

Streamlined Referral to DHS Shelter

Report for January 1, 2018 through June 30, 2018

Background

In October 2017, DYCD in partnership with DHS launched a direct referral process to allow youth from DYCD-funded residential programs to more easily transition to the adult shelter system. The expedited intake and assessment process saves youth time and energy and streamlines the administrative process of moving to an adult bed. This practice was codified in Local Law 81 of 2018.

This process allows DYCD programs to refer young people directly to DHS shelters, bypassing the need for youth to report to the intake centers while maintaining a continuity of services.

Progress on Implementation

RHY providers email a completed “DYCD to DHS Shelter Referral Worksheet” to the designated intake supervisors at the appropriate DHS location, either PATH for women and children or the DHS Family Intake Center (DHSFIC) single men or single women.

The DHS intake supervisors enter the information on the referral form into CARES (DHS shelter tracking system) and locate a shelter bed. Once a placement is found, the RHY provider is notified and the youth is discharged directly to the DHS shelter.

Communication among the DYCD RHY providers and the DHS supervisors has been excellent. They are responsive and are able to troubleshoot quickly. Placements are made well within the 20-day timeframe.

Placement Summary

- 19 runaway and homeless youth were referred through this process. 16 were placed and 3 refused placement.

Referring Programs

- Children’s Village, Maya’s Place Crisis Program (5 youth)
- Core Services, Lighthouse II , Transitional Independent Living Program (1 youth)
- Diaspora, Transitional Independent Living Program (1 youth)
- Project Hospitality Transitional Independent Living Program (1 youth)

- Safe Horizon/Streetwork, Crisis Program (1 youth)
- SCO Independence Inn, Transitional Independent Living Program (1 youth)
- Sheltering Arms/Safe Haven III Crisis Program (6 youth)
- Sheltering Arms/ Safe Haven I/II Transitional Independent Living Program (3 youth)

Placement Outcomes

- PATH: All 5 were placed.
- Single Men Youth Shelters: 11 were referred. 9 were placed in the DHS youth shelters. 2 refused placement.
- Single Women Youth Shelters: 3 were referred and 2 were placed and 1 refused placement.
- All 11 placements for single youth were at DHS youth shelters.

Ideas for Improvement

- DYCD will design a poster to promote the process. It will be distributed to the crisis and transitional programs.

Provider Feedback

“This process so far has been a godsend. The barriers are low, the response time is fast and coordinators are cooperative and understanding.” – Client Care Coordinator, Sheltering Arms Transitional Living Support Services program