

Memo

To: DHS Drop-in Directors
From: Danielle Minelli Pagnotta, Associate Commissioner, DHS
CC: Lorraine Stephens, First Deputy Commissioner, DHS; Steven Banks, Commissioner, HRA
Date: January 11, 2016
Re: Drop-in Client Eligibility and Intake

Effective immediately, please be advised that there is no front door requirement to screen out clients who have shelter stays within the last six months. DHS Drop-in Centers will accept all clients who present to their facility if they are brought in by an outreach team or arrive as a walk-in, regardless of their shelter history.

Drop-In centers are a safety net program for clients who do not want to use the traditional shelter system. Drop-In Centers offer concrete services for clients such as food and showers and provide case management for clients with the goal of connecting them to permanent housing.