these databases on subsequent reapplications unless the applicant family adds a new person to the case composition, or the prior shelter stay was over 30 days ago. AFIC staff must utilize the databases to evaluate housing history not already investigated, including that of any add-ons who have not applied or reapplied for THA within the last 30 days prior to issuing an ineligibility determination based on non-cooperation.

In addition, AFIC staff must attempt to complete telephone questionnaires for the PTs of all addresses and collateral contacts provided by the applicants who may be able to verify the family's housing history.

Finally, whenever possible based on the level of staffing and application volume, DHS will attempt to complete field investigations on any new address submitted by the applicants within the five boroughs of New York City on the first application in which the address is submitted.

On subsequent reapplications, DHS will continue to attempt field investigations for any address however, once DHS interviews a primary tenant via field investigation or telephone questionnaire, DHS will not make additional attempts to complete a field investigation unless:

- DHS intends to recommend the address
AND
- the applicants claim the residence is unavailable to them because of overcrowding, health and safety issues, unlivable conditions, and/or the applicants claim the primary tenant has been evicted and that eviction has been not verified during the course of the investigation.

Staff must make at least two attempts at completing a field investigation and/or telephone questionnaire; each attempt must occur on different days and during different shifts (one before and one after 3pm). Field investigations and telephone questionnaires are intended to verify housing history and to gather information necessary to determine whether the address is available housing. Attempts to complete telephone questionnaires as well as field investigations are captured and recorded in CARES on the investigation tab.

Upon reapplication, where a field investigation or telephone questionnaire was already completed as required, a new field investigation and/or telephone questionnaire is not necessary **for the purpose of verifying housing history**. This is because housing history is an inquiry into past events, so DHS does not need to reinvestigate these sources of information for material change.

However, if the family was previously denied shelter for other housing available, a new field investigation is needed if the prior field investigation was completed more than 45 days ago, and a new telephone questionnaire is needed if the prior telephone questionnaire was completed more than 30 days ago. This is meant to confirm that there have been no material changes that affect the availability of the address. See Procedure [06-500](#), "Review of Re-applications for Temporary Housing Assistance".

D. Non-Cooperation

To determine eligibility for shelter, DHS must investigate and verify the applicants' identities, family status, and housing history, as described above. Applicants must cooperate in this investigation and may be denied THA if they fail to do so, including when they fail to provide a complete, accurate, and verifiable one-year housing history.

THA will not be denied or discontinued for failure of the individual or family to comply with the eligibility requirements when such failure is due to the physical or mental impairment of the individual or family member.

Applicants may be denied for non-cooperation if they:

- Fail to provide a complete, accurate and verifiable one year housing history, as mentioned above.
- Fail to constitute a family unit; or
- Fail to attend required appointments to provide additional outstanding information necessary to make an eligibility determination.

1. General

Families must be found ineligible for THA if they knowingly provide false or misleading information, or deliberately refuse to cooperate in providing significant information. Non-cooperation is a valid basis for an ineligibility determination when fully supported by the case record. Investigators must clearly state to families at each interview that they are required to cooperate with efforts to determine eligibility and to provide truthful and accurate responses to questions relevant to determining eligibility.

In situations where one or more members of the family are cooperative and at least one is not cooperative, the entire family will be found ineligible for shelter. If the family reapplies without the non-cooperative adult, AFIC will process a THA application for the remaining family members, assess their eligibility for THA, and issue a new determination in writing.

When assessing whether to find the family ineligible for non-cooperation, DHS must consider the following factors:

- Has the family attempted to provide the requested information?
- Has the family been generally consistent regarding the information they have provided about the reasons for their homelessness, or do the facts keep changing?
- Has the investigation verified the essential aspects of the family's story, or has it revealed substantial discrepancies?
- Does any member of the family seem to have a cognitive, mental health, or physical disability that makes them incapable of understanding or providing the information requested by DHS without assistance?

The investigative team must be careful to distinguish between incorrect or inconsistent information from that which is false or misleading. The former may simply be the result of poor memory. For example, a family who has resided in several places in the recent past may have difficulty remembering the exact addresses and time spent at each location. Thus, minor discrepancies, such as an inconsistency in remembering names, dates or addresses of past residences, should generally not form a basis for a finding of non-cooperation, particularly where the family has otherwise cooperated with the investigation. Additionally, AFIC staff must not deny families THA for failure to comply with DHS' investigation when a mental health, cognitive, or physical disability prevents cooperation.

Whenever possible, families are required to establish eligibility with documentation. If a family cannot obtain the documents needed to establish eligibility, even with assistance, AFIC staff must try to verify the information through telephone calls, interviews, or other means that do not require documents. Documents, observations of staff, interviews and contacts, reports, correspondence, and conferences are among the valid means of verification. If necessary, DHS may use evidence based on observations and oral communications made during DHS' investigation. These observations / communications must be recorded in the case outcome of the THA tab in CARES.

When DHS has requested that the family provide documents, there may be legitimate reasons why even minimal documentation is unavailable to the family. For example, a family may not have documents because a property owner has illegally locked the family out of their residence, or a spouse or domestic partner has abandoned the family and taken their documents, or the family became homeless due to a fire. In situations of this kind, AFIC staff must ask the family for collateral sources who can provide or verify necessary information. AFIC staff must make reasonable efforts to contact these collateral sources by attempting two phone calls.

For example, where an applicant does not provide sufficient documentation of a hospital stay, AFIC staff must assist the applicant by providing them with their hospital portal link, and assistance accessing the portal, if necessary, in order to obtain hospital documentation that could be used to verify the stay. See **DHS-128** "Hospital Portal List." Finally, AFIC staff must contact community-based programs and establishments when applicants provide specific contact information for such programs and establishments to determine whether they can verify housing history.

DHS must not deny eligibility solely because the family cannot produce a specific document, such as a birth certificate. DHS must inform the family about alternate documents that will satisfy the verification requirement, and staff must, when necessary, assist the family in obtaining these documents or other verification.

2. Failure to Provide a Complete, Accurate and Verifiable Housing History

In cases in which DHS finds the family ineligible based on non-cooperation for failure to provide truthful and accurate information, the investigator must document in the case outcome the basis for concluding that the family intentionally provided false or misleading information about a material element of eligibility. An ineligibility determination based on non-cooperation is most compelling when DHS documents several instances of non-cooperation in the case record, although a single instance of non-cooperation on a significant issue may be sufficient.

When the inability to verify information needed to establish eligibility is the basis for a finding of ineligibility, AFIC staff must document how the missing information is a necessary element for establishing eligibility (e.g., verification of identity or housing circumstances), and how the family has failed to cooperate in efforts to obtain the needed verification.

3. Other Considerations

If an AFIC team leader concludes that an applicant has fully cooperated with DHS' request for documentation, contacts, and other information needed to verify their housing history, DHS may not find the family ineligible for noncooperation even if DHS was unable to verify their entire housing history. For example, an applicant attempting to verify a brief period of unsheltered homelessness may be unable to identify collateral contacts who can provide information about where the applicant was eating, sleeping, or washing.

Additionally, non-cooperation by persons other than family members (e.g., a primary tenant) is not a basis for finding the family ineligible. However, the cooperation or conduct of other persons contacted during the investigation may be relevant as to their credibility and may be a factor considered when assessing eligibility.

If applicants present with impairments, medically or mental health related, managerial discretion may be applied. The Program Director and the Program Administrator will review the case as a whole and determine if the applicants present as unable to provide or understand the information requested and apply managerial discretion. This will only be applied on a case-by-case basis.

When a person fails to cooperate in completing the assessment, and the failure is not due to a verified or suspected mental or physical impairment, the DHS must deny THA.

4. Supervisory Review

A supervisory review must be completed when families reapply for shelter without a break in shelter service following consecutive ineligible determinations based on non-cooperation. For each review, a supervisor must:

- a. Review each prior non-cooperation determination individually,
- b. Review each unverified address or time period on each prior application, paying particular attention to discrepancies across applications,

- c. Review the document repository for the adult applicants to ensure all documents pertaining to the missing housing history are fully considered and referenced on the case outcome,
- d. Ensure database searches were conducted and information relevant to the missing housing history was investigated and referenced on the prior applications and conduct appropriate database searches and investigation as necessary on the current application,
- e. Review the appointment notices generated to ensure the missing housing history was correctly communicated to the applicant on the prior applications and the current application,
- f. Review the current application and prior applications for any indication of mental health issues that might be impacting the applicant's ability to sufficiently contribute to the application process and arrange for mental health assessment when necessary, and
- g. Ensure the case outcome on the current application accurately reflects the missing housing history, all related appointment slips issued, all database searches conducted, all related documents reviewed, all phone questionnaires or field investigations conducted, and, if the determination is still ineligible for non-cooperation, a clear articulation of the information that is missing and why the information obtained to date is insufficient.

E. Other Housing Available

AFIC staff must determine, based upon all the information acquired during the investigation, whether the applicant family has housing available to them other than shelter. If DHS can identify other housing available to the family, the family is ineligible for THA.

In cases where the applicant family has not fully cooperated with the investigation and AFIC staff have identified housing other than shelter, AFIC staff may deny the applicant for non-cooperation and other housing available. Alternately, AFIC staff may deny an application for THA on the sole basis of the availability of other housing and reserve judgment on the remainder of the applicant family's housing history.

For DHS to find the family ineligible because of available housing, the case record must establish that, based on all the credible evidence, housing remains available on a temporary basis to the family at one or more specified locations. DHS must clearly describe its reasons for reaching this conclusion in the case record and provide the family with a written notice of the ineligibility determination.

Barring related allegations of domestic violence, asylum, human trafficking, or other extenuating circumstances where investigation might threaten the safety of the applicant family, DHS must investigate all residences where any member of the family has resided in the last year prior to the date of the application for THA.

DHS may consider an address to be available to an applicant family even if none of the members of the family have resided at the address, unless the applicant family claims the residence is unavailable to them because of discord. The availability of any housing option must be evaluated based upon the totality of the circumstances, including but not limited to, familial ties, adequacy of sleeping arrangements, and the ability of the primary tenant to provide housing on a temporary basis.

NOTE: When an applicant family lists a PT as an emergency contact, the address of the emergency contact will not be investigated unless it is part of the applicant family's housing history or otherwise associated with the applicant family.

DHS may consider a location available even if additional action is necessary, either on the part of the family or a PT, to obtain permission from a property owner or other person with control over a location, for the family to continue legally residing there on a temporary or permanent basis. If, however, the presence or return of the family poses an actual threat that the PT would have to vacate the residence, DHS may not consider the location to be available.

