


MEMO

TO: Shelter Executive Directors and Shelter Directors

FROM: Lorraine Stephens, First Deputy Commissioner 

CC: Steven Banks, Commissioner/Administrator NYC Human Resources Administration/ Department of Social Services

DATE: January 12, 2016

RE: Shelter Access Policy – Further Reinforcing Memo

This memo is being reissued to reinforce our December 23, 2015 memo regarding special circumstances for access to dorms during the day as well as for clients who are employed during evening or overnight shifts.

As you know, every shelter must make social services programming and recreational activities available to all clients. To maximize opportunities for client engagement, these services, combined with the programming enhancements that many shelters are currently implementing, should be targeted to clients who are onsite during the day.

Accordingly, clients should be provided with services during the day and should not be asked to leave shelter during daytime hours. At a minimum, single adult clients must be afforded unrestricted access to recreation rooms, waiting rooms, and other common areas within the shelter during the day. Single adult clients should be granted accommodation to stay in their dorms during the day for special circumstances such as medical/mental health reasons or if they are employed during the evening or overnight shifts.

Special circumstances should also include a situation when the space in the common areas is too limited to accommodate the residents who are remaining in the shelter during the day. Under these special circumstances, residents can remain in the dorm areas.

Please do not hesitate to reach out if you have any questions.