

Valerie S. Mason
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**The City of New York
Community Board 8 Manhattan**

February 24, 2026

Joslyn Carter
Administrator
New York City Department of Homeless Services
33 Beaver Street, 17th Floor
New York, NY 10004

RE: Support For the Restore Hope Women’s Residence on East 61st Street

Dear Administrator Carter,

At the Full Board meeting of Community Board 8 Manhattan held on February 18, 2026, the board approved the following resolution by a vote of 36 in favor, 0 opposed, 1 abstention, and 0 not voting for cause.

WHEREAS, the Department of Homeless Services, in partnership with provider Housing Solutions of New York, has presented to Community Board 8 a plan to open the Restore Hope Residence in the vicinity of the southeastern corner of Community District 8; and

WHEREAS, the facility will house a population of up to 200 single women, with the population gradually increasing to that number following a planned opening in March or April of 2026; and

WHEREAS, the residents of the Restore Hope Residence will be offered wrap-around services designed to move them “from crisis to stability,” provided by 46 on-site staff including social workers, case managers, housing specialists, and employment specialists, as well as 24/7/365 residential aides; and

WHEREAS, all residents will be offered three meals each day and additional snacks; and

WHEREAS, the facility operator will maintain a strict 11 p.m. curfew and will not permit loitering outside the facility, consistent with DHS rules for similar facilities; and

WHEREAS, the facility will be drug- and alcohol-free; and

WHEREAS, the facility operator will provide a roof area for residents to congregate; and

WHEREAS, Elite Investigations will provide 24/7/365 security services for the facility with qualified, professional staffing by guards who have at least two years of experience in the shelter system and supervisors who have at least three years of experience; and

WHEREAS, Housing Solutions of New York will operate a 24-hour hotline for community concerns reachable at 646-776-5604; and

WHEREAS, Housing Solutions of New York will form a Community Advisory Board with representatives from Community Board 8, representatives of the NYPD, the councilmember for the local City Council district, and other stakeholders to ensure ongoing, open communication and collaboration;

and

WHEREAS, Housing Solutions of New York currently operates a Welcome Center in Community District 8 with a capacity of over 80 beds and works collaboratively with the Board and other community partners with respect to that center; and

WHEREAS, for over the last 25 years, Lenox Hill Neighborhood House has successfully run an 80-bed Women's Mental Health Shelter at the Park Avenue Armory; and

WHEREAS, Community Board 8 recognizes the scale of New York City's housing crisis and the responsibility that all of the city's neighborhoods have in housing vulnerable New Yorkers; and

WHEREAS, the Board has a long history of supporting similar facilities, dating at least as far back as 1989, when Community Board 8 voted to support a similar project on East 77th Street before it was ultimately approved by the Board of Estimate;

THEREFORE, BE IT RESOLVED, That Community Board 8 Manhattan supports the plans of the NYC Department of Homeless Services to open the Restore Hope Residence as presented to this Board on February 9, 2026, subject to the terms and conditions set forth above and in the presentation attached hereto.

Please advise us of any action taken on this matter.

Sincerely,

Valerie S. Mason

Barbara Rudder and Wilma Johnson

Valerie S. Mason
Chair

Barbara Rudder and Wilma Johnson
Co-Chairs, Health, Seniors, & Social Services Committee

cc: Honorable Kathy Hochul, Governor of New York State
Honorable Zohran Mamdani, Mayor of the City of New York
Honorable Brad Hoylman-Sigal, Manhattan Borough President
Honorable Jerry Nadler, 12th Congressional District Representative
Honorable Liz Krueger, NYS Senator, 28th Senatorial District
Honorable José M. Serrano, NYS Senator, 29th Senatorial District
Honorable Edward Gibbs, NYS Assembly Member, 68th Assembly District
Honorable Alex Bores, NYS Assembly Member, 73rd Assembly District
Honorable Rebecca Seawright, NYS Assembly Member, 76th Assembly District
Honorable Julie Menin, Speaker, NYC Council, 5th Council District
Honorable Virginia Maloney, NYC Council Member, 4th Council District
Honorable Elsie Encarnacion, NYC Council Member, 8th Council District



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.

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

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



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



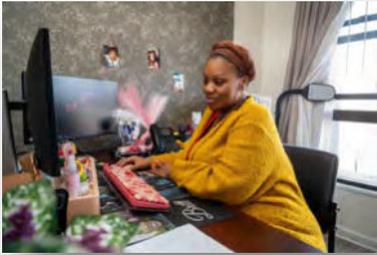
No One Left Without Placement

HSNY Experience



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

HSNY in the Community!!



HSNY Staff



Jackie's Place Easter Event



Mother's Day Event



HSNY FNS Cooking Class



DOH Health Fair

How to Reach HSNY - 24/7 Contact Info



646-776-5604

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 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
- 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



How to Reach Us? 24/7 Contact Info



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