In the event that the applicants have an alternative housing option either out of state or outside the country, additional review must be conducted. The Program Director at AFIC will consult with the Program Administrator to review the case to determine whether the address should be recommended.

These standards are consistent with NYS Office of Temporary and Disability Assistance ("OTDA") [16 ADM-11](#), which states:

In determining eligibility for THA, the SSD must determine if the applicant has an available housing resource. This resource must be actually available. The fact that a client has resided in a location/with a friend, family, etc. in the past does not necessarily mean that it is currently an available housing resource. When the SSD determines that the client may have an available housing resource, and the client indicates the resource is not actually available, the resource must be fully investigated to determine its availability. A full investigation may include a field investigation with interviews of the primary tenant/homeowner and the availability/unavailability of the housing should be documented in the case record.

A housing resource is defined as available when it is within the control or ability of the applicant/re-applicant to live at the residence or when the applicant has permission from the owner, tenant, landlord or other party responsible for the resident to live there. Applicants for temporary housing assistance claiming they do not have control or permission must support those claims with clear, convincing and credible evidence.

An available resource in one instance, for example returning to live with a family member, may not be available in seemingly similar circumstances. Each case must be investigated separately. For example, an applicant for THA who leaves a friend or relative's residence may be determined to have an available housing resource, if after an investigation the SSD determines the applicant has permission of the friend or relative to return to the residence.

However, a housing resource should not be considered available if after an investigation it is found that the primary tenant, who is not a legally responsible relative of the applicant provides a reasonable justification to decline to allow the applicant to return to the residence. A "reasonable justification" shall be determined on a totality of factors which may include the relationship of the primary tenant to the applicant, the length of stay of the applicant at the residence, the reason for the primary tenant declining permission to return to the residence, and any potential hardships in permitting the applicant to return to the residence.

A housing resource may not be considered available if it requires a primary tenant or leaseholder to seek permission from a lessor for the residency of the applicant, and such permission has been rejected, or would not be granted. However, if there is a possibility or procedure to procure permission from a lessor to reside at the housing resource, the fact that the primary tenant has not yet requested such permission does not mean that the housing resource is unavailable. Refusal by a primary tenant or leaseholder to seek permission where clear, convincing and credible evidence exists that such permission would be granted does not make the housing resource unavailable. Finally, a housing resource should not be considered available if the residency of the applicant would violate lease provisions or otherwise be considered illegal, even if the applicant had previously resided in the resource.

When determining whether housing is available, AFIC staff may encounter the following common scenarios:

1. Doubled-up Housing

One common reason for homelessness given by families is that the family has been told to leave their previous residence and cannot remain in the shared or "doubled-up" housing. The AFIC investigator must consider all the relevant circumstances, including the credibility of statements made and documents provided by the family and the PT, and the size of the residence and number of occupants, in assessing whether "doubled-up" housing remains available to the family. These cases are difficult and should be carefully reviewed on a case-by-case basis.

When the family indicates that the reason for homelessness is that they were forced to leave a “doubled-up” situation, and a determination of eligibility cannot be made based upon the information obtained during the initial interview, DHS must attempt to interview the PT by conducting a field investigation if the residence is located within the five boroughs or by conducting a telephone questionnaire. In cases where the applicants’ claim of overcrowded or unlivable conditions at the residence, DHS must conduct a field investigation to assess these claims. Further, if additional bedding is necessary to accommodate all the occupants of the residence, DHS must conduct a field investigation to determine if there is room in the residence for additional bedding.

In any case where a member of the family has left doubled-up housing at any point in the one-year period prior to the application, DHS must attempt to obtain the following information from both the family and the primary tenant regarding those residences:

- Nature of the relationship between the family and the primary tenant,
- Duration of stay in that housing,
- Residence size and conditions,
- Rental contributions from the family or from Public Assistance or from other sources made on the family’s behalf,
- Whether any event or change in circumstances took place that required the family to leave the residence (e.g., eviction by property owner, additional persons moving into residence, breakup of romantic relationship, etc.),
- Whether any health or safety factors caused the family to leave, such as violence, unsafe conditions, or a disability that prevents the applicant family from accessing the address, and
- Whether any efforts have been made to find other housing before coming to AFIC.

2. Eviction

Any residence from which the family or the PT has been evicted by a local authority (e.g., a county sheriff or city marshal) must not be considered an available housing option. Any eviction must be verified. AFIC staff should investigate the family’s claim that local authorities have evicted the family by reviewing any documents submitted that demonstrate an eviction, such as a court order or a warrant of eviction and contact the marshal’s or sheriff’s office to ascertain the status of the eviction. A summary dispossession notice or its equivalent merely serves to notify a tenant of a potential future eviction and is not sufficient to demonstrate that an eviction has occurred or will occur. A tenant may have cured or may be able to cure any breach of the lease agreement and prevent the eviction from taking place. In cases where an eviction has not yet happened, but may be imminent, DHS staff must refer applicants to the HRA Homeless Diversion Unit (HDU). HDU will work with the family to determine whether they can assist with stopping the eviction process, including potentially referring the family for legal services or assisting with rent arrears.

If the above documentation is not available, AFIC staff must request that the applicants provide the information from other sources, including information from housing courts, property owners, or any other entity that can assist in verifying the family's eviction claim.

3. Overcrowded and Unsafe Conditions

If a residence has any condition that poses an immediate and significant threat to the family's health or safety, it shall not be considered a viable housing option. If the family claims that a residence is uninhabitable, AFIC staff must, whenever possible, investigate the accuracy of the family's claim through a field investigation. Regarding the alleged condition and the status of any planned repairs, AFIC staff may also consult collateral sources, including superintendents, property owners, and the websites of the Fire Department (FDNY), Department of Housing Preservation and Development (HPD), and the Department of Buildings (DOB). The AFIC investigator must request from the family the names of the property owners or building managers, the PT in a doubled-up housing situation (if applicable), or any other government agency that would be helpful in verifying the family's claim.

When the family states that one or more of the locations in their housing history is unsafe or overcrowded, DHS must obtain the address of each allegedly unsafe or overcrowded location, the name of the PT, and the specific reason the family can no longer utilize the location as temporary housing. Wherever possible and appropriate, AFIC staff must also arrange a field investigation to each allegedly unsafe or overcrowded location for the purpose of determining whether the location remains safe, appropriate, and available to the family.

Based upon the result of a field visit or other appropriate investigation, DHS must include information on the following, in addition to any other relevant matters, in the written report on each location:

- The number and description of the rooms available for sleeping purposes at the location
- A description of all available sleeping arrangements for persons residing at the location, including all members of the family, the age and relationship of all persons sharing common sleeping rooms or accommodations at the location, including all household members, and
- Any other conditions observed or reported, which may represent health or safety hazards for occupants of the location, including all members of the applicant family and the PT's family.

In determining that any allegedly overcrowded location remains available to the family, DHS must conclude, based on the case record that appropriate sleeping arrangements exist for all occupants of the location. When determining that any allegedly unsafe location remains available to the family, DHS must conclude, based upon the case record, that no conditions exist at the location which would pose an immediate and significant risk to the health or safety of any occupant of the residence, including the family.

To avoid overcrowding, staff must review the following chart that sets the maximum number of persons allowable depending on how many rooms at an address are used for sleeping. If an address does not have the minimum number of rooms to accommodate the number of occupants in the chart, it must be precluded as a viable housing option except where the residence is a New York City Housing Authority (NYCHA) unit and NYCHA has indicated its willingness to approve the applicant's stay. If an overcrowding claim involves a primary tenant's refusal to allow an applicant family to reside at their residence, the provisions further below for evaluating such cases of discord must be followed.

Total Number of Occupants (primary tenant household and applicant family)	Minimum Number of Rooms ¹ (Used for sleeping)
Any 3 Person Combination	2
Any 4 Person Combination	3
Any 5 Person Combination	3
Any 6 Person Combination	4
Any 7 Person Combination	4
Any 8 Person Combination	4
Any 9 or 10 Person Combination	5
Any 11 or 12 Person Combination	6
Any 13 or 14 Person Combination	7
Any 15 Person Combination	8

4. Sufficiency of Sleeping Accommodations

As noted above, DHS must consider the adequacy of sleeping accommodations when evaluating whether a location is overcrowded. In all cases, DHS must employ a rule of reasonableness in assessing sleeping accommodations. DHS must not find the following arrangements "adequate":

- Shared sleeping rooms by unrelated children over the age of twelve, except where the children are occupying separate beds and have access to the sleeping room of a responsible adult, or
- Shared beds by a greater number of persons than intended for normal usage. (Note: Normal usage of a twin sized bed would include one adult or child and the normal usage of a queen or double sized bed would include two adults; the appropriate number of individuals who may comfortably sleep on a bed depends upon the size of the bed, as well as the age of the occupants on the bed.)

¹ Rooms used for sleeping may include rooms other than bedrooms (e.g., a living room) provided that such use does not impair egress or otherwise constitute a hazard.

In assessing sleeping arrangements for children at a location, DHS must consider cribs, Pack and Plays, and bassinets as the only adequate bedding for infants. The type of bedding appropriate for a toddler will depend on the age and size of the child; AFIC staff will make this determination in consultation with the applicant family. The top bunk of a bunk bed may only be recommended for people over six years old. To be considered adequate, bedding for children must be placed in rooms with access to the sleeping room of a responsible adult.

When assessing the adequacy of sleeping arrangements, DHS must consider whether there is an unobstructed means of access and egress in any room used for sleeping (including, if applicable, the living room). Additionally, adequate space must exist between furniture when the room is in use as a sleeping accommodation. DHS must not deem a residence available unless clear access between rooms in the location is maintained.

Unrelated adults not involved in an ongoing relationship may share a room under certain circumstances. AFIC staff must consider the family's length of stay at the location and the frequency with which the adults utilized the arrangement when assessing the appropriateness of these arrangements.

5. Health / Accessibility Concerns at an Address

DHS must consider any claim that the applicant family's presence at a potential housing option creates a health or accessibility concern for the applicant family or for the PT's family. When considering such allegations, DHS must determine whether the applicants have raised a substantial health or accessibility issue at the housing option. In order for the claim to raise a substantial issue as to availability, a clear link between the alleged mental health, cognitive, or physical disability and the family's presence in the housing option must exist. The fact that a family member or primary tenant has a disability, in and of itself, does not render an address unavailable. DHS must consider all documentation presented by the applicants regarding the alleged substantial issue and must follow up as necessary. When questions regarding the viability of a medical condition exist that would have an impact on past housing, staff will confer with CAS/OMD for guidance.

