


**NEW YORK CITY
DEPARTMENT OF HOMELESS SERVICES**

PROCEDURE: 97 - 512

SUBJECT -- Shelter Pass Control	APPLICABLE TO -- All DHS Operated Transitional Facilities and Assessment Centers for Families	EFFECTIVE DATE: 10/7/96
ADMINISTERED BY: DHS FAMILY PROGRAM OPERATIONS	APPROVED BY: Dennis Piervicenti Deputy Commissioner 	

PURPOSE -- This procedure provides guidelines and instructions for ensuring uniform and accurate monitoring of all persons who enter and leave DHS-operated Transitional Facilities and Assessment Centers for Families.

FORMS -- A Pass Control System is an essential component of an adequate site security system. To be effective, three types of pass control forms must be in use at the main entrance area of each site.:

- 1) Residents Pass Control Form;
- 2) Non-Residents (Visitors) Pass Control Form (Log Book);
- 3) Resident Visitor's Pass Control Form.
- 4) Overnight Pass Control Form

In addition, the following must be in use at all times:

- 5) School Attendance Sheet
- 6) Alternative Child Care Sheet
- 7) On-Site List

INSTRUCTIONS -- DEFINITION AND TYPES OF FORMS TO BE USED

1. Residents Pass Control Form - It is the responsibility of the Security Personnel to manage the Residents' Pass Control process under the supervision of the director or his/her designee using the Residents Pass Control Form. The security personnel assigned shall:

A) Complete the upper portion of the Residents Pass Control Form (date, title and Page number(s) and sign the bottom of the form according to the shift covered.

B) Obtain a copy of the Residents On-Site List (the daily shelter census prepared by staff and not signed by clients) for the day if one is available and, for each family resident seeking to sign out on pass, check the on-site list to verify the exact name and composition of the family.

C) Ensure that the number of children leaving the shelter on pass with each family coincides with the number on the On-Site List.

D) Ensure that parent(s) sign out and indicate the exact time signed on the Pass Control Form.

PLEASE NOTE: Residents who have photo identification cards: (1) Income Support; (2) Food Stamp; (3) Medicaid or other identification cards will be asked to produce them in order to verify their signatures. Residents who do not have identification cards will be asked to complete a Facility Signature Card which will be kept on file with the ASW and used to verify the residents' signature when necessary.

E) Refer to Social Service staff or the ASW any family who refuses to take all of their children with them or who is intent on leaving the shelter after 10:00PM.

F) Ensure that children ages 13 to 17 do not receive a pass to leave the shelter unless they are signed out and can return before 8:00 PM and that the purpose and destination are provided to staff by the parent(s).

PLEASE NOTE: NO MINOR CHILD UNDER AGE 13 IS TO BE GIVEN A PASS.

G) Upon returning to the site, each adult is required to verify his or her identity and sign in for his/herself and any minor children. Security personnel are responsible for recording whether the number of family members who left is the same as the number who returned. In addition, any residents who return under the influence of alcohol or controlled substances or whose family composition is different from that on sign-out are to be reported immediately to social service personnel.

PLEASE NOTE: All pass control forms are to be signed by the appropriate staff member on duty at the end of each shift and filed by social service staff each day. The site director is responsible for maintaining all pass control forms for a period of three (3) years.

2: Non-Residents (Visitors) Pass Control Form (Log Book) - All visitors to the site (other than those visiting client/residents) must be stopped by security personnel, asked for identification and the purpose of their visit and asked to sign the log book. Security personnel shall:

A) Stop and greet all persons seeking entrance to the shelter, ascertain the purpose of the visit if it is unknown and request proper identification.

B) Ensure that all non-resident visitors sign the Non-Resident Visitors Pass Control Form (Log Book) upon arrival and when departing. Time of arrival and departure must be recorded as well as visitors destination including the person(s) to be visited and office number/location.

C) Ensure that any non-resident visitors to the shelter are physically escorted to their destination either by a security or shelter staff member.

PLEASE NOTE: In the event of a visit by members of the Press, elected or court officials, the police or other non-DHS official visitors, the Site Director must be informed immediately and DHS Procedure No. 96-004 Facility Access Guidelines is to be followed.

D) Take appropriate security measures to resolve any problem that develops at the Pass Control Station.

E) Report all serious incidents to the Shift Supervisor/ASW.

F) Remain at the pass Control Station until relieved at the end of the shift.

G) Ensure that shelter rules and regulations governing the operation of the Pass Control System are enforced.

H) Sign all completed forms at the bottom at the end of shift and submit them to the ASW for filing.

3. Resident Visitors Pass Control Form - All persons who come to the shelter to visit client/residents are subject to Pass Control procedures. Resident visitors must be stopped by security personnel, asked whom they wish to see and asked to sign the Resident Visitors Pass Control Form.

PLEASE NOTE: Issues of confidentiality prevent any staff/security personnel from affirming anyone's residence at the shelter. No person who comes to the shelter seeking to learn whether any individual is in residence can be given any information whatsoever. Exceptions to this policy must first be approved by the Site Director.

A) Any resident who is expecting a visitor must inform security personnel and social service staff of this fact and be available in the lobby of the facility to receive his/her guests. Staff cannot contact residents to inform them of arriving visitors.

