



NYC SHELTER RESIDENTS: Protect Your Right to Shelter!

What the “Client Responsibility” Rules Mean, and How to Protect Yourself

The Department of Homeless Services has rules called “Client Responsibility.” Noncompliance with these rules put you at risk of being **ejected from shelters to the streets for 30 days or more**. The following is a brief description of the rules, how you can protect yourself, and what the **Coalition for the Homeless** and our CAG are doing to protect your rights.

The Client Advisory Group (or CAG) of the Coalition for the Homeless is a group of single adult shelter residents, like you, who work together to protect your rights and improve the conditions at shelters. The CAG meets every other Tuesday, 5pm, at the Coalition for the Homeless. For more information on CAG call the CAG Hotline at 212-776-2008.

The “Client Responsibility” Rules

Under the “Client Responsibility” procedure homeless individuals and families can be ejected from the shelter system for a minimum of 30 days if DHS claims that they did not comply with:

- an “independent living plan” (ILP)
- housing search requirements
- facility rules concerning health and safety
- scheduled appointments
- saving requirements

Under the rules, shelter residents could be ejected from shelter for breaking curfew or missing appointments, for not complying with shelter savings plans, or other so-called “violations.” Residents cannot be ejected from shelter if they have a mental or physical condition that makes them unable to follow these rules, although proving this is sometimes difficult.

What to Do if You Are Threatened with Loss of Shelter

Coalition for the Homeless, working with our Client Advisory Group and the Client Advisory Boards, will fight to protect your rights. We will:

- provide legal assistance
- assist with fair hearings and other administrative appeals
- ensure that you still have a roof over your head

COME TO THE COALITION FOR THE HOMELESS

129 Fulton Street Monday through Friday

Take the A, C, 2, 3, 4, 5, J or Z train to the Fulton Street Station

Come early (by 8am) as we only see a limited number of clients each day

If you receive a “sanction notice” or a “notice of ILP violation,” or if you are threatened with loss of shelter or are denied shelter when you seek it, contact us immediately.

Toll Free Sanction Hotline 855-NYC-CFTH (855-692-2384)
Coalition for the Homeless CAG Hotline for meeting information 212-776-2008