If the relationship between the claimed disability and the health / accessibility issue is obvious and apparent, applicants and primary tenants do not need to submit documentation. However, in cases in which this relationship is not clear, applicants and/or primary tenant need to support the claim with clinical documentation. If AFIC staff is not sure about what to do, consult a supervisor.

6. Discord

For adult families applying for shelter at AFIC who self-report discord as their primary reason for homelessness, do not immediately accept diversion services, and do not report domestic violence as a reason for homelessness, supervisory staff at AFIC or at the assessment placement must:

- Seek to develop a detailed picture of prior living arrangements from a social services perspective, including an assessment of:
 - social supports
 - housekeeping and budgeting issues
 - strengths and obstacles related to education and employment
 - legal issues
 - medical, mental health, and substance misuse issues,
 - trauma history
 - homelessness history, and
 - details related to the nature and duration of discord, if appropriate
- Make at least two attempts to contact the primary tenant(s) at the prior living arrangement(s) to inquire about the above from their perspective.
- Conference with both parties to initiate mediation, including acknowledgment of individual needs, recognition of shared perspectives, and clarification of discrepancies.
- Schedule follow-up conferences as necessary during the course of the eligibility process.
- Facilitate rental assistance and Homebase referrals through HRA if mediation is successful and return to the community is feasible.
- Document in CARES a summary of mediation efforts, including a summary assessment from a social services perspective.

If mediation is not immediately successful and a preliminary ineligible determination is reached based on recommended housing with the primary tenant of an address where discord was reported, the AFIC staff completing the eligibility determination must consult with the director at AFIC who will review the social services assessment to determine the viability of the housing option from a social services perspective, including the identified barriers to mediation. The housing option must be precluded if the social services assessment identified any of the following social service needs related to the residence:

- Domestic violence, including intimate partner and family violence
- Criminal activity
- Substance misuse
- Asylum-related matters
- Human trafficking concerns

- Other circumstances that would potentially jeopardize the health and/or safety of the applicant family or otherwise substantiate the presence of unresolvable discord; or
- The refusal of the primary tenant, after DHS's best efforts, to give permission for an applicant family to return to the address is supported by clear, convincing, and credible evidence and justified under 16-ADM 11.

Note: Families with identified or reported issues of domestic violence, including intimate partner and family violence, or who otherwise request to speak with a social worker regarding domestic violence will continue to receive referrals to No Violence Again (NoVA) and remain in shelter pending a NoVA assessment.

DHS must continue to provide shelter during the period mediation and social service assessment. The family will remain in shelter while this is happening, and, if necessary, the conditional period must be extended until this effort is completed.

The applicant family may only be found ineligible for shelter because of other housing available at an address where the applicant family claimed discord when the following criteria are met:

- No circumstances exist at the address that would potentially jeopardize the health and/or safety of the applicant family or otherwise substantiate the presence of unresolvable discord,
- Prior stay of the applicant family at the address was within the past one year,
- Prior stay of the applicant family at the address was for two weeks or more,
- Primary tenant of the address is related to the applicant family, and
- The refusal of the primary tenant, after DHS's best efforts (including mediation), to give permission for an applicant family member to return to the address is not supported by clear, convincing, and credible evidence or justified as required by 16-ADM-11.

Note: A managerial review must be completed prior to a denial for other housing available at an out of City address. In addition, if an out of City address appears to be a viable housing option, AFIC staff must work with the applicant family to gather documentation needed to establish eligibility for travel assistance programs.

7. Enhanced Mediation

For families returning to AFIC within 30 days of the last ineligible determination based on the availability of other housing, staff must do the following:

- a. If a family comes back to AFIC within 30 days and states that they have no place to sleep, staff **must** engage the family and determine why the family is asserting that they have no place to sleep. To appropriately engage the family, staff must ask:

- Did you attempt to contact the primary tenant of the housing option deemed available?

If the family did not attempt to contact the primary tenant of the housing option deemed available, staff **must** let the family know that they can call the primary tenant from the intake office. If the family calls the primary tenant and the primary tenant refuses to engage and/or affirmatively states that the family cannot return, DHS must give the family a conditional placement and engage again in the mediation process with the primary tenant of the address in question.

If the family claims that they attempted to contact the primary tenant of the housing option deemed available and the PT refused to answer the phone or refused to engage the applicant. DHS will provide a conditional placement and make a second attempt at mediation. Staff should make at least two attempts to reach the PT, a “no answer” is a failure of the PT to answer or respond and would constitute

- a “Conditional placement” under “managerial discretion.”
- b. If a family comes back to AFIC within 30 days and states that the primary tenant denied them entry to the residence and/or refused to engage with them, DHS must give the family a conditional placement and engage again in the mediation process with the primary tenant of the address in question.

While the applicant family is in conditional placement, the second attempt at mediation will be deemed unsuccessful when the primary tenant either:

- Refuses to engage in the mediation process; or
- Affirmatively states that the applicant family does not have consent to return.

This will be considered reasonable and justified, as defined in 16-ADM-11, and that address will be precluded and not counted as an available housing option.

III. PROCEDURAL GUIDELINES FOR INVESTIGATION

DHS’ determination on an application for THA shall be based on a consideration of the information obtained from various sources during the course of DHS’ investigation. When appropriate, DHS must obtain and consider assessments and information from other City Agencies, including the Administration for Children’s Services (ACS) and HRA’s No Violence Again (NOVA) office.

A. Sources of Information

Information can be obtained through documents or conversations with sources. AFIC must consider all information provided by applicants and obtained during the investigation.

Primary sources can generally speak with authority about who lives in the housing or whether a housing resource is available. Primary sources of information may include, but are not limited to:

- All members of the applicant family,
- Individuals with whom the family has resided,
- Property owners, property management offices, or
- Public records.

Collateral sources can generally say what they have seen going on in the housing based on their personal experience. Collateral sources of relevant information may include, but are not limited to:

- Relatives, friends, neighbors outside the household
- Landlord or management office
- Building superintendent
- ACS
- Health / home care provider
- Religious organizations
- Schools / employers
- Community-based organizations
- Outreach teams
- Drop-in centers / soup kitchens
- Rehab programs, or
- Social workers

B. Credibility

Statements by applicants and third parties must be supported by clear, convincing, and credible evidence and verified using the totality of the circumstances test. Such statements should neither be rejected outright nor accepted without investigation and evaluation.

In all cases, the findings of the credibility assessments must be documented in the case outcome or case notes.

C. Domestic Violence

AFIC staff must ask each adult separately during the completion of the intake questionnaire in CARES whether DV contributed to the current housing crisis. If DV is identified as a possible issue during the application or eligibility process (i.e., reported or observed physical violence, threat of physical violence, safety concerns, or patterns of control, documented as necessary according to the Procedure for Responding to Domestic Violence Incidents in Shelter ([11-003](#)), AFIC staff must proceed with the appropriate action described in [DHS-PB-2020-018](#), DHS Service Coordination with HRA NoVA at PATH and AFIC, which includes completing the **DHS-69**, DHS Domestic Violence Screening Form, and referring the household to NoVA, if necessary.

AFIC must halt the investigation while a NoVA assessment is pending to ensure the safety of the family is not compromised.

NoVA will inform AFIC staff of its determination. While the family may not be eligible for NoVA services, NoVA may still preclude certain addresses as housing options. AFIC staff shall exclude all NoVA precluded addresses from further investigation and consideration. AFIC staff will continue its investigation of the family's need for THA once NoVA has provided its determination if NoVA did not deem the family eligible for NoVA services, or if the client does not elect to accept DV shelter in the case of NoVA eligible families.

If NoVA determines that domestic violence issues are apparent between applying family members, then the family members found to have domestic violence issues must not be placed together, AFIC must determine the adult that is no longer applying for shelter with the minor child ineligible for shelter, serve the **LDSS-4002** Notice of Determination, and refer the adult that is no longer applying for shelter at AFIC to the appropriate single adult shelter system. DHS may also determine that family members should not be placed together based on evidence obtained in the course of its investigation of the application for THA.

If applicants appear to have an unmet need such as abuse or neglect and because of their mental and or physical impairment, they are unable to advocate for themselves and have no one to responsibly advocate, in special circumstances, may be referred to Adult Protective Services.

D. Child Welfare Issues

When a family member, or any other individual, indicates that there was, or is, a child abuse or neglect issue involving a person in a household which is under DHS investigation as a potential housing option, AFIC staff must refer the case to the ACS. This is done by completing a referral in CARES. ACS in turn, will respond to staff and must provide any available information concerning the nature and status of any ACS proceeding. DHS must carefully consider this information in determining whether the location is appropriate and available to the family.

E. Liaisons with Other Governmental Agencies

Initial responsibility for obtaining documents or other proof necessary to determine THA eligibility rests with the family, who must make reasonable efforts to acquire needed documentation. However, in cases in which the family does not have certain documents ordinarily provided by government agencies and has been or would be unsuccessful in obtaining them in a timely manner, AFIC staff are obligated to provide reasonable assistance. In these cases, AFIC staff should call the other agency to obtain the needed documentation or information verification.

In circumstances in which the family needs documents in the possession of other governmental agencies and the family is unable to obtain the documents, AFIC staff must determine whether it needs to contact those other agencies in order to conduct an adequate investigation. AFIC staff may use the following guidance to obtain needed information from the New York City Housing Authority (NYCHA), the Fire Department (FDNY), the Department of Housing Preservation, and Development (HPD), and the Department of Buildings (DOB). DHS may also utilize other collateral sources to verify information sufficient to conduct an adequate investigation.

1. New York City Housing Authority (NYCHA)

NYCHA regulations authorize temporary stays for both family and non-family members. NYCHA regulations also permit requests for the addition of household members to the lease. Accordingly, when an applicant family claims an inability to return to a NYCHA address, AFIC staff must determine whether the family is on the lease, or able to join the PT's household as a temporary occupant.

If the applicant family is on the NYCHA lease, AFIC staff may find the address is an available housing option so long as no other health or safety issues exist at the location.

If the applicant family is not on the NYCHA lease, AFIC staff must conduct an investigation of the address. If the address would be recommended as a housing option, AFIC staff must refer the case to AFIC legal. AFIC legal must make reasonable attempts to conduct a criminal background check using the Office of Court Administration (OCA) database on all family members and the New York State Sex Offender Registry.

Based on any such investigation, AFIC legal staff shall preclude such residence if:

- a. The addition of the applicant family as temporary residents to the residence would cause the residence to become "extremely overcrowded" as defined by NYCHA Occupancy Standards,
- b. Any member of the applicant family age 16 and over has a criminal background that would prohibit their residing in the residence, or
- c. Other occupancy restrictions prohibit the applicant family from legally residing in the residence.

