

SERVICE	DESCRIPTION	WHAT TO DO	CONTACT INFO
<b>CITYFEPS</b>	Helps families at risk of entry to shelter and those already in shelter to secure permanent housing. Eligible families are connected with CITYFEPS providers to assist with completing an application and locating housing. To be considered, the family (including at least one child under 18 years of age) must be eligible for public assistance in the community, have an active or single issue public assistance case, have been evicted within the 12 months prior to shelter stay, or reside in a DHS shelter identified by DHS for imminent closure. Eligible clients may also be survivors of domestic violence or may have left a residence due to a vacate order. The program remains available so long the family remains eligible.	<ul style="list-style-type: none"> <li>Complete the CITYFEPS file and submit it to <a href="mailto:FEPS@dhs.nyc.gov">FEPS@dhs.nyc.gov</a> or contact your Program Administrator to discuss eligibility.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) Bethzaida Vazquez 212-607-6033 <a href="mailto:BVAZQUEZ@dhs.nyc.gov">BVAZQUEZ@dhs.nyc.gov</a></p> <p>212-232-0561 <a href="mailto:FEPS@dhs.nyc.gov">FEPS@dhs.nyc.gov</a></p>
<b>Come Home NYC</b>	Connects homeless families with sufficient income to safe, high quality, affordable housing. Clients are eligible if they reside in shelter, are able to pay below market rents without a rental subsidy, are open to being connected to Single Stop for free financial, legal, educational, and healthcare services, and meet the minimum income requirement. Income eligibility ranges from a minimum income of \$19,020 for a household size of 2 to \$31,380 for a household size of 8 or more.	<ul style="list-style-type: none"> <li>Contact Come Home NYC at 212-284-7240 or <a href="mailto:ComeHomeNYC@enterprisecommunity.org">ComeHomeNYC@enterprisecommunity.org</a> to determine if a client meets income eligibility, based on household size.</li> <li>Assist the client in completing the application, and submit it to <a href="mailto:ComeHomeNYC@enterprisecommunity.org">ComeHomeNYC@enterprisecommunity.org</a></li> </ul>	<p><u>For all inquiries contact:</u> Enterprise 212-284-7240 <a href="mailto:ComeHomeNYC@enterprisecommunity.org">ComeHomeNYC@enterprisecommunity.org</a></p>
<b>Enhanced One-Shot Deal (EOSD)</b>	Employed clients who have been in shelter for 60 days or more may be eligible for 4 months' rent, broker's fee, furniture allowance, security voucher, storage fees, and moving expenses.	<ul style="list-style-type: none"> <li>Assist your client in finding an apartment at or below program rent levels.</li> <li>Work with your client to gather the right documents.</li> <li>Submit packages to the Office of Client Resources (OCR): <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a> or fax to 646-500-6742.</li> </ul>	<p><u>For all inquiries contact:</u> 212-607-5320 <a href="mailto:Fam.Inquiries@dhs.nyc.gov">Fam.Inquiries@dhs.nyc.gov</a></p>
<b>Family Eviction Prevention Supplement (FEPS) To Move</b>	Helps prevent homelessness by supplementing public assistance shelter allowances for families. The program provides ongoing rental assistance for up to 5 years to families receiving public assistance. The program can also assist with rental arrears up to \$7,000. To be eligible, clients must have an active public assistance case and have at least one child under 18 years old (or 19 and attending school).	<ul style="list-style-type: none"> <li>If pre-qualified by a FEPS provider, assist the client in finding an apartment at/below program rent levels. Assist the client in completing a FEPS to Move application with the FEPS provider.</li> <li>Contact the Office of Client Resources (OCR) for assistance: <a href="mailto:FEPS@dhs.nyc.gov">FEPS@dhs.nyc.gov</a> or 212-232-0561</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) for inquiries: <a href="mailto:FEPS@dhs.nyc.gov">FEPS@dhs.nyc.gov</a> or 212-232-0561</p>
<b>Homebase</b>	Homebase can help households develop a personalized plan to overcome an immediate housing crisis and achieve long-term housing stability. With locations throughout NYC, homelessness prevention experts offer a range of services, which may include: services to prevent an eviction; assistance obtaining public benefits; job placement assistance; financial counseling and money management; help relocating; and short-term financial assistance. To be eligible for Homebase, a household must be at imminent risk of entering shelter, low income, and willing to make a positive change for future.	<ul style="list-style-type: none"> <li>For clients preparing to exit shelter, shelter staff should ensure a referral to Homebase is made for proper aftercare services.</li> <li>Call 311 to find the Homebase program closest to your client.</li> </ul>	<p><u>For all inquiries contact:</u> Homebase provider: 311</p>
<b>HPD Set Asides</b>	Provides affordable housing via the NYC Department of Housing Preservation and Development (HPD) and its housing developers. Units are set aside within newly constructed buildings for DHS clients who meet income requirements.	<ul style="list-style-type: none"> <li>Complete the HPD Homeless Housing Application (HHA) &amp; Documentation Checklist.</li> <li>Submit the competed package to <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a> for review and submission to HPD for unit match.</li> <li>Once a unit becomes available, the client is scheduled for a housing interview. If accepted, shelter staff must assist w/ compiling documentation. If rejected, the application is resubmitted to other sponsors.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR): <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a></p>

