



NYSTEACHS

NEW YORK STATE TECHNICAL AND EDUCATION
ASSISTANCE CENTER FOR HOMELESS STUDENTS

Transportation for Students in Temporary Housing in NYC

Presented by the *New York State Technical and Education Assistance Center for
Homeless Students (NYS-TEACHS)*



Housekeeping: Using the Control Panel

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HANDOUTS are available for download from the control panel



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+ Questions

Webinar ID: 155-089-555

GoToWebinar

SESSION SURVEY

- A short survey will pop up on your screen after you exit the session
- The same survey will also be included in the follow-up email one hour later

*** You only need to complete the survey one time. ***

Recording



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INFO BY TOPIC LIAISONS NEWS POSTERS & BROCHURES **TRAININGS** GRANTEES PARENTS & FAMILIES FAQ 800-388-2014

Trainings

NYS-TEACHS provides free trainings and webinars for school districts, social service providers, and other professionals about the educational rights of children and youth experiencing homelessness.

You can:

- ◆ Register for an upcoming event in [New York City](#) or [New York State](#) (outside NYC)
- ◆ View [training materials from past events](#) and watch recorded webinars
- ◆ Download materials to present a [turn-key training](#)

THINGS TO DO

[New York State Event Registration](#)

[New York City Event Registration](#)

[Annual Workshop Archive](#)

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[Turn-Key Trainings](#)

 REMINDERS



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About DOE's STH Team and NYS-TEACHS

○ NYC DOE Students in Temporary Housing (STH) Team

- Unit within the Office of Community Schools
- Provide technical assistance and work directly with schools and students
- Provide services that students are entitled to under the McKinney Vento Act and Chancellor's Regulation A-780



○ NYS-TEACHS

- Funded by the State Education Department; housed at Advocates for Children
- Provide technical assistance on homeless education issues
- Infoline (800-388-2014)
- Trainings – currently all remote!
- Website: nysteachs.org



Goals

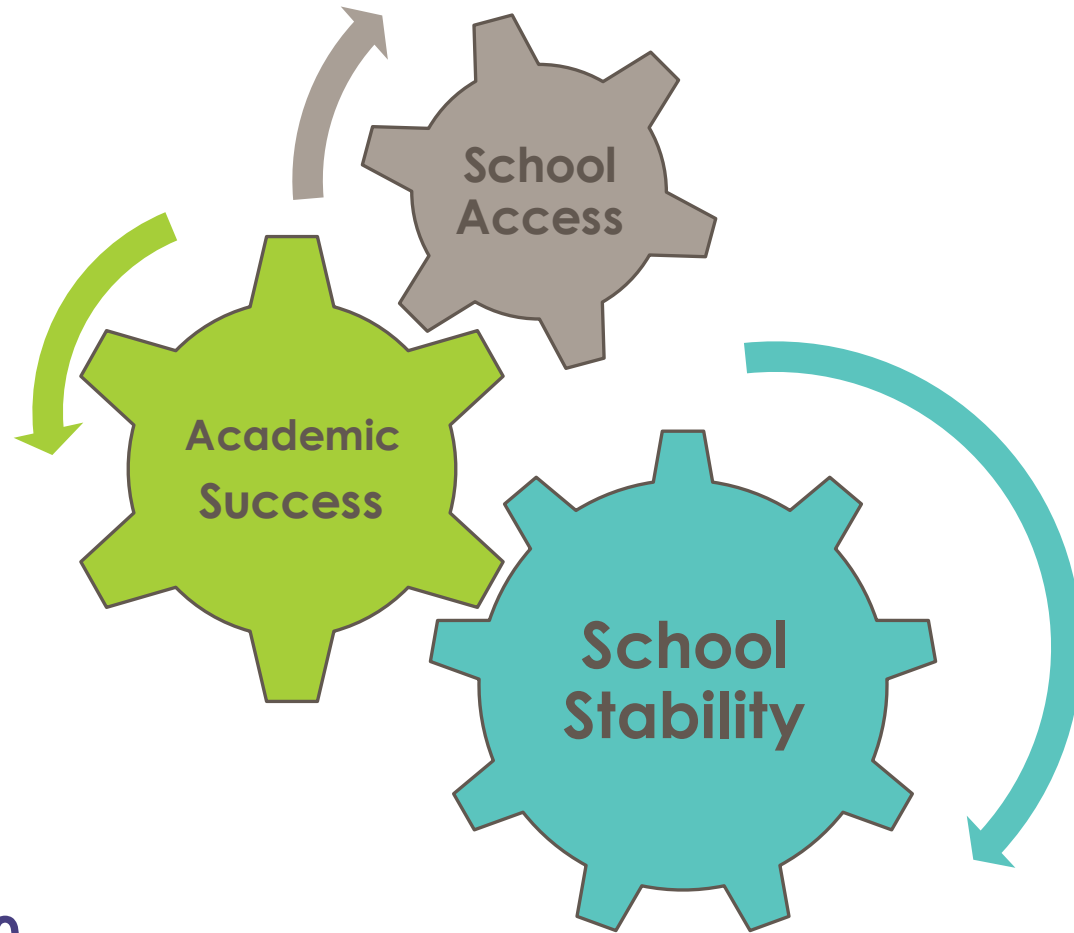
Participants will:

