



HSNY

**HOUSING SOLUTIONS
OF NEW YORK**

Restore Hope Women's Shelter CB8 Presentation

February 9, 2026

Agenda

I. Introductions

II. DHS

III. HSNY

IV. Q&A



DHS

- Who is coming to the location: the population?
- How was this site chosen? What was and is the process? When did it start?
- Why the need? Notification?
- When is the opening date and will the facility hit capacity?
- Is this location zoned for this?
- How do clients come to the shelter (as clients cannot come to shelter unless DHS refers) and is this location only for persons in the district?
- What is the DHS intake process?
- What if a client has issues (i.e. background, dependencies) are they or can they be placed at Restore Hope?
- What if clients have issues not initially revealed when referred?
- Can they come with friends/family/spouses/friends/men? Are any visitors allowed?
- How does DHS enforce curfew?
- How does DHS handle a client not adhering to shelter rules?
- What is the, typical, length of stay (LOS)?
- Are pets allowed?





HSNY

Our Mission

End homelessness.

Our Vision

Provide comprehensive services
towards permanent housing.

Who We Are

Since 2001, HSNY has embraced a mission to end homelessness. We are dedicated to applying a solution-focused approach to housing that provides all of our clients, from our families to Persons Living with HIV, the best pathway to permanent housing. HSNY is ever expanding to support all people through our supportive housing programs, Community Health Program, and youth programs.

What We Do

HSNY currently offers emergency/transitional housing and support services at over 30 facilities across all five boroughs. Last year our organization:

- Served over 4000 individuals and families with emergency housing and support each month.
- Helped find permanent housing for over 600 families and individuals.
- Provided over 75 tons of food to Persons with HIV



2001
Founded



4,000+
Clients Served
on average



30+
Shelter Sites &
Expanding



400+
Dedicated Staff

Our Services



Transitional Housing



Social Support Services



Emergency Housing for
PLWH



Connections to Care:
Building Resilience in Youth



Domestic Violence
Empowerment Initiative



Youth Works Plus Program



Pathway to Permanent
Housing



Food and Nutrition Pantry



Health Home Supportive
Housing



HSNY

HSNY operates **35 shelter facilities** in all five boroughs. HSNY serves **over 3,500 clients** daily with **535 staff**.



HSNY

- This location has the **capacity for 200 single adult women.**
- This site has **8 floors, with 3 dormitory style rooms** per floor (3-7) cafeteria (8) and offices located on one floor (2).
- **Each dormitory room has 13-14** beds/lockers.
- There are **bathrooms and shower facilities on each floor** with a dormitory.
- There is a **cafeteria area** with cafeteria style seating.

VIDEO INSERT OF
LOCATION HERE



HSNY

- HSNY currently has **4 other single adult locations in NYC.**
- At this location, site leadership has **46 years experience with this population.**
- **HSNY has 46 staff at the site**, this includes Social Workers (LMSW), Case Managers, Housing Specialists, CASC and Employment Specialists.
- HSNY has **Senior Residential Aides and Residential Aides 24/ 7/ 365.**
- HSNY provides **wrap around support services, in addition to case management**, focusing on but not limited to stabilization/benefits, financial literacy, job training - all towards pathways to stable housing.
- **Clients receive individual attention** via their Case Managers.



HSNY

- **HSNY provides breakfast, lunch, and dinner (plus snacks)** to all clients each day/365.
- **The curfew is 11:00pm**, which is consistent with DHS rules for all single adult facilities.
- If a client returns post curfew, HSNY contacts **DHS vacancy control to secure an alternative placement** for that night.
- As is policy for all DHS single adult shelters, **clients may leave during the day, usually going to work**, vocation training or other engagements.
- Restore Hope is a **drug and alcohol-free facility**.



