

# Health Care Facility Discharge to NYC Department of Homeless Services (DHS)

## Institutional Referral Decision Aid: Residential Placement Options

Health care facilities should make every effort to return patients to prior housing to prevent homelessness. If a patient is unable to return to prior housing or did not have prior housing, the health care facility should attempt placement at other non-DHS residential options. This process should start soon after admission for patients experiencing or at risk for homelessness.

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For more information, contact the DHS Health Services Office at [DHS-HCFReferral@dhs.nyc.gov](mailto:DHS-HCFReferral@dhs.nyc.gov).

## Residential programs for medical needs or special populations

- There are many short-term and long-term residential programs for people unable to obtain private housing or live independently. These housing assistance programs are covered by insurance or federal, state or local funding. Some programs require clients to contribute a portion of the rent.
- Many programs require medical records to confirm client eligibility; many clients remain on housing waitlists or are deemed ineligible due to lack of ability to obtain medical records. Therefore, health care facilities are best positioned to submit applications for housing assistance to prevent homelessness, even if the approval takes place after discharge.

Residential placement option	To get started
<b>Short-term residential placement options</b>	
<b>Medical respite</b> Short-term residential care to homeless patients who are too ill to be on the streets or in a traditional shelter but not ill enough to warrant inpatient hospitalization	<a href="#">Medical Respite Program Directory</a> (for internal referrals only)
<b>Residential substance use disorder programs</b> Residential care and treatment for people with substance use disorders	Find a facility in one of the following directories and contact facility to inquire about enrollment process: <ul style="list-style-type: none"> <li>■ <a href="#">988 SAMHSA 24/7 treatment referral and information service</a></li> <li>■ <a href="#">NYS OASAS program search</a></li> </ul>
<b>Subacute psychiatric units (H+H Extended Care Units)</b> Subacute psychiatric unit providing psychopharmacological treatment, rehabilitative activities, comprehensive discharge and aftercare planning for up to 120 days.	Internal H+H referrals only
<b>Mental health crisis and respite centers (DOHMH)</b> Alternative to hospitalization for people experiencing mental health crises; offer stays for up to 28 days and services such as: 24-hour peer support; social support groups; linkage to medical and psychiatric providers. View the list of <a href="#">programs and addresses</a> and read the <a href="#">frequently asked questions</a> .	Complete the <a href="#">referral form</a> . Each admission is determined on an individual basis depending on bed availability. Guests are expected to have a plan for where they will live after they complete their stay.

## Residential programs for medical needs or special populations (continued)

Residential placement option	To get started
<b>Long-term residential placement options</b>	
<b>NYC Supportive Housing Program</b> Single or shared apartment with on-site social services; Typically for people with one or more significant disabilities (including substance use or mental health issues) and are currently experiencing homelessness	Must submit a NYC Supportive Housing Application (2010e) through the Coordinated Assessment and Placement System (CAPS) and attach required documentation, e.g. psychosocial assessment, psychiatric evaluation. May take up to 30 days for determination of eligibility to be made. Learn more: <ul style="list-style-type: none"> <li>■ See <a href="#">Guide to Supportive Housing</a> for an overview of supportive housing process</li> <li>■ See <a href="#">NYC Supportive Housing: Staff Frequently Asked Questions</a> and <a href="#">CAPS/Supportive Housing Frequently Asked Questions</a> for information on how to complete the application in CAPS, documentation requirements, client eligibility and common application scenarios. For assistance with the 2010e, contact CUCS (<a href="http://www.cucs.org">www.cucs.org</a>) at (212) 801-3300.</li> </ul>
<b>Nursing homes / skilled nursing facilities</b> For older adults who need 24/7 treatment from a registered nurse or daily therapy	Find a facility at: <a href="#">NYS Adult Care Facility Directory</a> <a href="#">H+H long-term care centers</a> More info: <a href="#">New York Medicaid Long Term Care Programs, Benefits &amp; Eligibility Requirements</a>
<b>Assisted living programs</b> Serves older people who are medically eligible for nursing home placement in a less medically intensive, lower cost setting. Provides room, board, supervision, PT/OT/speech therapy, home health, case management and other services	Find a facility at <a href="#">NYS Adult Care Facility Directory</a> . More info: New York <a href="#">Assisted Living Program</a> . <ul style="list-style-type: none"> <li>■ More Management placement agency: Specializes in working with people experiencing homelessness with medical and behavioral health issues. Quickly reviews applications and schedules virtual tours of facilities. Contact: (718) 221-5800 x 702 or <a href="mailto:placement@moremanagementllc.com">placement@moremanagementllc.com</a></li> </ul>
<b>Housing for people with developmental disabilities</b> OPWDD housing services for people with developmental disabilities. Services may include housing subsidy or community residential settings (family care or group homes).	<a href="#">Checklist to get OPWDD services</a> <a href="#">Front Door</a> intake process
<b>Veteran housing</b> NYC Department of Veterans' Services (DVS) compiles veteran housing resources.	Find contact information for each housing resource at <a href="#">NYC DVS Veteran Housing Ladder page</a> ( <a href="http://nyc.gov/vetladder">nyc.gov/vetladder</a> ), including: <ul style="list-style-type: none"> <li>■ VA Homeless Hotline</li> <li>■ HUD rental assistance for veterans eligible for VA health care</li> <li>■ Housing assistance of up to \$2,000 for emergency housing expenses</li> </ul>
<b>Housing for people living with HIV/AIDS (HASA housing)</b> <ul style="list-style-type: none"> <li>■ Long-term supportive housing for clients who have difficulty living independently</li> <li>■ Rental assistance to live in a private market apartment</li> </ul>	To get started: ServiceLine is the single entry point for applications, information, and referrals for services. Open Monday to Friday, 9AM-5PM. Call (718) 557-1399 or email <a href="mailto:ServiceLine@hra.nyc.gov">ServiceLine@hra.nyc.gov</a>