1. Understand transportation protocols for students in temporary housing, depending on student's grade level, IEP services, and housing type.
2. Understand how to escalate requests, questions, and barriers.

McKinney-Vento Act Provides Stability

- Federal law
- Enacted in 1987
- **Reauthorized in 2015 as part of ESSA**

McKinney-Vento Act
NY State Education Law 3209
NYC Chancellor's Regulation A-780



Student Outcomes



School Transfers are associated with:

- **Negative Academic Outcomes**

- Lower test scores
- More likely to repeat a grade
- Higher drop-out rate

- **Negative Social/Emotional Outcomes**

- Loss of supportive relationships
- Decreased engagement (high absenteeism)
- Increase in negative behaviors and disciplinary actions

Identifying Students in Temporary Housing: Housing Questionnaire

Housing Questionnaire must be completed:

- for **ALL STUDENTS** and
- When a student seeks a change of address

Housing Questionnaire can be found [here](#).

Unaccompanied Youth: Not in physical custody of parent/guardian AND living in temporary housing



HOUSING QUESTIONNAIRE

Parent/Guardian/Student:

This form is intended to address the McKinney-Vento Act 42 U.S.C. 11435, and must be completed for each student. **The information you provide is confidential.** Your child will not be discriminated against based upon the information provided.

Please complete the following questions regarding the student's housing in order to help determine services the student may be eligible to receive.

Note to Schools/Temporary Housing Liaisons: Please assist students and families in filling out this form. Do not simply include this form in the registration packet, because if the student qualifies as residing in temporary housing, **the student is not required to submit proof of residency** and other required documents that may be part of the registration packet. The district cannot disclose housing status information without parental consent.

Student Name			
Last	First	Middle	
OSIS #	Date of Birth (MM/DD/YY)	Gender	School

Please identify the student's current living arrangements. Please check one box:

Check (v)	Housing Questionnaire Choice	School Use Only ATS Code
<input type="checkbox"/>	Doubled Up With another family or other person because of loss of housing or as a result of economic hardship	D
<input type="checkbox"/>	Shelter Emergency or transitional shelter	S
<input type="checkbox"/>	Hotel/Motel Living in what is NOT an emergency or transitional shelter and involves payment	H
<input type="checkbox"/>	Other Temporary Living Situation Trailer park, campground, car, park, public places, abandoned building, street, or any other inadequate living space	T
<input type="checkbox"/>	Permanent Housing Student who is living in a fixed, regular, and adequate housing situation	P

If the student is NOT living in permanent housing, also indicate if the below applies:

	School Use Only
<input type="checkbox"/> Unaccompanied Youth Youth who is not in the physical custody of a parent or guardian	Enter "Y" if applicable

Parent/Guardian (print)

Parent/Guardian Signature

Date

Housing Status

Check ✓ ()	Housing Questionnaire Choice	ATS Code
	Doubled-up (D) with another family or other person because of loss of housing or as a result of economic hardship	D
	Shelter (S) Emergency or transitional shelter	S
	Hotel/motel (H) NOT an emergency or transitional shelter and involves payment	H
	Other temporary living situation (T) Trailer park, campground, car, park, public place, abandoned building, street, or any other inadequate living space	T
	Permanent housing (P) Student who is living in a fixed, regular, and adequate housing situation	P

Other Resources to help identify students in temporary housing:



[NYS-TEACHS Posters and Brochures](#)