HSNY

- **Clients are required to abide by facility rules.** Clients are not monitored when they leave the facility.
- Consistent with DHS policy, there is **no loitering outside the facility.**
- The **site has a roof area for purposes of congregating** in a public space.
- **The Good Will store will be operating in the building.** HSNY contract with DHS is for 5 years.
- HSNY exercises a “**Good Neighbor**” policy with the surrounding community.
- **A CAB will be established, with the first meeting 30 days** after the opening, in cooperation with CB 8, NYPD and the general community.



How Restore Hope Residence Operates

Who Lives Here



Up to **200** single adult women



Phased move-in (not all at once)

How Clients Arrive



Referred through DHS Intake



No walk-ins



DHS transfers if not appropriate

Staff & Services



46 Total Staff



Social Services Team

- Case Managers
- Social Workers
- Housing Specialists
- CASAC Counselor

What We Do



- Intake & Housing Plans
- Benefits & Employment
- Service Connections



Daily Life & Rules



Residents may leave during the day



Rules & Accountability



11:00 PM Curfew



Drug & Alcohol-Free



Late Returns Coordinated with DHS



No One Left Without Placement

HSNY Experience



- ✓ Operating **multiple** women's shelters
- ✓ Track record moving clients to **permanent housing**
- ✓ Outcomes available upon request

HSNY in the Community!



HSNY Staff



Jackie's Place Easter Event



Mother's Day Event



HSNY FNS Cooking Class



DOH Health Fair

How to Reach HSNY- 24/7 Contact Info



646-602-4554

24/7 Hotline



cpo@hsofny.org

HSNY info email



Dr. Xellex Rivera

Chief Program Officer contact

Shared Goals

- Safe, well-managed shelter
- Residents supported toward permanent housing
- Minimal neighborhood impact
- Transparent communication
- Strong CB8 partnership

Our success is measured by both resident outcomes and community trust.



Security

Dan Quinn, CEO

Gary Weksler, EVP (Retired NYPD Lt.)

Robert Jones, VP Operations (Retired NYPD Capt.)

Margaret Gonsalves, Dir. of Operations



Elite Security

- How long has Elite been operating in the DHS shelter system?
- How long has Elite worked with HSNY?
- Describe the 24/7/365 coverage?
- How many officers are per per shift?
- How many supervisors are there per shift?



Elite Security

- Elite's EVP is a retired NYPD Lt. of 20 years, and the VP of Operations is a retired NYPD Capt. of 26 years.
- At this location there are 2 access controls: the first is on the ground floor (with a magnetometer).
- All clients must go through this check point and put through the walk-through scanner.
- Once passed this check point, client's take the elevator to the second floor, where all client's items are searched and bags x-rayed. The elevator is locked with access only for security or staff.
- Guards are posted in set locations in the facility – along with roaming between the floors.



Elite Security

- Each guard has at least 2+ years in the shelter system and with this population.
- Each supervisor has 3+ years in the shelter system and with this population.
- Elite's account Director of Operations, assigned to oversee this location, has 5+ years with DHS shelter system and this population.
- Elite will have access to the 136 cameras in the facility.
- Elite will monitor the roof and outside area, with HSNY staff, and ensure no loitering occurs.



Elite Investigations' Training

All staff will have completed Local Law124 training:

- **Interacting with Individuals Experiencing Homelessness**
- **Trauma-Informed Care**
- **Crisis Intervention & De-escalation Techniques**
- **Cultural Sensitivity & Professionalism**
- **Sexual Harassment Prevention**
- **Documentation, Reporting & Safety Protocols**
- **Annual Refresher Training (8 Hours)**

In addition to this training, all officers will have:

- CPR/First aid Certification
- Narcan Certification
- Mandated Reporter Certification
- Fireguard license



Security Coverage & Deployment



Inside the Building

- 24/7 uniformed security
- Fixed posts
- RAs and Senior RAs on every shift



Outside & Perimeter

- Dedicated exterior patrols
- Street-level monitoring
- Roof, entrance, and sidewalk camera coverage



Technology

- 136 cameras throughout facility
- 12 External camera
- Live monitoring + recorded footage



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