For any potential recommended housing option (RHO) in a NYCHA public housing unit that is not precluded pursuant to the above, AFIC legal staff must complete a memo to NYCHA (**DHS-127**) and the Investigation of NYCHA Housing Option form (**DHS-128**) and submit it to NYCHA, along with the following attachments:

- a. Documentation demonstrating DHS performed the required criminal background checks, and
- b. Any previously received documentation from NYCHA related to the case.

Following its review, NYCHA will return the Investigation of NYCHA Housing Option form, indicating whether it would grant a request by the PT to add the applicant family as temporary residents. If NYCHA determines it would not grant such permission, it will indicate the basis for its decision on the Investigation of NYCHA Housing Option form. Once complete, NYCHA shall return the Investigation of NYCHA Housing Option form to DHS.

If NYCHA indicates on the Investigation of NYCHA Housing Option form that it would not grant a PT's request to add the applicant family as temporary residents, DHS must preclude the address, except where NYCHA subsequently informs DHS its determination was made in error.

2. Section 8

AFIC staff must not recommend a Section 8 apartment unless DHS actually contacted the landlord and primary tenant. If the landlord consents to allowing the applicant family to reside in the Section 8 residence temporarily, DHS may recommend the address. DHS will not recommend a Section 8 residence unless it complies with NYCHA Overcrowding Guidelines.

DHS must preclude any Section 8 residence if the voucher is project-based (i.e., the voucher is associated with the unit) or if the Section 8 was issued by VASH, HPD, or DHCR.

3. Special Situations – Legal Occupancy Restrictions

DHS will not recommend a residence if, after investigation, the applicant family's occupancy would jeopardize the PT's use and occupancy of the housing (e.g., assisted living facilities, inpatient rehabilitation, single occupancy residences, senior living facilities, etc.).

DHS may not recommend a residence in which the primary tenant receives HASA.

4. Housing Preservation and Development (HPD)

In instances in which the family claims an inability to return to a residence because of hazardous conditions, AFIC staff must conduct a Housing Violations Look-up search at the HPD website (www.nyc.gov/hpd) to assess whether the location has any open HPD violations. If the family claims that HPD instructed the family to leave the residence because of hazardous conditions within the home and provides such documents, AFIC staff must attempt to verify with HPD. The address must be precluded if:

- The unit has an open lead violation on the HPD website (Order Numbers 555, 604, 606, 607, 610, 611, 612, 614, 616, 617, 618, or 619)
- The building has open litigation for heat and hot water
- The building is subject to comprehensive litigation, or
- The building is listed in the Alternative Enforcement Program (AEP) with an "I Order" (n.b., "I Order" number 729 does not pass review),
- The building is listed in the Underlying Conditions program (n.b., "I Order" number 730 does not pass review), or
- The building has open vacate orders that affect either the entire building or the individual apartment

If none of the above violations are present, but there appear to be multiple issues with the building or the unit, AFIC staff must consult a supervisor to determine whether the address must be precluded based on a totality of circumstances.

5. Department of Buildings (DOB)

In instances in which the family claims an inability to return to a unit in a multiple dwelling residence because of hazardous conditions, AFIC staff must conduct a Buildings Information System web query at the DOB website (www.nyc.gov/dob) to assess whether the location has any open and hazardous DOB violations. If the family claims that DOB instructed the family to leave the residence because of hazardous conditions within the home and provides such documents, AFIC staff must attempt to verify this allegation with DOB.

The address must be precluded if:

- The building has any open vacate orders that affect either the entire building or the individual apartment / room, as per the DOB,
- The building has a Stop Work Order in effect (partial or full) that affects either the entire building or the individual apartment / room intended for use, or
- There are any complaints on the DOB BIS system in the last four years in categories 31, 45, or 71 with a final disposition code of A1 – A9, C1 – C4, or with no disposition code (<http://a810-bisweb.nyc.gov/bisweb/bispi00.jsp>).

If none of the above violations are present, but there appear to be multiple issues with the building or the unit, AFIC staff must consult a supervisor to determine whether the address must be precluded based on a totality of circumstances.

6. Fire Department (FDNY)

In instances in which the family claims an inability to return to a residence because of a vacate order, AFIC staff must check for FDNY violations by visiting the following website: <https://www1.nyc.gov/site/fdny/business/violations/violations.page>. The address must be precluded if FDNY has an active vacate order for the property.

F. Determination Review

In all cases, DHS staff must review the findings of the investigations and approve the determination made. When AFIC staff are unsure as to what determination should be made, they must consult with a supervisor or, if a supervisor is unavailable, a member of the legal staff. Supervisors must indicate their approval by entering their name and date in CARES when finalizing the determination. DHS attorneys are available for consultation during the supervisory review and approval process.

G. Written Notice of Determination

DHS must provide all families deemed either eligible or ineligible for THA with notification of DHS' determination. Notification must be provided in the form of the **LDSS-4002** Notice of Determination which includes a reason for finding the family eligible or ineligible.

Applicants determined ineligible who do not reapply by 5pm on the day after they receive their Notice of Determination no longer qualify for shelter placement and must reapply for THA to be considered for subsequent shelter placement.

H. AFIC Legal Conferences

AFIC staff must inform all families determined ineligible for THA that they are entitled to a DHS legal conference. This information is contained in the **LDSS-4002** Notice of Determination. During the legal conference, an attorney will review the determination made by AFIC staff; permit the family to present any new information or documentation relevant to the determination; permit the family to present any new information or documentation relevant to the determination; and accept any documents submitted by the family. After the legal conference, DHS shall uphold the prior determination, render a new and different decision, or send the family back to the placement while DHS investigates new information provided by the family during the legal conference.

I. Fair Hearings

On the **LDSS-4002** Notice of Determination, DHS shall inform all families that they have a right to request a State Fair Hearing in front of an administrative law judge to appeal DHS' decision. Under state regulations, DHS is not required to provide shelter (i.e., aid-to-continue) pending a fair hearing decision challenging the denial of shelter.

J. Conditional Shelter and Reapplicants

First time applicants and reapplicants denied for non-cooperation based on failure to attend appointments and/or failure to provide a verifiable housing history are eligible for a pre-investigation grant of shelter ("conditional placement") before the investigation described in these Guidelines is completed.

Additionally, a conditional placement may be given when re-applicants previously found ineligible due to a viable housing option demonstrate an immediate need for shelter. Conditional placements are made in DHS shelters for adult families and may become "official" placements if the family is found eligible for shelter.

New applicant families applying at PATH or AFIC who meet existing family unit and safety criteria necessary to be granted conditional placement together must automatically be granted a conditional placement up to 15 days on the first application prior to an ineligible determination.

All applicants who apply without proof of identity or family unit will be allowed an initial conditional placement to begin the process of obtaining the needed documents. After the initial conditional placement if they have not begun the process and show proof of beginning the process, they will be referred to the appropriate intake center.

AFIC staff must review and follow the process described in [16 ADM 11](#), Section V. L. — Reapplication Procedures for Cases Denied THA — to determine when a reapplicant should be granted conditional shelter and how to properly investigate eligibility of reapplicants.

In no instance may an individual or family who previously applied for shelter be denied the right to reapply for shelter.

If a reapplicant who was found ineligible for shelter in the past 30 days applies again, an immediate need is present, and a pre-investigative grant must be made when:

- a. The reapplicant asserts new facts establishing that the reapplicant is a victim of domestic violence and the alleged perpetrator of the violence lives in the same residence the reapplicant did immediately prior to submitting the application or is aware of the reapplicant's current address and presents a clear and ongoing threat to the re-applicant
- b. The reapplicant asserts new facts establishing that the reapplicant or the primary tenant has been evicted from the residence where the reapplicant lived immediately prior to submitting the application
- c. the reapplicant asserts any other material change since the previous application creating an immediate need for housing, or
- d. the reapplicant establishes that the previous determination of ineligibility was made incorrectly and that the reapplicant continues to be in immediate need

In such circumstances, an immediate need is demonstrated and AFIC must make a conditional placement pending the determination of eligibility for shelter. In addition, immediate needs requiring a pre-investigative grant of assistance may exist in other circumstances. In all circumstances, AFIC must consider the threat to the health and safety of the reapplicant or family, the sufficiency of available information concerning the reapplicant's eligibility for shelter, and material change(s) that may have taken place since the time of the previous application.

The requirements of [16 ADM 11](#) are meant to balance the needs of persons found ineligible for and reapplying for shelter with the needs of all shelter applicants who should obtain a prompt determination of shelter eligibility and/or placement into shelter. AFIC staff should administer this policy with judgment and discretion and may determine that an immediate need exists in circumstances other than those presented herein on a case- by-case basis.

1. Phone Reapplication Criteria

Families determined ineligible for shelter only once since May 8, 2023, are permitted to reapply for shelter by calling AFIC to complete the reapplication process over the phone. To reapply over the phone, families must call AFIC by 9:00 am on the day after they are served the notice indicating ineligibility for shelter.

2. In Person Reapplication Criteria

Families determined ineligible for shelter two or more times since May 8, 2023, must exit their conditional shelter placement by 9:00 am on the day after they are served the notice indicating ineligibility for shelter. Families seeking a legal conference with an agency attorney must return to AFIC by 8:00 am on the day after they are served the notice indicating ineligibility for shelter. Families choosing to reapply for shelter must return to AFIC to do so.

IV. RELATED ITEMS[16 ADM 11](#)

Temporary Housing Assistance: Consolidation and Clarification of Policy

[Procedure 06-500](#)

Review of Re-applications for Temporary Housing Assistance

[Procedure 11-003](#)

Procedure for Responding to Domestic Violence Incidents in Shelter

[DHS-PB-2020-018](#)

DHS Service Coordination with HRA NoVA at PATH and AFIC

[DHS-PB-2021-010](#)

Processing Applications with Safety Concerns at the Adult Family Intake Center (“AFIC”)

[DHS-PB-2022-002](#)

DHS Interim Reasonable Accommodation Procedure

[DHS-PB-2023-004](#)

Shelter Intake Process for Asylum Seekers/Asylees and Victims of Human Trafficking

[DHS-PB-2023-007](#)

Referrals of Runaway Homeless Youth to Department of Homeless Services Shelter

V. ATTACHMENTS**DHS-13**

Reasonable Accommodation Request Form

DHS-69

DHS Domestic Violence (DV) Screening Form

DHS-126

Investigation of NYCHA Housing Option

DHS-127

Memo to NYCHA

DHS-128

Hospital Portal List

DHS-129

Acceptable Documentation at Family Intake Centers

DHS-130

Notice to Clients in Adult Family Shelters About Shelter Reapplication

REASONABLE ACCOMMODATION REQUEST FORM

INSTRUCTIONS: Clients must complete Section I and submit this form along with any supporting documentation to the Program/Facility Director, or functional equivalent (“Director”). DHS and provider staff must offer to help the client with completing this form.