B) No resident can receive guests in his/her room. All visitors must be received in the lobby and the visit must take place in an area designated by the site director expressly for that purpose. Site directors may set up a visitors lounge or area on a public (non-residential) floor of the facility. Resident visitors are expressly barred from access to the rest of the building.

C) Any resident who violates this procedure is subject to the DHS Transfer/Discharge/Fair Hearing procedure effective 9/20/95.

D) Upon leaving the facility, the resident will escort his/her guest to the Pass Control Station and oversee his/her signing out and exit from the building.

4. Overnight Pass Control Form -- Under NYS regulation 18 NYCRR 900.11 (a) (1), as amplified in the June, 1996 policy letters from SDSS, shelters must document in writing every instance of overnight absence on the part of any family residing in a Tier II or Assessment site.

A) Shelters have been established for the purpose of providing temporary housing assistance to homeless families who have no other housing resources.

B) All shelter residents are subject to Overnight Pass Control procedures..

C) No family is permitted to be absent from the facility overnight without specific written approval.

D) Documentation of overnight absence must include the reasons for approving or disapproving requests for leave from the facility. This documentation will be subject to departmental review.

E) Any resident who violates this procedure and is absent without permission for extended periods of time or for inappropriate reasons is subject to the DHS Transfer/Discharge/Fair Hearing procedure effective 9/20/95 (NYS Regulations 900.8 and 352.35).

F) Any shelter which fails to comply with this policy or fails to maintain appropriate pass-related documentation will be cited and will be required to take corrective action. Such failures may result in the loss of reimbursement.

G) All approved absences must be as brief as possible and must be for justified reasons such as:

- . Inpatient hospital stays of parent or eligible caretaker relative;
- . Visits to relatives in instances of illness or death or similar family emergency;
- . Alcohol, substance abuse or psychiatric treatment;
- . Visits to relatives on legal holidays.

PLEASE NOTE: NYS REGULATIONS SPECIFICALLY INDICATE THAT "WEEKENDS ARE NOT, IN AND OF THEMSELVES, JUSTIFIABLE REASONS FOR OVERNIGHT ABSENCE." THEREFORE:

H) Facilities which encourage families to leave the shelter for weekends are prohibited from doing so by DHS policy.

- All weekend passes are subject to both NYS and DHS site monitoring/audit procedures and must be fully justified in writing and signed by appropriate shelter staff members.

- There will be no exceptions to this policy.

5. School Attendance Form - This procedure applies to all school age children residing in DHS-Operated Transitional Shelters and Assessment Facilities without exception. Shelter staff is responsible for maintaining the school attendance form.

A) Upon leaving the facility, the resident parent(s) will escort his/her school age child(ren) to the Pass Control Station where the parent will complete the School Attendance Sheet for each of the children who is leaving.

B) Upon return from school, the parent(s) will go to the lobby of the facility to receive the child(ren) and sign them in.

C) No child returning from school is to be admitted to the facility unless a parent is present to complete the form. If no parent is present, social service staff on duty is to be immediately informed and the child(ren) detained in the lobby until a parent arrives to provide an escort to the resident family's room. If the parent does not return within a reasonable time, the site director must be notified.

6. Alternative Child Care Sheet - Any parent who wishes to leave his/her children in the facility while he/she is absent must complete an alternative child care form which must be countersigned by site staff.

A) Parents must designate an adult (another resident, staff member) who has accepted responsibility for supervising the child(ren) during the parent's absence by completing the form. The form contains the name, room number and other identifying information about the child caretaker including the inclusive time within which the other adult is responsible for the child(ren).

B) No parent will be allowed to sign out of the facility unless all children are accounted for. If a child is in school during the period when the parent wishes to leave, this fact must be noted on the Residents Pass Control form and cross-checked with the School Attendance Sheet.

C) Upon the parent(s) return to the shelter, all appropriate forms must be completed and the child(ren) called for by the returning parent(s) and escorted to the family's quarters.

PLEASE NOTE: NO CHILD(REN) UNDER AGE 18 ARE TO BE LEFT IN ROOMS UNATTENDED AT ANY TIME. ANY VIOLATIONS WILL SUBJECT THE FAMILY TO THE INVOLUNTARY DISCHARGE HEARING PROCESS.

Responsibilities of the Assistant Superintendent of Welfare - Under the direction of the Site Director, the ASW shall:

A) Ensure that a security guard is assigned to monitor the Visitors Pass Control Station.

B) Ensure that the Residents Pass Control Station is monitored at all times by shelter staff.

C) Secure from social services a copy of the On-Site List for use at the Residents Pass Control Station.

D) Review all completed copies of the Residents; Non-Residents; Resident Visitors; School Attendance and Alternative Child Care Forms each day.

E) Conduct individual and group meetings as needed to ensure that the Pass Control System is implemented in accordance with agency policy and procedure.

F) Compile a list of the names of all residents who failed to return to the shelter by the curfew and maintain a copy for appropriate case management action no later than one hour after the curfew. Copies of this list should be provided to the Pass Control Station.

G) Ensure that all copies of the Pass Control Forms completed for each day, along with any copies of in-house referrals issued by staff are filed in the appropriate place and, if warranted, reported to the shelter director.