

# **EXHIBIT 4**

Date

Dear DHS Client,

~~Over the past fourteen months, we have been through so much together, as we faced an unprecedented pandemic that upended all of 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 includes moving approximately 10,000 New Yorkers from congregate shelter settings into temporary commercial hotel locations to protect client safety and help prevent the spread of COVID-19 in the community.~~

~~Now,~~Please read this letter to learn about DHS' plans to transfer clients from commercial hotels back to congregate shelter settings.

~~DHS is beginning to plan for the move back to congregate shelters as our city enters the next phase of our recovery, we are beginning to plan for the return back to shelter. We understand that this is yet another change that may be a challenge.~~anticipate moves to begin during the \_\_\_\_\_. To make this transition as smooth as possible, ~~your~~ shelter staff will meet with you one-on-one to assess/discuss your individual needs ~~and talk through the process~~ before any decisions ~~about your placement~~ are made. ~~about where and when you will move.~~

If you ~~believe that you need an accommodation for~~ have a disability or medical condition, ~~that you think we should speak with~~ keep in mind when making decisions about your shelter assignment, you should ask your case manager about applying for a reasonable accommodation. A reasonable accommodation (RA) is a change to a system so that a person with a disability can get the services they need. Each RA request is unique and specific to the person asking for it. There is no limit to the types or number of RAs a person might need. You might need a RA in a congregate shelter that you do not need in your hotel. You may also need to ask your doctor or other health care provider for a letter in support of your RA request, so 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.

~~As~~To summarize: (1) you will most likely be moved back to a congregate shelter setting as the city reopens, (2) we do not yet know an exact date by when moves will begin, (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 obtaining a storage grant from HRA for any excess belongings in your hotel room.

~~We will keep you updated as more information becomes available, we will. Please be sure to keep you updated. If you have questions or concerns, please don't hesitate to speak with your~~ contact shelter staff with your questions and concerns.

~~Throughout the pandemic, New Yorkers have managed the challenges, persevered, adapted to new circumstances, and worked to support one another. At DHS, we moved approximately 10,000 New Yorkers from congregate shelters into temporary commercial hotels to protect their safety and help prevent the spread of the virus that causes COVID-19 in the community.~~

Thank you for your patience and understanding.

Sincerely,

Joslyn Carter  
DHS Administrator