

NEW YORK CITY DEPARTMENT OF HOMELESS SERVICES

Procedure Number: DHS-PB-2019-01

SUBJECT: Introduction of the Best Practices for Hospitalized Clients	APPLICABLE TO: All Single Adult Shelters/Safe Havens and DHS Single Adult Intake Sites	ISSUED: 01/30/2019
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ADMINISTERED BY: Single Adults	APPROVED BY: Joslyn Carter, Administrator Department of Homeless Services
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PURPOSE

The purpose of this policy bulletin is to introduce the new Best Practices for Hospitalized Clients (**DHS-14k**) form to all Department of Homelessness Services (DHS) Single Adult staff.

The Best Practices for Hospitalized Clients (**DHS-14k**) provides Single Adult staff with the best practices to use when assisting clients who are admitted to a hospital or healthcare facility from a shelter, and are discharged back to a shelter. The use of these best practices can provide clients with a continuity of access to their shelter and shelter-related services.

RELATED ITEMS

- “Referral from Healthcare Facilities to DHS Single Adult Facilities” (DHS-PB-2018-009)
- “Locker Assignment and Client Belongings” (16-404)
- “Reasonable Accommodation Procedure” (15-211)
- “Client Transfer Policy” (03-402)
- “Late/Overnight Passes” (00-407)

ATTACHMENT

“Best Practices for Hospitalized Clients” (**DHS-14k**)

Effective Immediately

Best Practices for Hospitalized Clients

This guide provides best practices to Single Adult staff so that clients admitted to a hospital or healthcare facility from shelter, and discharged back to shelter, have continuity of access to shelter and shelter-related services.

1. **If the site Director and/or Director of Social Service knows** that the client's absence is due to hospitalization or institutionalization in a health care setting, such as a nursing home or rehabilitation center, the Director or his agents will:
 - a. Update the client's case in CARES with the healthcare facility information, including the expected length of absence if known and location of the health care setting. If the length of absence is expected to be:
 - **Less than 48 hours**, hold the client's bed assignment.
 - **More than 48 hours**, the shelter will notify staff to hold clients' belongings for one week. Refer to Procedure *DHS Locker Assignments and Client Belongings (DHS-16-404)*.
 - If the clients' absence lasts longer than one week, the client should be notified the one week hold period is ending. If the client cannot make arrangements for their belongings, the client should be offered a Reasonable Accommodation, such as an extension of the hold period, if appropriate.
 - b. Contact the hospital or institutional social worker for planning coordination.
 - c. Remind the healthcare facility that it is required to complete an *Institutional Referral Form (DHS-14)* prior to discharge, and as part of that procedure, the discharging institution may include Reasonable Accommodation request(s) on behalf of the client.

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d. For clients deemed medically appropriate to return to shelter, the intake worker who assigns placement will assess if the client's shelter assignment is appropriate based on their current functional needs, condition, and Reasonable Accommodation request(s) before they are discharged from the healthcare facility. If the assigned shelter is not appropriate:

- Determine if a Reasonable Accommodation(s) will meet their need(s) in order to return to their shelter assignment, and if not refer to the *Client Transfer Policy (DHS 03-402)*.

Note: In the event the RA determination cannot be made, please consult with the Program Administrator for further assessment and determination.

2. If the client does not return within the expected length of absence, the site Director and/or Director of Social Service will:

- a. Review the client's case in CARES for expected length of absence and location.
- b. Contact the hospital or institution to inquire on the client's status and note in CARES the result of that communication.
- c. Make a good faith effort to contact the client to inform them of changes to their shelter status and note in CARES the result of that communication.
 - If the client will be transferred, a Transfer Notice must be served in writing on the client if and when they return to the facility.

3. If the client returns before the Institutional Referral process is complete, the shelter director must contact the Program Administrator immediately.

Refer to the following policies and procedures for additional information:

- *Referral from Healthcare Facilities to DHS Single Adult Facilities (DHS-PB-2018-009)*
- *Reasonable Accommodation Procedure (15-211)*
- *Client Transfer Policy (03-402)*
- *Late/Overnight Passes (00-407)*