[NYS-TEACHS Tip Sheets](#)

Update Student Address in ATS

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
PROFILE 08-X-405      New York City Public Schools      12-09-09 14:30:37
BIOG0500-DEMO-Q      Update Student (BIOU)              00157-STHM0008
==>
STUDENT ID: 203 612 734      ACP FLAG: Y SSN: _____
LAST NAME: JIMENEZ_____ FIRST: IVAN_____ MIDDLE: ENRIQUE_____
DOB: 01 / 24 / 90 SEX: M PROOF OF BIRTH: 1 CERT #: _____ POB CODE: 43
HOUSE NO: 1258_____ STREET: HOBART AVENUE_____ APT NO: 2C_____
CITY: BRONX_____ STATE: NY ZIP: 10461_____

E-MAIL: _____ PHONE: 917 999 800_____
BORO CODE: X HOME DIST: 08 ADDR STAT: N NON RES POSITION: _____
GEO CODE: 43 HOUSING ST: D UNAC YOUTH: _____ MEAL CODE: A
HOME LANG: SP ETHNIC STATUS: 3 IMMUN: C
HEALTH ALERT: U HEALTH INS: U RECS RECEIVED: _____
ADMIT CODE: 57 ADMIT DATE: 07 / 02 / 05 STATUS: A ADMIT REASON: 20
DATE ENTERED NYC SCHOOL SYSTEM: 03 / 22 / 02 UPDATE ADLT ADDR: Y
SCHOOL LOCATION: BORO DIST SCHOOL GRADE GR LVL OFF CLASS
CURRENT: X 08 405 190 09 1I1
PREVIOUS: X 09 022

Make changes to this data as required.
F1/Help F2/Save F3/Quit-return F4/Lookup F5/Cont F6/
F7/ F8/ F9/Refresh F10/Vrfy addr F11/Mail addr F12/Exit

