

# **Exhibit 1**

Dear DHS Client,

Over the past fourteen months, we have been through so much together, as we faced an unprecedented pandemic that upended all our lives. But throughout this crisis, New Yorkers have managed the challenges, persevered, adapted to new circumstances that we never expected, and worked to support one another. At DHS, that included moving approximately 10,000 New Yorkers from congregate shelters into temporary commercial hotel locations to protect client safety and help prevent the spread of COVID-19 in the community.

Please read this letter to learn about DHS' plans to transfer clients from commercial hotels back to congregate shelters.

DHS is planning for the move back to congregate shelters as our city enters the next phase of recovery. We think the moves will start soon, but we do not have specific dates yet. To make this transition as smooth as possible, shelter staff are available to meet with you to discuss your individual needs before any final decisions are made.

If you have a disability or medical condition that you think we should keep in mind when making decisions about your shelter assignment, ask your case manager about applying for a reasonable accommodation (RA). Each RA request is unique and specific to the person asking for it. You may also need to ask your doctor or other health care provider for a letter in support of your RA request. Please speak to your case manager as soon as possible so you can find out if you may need to get documentation from your doctor or other health care provider.

To summarize: (1) as the city reopens, clients will be moving back to congregate shelters, unless they have special needs that require other accommodations,

(2) we will share exact dates for the moves soon,

(3) you can request a reasonable accommodation through your case manager, and

(4) you should contact your case manager if you think you will need help getting a storage grant from HRA for any excess belongings in your hotel room.

We will keep you updated as more information becomes available. Please be sure to contact shelter staff with your questions and concerns.

Thank you for your patience and understanding.

Sincerely,

Joslyn Carter  
DHS Administratorc

5/19/21