Section I: (This section must be completed by or with the client.)

Name: _____

Facility/Program: _____

Client ID/SSN: _____ Phone: _____

Describe the Accommodation Requested (attach any supporting documentation).

SAMPLE

Section II Instructions: Any Director receiving a completed form with disability-related documentation must complete Section II, return a copy to the client, and immediately transmit by email or fax the request and supporting documents to the appropriate Program Administrator. Supporting documentation is not required if the disability is obvious/apparent or otherwise known to DHS.

Section II: (To be completed by the Facility Director or designee.)

Name/Title: _____

Facility/Program: _____

Address: _____

Phone: _____ Date Received: _____

I discussed the HIPAA form with the client and the client consented to complete a HIPAA form.

I discussed the HIPAA form with the client and the client declined to complete a HIPAA form.

Signature: _____

After completing, provide a copy of this form to the client.

(Turn Page)

HIPAA AUTHORIZATION FOR THE DISCLOSURE OF INDIVIDUAL HEALTH INFORMATION

Client Name _____
Date of Birth _____ Case ID Number _____
Last 4 digits of Social Security Number _____

I, or my authorized representative, request that health information about my medical care and treatment be released as outlined below. Federal and state law and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) safeguard the privacy of my protected health information (collectively “health records”).

Before signing, I understand that:

1. My health records may include confidential **ALCOHOL** and **DRUG ABUSE, MENTAL HEALTH TREATMENT** (except psychotherapy notes), and **HIV-RELATED¹ INFORMATION**. This information will only be released if I sign my initials in the appropriate boxes in Item 8(a).
2. I can ask for a list of people who may get or use my HIV-related information without my consent. If I suffer discrimination because of the release of HIV-related information, I may contact the New York State Division of Human Rights at **(212) 961-8650** or the New York City Commission on Human Rights at **(212) 306-7450**. They are in charge of protecting my rights.
3. Signing this form is voluntary. If I do not sign it, my treatment, payment to treatment providers, enrollment in a health plan, and eligibility for shelter will not be affected. But, if I do not sign it and I did not submit documentation with my reasonable accommodation request, my reasonable accommodation request may be denied because the NYC Department of Homeless Services (DHS) did not have any supporting documentation or information to review.
4. I can change my mind at any time except for any information that has already been released. To do so, I must tell my shelter or facility director in writing.
5. My health information shared under this consent may be re-released by DHS. The privacy of this information may no longer be protected by federal or state law.

(Turn Page)

¹ Human Immunodeficiency Virus causes AIDS. The New York State Public Health Law protects information which reasonably could identify someone as having HIV symptoms or infection and information regarding a person’s contacts.

PERMISSION TO SHARE HEALTH INFORMATION

6. Name and address of health provider or entity to release this information:

7. This health provider will send this information to: **NYC Department of Social Services, Customized Assistance Services, Office of Reasonable Accommodations, 150 Greenwich Street, 30th floor, New York, NY 10007.**

8(a). Information to be released: **Medical records for the entire year prior to the signature date below.** Include (*Indicate by Initialing*):

Alcohol/Drug Treatment Mental Health Information HIV Related Information

8(b). By initialing here _____, I allow _____

(Initials)

(Name of individual health care provider)

to discuss my health information with the **NYC Department of Social Services.**

9. Reason for release of information: **At request of Patient for purpose of reasonable accommodation request only.**

10. Expiration date: **One year from the date of signature**

All items on this form have been completed and my questions about this form have been answered. I was given a copy of the form

Signature of Patient or Authorized Representative by Law

Date

If not the Patient, name of individual signing form

Authority to sign on behalf of patient

The best phone number to contact me

INFORMATION ABOUT THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY (HIPAA) CONSENT FORM

This FAQ helps explain the HIPAA consent form and why we are asking you to complete it.

Why should I complete the HIPAA consent form?

Some Reasonable Accommodation Requests (RAR) need a review to decide if it will be approved. The Office of Reasonable Accommodations (ORA) reviews relevant information from your provider to make this determination. Signing the HIPAA consent lets ORA contact your provider when more information is needed to decide about your request. Signing it saves time in the review process.

What information will be collected using this form?

ORA will only ask for information related to the Reasonable Accommodation (RA) that you asked for. Staff will not use the form to contact your provider to get any information unrelated to your request.

How do I complete this form?

- You must fill out, sign, and date the HIPAA consent for it to be valid.
- The HIPAA consent is valid for one year from the date you sign it.
- If you are not able to sign the consent, an authorized representative can sign for you. If an authorized representative is signing for you, you must give us a document that proves their authority, such as a Power of Attorney or Guardianship Commission.

(Turn page)

INFORMATION ABOUT THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY (HIPAA) CONSENT FORM *(continued)*

What if I no longer want ORA to use this form to reach out to my provider?

You can tell us to stop the use of the form at any time, but you must tell the shelter or facility director in writing.

Note: You don't need to sign this consent if you don't want our help getting information from your provider. Instead, you can get relevant information directly from your providers to hand in with your accommodation request.

What if I don't have any documentation?

If you do not have any documentation to submit with the RAR(s), and you do not complete and sign the HIPAA form, your request may be denied because we did not have any supporting documents or information to review.

What if I have more questions about this form?

DHS staff and shelter staff will answer any questions you have about the form and can help you fill it out in person.



DHS Domestic Violence (DV) Screening Form

Applicant Name: _____ Date: _____

Name of Individual Reportedly Causing Harm <i>(use one form for each)</i>	Relationship to Applicant

Refer the applicant to NoVA if they were previously NoVA eligible because of DV by this person.

1. Interview – Interview the applicant using the below noted questions.

	Because of this person:	Yes/No	If Yes, how long ago?
1.	have you called a DV hotline?	<input type="checkbox"/> Y <input type="checkbox"/> N	
2.	have you stayed in a DV shelter?	<input type="checkbox"/> Y <input type="checkbox"/> N	
3.	were the police called about a DV incident?	<input type="checkbox"/> Y <input type="checkbox"/> N	
4.	have you or have your children had an Order of Protection (OOP)?	<input type="checkbox"/> Y <input type="checkbox"/> N	
5.	have you had to flee your home?	<input type="checkbox"/> Y <input type="checkbox"/> N	
	Has this person:	Yes/No	If Yes, how long ago?
6.	monitored your daily activities by following you or by controlling your phone/computer/social media/in-person communication?	<input type="checkbox"/> Y <input type="checkbox"/> N	
7.	demanded to know where you are and who you are with or shown signs of being constantly jealous?	<input type="checkbox"/> Y <input type="checkbox"/> N	
8.	not given you access to money/food/benefits or tried to use your money/food/benefits/medical care to control you?	<input type="checkbox"/> Y <input type="checkbox"/> N	
9.	tried to use your citizenship or immigration status to control you?	<input type="checkbox"/> Y <input type="checkbox"/> N	
10.	Have any of the above (questions 1-9) happened in the last 6 months?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Has this person:	Yes/No	If Yes, how long ago?
11.	physically hurt you/your children/family/pets on purpose (including sexual abuse)?	<input type="checkbox"/> Y <input type="checkbox"/> N	
12.	threatened or attempted to harm you/your children/family/pets (including sexual abuse)?	<input type="checkbox"/> Y <input type="checkbox"/> N	
13.	Have any of the above (questions 11-12) happened in the last 12 months?		<input type="checkbox"/> Yes <input type="checkbox"/> No
14.	Do you/your children have an active stay away OOP against the person listed above?		<input type="checkbox"/> Yes <input type="checkbox"/> No

(Turn Page)

2. Case Review – Complete after the conclusion of the applicant interview, and not in the presence of the applicant.

	Does the case record contain:	Yes/No	If Yes, when is the document dated?
15.	a New York State Domestic Incident Report?	<input type="checkbox"/> Y <input type="checkbox"/> N	
16.	An OOP?	<input type="checkbox"/> Y <input type="checkbox"/> N	
17.	Are any documents identified above from the last 6 months?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Does the case record contain:	Yes/No	If Yes, when is the document dated?
18.	a Priority 1 Incident Report related to domestic violence that resulted in separation or would have resulted in separation but for shelter exit?	<input type="checkbox"/> Y <input type="checkbox"/> N	
19.	Are any of these documents dated within the last 12 months?		<input type="checkbox"/> Yes <input type="checkbox"/> No
20.	Does the file contain an active stay away OOP against the person listed above?		<input type="checkbox"/> Yes <input type="checkbox"/> No

3. Comments – Use this section to provide details identified in the **Interview** and **Case Review** sections, observations not otherwise captured, and issues raised about discord related to **ANY** form of discrimination.

SAMPLE

4. Next Steps – Check the appropriate box for the responses to the questions in Sections 1 and 2 and take the corresponding action.

<input type="checkbox"/>	The response to question 14 or 20 is “Yes”	Do not place applicants together. Refer to PB-2019-025 for instructions regarding separating the individuals. NoVA referral required if there was no prior NoVA assessment or there was a new incident since the last NoVA assessment.
<input type="checkbox"/>	The response to 10, 13, 17, or 19 is “Yes”	Require a NoVA referral if there was no prior NoVA assessment or there was a new incident since the last NoVA assessment.
<input type="checkbox"/>	All the responses to questions 10, 13, 14, 17, 19, and 20 are “No” and the response to any other question is “Yes”	Offer a NoVA referral if the applicant was never NoVA assessed or a new incident occurred since the last NoVA assessment.
<input type="checkbox"/>	All the responses to all the questions are “No”	Do not make a NoVA referral unless information in the Comments section warrants it.

If NoVA referral was offered, did the applicant accept it? Yes No

Staff Name _____

Staff Title _____

Date _____

Date: ____ / ____ / ____

Investigation of NYCHA Housing Option

DHS: Please complete **Sections A, B, C,** and **D** of this form and e-mail a PDF copy to the appropriate NYCHA liaison.

NYCHA: Please complete **Section E** of this form, attaching documentation as necessary, and return to
 _____@dss.nyc.gov.

