



Department of
Youth & Community
Development

Runaway
& Homeless
Youth Services

YOUTH SERVICES

RUNAWAY AND HOMELESS YOUTH SERVICES PROGRAM GUIDE

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SECTION I: Introduction

The Department of Youth and Community Development

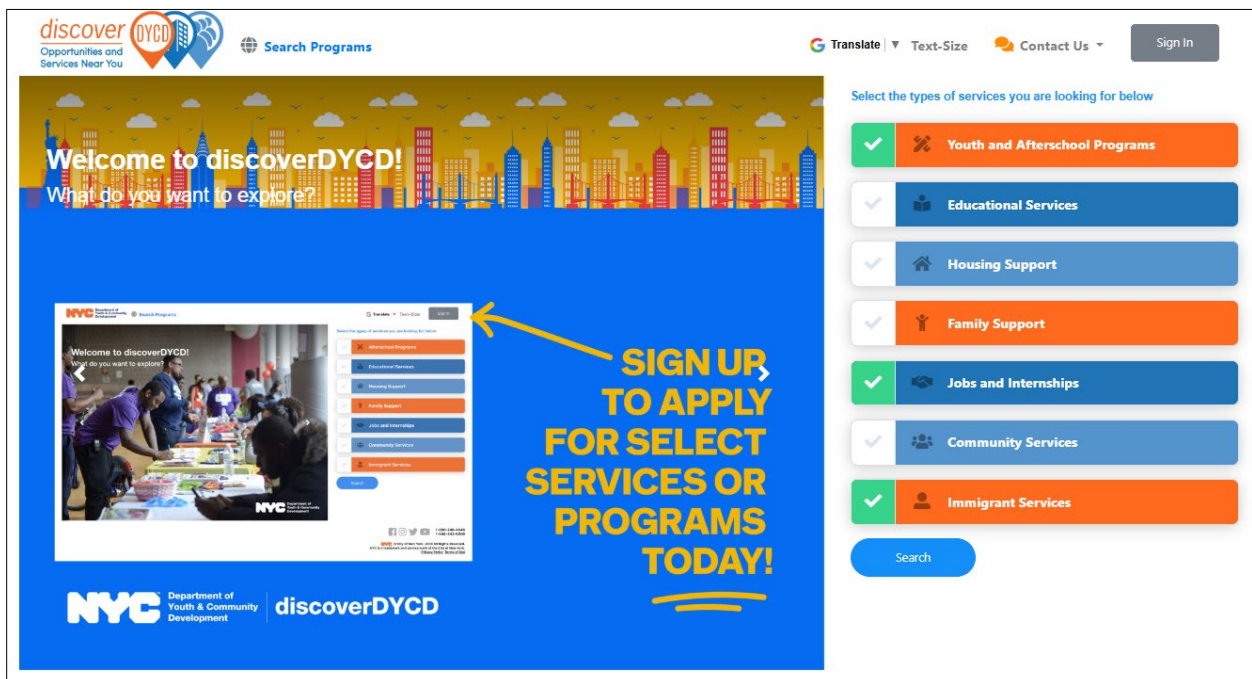
Overview

The **New York City Department of Youth and Community Development (DYCD)** invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish.

DYCD supports New York City youth and their families by funding a wide range of high-quality youth and community development programs, including:

- After School
- Community Development
- Family Support
- Literacy Services
- Youth Services
- Youth Workforce Development
- Runaway and Homeless Youth Services

 To find DYCD-funded programs near you: <https://discoverdycd.dycdconnect.nyc/home>



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Equity Statement

The NYC Department of Youth and Community Development (DYCD) strives to alleviate the effects of poverty and provide opportunities for New Yorkers to reach their full potential. We acknowledge that institutional racism and discrimination have been and remain significant drivers of poverty and inequities in New York City neighborhoods. We recognize the role that the policies and practices of systems and institutions, including NYC government agencies such as DYCD, may play in perpetuating structural inequities.

In response, we commit to evaluating internal and external DYCD policies and practices that have allowed structural inequities to persist, which can inform our goal of equitable implementation of operational, administrative, and programmatic functions, and distribution of financial resources.


We are committed to the goal of becoming an anti-racist city agency, recognizing this will be a journey and commitment that requires sustained efforts of analysis and accountability. As a learning organization, we will hold ourselves accountable and adhere to our Guiding Principles. When we make mistakes, we will acknowledge them, adapt, and continue to move forward.

Our vision is a New York City in which everyone flourishes, and outcomes are not determined by race, gender, gender identity, sexual orientation, income, neighborhood, immigration status, or disability.

New York City Youth Bureau

A youth bureau is an agency created by counties and cities, or a town or village with a total population of 20,000 or more, for planning, coordinating, and supplementing the activities of public and private agencies devoted to the welfare and protection of youth. The New York City Department of Youth and Community Development (DYCD) is New York City's Youth Bureau.

Each County has a designated Runaway and Homeless Youth Service Coordinator.

 **General inquiries** can be sent to: RHYsupport@dycd.nyc.gov

A Statement to Providers

Dear Provider,

Thank you for your commitment to New York City's vulnerable youth. This guide will assist with your daily operations and procedures. Please distribute this to everyone in your organization serving youth who have runaway or are experiencing youth homelessness.



SECTION II: Runaway and Homeless Youth

Overview of RHY Services

The New York City Department of Youth and Community Development (DYCD) funds a range of services for Runaway and Homeless Youth that includes Street Outreach and Referral Services, Drop-in Centers, Crisis Services Programs, and Transitional Independent Living support programs.

DYCD's Runaway and Homeless Youth services are designed to support runaway and homeless youth and reunite them with their families whenever possible. We also offer specialized programming for runaway and homeless pregnant and parenting youth, sexually exploited youth, and LGBTQI youth. We are committed to providing all runaway and homeless young people with the resources they need to get off the streets and stabilize their lives.

Street Outreach and Referral Services

DYCD funds citywide Street Outreach Services to identify and distribute information about available services to RHY and youth at risk for homelessness, provide food, clothing, and other resources, make referrals to other service providers, and encourage youth to accept transport to their homes, to Crisis Services, or other safe locations as appropriate. By developing rapport with young people in the streets and elsewhere, outreach workers provide direct information about RHY programs and refer those in need of services to the Drop-In Centers and Crisis Services programs.

