



**Molly Wasow Park**  
Commissioner

**Joslyn Carter**  
DHS Administrator

**Fabienne Laraque, MD MPH**  
Medical Director

**33 Beaver Street**  
New York, NY 10004

June 9<sup>th</sup>, 2023

Dear Hospital Emergency Department Director:

As we enter the summer, the NYC Department of Homeless Services (DHS) is as usual concerned about the risks that unsheltered New Yorkers experiencing homelessness face during the hot weather months in NYC. Many have chronic conditions that put them at higher risk of heat-related injuries and death.

Similar to prior years, DHS will declare a Code Red Alert under the circumstances described in the attached procedure. As usual, we ask that hospitals allow individuals in need to use the hospital ED waiting room or other cool, indoor space with access to water while the alert is in effect during the times specified in the procedure.

If an individual experiencing homelessness presents to your hospital emergency department, does not need immediate medical care, and requests or accepts DHS services, please call the DHS Joint Command Center at 212-607-6040 or email [SHSCC@dhs.nyc.gov](mailto:SHSCC@dhs.nyc.gov).

On behalf of all New Yorkers, thank you for your help in assisting individuals experiencing homelessness during hot weather emergencies.

For any questions, related to DHS Code Red please contact: Jennifer Wilcox at [jwilcox@dhs.nyc.gov](mailto:jwilcox@dhs.nyc.gov).

We appreciate your assistance.

Sincerely,

Fabienne Laraque, MD, MPH  
Medical Director

**Appendix I**

**Contact Information for DHS Outreach Teams**

Bronx  
24-hour number:  
Director: Juan Rivera

BronxWorks  
718- 893-3606  
917-902-3882  
[jrivera@bronxworks.org](mailto:jrivera@bronxworks.org)

Brooklyn/Queens Street to Home  
24-hour number:  
Brooklyn: Niesha Sergeant

Breaking Ground  
929-218-7360  
718-360-8034  
[nsergeant@breakingground.org](mailto:nsergeant@breakingground.org)

Queens: Alejandra Magana

929-218-7369  
[amagana@breakingground.org](mailto:amagana@breakingground.org)

Manhattan Outreach Consortium  
24-hour number:  
Director: Erica Strang

CUCS  
212-222-9806  
212-801-3340  
[estrang@cucs.org](mailto:estrang@cucs.org)

Staten Island  
24-hour number:  
Director: Simone Townsend

Project Hospitality  
347-538-2314  
[s.townsend@projecthospitality.org](mailto:s.townsend@projecthospitality.org)

Subway Outreach  
24-hour number:  
Director: Tim Long

BRC  
212-533-5151  
[tlong@brc.org](mailto:tlong@brc.org)