## Assistance with private housing

NYC Department of Social Services (DSS) helps NYC residents stay in their home or obtain non-shelter housing.

Residential placement option	To get started
<b>Eviction prevention (Homebase)</b> Services include eviction prevention (including free legal representation), short-term emergency funding, assistance obtaining benefits, landlord/family remediation, and rental assistance eligibility assessment.	Use the <a href="#">Homebase Locator</a> to find Homebase location that serves the ZIP code the client resides in
<b>Legal services for eviction prevention</b> (NYC Human Resources Administration Office of Civil Justice) Provides free legal representation, advice and other legal assistance to NYC tenants (regardless of immigration status) facing eviction, harassment, disrepair and other housing-related issues through NYC's right-to-counsel law.	Learn how to get started at the <a href="#">NYC HRA Legal Services for Tenants Facing Eviction page</a> .
<b>Financial payments to host families (Pathway Home)</b> Monthly payments of up to \$1,800 for up to 12 months for family or friends ("host families") who can house people experiencing homelessness while client searches for their own home. <a href="#">Eligibility criteria</a>	Visit the NYC HRA Pathway Home <a href="#">website</a> , including frequently asked questions and program application
<b>Travel assistance to non-NYC housing options (Travel Request)</b> Through Travel Request, DHS provides one-way travel assistance by train, bus, or airline to people applying to shelter with housing options or employment opportunities available in other cities	See <a href="#">Travel Request flyer</a> for more info and speak to the client shelter director or Intake worker

## Temporary emergency shelters

Shelters should be a last-resort housing option for people at risk of or experiencing homelessness. Non-single adult clients should not be referred via NYC DHS Institutional Referral Program, but should initiate the intake process at the respective shelter system, listed below.

Residential placement option	To get started
<b>Shelter for single adults (DHS)</b>	Health care facilities must submit an institutional referral prior to discharge to DHS single adult facilities. After discharge, patient must complete intake at the <a href="#">single adult intake center</a> .
<b>Families with children shelter (DHS)</b> Shelter for families with children under 21, including pregnant women or individuals with children under 21	Patient needs to complete intake at the PATH Intake Center, 151 East 151st Street, Bronx, NY. <a href="#">More info</a>
<b>Adult families shelters (DHS)</b> Shelter for adult families ( <a href="#">definition of adult families</a> )	Patient needs to complete intake at the Adult Family Intake Center (AFIC), 400-430 East 30th Street, New York, NY 10016. <a href="#">More info</a>
<b>Youth shelters (DYCD)</b> Crisis Service Programs offer short-term emergency shelter, up to 120 days, runaway or homeless youth under 25	To get started: Call DYCD Community Connect at (800) 246-4646 Monday - Friday: 9 AM - 5 PM or email <a href="mailto:communityconnect@dycd.nyc.gov">communityconnect@dycd.nyc.gov</a> . <a href="#">More info</a>
<b>Domestic violence shelters (HRA)</b> Temporary emergency housing and supportive services designed to stabilize families in a safe environment	Call New York City's 24-hour Domestic Violence Hotline, 1-800-621-HOPE. <a href="#">More info</a>
<b>Shelter for people with HIV/AIDS (HRA HASA)</b> Same-day emergency housing for newly accepted clients	ServiceLine is the single entry point for applications, information, and referrals for services. Open Monday to Friday, 9AM-5PM. Call 718-557-1399 or email <a href="mailto:ServiceLine@hra.nyc.gov">ServiceLine@hra.nyc.gov</a>