A. Tenant of Record Information:

Tenant of Record (TOR) Last Name:		Tenant of Record (TOR) First Name:	
Address:		Apt. Number:	Borough and Zip Code:
Housing Development Name:			

B. Applicant Family Information:

Name (Last, First)	Gender	Age	DOB	Relationship	Criminal History
				Head of Household	

C. DHS Review:

A. Compliance with NYCHA Occupancy Standards Yes No

Explanation Attached Yes No

B. Compliance with NYCHA Criminal Background Requirements Yes No

Documentation Attached Yes No

Explain: _____

C. The TOR has Active Administration Proceedings Against Them (self-reported) Yes No

Documentation Attached Yes No

Explain: _____

D. The TOR has Active Court Proceedings Against Them (E-Courts Housing Court database) Yes No

Explain: _____

(Turn Page)

Date: ____ / ____ / ____

Investigation of NYCHA Housing Option (*continued*)

E. Additional Comments:

F. NYCHA Review:

- NYCHA **would** approve a written request from the Tenant of Record to add the Applicant Family to this apartment as temporary residents based on the information currently known as NYCHA.
- NYCHA **would not** approve a written request from the Tenant of Record to add the Applicant Family to this apartment as temporary residents. This is because (check all that apply):
 - the addition of the family would not conform to NYCHA's overcrowding standards.
 - the criminal background of _____ prohibits residence in this apartment.
 - the Tenant of Record is not in good standing.
 - Other: _____

SAMPLE

Memo

To: _____, NYCHA
From: _____, DHS Attorney (PATH/AFIC)
Date: _____
Re: _____

I. NYCHA Occupancy Standards

II. Criminal Background Check

SAMPLE

III. Administrative and Court Proceedings

IV. Conclusion

HOSPITALS IN NEW YORK

1	A.O. Fox Memorial Hospital	Otsego	https://www.mybassetthealthconnection.org/mychart-prd/Authentication/Login?
2	A.O. Fox Memorial Hospital, Tri-Town Campus	Delaware	Patients & Visitors Bassett Healthcare Network
3	Adirondack Medical Center	Essex	https://www.adirondackhealth.org/medical-records
4	Adirondack Medical Center	Essex	Adirondack Health - Medical recohttps://www.adirondackhealth.org/medical-records
5	Adirondack Regional Hospital	Saratoga	No portal service
6	Albany Medical Center	Albany	https://www.amc.edu/myalbanymed/
7	Albany Memorial Hospital	Albany	https://www.sphp.com/mychart/
8	Alice Hyde Medical Center	Franklin	Alice Hyde Medical Center Alice Hyde Medical Center Patient Portal
9	Amsterdam Memorial Hospital	Montgomery	No portal service
10	Arnot Ogden Medical Center	Chemung	MyArnotHealth Patient Portal - Arnot Health
11	Auburn Community Hospital	Cayuga	FollowMyHealth® Sign In
12	Batavia Veterans Administration Hospital	Genesee	Schedule And View VA Appointments Online Veterans Affairs
13	Bath VA Medical Center	Steuben	Schedule And View VA Appointments Online Veterans Affairs
14	Bayley Seton Hospital	Richmond	closed
15	Bellevue Hospital	NYC	MyChart - Login Page (nychhc.org)
16	Bellevue Women's Hospital	Schenectady	http://www.ellismedicine.org/portal/
17	Bertrand Chaffee Hospital	Erie	Patient Portal Access – Bertrand Chaffee Hospital
18	Beth David Hospital	NYC	no longer in service
19	Beth Israel Medical Center	NYC	MyChart - Login Page (mountsinai.org)
20	Bethesda Hospital	Steuben	no longer in service
21	Binghamton General Hospital	Broome	MyChart - Login Page (nyuhs.org)

HOSPITALS IN NEW YORK (continued)

22	Blythedale Children's Hospital	Westchester	n/a
23	Bon Secures Hospital[Note 16]	Orange	MyChart - Login Page (mybonsecours.com)
24	Bronx Veterans Administration Medical Center	NYC	Veterans Health Administration (va.gov)
25	Bronx-Lebanon Hospital Center	NYC	FollowMyHealth@ Sign In
26	Brookdale University Hospital and Medical Center	Kings	Patient Portal – OBHS (onebrooklynhealth.org)
27	Brooklyn Campus, VA New York Harbor Healthcare System	Kings	Schedule And View VA Appointments Online Veterans Affairs
28	Brooklyn Hospital Center	Kings	https://www.tbh.org/patient-porta
29	Brooks Memorial Hospital	Chautauqua	Patient Portal - Brooks-TLC Hospital System, Inc. (brookshospital.org)
30	Brunswick Hospital Center, Inc.	Suffolk	No portal service
31	Buffalo General Medical Center	Erie	Cerner Health - Sign In
32	Burke Rehabilitation Hospital	Westchester	Patient Portal - Burke Rehabilitation Hospital
33	Calvary Hospital	NYC	No my chart/log in portal
34	Canandaigua VA Medical Center	Ontario	Home - My HealtheVet (va.gov)
35	Canton-Potsdam Hospital	St. Lawrence	Patient Portal Ogdensburg Hospital (claxtonhepburn.org)
36	Carthage Area Hospital	Jefferson	no longer in service
37	Catskill Regional Medical Center (Callicoon)	Sullivan	Patient Support Garnet Health
38	Catskill Regional Medical Center (Harris)	Sullivan	Patient Support Garnet Health
39	Cayuga Medical Center, Ithaca	Tomkins	https://mycayugahealth.cayugamed.org/Phm-PhmHome.HomePage.WR.mthr?hcis=TOCGBL.LIVE&application=PHM
40	Claxton-Hepburn Medical Center	St. Lawrence	Patient Portal Ogdensburg Hospital (claxtonhepburn.org)
41	Clifton Springs Hospital & Clinic	Ontario	MyCare - Login Page (rochesterregional.org)
42	Clifton-Fine Hospital	St. Lawrence	Patient Portal - Samaritan Health
43	Cobleskill Regional Hospital	Schoharie	Patients & Visitors Bassett Healthcare Network

HOSPITALS IN NEW YORK (continued)

44	Coler-Goldwater Specialty Hospital	NYC	No my chart/log in portal
45	Columbia Memorial Hospital	Columbia	PATIENT PORTAL - Columbia Memorial Health
46	Community General Hospital	Onondaga	MyChart - Login Page (upstate.edu)
47	Community Memorial Hospital	Madison	MyHealthChart Access Community Memorial Hospital
48	Coney Island Hospital	NYC	MyChart - Login Page (nychhc.org)
49	Crouse Hospital	Onondaga	MyHealthChart Crouse Health, Syracuse, New York
50	Cuba Memorial Hospital	Allegany	Cuba Memorial Hospital - YourHealth Patient Portal
51	Delaware Valley Hospital	Delaware	MyChart - Login Page (nyuhs.org)
52	E.J. Noble Hospital (River Hospital), Alexandria Bay	Jefferson	River Hospital - Patient Portal
53	E.J. Noble Hospital, Gouverneur	St. Lawrence	MyChart NYC Health + Hospitals (nychealthandhospitals.org)
54	Eastern Niagara Hospital, Lockport Division	Niagara	Patient Portal - Eastern Niagara Health Systems (enhs.org)
55	Eastern Niagara Hospital, Newfane Division	Niagara	no longer in service
56	Eddy Cohoes Rehabilitation Center	Albany	https://www.caring.com/account/login
57	Elizabethtown Community Hospital	Essex	Elizabethtown Community Hospital Patient Portal (ech.org)
58	Ellenville Regional Hospital	Ulster	Patient Portal (athenahealth.com)
59	Ellis Hospital	Schenectady	http://www.ellismedicine.org/portal/
60	Elmhurst Hospital Center	NYC	MyChart - Login Page (nychhc.org)
61	Erie County Medical Center	Erie	FollowMyHealth® Sign In
62	F F Thompson Hospital	Ontario	https://www.medentmobile.com/portal/index.php?practice_id=PpK5t7Be
63	Faxton St. Luke's Healthcare Hospital	Oneida	MyChart - Login Page (mountsinai.org)
64	Flushing Hospital Medical Center	NYC	no log in /no my chart
65	Fulton Medical Center	Oswego	https://www.oswegohealth.org/patients-families/patient-portal/

HOSPITALS IN NEW YORK (continued)

66	Garnet Health Medical Center	Orange	MyChart - Login Page (garnethealth.org)
67	Genesee Hospital	Monroe	no longer in service
68	Geneva General Hospital	Ontario	Patient Portals Geneva, New York (NY), Finger Lakes Health (flhealth.org)
69	Glens Falls Hospital	Warren	Patient Portal Glens Falls Hospital
70	Good Samaritan Hospital (Suffern)	Rockland	Catholic Health MyChart - Login Page (chsl.org)
71	Good Samaritan Hospital (West Islip)	Suffolk	FollowMyHealth® Sign In
72	Gowanda State Hospital	Erie	no longer in service
73	Gracie Square Hospital	NYC	no log in /no my chart
74	Guthrie Corning Hospital	Steuben	eGuthrie - Login Page
75	Guthrie Cortland Medical Center	Cortland	eGuthrie - Login Page
76	Harlem Hospital Center	NYC	https://epicmychart.nychhc.org/MyChart/Authentication/Login?
77	Harlem Valley State Hospital	Dutchess	no longer in service
78	HealthAlliance Hospital: Broadway Campus	Ulster	FollowMyHealth® Sign In
79	HealthAlliance Hospital: Mary's Avenue Campus	Ulster	FollowMyHealth® Sign In
80	Helen Hayes Hospital	Rockland	No portal service
81	Henry J. Carter Specialty Hospital and Nursing Facility	NYC	MyChart NYC Health + Hospitals (nychealthandhospitals.org)
82	Herkimer Memorial Hospital	Herkimer	no longer in service
83	Horton Medical Center	Orange	MyChart - Login Page (garnethealth.org)
84	Hospital for Special Surgery	NYC	MyHSS Self-Service
85	Hudson Valley Hospital	Westchester	https://www.nextmd.com/ud2/Login/Login.aspx?theme=CareMountMedical
86	Huntington Hospital	Suffolk	FollowMyHealth® Sign In
87	Interfaith Medical Center	Kings	MyChart - Login Page (tbh.org)

HOSPITALS IN NEW YORK (continued)