Borough-Based Drop-In Centers

Eight RHY Drop-In Centers serve as the main point of entry to the residential services. Drop-in centers are in each of the five boroughs of New York City, including three which are in Manhattan. There are now five centers offering overnight services: one in each borough. The Drop-In Centers provide youth ages 14 through 24 with food, clothing, access to counseling, support, mental health services, and referrals to shelter and other relevant services.

 For more information: [NYC.gov: Runaway-Homeless-Youth](https://www.nyc.gov/runaway-homeless-youth)



Programming at Drop-In Centers

Housing Navigators

Coordinate with DYCD to manage an ongoing caseload of homeless youth in receipt of a housing voucher. Then assisting voucher recipients with the process of securing housing including but not limited to, coordinating, and attending apartment interviews; acquiring and submitting apartment applications, supporting documentation, and forms; navigating the various rental subsidy and inspection processes; securing applicable move-in assistance; and coordinating move-ins with landlords and other relevant stakeholders. Housing Navigators will coordinate with DYCD and their contracted providers to manage an ongoing caseload of individuals in receipt of housing vouchers.

Mental Health Services and Support

Mental Health Hubs were created to address capacity gaps within existing public mental health service systems. Mental Health Hubs are embedded in the borough-based RHY drop-in centers, and Hub therapists provide onsite mental health services which include case consultation, screening, and provision of therapy to youth served by RHY programs.

Financial Coaching

Using a tailored financial counseling model to meet the unique needs of the youth ages 14 through 24, specially trained financial coaches will meet with youth one-on-one, host clinics, and participate in drop-in center functions and team meetings to increase financial literacy and build life skills that will ensure the financial needs and goals of youth are being met. The goal is to financially empower vulnerable youth. The program model was developed in conjunction with the Department of Consumer and Worker Protection (DCWP).

Residential Services

Crisis Services Programs

Crisis Services Programs offer emergency services for runaway and homeless youth and young adults with a maximum stay of 120 days. These voluntary, short-term residential programs provide support services and crisis intervention aimed at reuniting youth with their families or, if family reunification is not possible, arranging appropriate transitional and long-term placements.

Transitional Independent Living Support Programs

Transitional Independent Living (TIL) Support Programs provide homeless youth with support and shelter as they work to establish independence. Youth may stay in the Transitional Independent Living facilities for up to 24 months. Services offered at TILs include educational assistance, Vocational training, Job placement assistance, Financial Coaching, Counseling, Basic life skills training, Mental Health Services, and Housing Referrals and Placement.

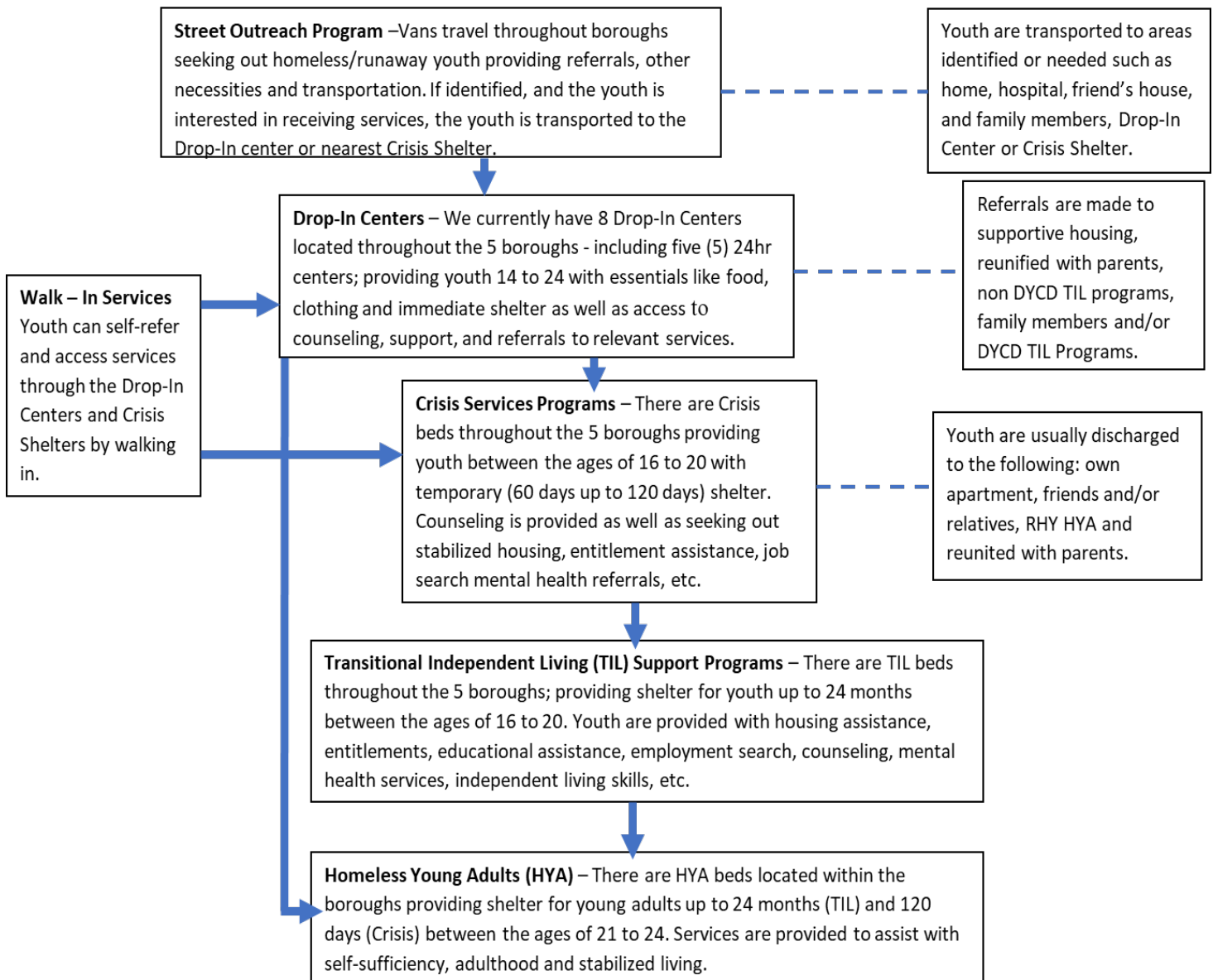


Homeless Young Adult Programs

Homeless Young Adult (HYA) Crisis Services or TIL programs provide shelter and services to homeless young adults ages 21 to 24 for a period of up to 24 months (TIL) and 120 days (Crisis). The programs are designed to enable young adults to progress toward stability, economic self-sufficiency, and successful independent living. Services include educational assistance, Vocational training, Job placement assistance, Counseling, Basic life skills training, Mental Health Services, and Housing Referrals and Placement.