MR a 04/065
Connected to remote server/host: 65CH1505 using lu/pool LB084210 and port 23
\\52CPRT00\52C218HP8150DN on Ne05:
start 3 Micr... 2009-2010 4 Inter... 09-10 D... Microsof... Microsof... Sessio... 2:30 PM
```

ATS' BIOU Screen

- 1) Place cursor next to HOUSING ST and select F4.
- 2) Enter Unaccompanied Youth status (Y or N), only if the student is in temporary housing.
- 3) Updated address

Students in Domestic Violence Shelters

- **CONFIDENTIALITY:** don't enter street address of DV shelter. **Update the student's address** in ATS as follows:
 - **House #:** Enter "P.O."
 - **Street:** Enter "Box" and then the number of the P.O. Box (e.g. "Box 123")
 - **Zip:** Zip for the P.O. Box
- **SAFETY:** If the **abuser is barred from contacting the student and/or accessing the student's records**, update Parent/Adult (PARU) information in ATS as follows:
 - Input the name of the abuser if not already entered. If the parent does not have an address for the abuser, enter the school address.
 - **Enter 07 for the Authorization Code** to activate the red flag in ATS and SESIS.



Overview of NYC Shelter Systems

DHS Family Shelters

- Run by Department of Homeless Services (**DHS**)
- Single point of entry at **PATH**: 151 East 151st Street, Bronx
- Types of shelters placements:
 - Tier II's
 - commercial hotels
 - cluster sites
 - converted hotels
- Average length of stay: 14 months
- 90% of families in shelter are in a DHS-run shelter

DV Family Shelters

- Run by Human Resources Administration (HRA) for survivors of domestic violence.
- Access through PATH or 1-800-621-HOPE (4673)

RHY Shelters

- Run by Department of Youth and Community Development (DYCD) for runaway and homeless youth (RHY)

HPD Shelters

- Run by the Department of Housing Preservation and Development (HPD) for families who have been displaced because of fire, flood, or vacate order.



Poll

**Busing is available for
all students K-6
residing in shelters.**

- a. True
- b. False

Transportation

Consistent with SY 2019-20

- Eligibility for students is same for both MetroCards and Busing
- Students in DHS shelters grades K-6 automatically routed for busing; no request needed
- Exceptions Form must be completed to request busing for other students in temporary housing (for example, preschoolers, students in doubled-up situations, students who move into perm housing)

What is different (SY 2020-21)?

- Families can find bus route information on their **NYCSchools (NYCSA) account**
- Parent/Guardian MetroCards will now be **distributed by the school** along with the student MetroCards.
- DOE is transitioning to **monthly P/G MetroCards** (some weekly will still be distributed).

Transportation Overview



BUSING

- In shelter
 - Preschoolers if an appropriate route exists.
 - K to 6th grade students
 - 7th & 8th grade students with an IEP (with or without mandate for specialized transportation)
- **Doubled-up:**
 - Preschool to 6th grade students if an appropriate route exists
- All students with mandated **specialized transportation** on their current IEP.
- Students preschool-6th grade for the **remainder of the school year** after moving into permanent housing if an appropriate route exists.



NYS-TEACHS' [NYC Transportation Guide](#) outlines transportation protocols

METROCARDS

- Free full-fare MetroCard for any student in temporary housing not receiving busing or in the process of being routed.
- **Free monthly MetroCard for any parent of a student in temporary housing.**
- Free parent and student MetroCards for the remainder of the school year after moving into permanent housing.



For DHS Shelters Only: *New* Busing Process

Data (including parent choice for transportation listed in CARES and updated address in ATS) on all students residing in DHS shelters is sent to OPT daily.

OPT receives student information (including parent choice for transportation listed in CARES)



OPT routes eligible students

Eligible students include: K-6 students, 7th & 8th grade with an IEP

Route information is available to parents using their NYC Schools Account (NYCSA). Additional information regarding NYCSA is available on the DOE website at schools.nyc.gov/learning/student-journey/nyc-schools-account



Busing Exception Request Form



1. For students not in DHS Shelters, complete a [Busing Exception Request Form](#)

2. Once complete, all requests must be emailed to: BusingExceptions@schools.nyc.gov

TIP: Students and Parents are eligible for a MetroCard while the request is under review.

Request for Exception to Transportation Rules and Eligibility

Please note: This form must be completed by the child's primary parent/guardian, except for students in foster care. A foster care agency can complete on behalf of the parent/guardian and foster parent.

Submit this form to BusingExceptions@schools.nyc.gov, or ask your school to scan and email it to that email address.

Note to families in domestic violence situations: Please use the designated PO Box; if you do not have one, please use your shelter. If you are not residing in a shelter, please speak to your school.

Student ID	Student First Name	Student Last Name
