OPENING DOORS FAQ Sheet

What is the Opening Doors program?

The NYC Department of Homeless Services (DHS) seeks community partners to meet the urgent challenge of sheltering street homeless New Yorkers. Through Opening Doors, community partners provide a safe and warm overnight space for unsheltered individuals referred by outreach providers. They also provide an opportunity to put people on a path to housing and to transform their lives.

What are Opening Doors partners obligated to provide?

A supportive environment that will invite homeless individuals in for a warm bed and meal.

Where can Opening Doors sites be operated?

Programs can be brought up in places of worship or any other available community space where there is a need.

How do I apply to be a part of the Opening Doors program?

Partners will be required to submit an application. Sites will be selected by various criteria including neighborhood need, appropriateness of space, and availability of funding.

Where is there a need for Opening Doors sites?

We have identified the following neighborhoods as high need locations for Opening Door sites:

BRONX	MANHATTAN	STATEN ISLAND	QUEENS	BROOKLYN
Parkchester	Union Square	Charleston	Woodside	Prospect Pk South
Mt. Hope	Soho	Tottenville	Jackson Heights	Bushwick
Mt. Eden	Upper East side	Great Kills	Jamaica	Brighton Beach

For information on the need for Opening Door programs in your community, please contact Kercena Dozier, DHS Director of Community Relations, at kdozier@dhs.nyc.gov or 212-361-8033.

How many beds are Opening Doors partners required to provide?

The number of beds offered is at the discretion of the site, but should range between 10-19

What is the timeframe for operating this program?

Ideally beds would be provided year-round. And sites will be open minimally overnight. However programs may also choose to remain open 24/7 and provide day time services.

If I cannot operate a site year-round, do I have other options for operating a site?

There is some flexibility for bringing on seasonal sites. The colder months of November-April are the preferred time to bring up seasonal beds.

How will the beds be filled?

Homeless individuals will be sent directly to sites from our outreach teams who will screen them.

What is the role of the provider outreach teams in Opening Doors?

The outreach teams will screen individuals for Opening Door sites; support the program by offering trainings to staff who are working on site; conduct visits to meet with homeless individuals'; and work with homeless individuals on obtaining permanent placement by assisting in the collection of documents, completing housing

packages and setting up housing interviews.

What meals must the Opening Doors partner provide?

Dinner and breakfast.

What staff is needed to run the program?

Security, maintenance and social service workers.

Will Opening Doors partners' be financially compensated for operating this program?

Yes.

How will Opening Doors partners be financial compensated for program operations?

Opening Doors' partners will be compensated for start-up and monthly operational expenses.

What start-up costs are included in the Opening Doors budget?

The start-up budget would include up front costs. These are the costs that will help get the program up and running. For example, funds to purchase beds, linen, or other supplies

How do I calculate my monthly budget?

Your monthly budget is based on operating costs. You can calculate this by determining the number of beds at your program. We recommend a $40-$45 per diem for all costs associated with running the program.
For example, at 40 dollars per bed/per night at a 10 bed site, you could plan for a monthly operating budget of $12,000.

What program costs does my monthly budget cover?

- Insurance – increase in fees affiliated with running the program at the site
- Utilities – based on utilization of the space for the program
- Misc. Supplies – cleaning, paper goods, etc.
- Food – to cover costs of breakfast and dinner
- Laundry - linens, towels, pillows
- Staff - Security, maintenance and social service workers
- Any additional expenses associated with the operation of the program

Is funding available for capital improvements made to sites?

Sites may submit space improvement proposals that will enhance the space where the program is being run. For example, a church may ask for assistance in covering fees to purchase a new boiler or refrigerator. This funding will be allocated as start up to get the program running.

How will Opening Doors partners be paid?

Partners will submit a proposal to the City for a request to cover the initial $100,000 of the program. Additional funding will be available through a subsequent funding process with the City.

What support does DHS provide to Opening Doors partners?

DHS will assist you with setting-up the program's operations. The DHS Division of Capacity, Planning and Development will tour your facility, ensuring it meets fire standards, is up to code, and provide any assistance needed. DHS staff will also provide technical assistance in planning out operational and budget components for the program.