88	Interfaith Medical Center	Kings	MyChart - Login Page (tbh.org)
89	Ira Davenport Memorial Hospital	Steuben	MyArnotHealth Patient Portal - Arnot Health
90	Island Medical Center	Nassau	No portal service
91	Jacobi Medical Center	NYC	MyChart - Login Page (nychhc.org)
92	Jamaica Hospital Medical Center	NYC	MediSys MyChart - Login Page
93	James J. Peters VA Medical Center	NYC	Home - My HealthVet (va.gov)
94	John R. Oishei Children's Hospital	Erie	https://www.kaleidahealth.org/MyKaleida/
95	Jones Memorial Health Center	Chautauqua	UPMC Chautauqua Jamestown NY
96	Jones Memorial Hospital	Allegany	My Health Info Portal - Jones Memorial Hospital - Wellsville, NY - Allegany County - University of Rochester Medical Center
97	Kings County Hospital Center	Kings	MyChart NYC Health + Hospitals (nychealthandhospitals.org)
98	Kingsbrook Jewish Medical Center	Kings	Outpatient Patient Portal Kingsbrook Jewish
99	Lake Shore Hospital	Chautauqua	closed
100	Lakeside Memorial Hospital	Monroe	no longer in service
101	Lenox Hill Hospital	NYC	Patient information - Lenox Hill Hospital Northwell Health
102	Lewis County General Hospital	Lewis	Patient Portal Sign In: Lewis County General Hospital (lcgh.net)
103	Lincoln Hospital	NYC	MyChart - Login Page (nychhc.org)
104	Little Falls Hospital	Herkimer	Patients & Visitors Bassett Healthcare Network
105	Long Beach Medical Center	Nassau	myChart—Online Health Connection MemorialCare
106	Long Island College Hospital	Kings	myDownstate Care Patient Portal Patient Care SUNY Downstate Health Sciences University
107	Long Island Community Hospital	Suffolk	Portal - Home (licommunityhospital.org)
108	Long Island Jewish Forest Hills	NYC	MyChart - Login Page (nychhc.org)
109	Long Island Jewish Medical Center	Nassau	https://lij.northwell.edu/patient-informationLong Island Jewish Medical Center Northwell Health

HOSPITALS IN NEW YORK (continued)

110	Maimonides Medical Center	Kings	FollowMyHealth® Sign In
111	Manhattan Eye, Ear and Throat Hospital	NYC	Patient portal Northwell Health
112	Margaretville Memorial Hospital	Delaware	Patient Portal (margaretvillehosp.org)
113	Maria Fareri Children's Hospital	Westchester	Patient Portal (westchestermedicalcenter.org)
114	Mary Imogene Bassett Hospital	Otsego	https://www.mybassetthealthconnection.org/mychart-prd/Authentication/Login?
115	Massena Memorial Hospital	St. Lawrence	Hixny's Patient Portal
116	Mather Hospital	Suffolk	FollowMyHealth® Sign In
117	Medina Memorial Hospital	Orleans	Patient Portal (thrivepatientportal.com)
118	Memorial Sloan Kettering Cancer Center	NYC	no my chart/no log in
119	Mercy Hospital, Kenmore	Erie	MyChart Catholic Health - The Right Way to Care (chsbuffalo.org)
120	Mercy Hospital, Orchard Park	Erie	MyChart Catholic Health - The Right Way to Care (chsbuffalo.org)
121	Mercy Hospital of Buffalo	Erie	MyChart Catholic Health - The Right Way to Care (chsbuffalo.org)
122	Mercy Medical Center, Rockville Centre CHSLI	Nassau	Catholic Health MyChart Catholic Health (chsli.org)
123	Metropolitan Hospital Center (Metropolitan Medical and Mental Health Center)	NYC	MyChart - Login Page (nychhc.org)
124	Middletown State Hospital	Orange	No longer in service
125	MidHudson Regional Hospital	Dutchess	Patient Portal (midhudsonregional.org)
126	Millard Fillmore Hospital	Erie	MyKaleida Patient Portal - Kaleida Health – Buffalo, NY
127	Millard Fillmore Suburban Hospital	Erie	MyKaleida Patient Portal - Kaleida Health – Buffalo, NY
128	Mohawk Valley General Hospital	Herkimer	no longer in service
129	Monroe Community Hospital (MCH)	Monroe	No portal service
130	Montefiore Medical Center	NYC	Montefiore MyChart Manage your Healthcare Online
131	Montefiore Nyack Hospital	Rockland	MyChart - Login Page (montefiore.org)

HOSPITALS IN NEW YORK (continued)

132	Morgan Stanley Children's Hospital	New York City (NYC)	Patient Portal NewYork-Presbyterian (nyp.org)
133	Mount Saint Mary's Hospital	Niagara	MyChart Catholic Health - The Right Way to Care (chsbuffalo.org)
134	Mount Sinai Hospital	NYC	https://mychart.mountsinai.org/mychart/Authentication/Login?
135	Mount Sinai Morningside	NYC	MyChart - Login Page (mountsinai.org)
136	Mount Sinai Queens	NYC	https://mychart.mountsinai.org/mychart/Authentication/Login?
137	Mount Sinai South Nassau	Nassau	https://southnassau.followmyhealth.com/Login/App/PatientAccess?organization=southnassau%20-%20/Index#!/default#%2FIndex
138	Mount Sinai West	NYC	MyChart - Login Page (mountsinai.org)
139	Mount Vernon Hospital	Westchester	https://mychart.montefiore.org/MyChart/Authentication/Login?
140	Nassau University Medical Center	Nassau	https://cee-trust.org/portal/numc-patient-portal/
141	Nathan Littauer Hospital	Fulton	Login NATHAN LITTAUER PRIMARY CARE Portal (medentmobile.com)
142	New York Community Hospital Of Brooklyn, Inc.	Kings	No portal service
143	New York Eye and Ear Infirmary	NYC	MyChart - Login Page (mountsinai.org)
144	New York Flushing Hospital Medical Center	NYC	MyChart - Login Page (mountsinai.org)
145	Newark-Wayne Community Hospital	Wayne	MyCare - Login Page (rochesterregional.org)
146	NewYork-Presbyterian Brooklyn Methodist Hospital	Kings	Patient Portal NewYork-Presbyterian (nyp.org)
147	NewYork-Presbyterian Hospital	NYC	https://www.myconnectnyc.org/MyChart/Authentication/Login?
148	NewYork-Presbyterian Lawrence Hospital	Westchester	https://www.nyp.org/patientportal
149	NewYork-Presbyterian Lower Manhattan Hospital	NYC	https://www.nyp.org/patientportal
150	NewYork-Presbyterian Queens	NYC	Patient Portal NewYork-Presbyterian (nyp.org)
151	Niagara Falls Memorial Medical Center	Niagara	Patient Portal Login Page (eclinicalweb.com)
152	Nicholas H Noyes Memorial Hospital	Livingston	Log-in - Rochester Health Get Connected.
153	North Central Bronx Hospital	NYC	MyChart - Login Page (nychhc.org)

HOSPITALS IN NEW YORK (continued)

154	North Shore University Hospital	Nassau	FollowMyHealth® Sign In
155	Northern Dutchess Hospital	Dutchess	Patient Portals (nuvancehealth.org)
156	Northern Westchester Hospital	Westchester	https://nwh.northwell.edu/patient-information/patient-portal
157	Northport VA Medical Center	Suffolk	Home - My HealtheVet (va.gov)
158	NY Flushing Hospital Medical Center North Div	NYC	MediSys MyChart - Login Page
159	Nyack Hearing Center	Rockland	No portal service
160	NYU Langone Health	NYC	NYU Langone Health MyChart - Login Page (nyulmc.org)
161	NYU Langone Hospital – Brooklyn	Kings	NYU Langone Health MyChart - Login Page (nyulmc.org)
162	NYU Langone Hospital — Long Island	Nassau	NYU Langone Health MyChart - Login Page (nyulmc.org)
163	NYU Langone Orthopedic Hospital	NYC	NYU Langone Health MyChart - Login Page (nyulmc.org)
164	O'Connor Hospital	Delaware	Patients & Visitors Bassett Healthcare Network
165	Olean General Hospital	Cattaraugus	Patient Portal Olean General Hospital/Bradford Regional Medical Center (brmc-ogh.org)
166	Olean General Hospital, West	Cattaraugus	Patient Portal Olean General Hospital/Bradford Regional Medical Center (brmc-ogh.org)
167	Oneida Health Hospital	Madison	Patient Portal - Oneida Health
168	Orange Regional Medical Center	Orange	MyChart - Login Page (garnethealth.org)
169	Oswego Hospital (Oswego Health System)	Oswego	https://www.oswegohealth.org/patients-families/patient-portal/
170	Our Lady of Lourdes Memorial Hospital Inc	Broome	https://healthcare.ascension.org/locations/new-york/nybin/binghamton-our-lady-of-lourdes-memorial-hospital/my-patient-resources
171	Our Lady of Mercy Medical Center	NYC	https://www.montefiore.org/mychart
172	Peconic Bay Medical Center	Suffolk	FollowMyHealth® Sign In
173	Phelps Memorial Hospital	Westchester	https://phelps.northwell.edu/patient-information/patient-portal
174	Plainview Hospital	Nassau	FollowMyHealth® Sign In
175	Putnam Hospital Center	Putnam	Patient Portals (nuvancehealth.org)

HOSPITALS IN NEW YORK (continued)

176	Queens Hospital Center	NYC	MyChart - Login Page (nychhc.org)
177	Queens Hospital Center, Jamaica	NYC	MyChart - Login Page (nychhc.org)
178	Rochester General Hospital	Monroe	MyCare - Login Page (rochesterregional.org)
179	Rockefeller University Hospital	NYC	No portal service
180	Rome Memorial Hospital	Oneida	http://www.romehospital.org/portallogin.aspx
181	Roswell Park Comprehensive Cancer Center	Erie	Patient Portal - MyRoswell: Login (roswellpark.org)
182	Samaritan Hospital	Rensselaer	MyChart St. Peter's Health Partners (sphp.com)
183	Samaritan Medical Center	Jefferson	https://samaritanhealth.com/for-patients/
184	Samuel S Stratton Albany VA Medical Center	Albany	Samuel S. Stratton Department Of Veterans Affairs Medical Center VA Albany Health Care Veterans Affairs
185	Saratoga Hospital	Saratoga	https://www.saratogahospital.org/patients-visitors/patients/patient-portal
186	Schuyler Hospital	Schuyler	Communicator Online Secure Messaging Provider & Patient Portal Login (syntellis.com)
187	Seton Health System-St Mary's Campus	Rensselaer	MyChart - Login Page (primehealthcare.com)
188	Sheehan Memorial Hospital	Erie	no longer in service
189	Sisters of Charity Hospital, St. Joseph Campus	Erie	MyChart Catholic Health - The Right Way to Care (chsbuffalo.org)
190	Soldiers and Sailors Memorial Hospital of Yates County, Inc.	Yates	https://www.flhealth.org/patients-visitors/patient-portals
191	Sound Shore Medical Center of Westchester	Westchester	https://mychart.montefiore.org/mychart/Authentication/Login?
192	Southside Hospital	Suffolk	https://northwellhealth.followmyhealth.com/Login/Home/Index?authproviders=0&returnArea=PatientAccess#!/default#%2FIndex
193	St. Agnes Hospital	Westchester	https://www.ssmhealth.com/mychart
194	St. Anthony Community Hospital	Orange	MyChart - Login Page (mybonsecours.com)
195	St. James Hospital	Steuben	UR Medicine MyChart - Login Page (rochester.edu)
196	St. John Community Hospital at Dobbs Ferry	Westchester	https://riversidehealth.org/patient-portal/
197	St. John's Episcopal Hospital	NYC	Patient Portal (ehs.org)