Student Date of Birth (MM-DD-YYYY)	Parent/Guardian First Name	Parent/Guardian Last Name
Street Number and Name (families in DV shelters should enter their PO Box)	Apartment or Unit #	Zip Code
Parent/Guardian Phone #	Parent/Guardian Email	Borough
Current School Name	Current School Code (District Borough – School), if known	Does the child currently receive busing? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure
If child is under 5 years old: Weight of child: _____ lbs (This is used to determine the potential need for car seat.)		Does the child's sibling currently receive busing? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure

- Reason for Request for Exception (check one)**
- The child is in temporary housing (shelter, domestic violence shelter, living with others due to financial hardship, etc.), displaced because of a fire, disaster, eviction, etc.
 - The child recently transitioned from temporary housing to permanent housing
 - The child is in foster care
 - There is a hazard or obstruction that makes walking to the school, current bus stop, or public transportation unsafe for the child (*fill out section 2*)
 - The child is a victim of or was involved with a crime and/or has an Order of Protection, and needs transportation to address the situation (*fill out section 3*)
 - The child already receives busing, and the child's parents/guardians have a joint custody agreement and would like to receive transportation to both addresses (*fill out section 4*)

Note: Do not submit a Busing Exception Request form for

- students with busing on their IEPs
- Students K-6 in DHS shelters

Poll

In order to receive busing, students with transportation on their IEPs should have their IEP revised to include their housing status.

- a. True
- b. False

Busing: Specialized Transportation (Curb-to-School)

- Students whose current IEP includes specialized transportation are eligible for curb-to-school transportation regardless of housing status.
 - If there has been a change in address, the student will NOT be automatically re-routed for busing.
 - The parent must contact the school to update the student's address in ATS.
 - After the address is updated by the school, the school will contact their Transportation Liaison who will update the student's transportation profile in ATS-STRE.
 - OPT will receive updated student information within 24-48 hours and will re-route the student. Updated route information should be available within 5-7 business days.



Busing: Specialized Transportation (Curb-to-School)

- Do NOT submit a Busing Exception Request (a Request is not necessary for students who have specialized transportation on their IEPs)
- While busing is being re-routed, parents and students can get a MetroCard
- If families can't use a MetroCard while the student is being routed,
 - Families may be able to get reimbursed for car fare/taxi.
 - For more information about reimbursement, email BusingExceptions@schools.nyc.gov



Reimbursement Form

- Form available online [here](#)
- **Reimbursement for taxi/car service/rideshare** available when student is waiting for busing to be routed and student cannot take public transit.
- **Reimbursement for public transportation** available when school/shelter unable to provide family with MetroCard.



Travel Reimbursement Form

Note: Travel Reimbursement is ONLY available for a one-way trip from home to school and a one-way trip from school to home.

Note to families in domestic violence shelters: For address, use the PO Box and seek support from shelter staff.

Student ID	Student First Name		Student Last Name
Student Date of Birth (MM-DD-YYYY)	Parent/Guardian First Name		Parent/Guardian Last Name
Street Number and Name	Apartment or Unit #	Zip Code	Borough
Parent/Guardian Phone #	Parent/Guardian Email		Current School Code (District – Borough – School)
Current School Name			
<p>Family is seeking reimbursement because:</p> <p><input type="checkbox"/> The child received related services, but the DOE could not arrange for the services to be provided at home or the program / child care location or school, and the child was unable to travel by DOE-issued MetroCard</p> <p><input type="checkbox"/> The child recently transitioned to or between temporary housing locations</p> <p><input type="checkbox"/> The child recently transitioned to or between foster care placements</p> <p><input type="checkbox"/> The child's bus company experienced a substantial delay that resulted in a no-show, or otherwise refused to provide service to the child</p> <p>If you do not see the reason why you are seeking reimbursement, please email us at BusingExceptions@schools.nyc.gov.</p>			
<p>Please fill out the appropriate chart below. Please note that you must provide receipts; if unavailable, you must provide the credit card statement that shows your name but marks out the account number.</p>			
PUBLIC TRANSPORTATION (PROVIDE RECEIPTS)			
Date Taken:	# of One-Way Trips:	Provider's Signature, Confirming Attendance at the Program:	
TAXI / CAR / RIDESHARE SERVICE (PROVIDE RECEIPTS)			
Date Taken:	Total Cost including Tip (if taken to and from the appointment, add trip costs together):	Provider's Signature, Confirming Attendance at the Program:	

