


NEW YORK CITY
DEPARTMENT OF HOMELESS SERVICES
ADULT SERVICES

PROCEDURE No. 00-412

SUBJECT: Locker Assignment and Client Belongings	APPLICABLE TO: Adult Services Shelters	ISSUED: October 28, 1998 RE-ISSUED: March 28, 2000
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ADMINISTERED BY: Division of Adult Services	APPROVED BY:  Marcia Stevenson Deputy Commissioner
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I. PURPOSE

To provide guidelines and detailed instructions for the assignment of individual lockers to shelter applicants/clients and for the storage, retrieval and disposal of applicants'/clients' belongings.

II. APPLICABILITY

Applicable to staff at all Adult Services shelters and Program Administrators.

III. FORMS USED

412A/aa Locker Assignment and Client Belongings Tracking Sheet/Spanish

IV. RELATED PROCEDURES

98-401 Control and Confiscation of Contraband
00-409 Suspension of Services

V. INTRODUCTION

Adult Services shelters provide individual lockable storage space to all applicants/clients. Upon bed and locker assignment, each applicant/client signs for a key/combo lock and receives a copy of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa) which states the rules and responsibilities regarding locker usage and personal belongings.

Due to space limitations, only personal belongings that fit into an assigned locker may be kept at a shelter. Excess personal items found in or around locker areas (e.g., under beds) are subject to disposal. Contraband, such as weapons, dangerous instruments, illegal drugs and articles prohibited from facilities either by law or by facility regulations, will be confiscated. This procedure does not address the safekeeping of cash and other valuables.

At the conclusion of shelter stays (e.g., transfer, diversion, or move to permanent housing), an applicant/client removes the belongings from his/her assigned locker and returns the key/lock to shelter staff.

If an applicant's/client's location is unknown, his/her locker should be opened on the morning after s/he has missed curfew. A team of at least two staff, including one supervisor, opens the locker to remove belongings, which will be inventoried and held in a designated clean and locked storage area.

Belongings are held for one week from the date the locker is emptied. Shelters dispose of unclaimed belongings at the expiration of the one-week storage period.

A former applicant/client can retrieve his/her stored belongings within the one-week period by presenting proper identification and signing for their items at the times of day posted by the facility. A relative or friend may also claim belongings -- provided the shelter receives authorization in writing from the former applicant/client and the relative or friend provides appropriate identification to shelter staff at the time of retrieval.

Only authorized personnel should have access to the master keys for individual lockers and can authorize locker entry to remove belongings.

Shelters, who receive temporary clients on a regular basis, may have separate locked storage space in a designated area of the facility for nightly use.

--POINTS TO REMEMBER --

- Any provisions for belongings in addition to those that can fit into a locker must be clearly stated in the shelter's policy and program orientation. Staff may assist an applicant/client, if necessary, to arrange for the storage of the excess items off the shelter premises, such as with relatives or friends.
- Staff follows Control and Confiscation of Contraband Procedure (98-401) and Suspension of Services Procedure (00-409) if contraband is observed or found:
 - in the applicant's/client's possession upon entry to the shelter.
 - in or around the applicant's/client's locker.
 - during the removal of belongings from an applicant's/client's locker.
- Rules infractions involving locker usage must be documented in the applicant's/client's case record and the applicant/client counseled.
- The staff person issuing the locker must review with the applicant/client the contents on the first page of the Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa) and obtain the applicant's/client's signature on the form. The applicant/client then receives a copy of page one of the Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).
- If an applicant/client leaves without returning his/her lock, staff must record the storage and retrieval or disposal of belongings on the second page of the Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).

VI. DETAILED INSTRUCTIONS

1. SCREENING/OPERATIONS STAFF

a. LOCKER ASSIGNMENT

- (1) Requisitions key/combo lock from inventory and issues to applicant/client.
 - (2) Enters locker number and the date the locker and key/lock were issued in Section I of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).
 - (3) Thoroughly reviews Section II of Form 412A/aa regarding locker usage and personal belongings with the applicant/client. Asks applicant/client to sign and date Section III of Form 412A/aa. If s/he refuses a key/lock and/or refuses to sign, notes on form. Worker signs and dates Form 412A/aa.
 - (4) Issues copy of Page 1 of Form 412A/aa to applicant/client. Original to Shelter File.
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2. ASSIGNED CASEWORKER (or Shift Supervisor if social service staff are not on duty)

a. TERMINATION OF SHELTER LODGING

- (1) Receives key/lock from applicant/client who has emptied his/her locker upon the termination of his/her shelter lodging.
 - (2) Completes Section IV of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).
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3. OPERATIONS STAFF

a. REMOVAL OF BELONGINGS FROM LOCKER

- (1) Team of staff opens locker of applicant/client who leaves without returning lock, including curfew violators, with master key (cuts lock with cutters if applicant/client used a non-agency lock).
 - (2) Empties and cleans locker. Follows basic safety precautions -- wears gloves and other personal protective equipment.
 - (3) Stops removal if staff observes weapons or illegal drugs. Follows Control and Confiscation of Contraband Procedure (98-401).
 - (4) Discards all locker contents at once if rodents, bugs or rotting items are found in the locker (health hazard).
 - (5) Inventories the locker's contents while placing items into a clear plastic bag. Writes H.A. number, locker number, bed number and the exact time and date the items were stored on a tag attached to the plastic bag (e.g., Bag 1 of 3, if more than one bag). Removes belongings to storage area.
 - (6) Supervisor completes Section V of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa). Retains original in Shelter File. Copy to applicant's/client's case record.
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b. RETRIEVAL OF BELONGINGS FROM STORAGE