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<b>Living in Communities (LINC) I, II, III</b>	<p>Helps move families from shelter to permanent housing. LINC makes monthly rental assistance payments directly to landlords. Rent amounts are based on family size and may require a client contribution towards the rent.</p> <ul style="list-style-type: none"> <li>LINC I assists families who are working full-time but unable to afford stable housing.</li> <li>LINC II assists families who are episodically homeless.</li> <li>LINC III assists families affected by domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>Assist your client in determining basic eligibility.</li> <li>To request a certification letter or modification letter of a certificate, complete an Inquiry Form and submit it to <a href="mailto:Fam.Inquiries@dhs.nyc.gov">Fam.Inquiries@dhs.nyc.gov</a>.</li> <li>Submit completed rental packages to <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a>.</li> <li>Contact your Program Administrator to discuss this option further.</li> </ul>	<p>Rental packet available at <a href="http://nyc.gov/linc123">http://nyc.gov/linc123</a></p>
<b>Living in Communities (LINC) VI – Friends and Family</b>	<p>Helps families move out of shelter through reunification with friends or relatives. The program pays the LINC family's portion of the rent to the "host" family, in addition to a security deposit. Eligible clients may receive a furniture allowance.</p>	<ul style="list-style-type: none"> <li>Assist your client in identifying a host family.</li> <li>Assist your client in completing an application package, and submit it to <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a>.</li> <li>Contact your Program Administrator to discuss this option further.</li> </ul>	<p>Application packet available at <a href="http://nyc.gov/linc6">http://nyc.gov/linc6</a></p>
<b>Move-Out Transport: A&amp;A and DHS Fleet</b>	<p>A&amp;A Moving and DHS Fleet provide moving services from shelter or storage to the permanent dwelling. While DHS Fleet transports clients, A&amp;A does not. DHS Fleet will provide emergency bedding (Air Mattress). Other services by A&amp;A and DHS Fleet include a confirmation call to clients prior to arriving. All moving arrangements are determined and completed by DHS program staff and shelter staff. Decisions upon which moving service to utilize are made by DHS program staff and shelter staff.</p>	<ul style="list-style-type: none"> <li>Request form must be completed in its entirety and have the client's signature on the form.</li> <li>Submit requests for moving services to <a href="mailto:Moves@dhs.nyc.gov">Moves@dhs.nyc.gov</a> or fax to 646-500-6666.</li> <li>Moves occur Monday-Saturday, 8am until completion.</li> </ul>	<p>For all inquiries contact: DHS Office of Client Resources (OCR) 212-232-0561</p>
<b>Project Reconnect</b>	<p>Families who have housing options outside of NYC might be eligible for one-way travel assistance by train, bus or domestic/international airline. Families may be eligible if they have a strong connection to a location outside of NYC, a viable identified place to live, and a means of support through employment, a family member or individual.</p>	<ul style="list-style-type: none"> <li>Discuss the housing option with your client.</li> <li>Notify Elizabeth Solozano (917-521-3512), Lelina Font (917-521-3977), or Kevin Thrun (917-521-3513) to start the application process.</li> </ul>	<p>For all inquiries contact: 917-521-3512</p> <p><a href="mailto:ProjectReconnect@dhs.nyc.gov">ProjectReconnect@dhs.nyc.gov</a></p>
<b>Supportive Housing</b>	<p>Provides affordable apartments to vulnerable individuals and families coping with mental illness, trauma/abuse, addiction, and chronic illness, in addition to supporting youth aging out of foster care and grandparents raising grandchildren. Supporting housing provides clients with services such as mental health counseling, life skills training, parenting skills training, linkages to care, family reunification services, crisis management, education services, and job search assistance, as well as help with medical appointments and day-to-day routines.</p>	<ul style="list-style-type: none"> <li>Complete a Pre-HRA 2010e Assessment for Supportive Housing form to determine eligibility.</li> <li>Submit the Pre-HRA 2010e by email to <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a> or by fax to 917-637-7001.</li> </ul>	<p>For all inquiries contact: DHS Office of Client Resources (OCR): <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a></p>
<b>Veterans Supportive Housing</b>	<p>Families who have a veteran in the household may be eligible for HUD/VASH Section 8 or services through Veterans Affairs (VA) and/or the Supportive Services for Veteran Families (SSVF) Program.</p>	<ul style="list-style-type: none"> <li>Ask adult family members if they are veterans. If so, update CARES with the information.</li> <li>Notify Shannon Jones, who will refer the family to the appropriate services: (212) 361-0605 or <a href="mailto:szjones@dhs.nyc.gov">szjones@dhs.nyc.gov</a>.</li> </ul>	<p>For all inquiries contact: Shannon Jones 212-361-0505 <a href="mailto:szjones@dhs.nyc.gov">szjones@dhs.nyc.gov</a></p>