RHY Flow Chart

DYCD FLOW CHART



Definitions And Identifying Runaway And Homeless Youth

Runaway Youth:

A person under 18 years old who is absent from their legal residence without the consent of his or her parent, legal guardian, or custodian.

Homeless Youth:

1. A person under 18 years old who needs services and is without a place of shelter where supervision and care are available OR
2. A person who is under 21 but is at least 18 years old and who needs services and is without a place of shelter


Homeless Young Adult:

A person who is aged 24 or younger but is at least age 21 and who needs services and is without a place of shelter

Destitute Child:

A youth who is under 18 years old who is:

1. in a state of want or suffering due to lack of sufficient food, clothing, shelter, or medical or surgical care,
2. does not fit within the definition of an “abused child” or a “neglected child,” and
3. is without any parent or caretaker available to sufficiently care for them because the caretaker has died,
4. was incapacitated or debilitated in a way that prevents the caretaker from being able to voluntarily transfer custody of the youth
5. cannot be located by the local Department of Social Services (LDSS)
6. is located outside the state of New York, and the LDSS is unable to reunite the youth and caregiver.

 Information from NYS OCFS on the **Responsibility of the Residential Runaway and Homeless Youth Program Regarding Destitute Children and Youth Former in Foster Care** can be found at the following link - [OCFS: ADM 19](#)

NYS Office Of Children And Family Services (OCFS)

The Office of Children and Family Services is the State's oversight of Runaway and Homeless youth programs and issues operating certificates as well as regulations to operate community-based programs. [Legislation and Regulations](#) | [Runaway and Homeless Youth](#) | [OCFS \(ny.gov\)](#)

DYCD-funded Crisis Services Programs are licensed by NYS OCFS and adhere to the Runaway and Homeless Youth Regulations for RHY Crisis Services Programs, <u>Subpart 182-1</u>	DYCD-funded Transitional Independent Living Support Programs are licensed by NYS OCFS and adhere to the RHY Regulations for TIL programs, <u>Subpart 182-2</u> .
<ul style="list-style-type: none"> • 9 CRR-NY E 182-1 Notes • s 182-1.1 Policy. • s 182-1.2 Definitions. • s 182-1.3 Eligibility. • s 182-1.4 Office approval or certification of RHY crisis service programs. • s 182-1.5 General requirements • s 182-1.6 Confidentiality. • s 182-1.7 Inspection and reporting. • s 182-1.8 Certification of residential programs. • s 182-1.9 Operation of residential programs. • s 182-1.10 Physical plant requirements for residential facilities. • s 182-1.11 Interim family programs. • s 182-1.12 Prevention and remediation in residential programs. • s 182-1.13 Variances from requirements of residential programs. • s 182-1.14 Enforcement powers applicable to residential programs. • s 182-1.15 Designation and responsibilities of the runaway and homeless youth service coordinator. • s 182-1.16 State aid for runaway and homeless youth programs. • s 182-1.17 Runaway and Homeless Youth Act Advisory Committee. • s 182-1.18 Optional services. • s 182-1.19 Abuse, neglect, and significant incidents. 	<ul style="list-style-type: none"> • CRR-NY E 182-2 Notes • s 182-2.1 Policy. • s 182-2.2 Definitions. • s 182-2.3 Eligibility. • s 182-2.4 Office approval or certification of transitional independent living support programs. • s 182-2.5 General requirements • s 182-2.6 Confidentiality. • s 182-2.7 Inspection and reporting. • s 182-2.8 Certification of residential programs. • s 182-2.9 Operation of residential programs. • s 182-2.10 Physical plant requirements for residential facilities. • s 182-2.11 Prevention and remediation in residential programs. • s 182-2.12 Variances from requirements of residential programs. • s 182-2.13 Enforcement powers applicable to residential programs. • s 182-2.14 Designation and responsibilities of the runaway and homeless youth service coordinator. • s 182-2.15 State aid for runaway and homeless youth programs. • s 182-2.16 Runaway and Homeless Youth Act Advisory Committee. • s 182-2.17 Optional services. • s 182-2.18 Abuse, neglect, and significant incidents.




SECTION III – DYCD Policies and Procedures

General Policies

DYCD Incidents Report Guide

All DYCD-funded Community-Based Organizations are responsible for reporting incidents that occur with youth/adults being served.

 For additional guidance: [the DYCD Incident Report Guide](#)

Reporting to the NY State Justice Center

All incidents that take place involving participants and staff member(s) must be reported to the Justice Center for investigation.

 For additional guidance: [Report an Incident](#)

Graduated Discipline and Involuntary Discharge Policy

Youth in City-funded crisis services programs and transitional independent living programs (“TILs”) may at times be subject to consequences for behavioral issues, and even involuntarily discharged from a program where the youth engage in conduct that can expose the youth, staff, or other program participants to harm or risk of harm, or where the youth has demonstrated a refusal to comply with program rules and regulations. Providers operating crisis and TIL programs must include in their client-facing program manuals Graduated Discipline and Involuntary Discharge procedures.

During the intake of any new resident, the provider must give a copy to the youth and review the Procedures with them. Providers must ask new residents to sign the acknowledgment form to be kept in their participant file and be available for review by DYCD.

 The full guidance on Graduated Discipline and Involuntary Discharge Policy can be found here - [Graduated Discipline and Involuntary Discharge Policy](#).



Operations for 24-Hour RHY Drop-In Centers

At any time during the day or night, a young adult can walk into a 24-hour Drop-In Center and receive services.

