

# FRONTLINE PROFILES



## DSS Frontline Profile: Dominick Lynch

Dominick Lynch's desire to help those less fortunate than himself started early. "Growing up, I saw a bunch of homeless individuals sleeping outside of my building, on the corner of my block, and I always wondered, why are they here? There's a shelter directly across the street. And that made me always want to provide assistance to people in need," he explained.

Dominick now works as a crisis community coordinator for the Street Homeless Solutions Division of the Department of Homeless Services. Crisis community coordinators offer services to unsheltered New Yorkers and have continued to be out in the community throughout the COVID-19 pandemic.

We asked Dominick to share a story from the frontline during the pandemic: "We received a service request to go out and engage a homeless individual outside of the 14<sup>th</sup> Street, Whole Foods. When we arrived to the location, there was a young guy, young like myself. He had to be about 20 years old. When I engaged him, I was offering him a bunch of services, such as shelter, a safe haven or hotel. Unfortunately, he didn't feel comfortable with doing any of those things, checking into a hotel or anything. So, I got on a little more personal note and I asked him if it would be possible if he can relocate with some family members, if he had family outside of New York City, or if he had family within New York City and he stated that he had a sister in Ohio.

"He provided me with the sister's number and I called the sister in front of him so they can get the opportunity to speak with each other because they haven't spoken in a while. Once they spoke with each other, I then spoke to the sister and I asked her if it was okay if her brother returned home until he found permanent housing. And she said it was okay. And just recently he went back home to Ohio and they're now back together.

"I felt great because tomorrow I could be in the same predicament. And I would like for someone to treat me the same way. I would like for someone to provide me the same assistance that I provided him."

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