

Here's How We Can Help

- Provide information on homeless services.
- Explain your rights and responsibilities around shelter.
- Respond to complaints around shelter services - including physical conditions, staff and client behavior, and rehousing and social services.
- Mediation and conflict resolution between clients and staff.
- Explain rental assistance programs and eligibility criteria.
- Provide homelessness prevention and aftercare support.
- Provide general assistance, including referrals to other City agencies and community services.

Please note, our office does not make a determination on shelter transfer requests.

Contact Information



EMAIL

Ombudsman@dss.nyc.gov



CALL

Shelter Hotline:
(718) 557-1399
24-hours, 7 days a week

Office of the Ombudsman:
(800) 994-6494
Monday - Friday
9:00 AM to 5:00 PM



VISIT

109 E 16th Street, 8th Floor
New York, NY 10003
Monday - Friday
9:00 AM to 4:00 PM



Department of Homeless Service
Department of Social Services

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Office of the Ombudsman



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Department of Homeless Service
Department of Social Services

What is the Office of the Ombudsman?

The Office of the Ombudsman supports individuals and families experiencing homelessness in New York City by:

- Providing a supportive client experience through effective and compassionate listening, and timely client-focused case management.
- Assisting clients on their path to fairer access to essential resources.
- Improving the client's quality of life while in shelter.
- Advocating for the client to have a meaningful role in the decision-making processes that affect their life.

Contact the Office of the Ombudsman



EMAIL US

You can email issues and concerns to us any time at Ombudsman@dss.nyc.gov.



CALL US

You can talk with us over the phone.

- Call the Shelter Hotline at **(718) 557-1399** or dial **311** to report shelter complaints or request repairs. Staff members are available 24 hours, 7 days a week.
- Call the Office of the Ombudsman at **(800) 994-6494** to discuss your situation with a staff member. Staff members are available Monday through Friday, from 9:00 AM to 5:00 PM. Messages left at this number will be returned by a staff member during business hours.



VISIT US

You can meet with a staff member at our office to discuss your situation. Staff is available Monday through Friday, from 9:00 AM to 4:00 PM.

Advocates for Children of New York (AFC)

- (212) 947-9779

Coalition for the Homeless

- (212) 776-2000

Mayor's Office of Immigrant Affairs (MOIA)

- (212) 788-7654

NYC 311

- Dial 311



NYC Administration for Children's Services (ACS)

- Dial 911 in an emergency
- (877) KIDS-NYC [(877) 543-7692]
- Office of Advocacy (212) 676-9421

NYC Commission on Human Rights (CHR)

- (718) 722-3131

NYC Department for the Aging (DFTA)

- Dial 311 (Request a Social Service Specialist)

NYC Department of Veterans' Services (DVS)

- (833) VETS-NYC [(833) 838-7692]

NYC Department of Youth and Community Development (DYCD) Youth Connect

- (800) 246-4646

NYC Human Resources Administration (HRA)

- Business Link (877) 585-JOBS [(877) 585-5627]
- Infoline (718) 557-1399

Safe Horizon Hotline (Domestic Violence)

- Dial 911 in an emergency
- (800) 621-HOPE [(800) 621-4673]