DYCD funds 24-hour drop-in centers that serve as resource hubs for the borough in which they are located. They provide a range of direct services to RHY and at-risk youth and their families. The youth range in age from 14 to 24 years old. Services include but are not limited to crisis intervention, assessments, food, clothing, case management, counseling, mental health services, housing referrals, restrooms, employment assistance, access to computers, educational assistance, advocacy, and referrals.

Logistics

24-hour Drop-In Centers shall provide program operations 24 hours per day, 7 days per week. Each program shall serve a minimum of 1,900 youth annually, through outreach and community events as well as walk-in youth and provide case management to a minimum of 190 youth/families each year.

Drop-in centers may count youth they serve who reside in DYCD-funded RHY Crisis Services or TIL programs towards their required minimum service levels.

24-hour Drop-In Centers are expected to provide services both during the daytime hours and nighttime hours. Services shall include meeting the essential and emergency needs of youth seeking assistance from the program. Access to the facility should be 24 hours per day, 7 days per week. Services such as intake, food, restroom/washing facilities, clean clothing, responding to emergency health and mental health needs, and helping youth reach a safe location by providing them with metro cards or taxi services shall be made available when the Centers are open 24 hours per day, 7 days per week.

Staff shall be available to provide services 24 hours per day, 7 days per week.

Expectations of Services

The following are the expectations of all DYCD-funded Drop-In Center programs:

Ensure a safe and welcoming environment for all youth:

Programs will ensure a friendly and supportive environment where all youth feel welcomed because they are treated with dignity and respect. The program will have protocols to guide staff behavior and provide effective training and supervision.

Embrace Strengths-based and trauma-informed approaches:

Programs will embrace DYCD's strengths-based framework in which the strengths and assets of individuals and community are valued. Programs will adopt trauma-informed practices and address the emotional and mental health of the participants.

Provide Counseling and Case Management services to address the concerns of the youth:

Case Management and counseling staff will seek to address issues that may be undermining the stability of the participants including but not limited to relationship conflicts, education, finances, housing, and mental health.



Address health and mental health needs:

Programs must address the need for emergency health treatment as well as services related to sexually transmitted infections and pregnancy (wanted and unwanted) directly or through a system of effective referrals.

Programs will make it a priority to, directly or by way of referrals, address participants' mental health needs, including PTSD, depression, suicide ideations/attempts, and behavioral health such as substance use and dependency.

All referrals provided to participants will be expected to have follow-up documentation in the form of progress notes written directly by the program.

Provide services that highlight the importance of education, career development, stabilized housing, and job readiness:

The program will provide, or facilitate, access to education and employment-related resources. The Program will provide support that encourages all youth to identify and pursue academic and career goals.

Frequently Asked Questions

What are 24/7 Drop-in Centers (DICs)?

The 24/7 DICs are resource hubs available to young people ages 14-24—at any time of day or night. With one center in each borough, the 24/7 DICs provide a range of services to Runaway and Homeless Youth (RHY), youth at risk of homelessness, or youth in need of essential services. DICs are a safe and welcoming space for all young people, including LGBTQIA+ youth, to access essential services and respite.

How do 24/7 DICs differ from shelters and DYCD-funded Transitional Independent Living (TIL) and Crisis Services programs?

24/7 Drop-in Centers operate with a focus on providing around-the-clock services to any young person who needs them. They are not required to adhere to rigorous safety standards for residential programs set by State law.

What is the role of 24/7 DICs in referring young people who need a longer-term place to stay?

DICs refer young people to DYCD-funded Crisis Services and Transitional Independent Living programs, DHS shelters, or other available options to help them secure stable housing and other critical services. There are 813 beds citywide in DYCD's Crisis Services and Transitional Independent Living programs, including 753 for younger youth (aged 16-20) and 60 for homeless young adults (21-24).

What if referrals cannot be made because of the time of day?

If referrals cannot be made in the overnight hours, providers can facilitate the referral the following day. Providers can also explore family reunification or support youth to identify housing options that may exist with friends or family. Referral to services for youth under age 21 should be prioritized for placement in an RHY program, if appropriate; such a referral should take no longer than 24 hours. Providers can follow DYCD procedures for referrals to Crisis Services programs and Transitional Independent Living Programs or seek assistance from the DYCD RHY Program Manager if needed.



What services may be offered on 24/7 DICs?

Services that may be offered at 24/7 DICs include those that meet the basic needs of young people, such as food, clothing, access to restrooms and showers, counseling and mental health services, computer access, case management, recreational and educational activities, career development, as well as referrals to shelter and housing.

Guidance to ensure that youth reach a safe location, including providing them with a MetroCard, connecting them to street outreach services, or paying for transportation by car.

Impromptu resting in comfortable chairs or couches. Youth may rest at any time of the day and night on a 24/7 DIC while they are there seeking other services or waiting to participate in activities offered by the center. Youth may fall asleep while resting. Providers are not being asked to wake up participants who fall asleep.

DIC services must be accessible to youth at all times of day and night. Resting cannot be the only activity that is available at the DIC during any given time period.

What services are not permissible on 24/7 DICs?

Overnight sleeping is a substitute for more suitable housing options, such as DYCD-funded residential programs, DHS shelters, or other housing options.

Planned or reserved sleeping arrangements (this includes items such as cots, sleeping mats, air mattresses, and any other item that is primarily used for sleeping), especially during the overnight hours.

Resting or sleeping on the floor of a DIC.

What are service level expectations for 24/7 DICs?

Each 24/7 DIC serves 1,900 youth annually, including young people who are reached through outreach and community events. This includes case management for a minimum of 190 young people and families each year, including young people residing in DYCD-funded residential programs.

24/7 DICs should:

- Ensure a safe and welcoming environment for all young people, especially LGBTQIA+ youth.
- Treat youth with dignity and respect.
- Embrace DYCD's strengths-based framework in which the strengths and assets of individuals and community are valued.
- Adopt trauma-informed practices and address the emotional and mental health of the participants.
- Address, through case management and individualized services plans, issues that may be undermining the stability of the participants including but not limited to relationship conflicts, education, finances, housing, and mental health.
- Provide health and mental health services and referrals, including reproductive health, PTSD, depression, suicide ideations/attempts, and behavioral health issues such as substance use and dependency.
- Provide services that highlight the importance of education, career development, stabilized housing, and job readiness, and help youth identify and pursue academic and career goals.
- DYCD appreciates the ongoing input from our valued community-based organizations that provide these essential services to youth and young adults. Questions from providers can be directed to their DYCD Program Manager.



