**Essential Staff for Program Operations; Supportive Services for Veteran Families Program, Homeless Veterans’ Reintegration Program, Veterans Employment Services**

**Location: Veterans Services NYC - 17 Battery Place, Suite 1232, New York, NY 10006**

Office Phone Number:

All Vets Staff Email**:**

The Veterans Services office in Manhattan provides Rapid Re-Housing and Homelessness Prevention case management services to very low-income Veteran households across the five boroughs of New York City. Our other core supportive services focus on employment assistance, access to educational resources, and the coordination of healthcare, treatment, vocational training, benefits and legal services- primarily through referrals and follow up supports. We work with our legal contractor (Veterans Advocacy Project), the U.S. Department of Veterans Affairs, partner non-profits, and other community-based resources across the City when making these connections for veterans to access services.

Since our programs at 17 Battery Place are non-residential and operate on an 8:30am to 5:30pm schedule, essential staffing at the office in the event of an emergency is minimal. Basic staffing in the office to meet with veterans and answer/return phone calls could be managed by one or two professional staff members, with remote support of the full Veterans Services Team.

Three service options can be implemented to ensure delivery of services and continued operations during times of crisis or emergency:

Option 1: Staggered Staff Schedule

Option 2: All Staff Work Remotely

Option 3: All Staff Work Remotely for the exception of one staff member on site

Option 1: Staggered Staff Schedule

For Option 1 a combination of staff would maintain their regular duties on certain days of the week in the office and then on other days work remotely. The team would be broken down into Team A and Team B and follow a Week 1/Week 2 rotating schedule. For example:

Week 1

* Mondays and Thursdays- Team A on-site, Team B are remote.
* Tuesdays and Fridays: Team B on-site; Team A Remote
* Wednesdays: All Staff are remote.

Week 2

* Mondays and Thursdays- Team B on-site, Team A are remote.
* Tuesdays and Fridays: Team A on-site, Team B are remote.
* Wednesdays: Al Staff are remote.

Option 2: All Staff Work Remotely

For Option 2 all staff would work remotely from home. In addition to their regular in office responsibilities, some team members would be provided a specific list of remote tasks to ensure understanding of roles and responsibilities while working remotely. Field Work will be assigned only with supervisor approval, following all agency precautions and standards.

Option 3:

For Option 3 all staff would work remote except for a one or two staff members (rotating weekday assignments) that would be on site in the Manhattan office.

A combination of any one or two) ***Intake/Outreach/Housing Specialists, Service Coordinators or Veteran Services managers*** will:

* Call participants on the caseload once every other week to provide wellness checks, following up as needed;
* Meet with veteran households in the office to triage their immediate case management issues;
* Provide referrals to the local VA medical centers for healthcare services and assistance as needed;
* Answer and return veterans’ phone calls regarding program services, landlord/employer follow-up and other needs;
* Sign-out weekly MetroCards for participants to ensure that they have the means to travel until their primary case manager returns;
* Coordinate with program management around rental payments and other financial assistance requests for veterans as they arise.
* Print and Scan any needed paperwork
* Sort incoming and send outgoing mail.

**Important Contacts**

1. U.S. Department of Veterans Affairs
   1. New York Harbor Healthcare System (Brooklyn, Manhattan, Staten Island, Queens VA services: 212-686-7500;
      1. Primary Contact:
   2. Bronx VA Medical Center: 718-584-9000
      1. Primary Contact:
   3. SSVF Program Office: Primary Contact: x, Regional Coordinator:
2. NYC Department of Veterans Services:
3. NYC Department of Homeless Services-
   1. Emergency Shelter (see page 3)
   2. Veterans team:
4. Legal Subcontractor: Veteran Advocacy Project (VAP):
   1. Primary Contact:
5. Veterans Crisis Line: 1-800-273-8255
6. S:US Central Office:
   1. Veterans Services Regional Director (NYC):
   2. Team Leader-
   3. Intake Director:
   4. Senior Service Coordinator:
   5. Veteran Employment Manager:
7. Food Bank Services:

Applying for NYC Emergency Shelter: Source: <https://www1.nyc.gov/site/dhs/shelter/singleadults/single-adults-applying.page>

**Men**

All single adult males must apply at:

**30th Street Intake Center**

400-430 East 30th Street  
New York, NY

30th Street is open 24 hours per day, including weekends and holidays.

**How to Get There:**  
Subway: Take the 6 train to 28th Street. Walk east to 1st Avenue, turn left, and go north to 30th Street. Entrance is now at 30th Street and 1st Avenue.

**Women**

All single adult women must apply at one of the following locations:

**HELP Women's Shelter**

116 Williams Avenue (between Liberty Avenue and Glenmore Avenue)  
Brooklyn, NY

**How to Get There:**  
Subway: Take the C train to Liberty Avenue.

**Franklin Shelter**

1122 Franklin Avenue (near 166th Street)  
Bronx, NY

**How to Get There:**  
Take the 2 train to 149th Street, followed by the #55 bus to 166th Street and 3rd Avenue.

**Homeless individuals who have been in shelter in the last 12 months should return to the same shelter.**