- (1) Whenever a former applicant/client requests his/her belongings within the one-week storage period, operations staff:
 - (a) Requests and photocopies proof of identity from the former applicant/client. Attaches copy to Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).
 - (b) Completes Section VI on Form 412A/aa, as follows: Enters time and date of retrieval, checks "Applicant/Client" line, and type of ID presented. Former applicant/client signs form. Worker prints and signs name.
- (2) If a relative or friend of the former applicant/client arrives to retrieve belongings, operations staff:
 - (a) Requests letter authorizing the retrieval and the individual's ID or other means of verification. The letter must contain the former applicant's/client's signature and H.A. number.
 - (b) Checks "Family Member/Friend" line and has the individual sign under "Signature of Retriever" in Section VI on Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).

c. DISPOSAL OF BELONGINGS

- (1) Disposes of unclaimed belongings at the expiration of the one-week storage period.
- (2) Completes Section VIII of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa), as follows:
 - (a) Enters exact time and date the bags were discarded from the storage area.
 - (b) Explains any circumstances regarding the disposal as needed. Signs and dates form.
 - (c) Submits to Shift Supervisor for review and sign-off. Original to Shelter File.

4. SOCIAL SERVICE DIRECTOR

- a. Approves or disapproves request of a former applicant/client who asks the shelter to hold his/her belongings beyond one week.
 - b. Completes Section VII of Locker Assignment and Client Belongings Tracking Sheet (Form 412A/aa).
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LOCKER ASSIGNMENT AND CLIENT BELONGINGS TRACKING SHEET

APPLICANT/CLIENT NAME (First, Last)	H.A. NUMBER:	SHELTER:
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I. LOCKER AND KEY/COMBINATION LOCK ASSIGNMENT	
LOCKER NUMBER:	DATE:

II. NOTICE REGARDING LOCKER USAGE AND PERSONAL BELONGINGS

In the assignment of this locker and receipt of key/combination lock, I, _____ understand that: Applicant/Client Name (Print)

1. An agency lock will be provided and is the only lock that I may use. Unauthorized locks will be removed. The agency will retain a master key or the combination to the lock.
- I cannot let anyone else use my locker.
3. I cannot exchange my locker with that of another client without permission of the shelter supervisor.
4. I cannot bring more belongings into the shelter than can fit into my assigned locker, unless specifically permitted by the shelter. Excess belongings found around lockers can be hazardous and are subject to disposal unless removed from the shelter.
5. My locker and its contents are subject to inspection, at any time, by authorized personnel, pursuant to agency procedures. Banned articles and substances will be confiscated.
6. The locker must not be damaged and the contents of my locker must be kept in an orderly and sanitary condition.
7. When my stay at the shelter has ended, I must empty my locker and return the lock to the shelter supervisor.
8. If I leave the shelter without taking the contents of my locker, the shelter will dispose of my belongings after the one-week storage period.

III. I have received an assigned locker, locker key/combination lock, and a copy of Form 412A, Section II Notice Regarding Locker Assignment, Locker Usage and Personal Belongings. I understand my rights and responsibilities regarding my locker and belongings.

Applicant/Client Signature

Date

Authorized Personnel

Date

IV. Was lock returned to staff at the conclusion of the applicant's/client's shelter stay? Yes No

Staff Name

Title

Staff Signature

____/____/____
Date

____:____ AM/PM
Time

V. Removal of Belongings from Client's Locker

1. Lock was ☐ Opened with a key
☐ Cut with lock-cutters

Date Locker Opened: ____/____/____
Time Locker Opened: ____:____ AM/PM

2. Were belongings found in other areas besides the locker (e.g., under bed)? Yes No
3. Were rodents, bugs or rotting items found in the locker? Yes No
4. If Yes, were the contents of the locker discarded? Yes No
5. Please, explain the above circumstances: _____

6. Names of Staff Members Emptying and Cleaning Lockers: _____

7. _____
Signature of Supervisor

VI. Client's Retrieval of Belongings from Storage Area

1. Date of Retrieval: ____/____/____
3. Items retrieved by: Applicant/Client
 Family Member/Friend
5. Signature of Retriever

2. Time of Retrieval: ____:____ AM/PM
4. Type of ID or Verification Presented:
 Photo ID Letter from Client
 Other: _____

6. Name of Staff Member Overseeing Retrieval: _____

7. Signature of Staff Member: _____

VII. Did client request that belongings be held for an extended time? Yes No

1. If Yes, explain: _____

Request Approved? Yes No

2. Signature of Social Service Director

VIII. Disposal of Client's Belongings

1. Were applicant's/client's belongings kept the required one-week period? Yes No

If No, please, explain: _____

2. Date Belongings Disposed: ____/____/____

3. Time Belongings Disposed: ____:____ AM/PM

5. Name of Staff Member Overseeing Disposal

6. Signature of Staff Member Disposing of Items