Residential Referrals for Minors

The following is the DYCD RHY policy on residential access for minors.

Minor Youth Policy for 16- or 17-Year-Olds

Runaway and Homeless Youth (RHY) Providers will accommodate all 16- or 17-year-olds seeking services. When a 16- or 17-year-old presents at an RHY service, i.e. a Drop-in Center, Crisis Services, or a Transitional Independent Living Program (TILP), that providing agency shall make an initial assessment of the youth to determine:

Basic Needs

If RHY staff reasonably suspect that a youth under age 18 has been abused or maltreated, the RHY provider is required to make a report to the SCR by calling (800) 635-1522. If the state accepts the report, this will trigger ACS to begin conducting a child protective response.


 **For More Information:** [OCFS: Child Protection Services](#)

Whether the Youth is in Foster Care

If the youth indicate an interest in reentering foster care, RHY staff must refer the youth to the applicable LDSS. For most youth, the applicable LDSS is the LDSS that previously had care and custody or custody and guardianship of the youth. For youth who most recently left the custody of the New York State Office of Children and Family Services (OCFS), it is the LDSS of the youth's current residence. In New York City, contact **NYC ACS** by email [at FPSReEntry@acs.nyc.gov](mailto:atFPSReEntry@acs.nyc.gov) or call **Radashaday Hubbard** at 347-768-4060 or **Fayette Bennett** at 212-341-3239.

 **For More Information:** [Responsibility of Residential Runaway and Homeless Youth Programs regarding destitute children and youth formerly in Foster Care](#)

- If the youth is a destitute minor,
- If the RHY staff has reason to believe that a youth who has come to the program for services is a destitute child, the RHY program must contact the LDSS by making a call to the New York Statewide Central Register (SCR), (800) 635-1522.

 **For More Information:** [Tool for RHY Programs to Identify Youth Formerly in Foster Care and Destitute Children](#)

Crisis Services:

- Intake and place the youth in your program and follow DYCD and OCFS regulations regarding minors



Transitional Independent Living (TIL):

- Verify that the youth is homeless, destitute or in need of respite
- Intake and place the youth in your program and follow DYCD and OCFS regulations regarding minors

If there are no vacancies available within the DYCD continuum, the providers shall contact the DYCD RHY Director of Program Management or Assistant Commissioner who will identify an available resource.



To start the process, please send an email to: RHYsupport@dycd.nyc.gov

No 16- or 17-year-old will be involuntarily discharged, without a safe and appropriate referral.

- The RHY program provider will develop a plan for the youth that ensures a safe and appropriate discharge placement.
- DYCD staff will work with the RHY programs in the development of a plan for the youth that ensures a safe and appropriate discharge placement.
- If a provider has questions about access to services, they can contact their DYCD Program Manager who will assist in identifying an available resource.

Policy on the Lengths of Stay for RHY Crisis and TIL Programs

If the youth request a place to stay, the provider will:

Drop-In Centers:

- Verify through PTS, or other methods, that an appropriate bed is available at a DYCD-funded Crisis or TILP
- If this is a destitute minor or homeless minor, contact a Crisis or TIL
- If this is a runaway minor, contact Crisis only
- Assist the youth in accessing transportation to the site and confirm that they have arrived safely

DYCD RHY 72-Hour Absence Policy

Purpose

DYCD RHY has developed a policy to allow youth the opportunity to return to our funded sites within 72 hours of being absent from the program. This policy will allow the youth the opportunity to return to a stable environment without disruption in services.

Policy

Youth who are absent from Transitional Independent Living (TIL) Support or Crisis Services programs are allowed a 72-hour grace period before being discharged. It is expected that the TIL and Crisis Services programs will hold a youth's bed assignment in anticipation of the youth returning to the program. If the youth does not return to the assigned bed by the 72nd hour, the youth should be considered a voluntary discharge, and the Provider should proceed with discharge procedures. Please report these discharges as voluntary in DYCD Connect.



Protocol for Holding Beds for Youth Undergoing Extended Hospital Stays

Purpose

- Youth in City-funded transitional independent living programs (“TILs”) and Crisis Services Programs sometimes require time away from their shelter due to extended hospital stays. This procedure is intended to assist these youth who need to leave their shelter facilities for medical purposes to return to their shelter.
- When a youth is away from his or her TIL or Crisis Services Program due to an extended hospital stay, providers will hold the youth’s bed for up to seven (7) days; if the youth must be hospitalized beyond seven (7) days, hold extensions will be considered on a case-by-case basis.
- Providers will make every effort to hold the youth’s bed while he or she is away. However, if the TIL or Crisis Services Program is at capacity and the youth’s bed is needed, providers must exercise discretion as to whether to continue to hold the bed or to place another youth in that bed.
- By instituting a policy wherein beds are held open for a certain amount of time, youth undergoing extended hospital stays will be able to avoid the added stress of an unstable housing situation.

Process

- If a medical procedure is scheduled in advance, the youth should consult with his or her case manager to determine how and when the youth’s belongings will be secured while he or she is away from the shelter.
- The youth will enter consent to allowing his or her doctor to communicate with the case manager regarding post-operative or post-procedural care OR the youth will contact the case manager directly to discuss the specifics of post-operative or post-procedural care. This will allow the provider to adequately plan for the youth’s absence.
- The case manager will make a notation in the youth’s case record, indicating that the youth is on an extended hospital stay; the notation should include the dates the youth is to be hospitalized.
- If the youth does not report to the shelter on the last day allotted by this policy, or the youth does not inform his or her case manager of any extenuating circumstances preventing him or her from reporting to the shelter, the bed will be released. The shelter will store the youth’s belongings for at least seven (7) days. Thereafter, the youth’s belongings will be discarded in accordance with the provider’s own policy.



