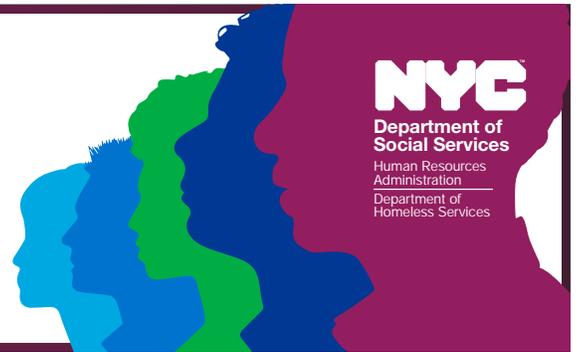


# FRONTLINE PROFILES



## DSS Frontline Profile: Ivan Suphal

Ivan Suphal, a Crisis Community Coordinator for the Department of Homeless Services, talks about what it meant to him when he was told that he was an essential worker:

“The term was actually new to me when this happened and they said you’re classified as an essential worker and it might sound funny, but I felt special to hear that because I’ve never been essential for anything in my life, if that makes sense. It’s a big deal because now you say essential workers became people that were serving our food at the grocery stores...they (are) right alongside fire men and all the cops and EMS. And this is a big deal. So, I felt special and I want to live up to it. I’m going to live up to it.”

Ivan scouts housing opportunities with brokers, landlords, and management companies in order to link them with families who are living in shelter. He then helps to prepare the families to transition to permanent, independent living.

“But at the end of the day, beginning of the day, the middle of the day, it’s not really about me... we have families in the system, every one of them and every member in that family (needs housing) I’m paid to locate housing in the network for... families, everything else that I do to encourage them...that’s just extra. Helping give families another chance that didn’t think they was going to get a chance because financially they’re not able to, mentally they’re not ready to, emotionally they’re scared,” Ivan continued.

“There’s a stereotype that it’s only women and children in the system, but I ran across a gentlemen and he had five children that he was raising by himself, stuck in a shelter and he’s working. And when I finally found him and talked to him, he’s like, ‘man, nobody wants to give me a chance. I’m a single dad with five kids. And they’re all children under seven years old.’ And I found him a brand new apartment, but basically a brand new renovated apartment in Brooklyn...he was so thankful just to be able to see it, but he didn’t believe he was going to get it. When this man moved out with his children, he had his family, they came, it was unbelievable.”

“It’s peace to me to give people hope, to say, I’m here to help you, and then follow through with it. And the thank you...that gives me peace...”

**THANK YOU** ESSENTIAL  
CITY WORKERS!

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