

**From:** [HDQTRSOP](#)  
**Subject:** DSNY CMS: HOMELESS INDIVIDUALS CLEANUP PROCEDURES  
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Subject: HOMELESS INDIVIDUALS  
CLEANUP PROCEDURES

- Once a condition is observed or received at the District or Borough level, a supervisor will investigate and enter all pertinent information into the mobile NYC 311 app under Homeless Assistance. If the condition includes a structure, a large amount of debris or is in any other way particularly glaring, Cleaning Operations will immediately be notified via email through proper channels.
  
- The reporting district will ensure that the location is monitored periodically and will report any changes via proper channels to Cleaning Operations. Once The Department of Homeless Services (DHS) requests DSNY assistance, Cleaning Operations will email the affected Borough the date, time and location of the scheduled cleanup and will provide the Borough with a Homeless Cleanup Form to be prepared and forwarded upon completion of the cleanup. Sanitation Workers assigned to this function will be given a productive cleaning assignment prior to and immediately after the homeless cleaning.
  
- DHS must be present for the duration of all homeless Cleanings (this includes any cleanings conducted on off-shifts). If they are not, Cleaning Operations, or Bureau Operations Office during off shifts, will be notified immediately and the scheduled cleanup will not take place unless instructed otherwise.
  
- All requests involving homeless persons and/or their belongings are to be forwarded to and approved by Cleaning Operations before a cleaning can take place. Requests received off-shift or on weekends and holidays are to be forwarded to BCC Operations with Cleaning Operations copied. At no time will the individual Borough Commands conduct a homeless cleanup without authorization from the Cleaning Office or the Bureau Operations Office.

- A Homeless Cleanup Form will be forwarded to Cleaning Operations  
no later than  
0900 hours on the day following the cleaning.

Edward R. Grayson  
Acting Commissioner