Drop-In Centers Referral TIL

Drop-in centers can make emergency placement referrals straight to TIL. Below is the process:

1. Youth should be entered into PTS and when possible, the Drop-In Center should provide a full assessment.
2. The Drop-In Center must first contact Crisis Services for placement and if there are NO beds available proceed by referring to the TIL.
3. If the TILS are reporting no available beds and the system shows available beds the Drop-In is to reach out to DYCD for assistance

In the event the Drop-In needs to contact DYCD the information below is required:

1. Organization(s) contacted for placement
2. Name of staff person spoken to
3. Time of call
4. Summary of discussion

Since Drop-In Centers and Street Outreach operate beyond 5 pm, DYCD expects that there is someone at the TIL and Crisis residence who can do intake until 10 pm Mon – Sunday.

Drop-in centers are available for your needs.

Youth Residential Access and Referral Form

DYCD-funded RHY Providers are obligated by Local Law 79 to report each youth who is unable to access a DYCD-funded Crisis Services or TIL bed. RHY providers are to use the DYCD Residential Access and Referral Form to report when youth are not connected to an RHY bed.

The Youth Residential Access and Referral Form accomplishes the following:


1. Describe the process RHY providers follow to place young people.
2. Document whether the young person did not have access to a DYCD-funded bed.
3. Document whether the young person was offered a DYCD-funded bed and refused that placement.
4. Document whether the young person was referred to a non-DYCD-funded program or resource.

DYCD RHY Services will compile the information from these forms for the Shelter Access Report that is submitted to the New York City Council every 6 months.

 Access the **Youth Residential Access and Referral Form**: [DYCD Youth Residential Access Form](#)

Guidance for completion:

1. Forms must be submitted promptly, preferably within 24 hours. Prompt notification alerts DYCD to a placement issue and will help ensure young people are placed as quickly as possible.
2. Alert DYCD immediately when a 16- or 17-year-old is not able to access a bed.
3. Do not complete a form if a young person was placed in a DYCD-funded bed that night.

 For **questions about placing a youth**, please contact: RHYsupport@dycd.nyc.gov



Streamlined Referral to NYC Department of Homeless Services (DHS)

DHS-PB-2023-007 (R1)		
Policy Subject:	Applicable To:	Effective Date:
Referrals of Runaway Homeless Youth to Department of Homeless Services (DHS) Shelters	ALL DHS INTAKE CENTERS	August 25, 2023 (Replaces DHS-PB-2017-05)
ADMINISTERED BY:		APPROVED BY:
Division of Adult Services Division of Family Services Housing Emergency Referral Operations		Joslyn Carter, Administrator Department of Social Services/ Department of Homeless Services



To review the DHS Streamline Policy: [DHS Office of Policy, Procedures, and Training](#)

The application documents are located in the Document Library of DYCD Connect. The links are below:



[DYCD to DHS Shelter Referral Worksheet](#)



[DYCD to DHS Shelter Referral Consent Final](#)



[DHS Reasonable Accommodation Request Form](#)



[DHS Request for Consultation and Intervention from MD](#)

Submitting the application

Single adults and adult families

Email the Shelter Referral Worksheet to dycdreferral@dhs.nyc.gov and copy RHYStreamlineTracking@dycd.nyc.gov

Families with children (the family includes a pregnant person or a child under 18)

Email the Shelter Referral Worksheet to dycdfamilyreferral@dhs.nyc.gov and copy RHYStreamlineTracking@dycd.nyc.gov

The RHY provider will advise the DHS intake liaison through the e-mailbox of any needs that may affect the youth's or family's placement.



Pre-Employment Background Check

Statewide Central Register (SCR)

Applicants for employment or voluntary service in residential programs shall be screened through the Statewide Central Register of Child Abuse and Maltreatment and the Justice Center's staff exclusion list and placed on duty as outlined in section 424-a and section 495 of the Social Services Law.

- [s 182-1.9 Operation of residential programs.](#)
- [SCR Online Clearance System | Child Protective Services | OCFS \(ny.gov\)](#)

The Justice Center conducts pre-employment checks on those seeking paid or volunteer positions with providers under Justice Center jurisdiction, all DYCD RHY residential programs are under this jurisdiction.

Applicants would have regular, substantial, face-to-face contact with people who receive services in New York State. The pre-employment check process has two components: a check of the Justice Center's Staff Exclusion List and a Criminal Background Check. Running these checks helps keep both individuals with special needs and the workforce safe from people, who may cause them harm.


 Below are **links to more information on the justice center process on pre-employment background checks:**

- From the Justice Center for the Protection of People with Special Needs
 - [Pre-Employment Checks](#)
 - [Staff Exclusion List \(SEL\)](#)
 - [Criminal Background Check \(CBC\)](#)
- [criminal-background-check-guidance-for-providers-9-21.pdf \(ny.gov\)](#)
- [cbc-user-guide-revised-june-2018.pdf \(ny.gov\)](#)

NYS OCFS Administrative Directives

The purpose of the **Administrative Directive** (ADM) is to direct runaway and homeless youth (**RHY**) programs to take specific actions when operating **RHY** programs.

OCFS Administrative Directives, Purpose and Links:

<u>Subject:</u>	Runaway and Homeless Youth Provider Training on Lesbian, Gay, Bisexual, Transgender, Questioning, and Queer Cultural Competency
<u>Purpose</u>	
The purpose of this Administrative Directive (ADM) is to inform certified residential runaway and homeless youth (RHY) programs of the requirement for all staff to complete training in cultural competence for the lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ) population, as this training is described in Executive Law § 532-e (7), which became effective January 1, 2020.	
 Link:	20-OCFS-ADM-03.pdf (ny.gov)



Subject:

Notification of Increased Length of Stay in a Residential Runaway and Homeless Youth (RHY) Crisis Services Program

Purpose

The purpose of this Administrative Directive (ADM) is to clarify the conditions under which a runaway and homeless youth (RHY) service coordinator, and others as designated by a municipality via the RHY section of the Child and Family Services Plan (CFSP), must provide written notification to the New York State Office of Children and Family Services (OCFS) of a circumstance warranting additional residential services in a certified residential RHY crisis services program. These conditions were created with the enactment of Part M of Chapter 56 of the Laws of 2017 and accompanying changes in regulation. This policy applies only to runaway youth in OCFS-certified residential RHY crisis services programs; homeless youth and Transitional Independent Living Support Programs (TILPs) are addressed in 19-OCFS-ADM-05 - Notification of Expanded Services in a Transitional Independent Living Support Program (TILP).

