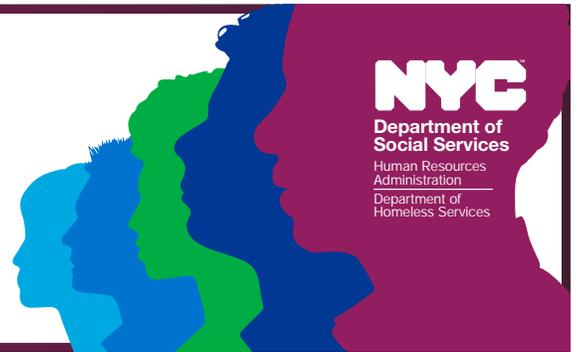


# FRONTLINE PROFILES



## DSS Frontline Profile: Crystall Jalloh

“Being an essential worker means being the person to go out and work in the field while other people are going home. It means sacrificing your time, sacrificing yourself and your family, just to go out there and actually be able to provide support and essential help for people from disadvantaged groups, who are known to be the most vulnerable in the community,” said Crystall Jalloh, Crisis Community Coordinator for the Street Homeless Solutions Division of DHS.

Crystall continued to report to work at 33 Beaver Street every morning during the coronavirus pandemic. As a Crisis Community Coordinator she’s out in the community offering services to New Yorkers experiencing homelessness and living on the street.

As the weeks turned into months, Crystall saw a need and acted accordingly. “I began to work overtime. As I noticed that several staff were not able to enter the workplace for multiple reasons, and there was a higher demand for staff, I signed up to work more hours. I was out there and it really allowed me to conquer my fear. I felt like I had an obligation to step up. I felt like someone had to be there for the most vulnerable people.”

Crystall spends most of her days doing outreach to New Yorkers experiencing homelessness. “We’ll canvas certain areas in the City and engage homeless clients to offer them services and just try to build a rapport with them. I remember one client. He had very little belongings, just one backpack. He was always reading a book. He always had a smile on his face, regardless of what he may have been feeling inside. He was extremely polite and appeared to be very sophisticated, educated. I really connected with him because I was thinking there had to have been a hardship that he must have experienced to get him here.

“At first, he was constantly refusing services so after about the fourth or fifth time that I engaged him for the month of May I entered with a different approach and I told him, ‘Listen, I understand that it’s hard at this particular time. During this pandemic, I feel afraid and I feel alone. Is there anything that I can do to help you?’

“That’s when we began to speak and he shared with me that he’s a veteran, and that allowed me to seek options for him and I was able to get him into a stabilization bed. And that really impacted me. And it made me feel that I need to continue to be there for the clients and be as strong as I possibly can be. And I was very happy. I felt like I had a purpose, being able to be there for him.”

**THANK YOU** ESSENTIAL  
CITY WORKERS!

**NYC** Human Resources  
Administration  
Department of  
Homeless Services