



Photos are of models for illustrative purposes only.

EMERGENCY INTERVENTION SERVICES

DOMESTIC VIOLENCE



Department of
Social Services

Human Resources
Administration
Department of
Homeless Services

The Office of Domestic Violence (ODV), in the New York City Human Resources Administration, Department of Social Services (DSS) oversees the largest network of domestic violence services in the country. These New York State mandated shelter and community-based programs provide prevention and intervention services, crisis counseling, advocacy and legal services to help families and individuals impacted by domestic violence.



Office of Domestic Violence Programs

Domestic Violence Shelter Program (DV Shelters) provides temporary emergency housing and supportive services designed to stabilize families in a safe environment via a network of emergency DV shelters and Tier II/transitional shelter facilities. DV shelters work with individuals and families impacted by domestic violence to address the trauma of domestic violence, strengthen coping skills and enhance self-sufficiency through economic empowerment services.

Specialized shelter support services include mental health, expressive therapies (art, play therapy, recreational and stress reduction) substance abuse and onsite medical collaborations with hospitals/medical centers, such as the floating hospital and crisis mobile van programs. There are shelter provider organizations that include agencies with expertise in working with pets, emotional support animals and specific populations such as the disabled, Latina, Orthodox, LGBTQI, and Asian communities.

Non-Residential Domestic Violence Services are offered via contracts with community-based providers offering services to include counseling, advocacy, community outreach and education, housing and aftercare assistance, financial development, job readiness and legal services for domestic violence survivors. These programs also collaborate with the Family Justice Centers located in Brooklyn, Bronx, Queens, and Manhattan to coordinate services for domestic violence victims.

No Violence Again (NoVA) program assists domestic violence survivors seeking emergency housing from the Department of Homeless Services (DHS). NoVA staff provides assessment, crisis counseling, shelter referral and placement in DV shelters for eligible clients at all the DHS Intake Centers – PATH (families), AFIC (adults w/o children), and three single intake sites. Crisis intervention, counseling, assessment and referral services are also provided to families and individuals placed in DHS shelter locations.

Domestic Violence Liaison Unit (DVL) provides domestic violence assessment and crisis intervention at HRA job centers. DV liaisons provide Family Violence Options Waivers for eligible DV clients to ensure that they can safely comply with public assistance work/engagement requirements.

Anti-Domestic Violence Eligibility Needs Team (ADVENT) is a specialized case management unit located in three job centers providing Public Assistance (PA) case management and engagement services for clients in domestic violence shelters. ADVENT helps residents safely comply with PA work/engagement requirements.

DV Housing Support Services works with DV clients in shelter eligible for HRA housing subsidy programs (CityFHEPS and FHEPS) issuing housing certifications, approving housing application packages, conducting lease signings and lease renewals. DV Housing Specialists also scout for appropriate housing for DV clients and work with landlords, brokers and clients to facilitate linkages to housing.

Alternative to Shelter (ATS) offers domestic violence survivors who hold exclusionary orders of protection the option of remaining safely in their home and community. In addition to case management services ATS clients receive a personal emergency response alarm system that is linked to local police precincts. For information on ATS, call (212) 331-4538.

Domestic Violence Aftercare Program (DVAP) provides case management services to domestic violence survivors living in NYCHA developments who are approved for an emergency transfer due to domestic violence. For assistance, please contact HRA's DV AfterCare Program at (929) 221-7293.



Teen Relationship Abuse Prevention Program (RAPP) is a nationally recognized domestic violence primary prevention program. Teen RAPP is taught in 79 public high schools and 8 middle schools citywide and provides a comprehensive curriculum in which students learn to recognize and change destructive patterns of behavior before they are transferred to adult relationships.

Defining domestic violence

- **Domestic violence** is not just physical abuse. It can be psychological, sexual, emotional or financial.
- **Physical abuse** includes punching, slapping, hitting, kicking, choking, or biting. It also includes shoving, pushing or holding a person down or using or threatening to use weapons.
- **Abusive behavior** involves power and control. Physical abuse often occurs after a pattern of psychological and emotional abuse is established.
- **Domestic violence** affects people of all races, cultures, religious backgrounds, income levels, sexual orientations, and gender identities.

We can help you with



Shelter
Services



Counseling



Services for
Children



Legal
Assistance



Linkages to
Employment
and Housing



Specialized
Services

To get help, please call the **NYC Domestic Violence Hotline** at **1-800-621-HOPE (4673)**.

For more information on domestic violence support services or other HRA services, visit the HRA website at www.nyc.gov/hra/dv or call **311**.



**Department of
Social Services**

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