**Link:**

[19-OCFS-ADM-06.pdf \(ny.gov\)](#)

Subject:

Notification of Expanded Services in a Residential Transitional Independent Living Support Program (TILP)

Purpose

The purpose of this Administrative Directive (ADM) is to clarify the conditions under which a runaway and homeless youth (RHY) service coordinator, and others as designated by a municipality in the RHY section of the Child and Family Services Plan (CFSP), must provide written notification to the New York State Office of Children and Family Services (OCFS) of a circumstance warranting extended residential services for homeless youth in a residential Transitional Independent Living Support Program (TILP). These conditions were created as a result of amendments to sections 420 and 532-d of the Executive Law, and the applicable regulations under Part M of Chapter 56 of the Laws of 2017. This policy applies only to extended lengths of stay for homeless youth in TILPs; lengths of stay for runaway youth served by residential RHY crisis services programs are addressed in 19-OCFS-ADM-06, Notification of Increased Length of Stay in a Runaway and Homeless Youth Crisis Services Program.

**Link:**

[19-OCFS-ADM-05.pdf \(ny.gov\)](#)

Subject:

Responsibility of Residential Runaway and Homeless Youth Programs Regarding Destitute Children and Youth Formerly in Foster Care

Purpose

The purpose of this Administrative Directive (ADM) is to direct runaway and homeless youth (RHY) programs to take specific actions when serving youth who are former foster care recipients or who may meet the definition of destitute child, as this term is defined in §1092 of the Family Court Act (FCA), present at RHY programs. This ADM was revised in March 2022 to align with updated requirements regarding youth reentry to foster care as articulated in 22-OCFS-ADM-04 and Chapter 798 of the Laws of 2021.

**Link:**

[18-OCFS-ADM-19.pdf \(ny.gov\)](#)




Subject: Sex Trafficking Allegation**Purpose**


The purpose of this Administrative Directive (ADM) is to inform local departments of social services (LDSSs) of a new allegation related to child abuse and maltreatment: sex trafficking. This allegation has been added to the list of potential allegations in CONNECTIONS (CONNx); it can be selected as an allegation at the New York Statewide Central Register of Child Abuse and Maltreatment (SCR) or added to an investigation by the LDSS.

 **Link:** [19-OCFS-ADM-11.pdf \(ny.gov\)](#)
Subject: Requirements to Identify, Document, Report, and Provide Services to Child Sex Trafficking Victims**Purpose**

The purpose of this New York State Office of Children and Family Services (OCFS) Administrative Directive (ADM) is to provide information to local departments of social services (LDSSs) and voluntary authorized agencies (VAs) on the requirements of the federal Preventing Sex Trafficking and Strengthening Families Act (the Act) [P.L. 113- 183] to identify, document, report to law enforcement, and provide appropriate services to children who are sex trafficking victims, 1 or who are at risk of being sex trafficking victims.

 **Link:** [15-OCFS-ADM-16](#)
Subject: Chapter 107 of the Laws of 2023: Extending the Legal Right to Consent to Health Care to Certain Youth**Purpose**

The purpose of this Informational Letter (INF) is to inform runaway and homeless youth (RHY) providers, RHY service coordinators, local departments of social services (LDSSs), and voluntary authorized agencies (VAs) of the provisions of Chapter 107 of the Laws of 2023 that expand the categories of youth under the age of 18 who can consent to their health care to include homeless youth and youth who are receiving services at an approved RHY program. This change goes into effect March 23, 2023.

 **Link:** [23-OCFS-INF-04](#)
 Please reference this flyer for more information: [OCFS- Medical Consent for Youth Under 18 and Experiencing Homelessness Flyer](#)
Local laws

- [LL174 of 2018 RHY information posting and reporting](#)
- [LL4 of 2019 Services for Immigrants](#)
- [LL81 of 2018 DHS Streamlined Process](#)
- [LL79 of 2018 Shelter Access](#)
- [LL86 of 2016 Annual RHY Services Overview](#)
- [LL41 of 2016 Sexually Exploited Youth](#)
- [LL95 of 2023 LGBTQ Services](#)
- [LL98 of 2023 Financial Literacy](#)
- [LL79 of 2022 Shelter Utilization and Exits Reports](#)
- [LL26 of 2023 Report of Families with Children in Shelter](#)



SECTION IV: DYCD Connect

DYCD Connect is a single point of access to three applications for tracking participants, capturing and tracking program evaluation and monitoring, and requesting capacity-building support. Participant Tracking System (PTS) captures and tracks program activities, participant intake and enrollment, and attendance. Evaluation and Monitoring System (EMS) documents all DYCD evaluations, follow-ups, action plans, and incident reports. CBAdvance is a portal for capacity-building services, including training opportunities and requests for technical assistance support.

To access DYCD Connect, visit <https://discoverdycd.dycdconnect.nyc/> and click Register.

For more on DYCD Connect, please refer to the following links:

- [PTS User Guide](#)
- [DYCD Connect User Access Guide](#)
- [Connect Guide Adding & Maintaining Provider Contacts](#)
- [Evaluation & Monitoring System: System Overview](#)

SECTION V: Scope of Work

The Scope of Work outlines the services and activities that contractors must provide in the funded program areas.

Please click the link below to access the complete Scope of Work for each program type.

- [Street Outreach](#)
- [24 Hour Drop In](#)
- [Day Drop In](#)
- [Crisis Services](#)
- [Transitional Independent Living Program](#)



SECTION VI: DYCD Contracts and Monitoring

DYCD Financials is an accounting platform available on DYCD Connect for Department of Youth and Community Development (DYCD) providers. The platform works to streamline and partially automate aspects of data entry for annual projections and monthly expense reporting of contract dollars.

