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

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.

▶

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
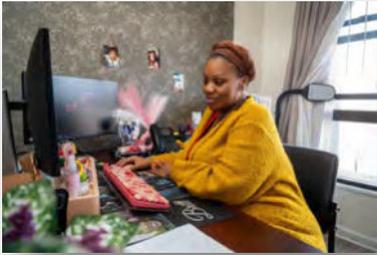- Late Returns Coordinated with DHS
- No One Left Without Placement

HSNY Experience

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

HSNY in the Community!

HSNY Staff

HSNY FNS Cooking Class

Jackie's Place Easter Event

Mother's Day Event

DOH Health Fair

How to Reach HSNY - 24/7 Contact Info

646-776-5604
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 poin** t 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
- HSNY 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
- 12 External camera
- Live monitoring + recorded footage

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