HOSPITALS IN NEW YORK (continued)

198	St. John's Riverside Hospital	Westchester	https://riversidehealth.org/patient-portal/
199	St. Joseph Hospital	Nassau	https://www.stjosephshealth.org/patient-information/patient-portal(stjosephshealth.org)
200	St. Joseph's Hospital	Chemung	Catholic Health MyChart - Login Page (chsl.org)
201	St. Joseph's Hospital (Syracuse, New York)	Onondaga	My St. Josephs - Login Page (sjhsyr.org)
202	St. Joseph's Medical Center	Westchester	https://portal.saintjosephs.org/SJYonk#/
203	St. Luke's Cornwall Hospital	Orange	Patient Portal MSLC (montefioreslc.org)
204	St. Luke's Cornwall Hospital	Orange	Patient Portal MSLC (montefioreslc.org)
205	St. Luke's Hospital	Oneida	MyChart - Login Page (mountsinai.org)
206	St. Mary's Healthcare	Montgomery	Patient Portal St. Mary's General Hospital (smh-nj.com)
207	St. Mary's Hospital	Rensselaer	MyChart - Login Page (primehealthcare.com)
208	St. Peter's Hospital	Albany	MyChart St. Peter's Health Partners (sphp.com)
209	St. Vincent's Catholic Medical Center, Manhattan	NYC	no longer in service
210	St. Vincent's Hospital Westchester	Westchester	No portal service
211	State University of New York Downstate Medical Center	Kings	myDownstate Care Patient Portal Patient Care SUNY Downstate Health Sciences University
212	Staten Island University Hospital, North Campus	Richmond	Patient information - Staten Island University Hospital Northwell Health
213	Stony Brook Eastern Long Island Hospital	Suffolk	https://elih.stonybrookmedicine.edu/patients_visitors/portal
214	Stony Brook Southampton Hospital	Suffolk	https://southampton.stonybrookmedicine.edu/patients-visitors/patient-portal
215	Stony Brook University Hospital	Suffolk	Patient Portal Stony Brook Medicine
216	Strong Memorial Hospital	Monroe	UR Medicine MyChart - Login Page (rochester.edu)
217	Sunnyview Hospital And Rehabilitation Center	Schenectady	https://www.sphp.com/mychart/
218	Syosset Hospital	Nassau	Create an account Northwell Health
219	Syracuse VA Medical Center	Onondaga	Home - My HealtheVet (va.gov)

HOSPITALS IN NEW YORK (continued)

220	Tisch Hospital	NYC	NYU Langone Health MyChart - Login Page (nyulmc.org)
221	Tri-County Memorial Hospital	Erie	no longer in service
222	United Memorial Medical Center, North Street Campus	Genesee	MyCare - Login Page (rochesterregional.org)
223	Unity Hospital of Rochester	Monroe	MyCare - Login Page (rochesterregional.org)
224	University Hospital of Brooklyn	Kings	myDownstate Care Patient Portal Patient Care SUNY Downstate Health Sciences University
225	University of Pittsburgh Medical Center Chautauqua	Chautauqua	Contact Us UPMC
226	University of Rochester Medical Center	Monroe	UR Medicine MyChart - Login Page (rochester.edu)
227	Upstate University Hospital	Onondaga	No portal service
228	VA Hudson Valley Healthcare System,	Dutchess	MyChart - Choose a Signup Method (garnethealth.org)
229	VA Hudson Valley Healthcare System, Montrose, Franklin Delano Roosevelt Campus	Westchester	https://mhvicp-prod.myhealth.va.gov/mhv-portal-web/web/guest/home?
230	VA NY Harbor Healthcare System, Manhattan Campus	NYC	Schedule And View VA Appointments Online Veterans Affairs
231	Vassar Brothers Medical Center	Dutchess	Patient Portals (nuvancehealth.org)
232	Westchester Medical Center	Westchester	https://www.mywmcportal.com/Westchester#/
233	Westchester Square Medical Center	NYC	Montefiore MyChart Manage your Healthcare Online
234	Western New York VA Health Care System	Erie	Schedule And View VA Appointments Online Veterans Affairs
235	Westfield Memorial Hospital, Inc	Chautauqua	MyChart - Login Page (ahn.org)
236	White Plains Hospital	Westchester	https://mychart.montefiore.org/MyChart/
237	Wilson Medical Center	Broome	https://mychart.nyuhs.org/MyChart/Authentication/Login
238	Woodhull Medical and Mental Health Center	Kings	https://epicmychart.nychhc.org/MyChart/Authentication/Login?
239	Wyckoff Heights Medical Center	Kings	no longer in service
240	Wyoming County Community Hospital	Wyoming	No portal service
241	Yonkers General Hospital	Yonkger	https://riversidehealth.org/patient-portal/

Acceptable Documentation at Family Intake Centers Guide

You will need to provide documents to prove your relationship as a family unit. You will also need to give us proof of where you have been living or staying for a period of time. Below are some suggested documents to help you with your application for temporary housing. If you do not give us proof of your housing history and proof that you are a family unit under the Department of Homeless Services family eligibility guidelines, you may be found ineligible for services.

Box	Document Type	Suggested Documentation	Helpful Tips
1	Photo ID One (1) Photo ID may be used to confirm the identity of an Adult Family Member applying for Temporary Housing Assistance (THA) benefits.	<ul style="list-style-type: none"> • Driver's License • Non-Driver's License/ Learner's Permit • Voter Registration Card • Permanent Resident Identification Card • Passport/Passport Card • Visa • Employment ID • Government ID • IDNYC 	Any document that indicates a person's date of birth may also be used to verify age . In addition, any document that indicates a person's address may also be used to verify housing history .
2	Non-photo ID Two (2) Non-photo IDs may be used to confirm the identity of an Adult Family Member applying for THA benefits.	<ul style="list-style-type: none"> • Birth Certificate • Learner's Permit • Social Security Card • Medicaid Card • Paystub • Baptismal Certificate • Hospitalization Record • Immunization Record • School Record • Government Benefit ID 	Any document that indicates a person's date of birth may also be used to verify age . In addition, any document that indicates a person's address may also be used to verify housing history .

Acceptable Documentation at Family Intake Centers Guide (continued)




Box	Document Type	Suggested Documentation	Helpful Tips
3	<p>Letters from Entities In the absence of Photo IDs and Non-photo IDs, Letters from Entities may assist in establishing identity.</p>	<ul style="list-style-type: none"> • Letter from Social Service Agency • Letter from Correctional Facility • Letter from Hospital • Letter from Physician • Letter from Religious Institution • Letter from Department of Homeless Services (DHS) Outreach 	<p>Letters that contain the names of all persons in the household may be used to verify housing history.</p>
4	<p>Housing Related Documents Housing Related Documents may be used to verify your housing history.</p>	<ul style="list-style-type: none"> • Lease • Rent Receipt • Eviction Notice/Other Housing Court Document • Marshal's Notice • Utility/Other Bill with address • Photo ID with address • W2 • Mortgage Record • Letter from Property Owner 	<p>Legal notices that indicate the name and address of an Adult Family Member applying for THA may help you to establish the identity of that person.</p>

NOTICE TO CLIENTS IN ADULT FAMILY SHELTERS ABOUT SHELTER REAPPLICATION

Families submitting their **first** reapplication after July 10, 2023, will be able to reapply over the phone. Families who have already reapplied at least once since July 10, 2023, must reapply in person at AFIC. Important information follows on the following pages. For some general questions and answers, see **page 3**.

First Reapplication



If this is the first time that you are reapplying:

Call For First Reapplication	
	Call on the day you receive the notice or the next day between 9am and 5pm
Intake Supervisors	
	212-481-4704
To Request a Legal Conference	
	Call the number above between 6am and 8am the day <u>after</u> you receive your notice

SAMPLE

Second (or More) Reapplication

If you have reapplied before, meaning you have received two or more notices that said you are ineligible for shelter, you must:

Go In-Person	
	Go to the Adult Family Intake Center at 400-430 East 30th Street, New York, NY 10016. You must go there between 9am and 5pm on the day <u>after</u> you get the notice.
To Request a Legal Conference	
	Come in-person to AFIC before 8am the day <u>after</u> you get your ineligible notice

NOTICE TO CLIENTS IN ADULT FAMILY SHELTERS ABOUT SHELTER REAPPLICATION (*continued*)

QUESTIONS AND ANSWERS

Question (Q): What Happens If You Don't Reapply?

Answer (A): If you don't reapply by 5:00 pm the day after you get the **DHS/DSS 4002** notice, you may lose your shelter placement.

Q: Can I Reapply Over the Phone?

A: If you receive an ineligible determination and this is the **first** time you have been determined ineligible since July 10, 2023, you are able to reapply for shelter by calling AFIC to finish the reapplication process over the phone.

- To reapply over the phone, you must call AFIC by 9:00 am on the day after you get the notice that you are ineligible for shelter.

Q: Do I have to Reapply In-Person?

A: Maybe. Depending on if you have reapplied before or not, you might have to reapply in-person.

- If you receive an ineligible determination and this is **NOT** the first time you have been determined ineligible since July 10, 2023, you must reapply for shelter in person at AFIC.
- You and your family must exit your conditional shelter placement by 9:00 am on the day after you get the ineligible notice.
- If you want a legal conference with an agency attorney, you must go back to AFIC by 8:00 am on the day after you get the ineligible notice.

Q: What If My Family and I Will Have a Hard Time Going Back to the Intake Center to Reapply Because of a Medical Condition or Disability?

A: DHS understands that a medical condition or disability may make it hard for you to go back to intake to reapply. If that is true for you and your family, you can request a reasonable accommodation that may help you and your family with the reapplication process. Speak to your case manager or other shelter staff if you need to request a reasonable accommodation.

Q: What if I choose not to reapply over the phone or in-person?

A: If you receive a notice that you are ineligible for shelter and you do not reapply for shelter by 9:00 am the next day, you cannot stay at your current shelter. Shelter staff will log you out. When you are logged out, you must gather your belongings from your current shelter and exit the shelter.