Providers may access DYCD Financials from www.dycdconnect.nyc with a DYCD Connect account. Please refer to the following links for more information:

- [DYCD Fiscal Manuals](#)
- [Fiscal Training Guide FAQ](#)
- [DYCD Fiscal Training](#)
- [DYCD Budget Review Guidelines](#)
- [DYCD Financial User Guide](#)
- [DYCD Financial Training Video](#)

DYCD Program Monitoring Sites

RHY Program Managers conduct regular site visits. Site visits are designed to assist providers with technical support, ensuring that programs provide a safe and supportive environment, that contractual agreements are being adhered to, and that the program follows OCFS and DYCD regulations.

 For further guidance: [Performance Evaluation Guide](#)

Types of Site Visits	Site Visit Frequency Per Fiscal Year:
There are three types of site visits; <ol style="list-style-type: none"> 1. Administrative, 2. Case Management, and 3. Safety/Facility. 	<ul style="list-style-type: none"> • Three Administrative • Three Case Management • Three Safety and Facilities • Two Portfolio Meetings

The visits can be conducted as “announced” or “unannounced” however each program must have at least one unannounced visit per fiscal year. Twice during the fiscal year, Program Managers meet with their portfolio as a collective. These are virtual meetings.

Each visit type has a monitoring tool with questions that coincide with PTS indicators.

The monitoring tool is uploaded to the evaluation along with the site's monthly calendar. The evaluation is due no later than 7 days after the site visit.



Administrative Site Visits

During Administrative visits, Program Managers will review 50% of Personnel Files to ensure that the files follow OCFS and DYCD regulations. Administrative visits include ensuring the following for each personnel listed in the contract:

- **Documentation of 40 hours of training from the date of hiring**
 - If the provider does not demonstrate that their staff have 40 hours of training, they will receive a SAP.
 - For all missing trainings, the agency must provide DYCD RHY with proof of the completed and/or expected date of completion on or before the next site visit.
- **SCR/SEL clearance**
 - Staff missing SCR/SEL clearances must not work alone. They must work alongside a cleared person until such clearances are obtained.
- **Documented yearly physicals**
 - Staff missing their annual physical exam must be removed from the schedule until the physical is received.
 - Proof of completed exams must be sent to the Program Manager before the staff returns to duty.
- **Documented yearly evaluations and other documents**
 - For all missing required documents, the Agency must provide DYCD RHY with proof of completion on or before the next site visit.

Case Management Site Visit

During case management visits, your Program Manager will review 50% of the case files. At least one of the three Case Management visits will also include reviewing files for discharged youth as part of the 50% review.

An initial assessment of each youth shall be conducted upon admission to a program. Such an assessment should address the reason the youth has run away or is without a place of shelter, the youth's immediate needs, current functional level, and any other relevant information.

Case Management visits also include the following:

- Speaking to the youth (when available)
- Review of Daily Logs and Review of Incident Report Logs
- Ensuring goals and progress notes are aligned



Safety and Facility (Physical Plant)

During Physical Plant visits the facility is inspected to ensure that safety and sanitary conditions are adhered to. During these visits ensure the following:

- At least two clear means of egress
- Smoke and Carbon Detectors are operational and loud
- Cleanliness
- Fire Drill Logs are up to date, Fire extinguishers are up to date, Fire Department Inspection Documentation is available, and smoke detectors are operating.
- Exit signs are visible and exits are uncluttered, Windows open and close without a struggle and Hot water is working
- Meal Menus are present and up to date
- First Aid and Spill Kits are stocked
- Program/Policy Procedure Manual is available
- Staffing Plan is available

The following posters are displayed and visible:

- [Know Your Rights - 311](#)
- [Immigration Youth Flyer \(English and Spanish\)](#)
- [Streamline - Leaving Youth Shelter](#)

Portfolio Virtual Meetings

These meetings occur virtually twice within a fiscal year where program managers and providers go over best practices, policies, OCFS regulations, and programmatic trends. These meetings allow the providers to share ideas and resources.

An evaluation will not be generated for these meetings. The program manager will complete an ad hoc evaluation in PTS/EMS and it is due 7 days after the meeting.

Exit Visit Discussions

After each site visit, Program Managers conduct an exit summary discussion with the providing agency's Program Director/Supervisor. During the exit discussion, areas needing improvement and site highlights are discussed.

Once the evaluation is complete the indicators are locked, and the monitoring tools are uploaded to the evaluation. The evaluation is then submitted to the Director for review and final approval. This final approval will then be sent to the provider via EMS. For a copy of the monitoring forms used, please contact your Program Manager.



SECTION VII: Resources

This section contains information about enacted legislation, referral information for other RHY programs in New York State, services for runaway and homeless youth, resources for youth, and more.

NYS OCFS Helpful Links

- [OCFS: Article 19-H](#)
- [RESOURCE: 988 National Crisis Hotline](#)
- [OCFS: Certified RHY Program Directory](#)

Enacted Legislation Links

- [NYCPS: Students in Temporary Housing Info](#)
- [NYCPS: Transfer Schools Guide](#)
- [NYCPS: Enrollment Offices Help](#)

Additional Resources and Links

- [DOHMH: Mental Health Services in NYC](#)
- [FLYER: RHY Services Palm Card](#)
- [FLYER: RHY Immigration and Legal Help](#)
- [FLYER: RHY Youth Leaving Shelter](#)
- [GUIDE: Blueprint to Address NYC's Response to the Asylum Seeker Crisis](#)
- [Guide: Helping LGBTQ+ Youth in Human and Social Services](#)
- [NEW YORK CITY HOUSING AUTHORITY \(NYCHA\): Section 8 Rental Subsidy Programs](#)
- [OCFS: Training Resource Guide for RHY Staff](#)
- [RESOURCE: 988 Suicide and Crisis Lifeline](#)
- [RESOURCE: Trauma Response and Crisis Intervention Resource Directory](#)
- [RESOURCE: CITYFHEPS](#)
- [RESOURCE: Housing Choice Vouchers](#)
- [RESOURCE: Source of Income Discrimination](#)
- [REFERENCE: Navigating Housing Voucher Discrimination for Young Adults](#)
- [TRAININGS: Workforce Professionals Training Institute](#)
- [TRAININGS: Justice Center for the Protection of People with Special Needs](#)

Other Links

- [GUIDE: NYC Youth Homelessness System Map & Capacity Overview](#)
- [RESOURCE: Empowering Youth through Financial Literacy](#)