All About Parent/Guardian MetroCards

- **Parent/guardians of students in temporary housing in grades 3K-12 are eligible for a free full-fare MetroCard from their school.**
- NOTE: Parent/Guardians participating in the activities listed are eligible even if:
 - Student participates in remote-only learning
 - Student receives busing
- [Transportation Updates for School Year 20-21](#) (DOE staff only)
- [Return to School 2020 Transportation Guidance](#) (DOE staff only)

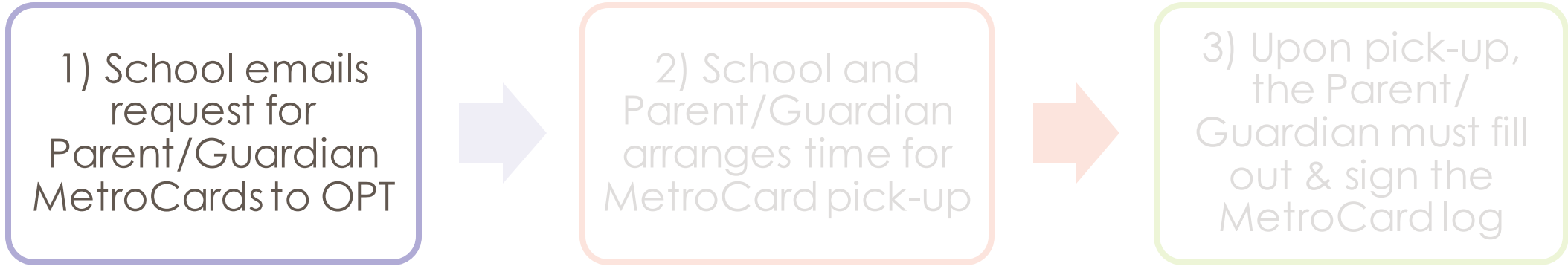


Process for Distributing MetroCards



REMINDERS:

- Parent/Guardians are eligible even if their student is receiving busing.
- Parent/Guardians do not need to show proof of being in temporary housing or how they will use the MetroCard.
- If student is not identified as STH in ATS: Complete the [Housing Questionnaire](#) with the parent and make sure that [Housing Status code is updated in ATS](#).
- Reach out to [your STH Regional Manager](#) if you need help connecting with a family.



Step 1: How do schools request MetroCards?

Send an email to the correct email address below:

- District and Charter schools: PublicSchoolMetroCards@schools.nyc.gov
- Non-public, private and parochial schools email: non-publicschoolmetrocards@schools.nyc.gov

When emailing your request, please make sure to include the following information:

- OPT school code and/or DBN
- Total # of MetroCards required
- **NOTE:** You do not need to provide any verification of # of STH at your school to request additional Parent/Guardian MetroCards for families in temporary housing.

1) School emails request for Parent/Guardian MetroCards to OPT



2) School and Parent/Guardian arranges time for MetroCard pick-up



3) Upon pick-up, the Parent/Guardian must fill out & sign the MetroCard log

Step 2: MetroCard Distribution Reminders:

- **Ensure that front office staff** are trained in the distribution process.
- **Be patient and clear** to parents about the process. For parents who received MetroCards last year, this is a big change.
- When speaking with the family, **use phrases such as “temporarily housed”** or “transitional housing” rather than “homeless.”
- **Thank the family** for coming in and let them know that you are **happy to see them**.
- Use the face-to-face moment to **ask about and provide other needed supplies and support** and provide **connections to community resources**. (For examples, see [here](#) and [here](#) and [here](#)).

1) School emails request for Parent/Guardian MetroCards to OPT



2) School and Parent/Guardian arranges time for MetroCard pick-up



3) Upon pick-up, the Parent/Guardian must fill out & sign the MetroCard log

Step 3: Parent/Guardian MetroCard Log

MetroCard logs are to be completed, scanned, and emailed monthly to

- District and Charter Schools: publicschoolmetrocards@schools.nyc.gov
- Non-public, private and parochial schools: nonpublicschoolmetrocards@schools.nyc.gov

NOTE: Include OPT code in the subject line.

[Find MetroCard Log form here.](#)

NYC Department of Education <small>Charter Schools, District</small>		OFFICE OF PUPIL TRANSPORTATION 44-36 Vernon Boulevard Long Island City, NY 11101 Telephone: (718) 392-6855 Fax: (718) 482-3702				
STH Parent MetroCard Distribution Log						
OPT Code: _____		School Name: _____		Semester/Year _____		
Student Name	Student OSIS #	Parent/Guardian Name	Type of Card	Serial Number	Signature	Date

Transportation: Parent Access

NYC School Account (NYCSA) now has bus route information!

- It should be a KEY PRIORITY for all STH and school staff to ensure all parents in temporary housing have signed up for an account and linked it to their children.

Resources for Signing Families up with NYCSA

- Webinar review of FAM and Student Profile
- Step-by-Step Guide for families



Tip: Parent Coordinators and STH Staff can generate Creation Codes for parents so they can link their NYCSA acct to their children's profiles.

Shelter Transfers

- DHS shelter staff should tell clients that they can ask for a shelter transfer based on school needs.
 - Shelter transfers are not guaranteed (based on capacity)
 - DHS makes every effort to honor educational transfers
 - DOE and DHS collaborate to escalate urgent cases
- How do you request a shelter transfer?
 - Parent → Shelter staff → Program Administrator
- There is a Voluntary Transfer form that families must sign. The shelter staff should email the form to the Program Administrator. Include reasons for transfer in email. For example:
 - Kids are attached to their teachers and the family wants to be closer to the school.
- **Call or email NYS-TEACHS with questions or for help with a shelter transfer request: 800-388-2014, info@nysteachs.org**

Poll

Can a student who is in temporary housing outside of the city get transportation back to his school of origin?

- a. Yes
- b. No

Transportation: Resources

- [Transportation Guidance Memo](#) (DOE staff only)
- [NYC Transportation Guide from NYS-TEACHS](#)
- [PDigest Transportation Updates for the 2020-2021 School Year](#) (DOE staff only)
- [Short Video Tutorials and Handouts:](#)
 - [Parent/Guardian MetroCard Tutorial](#)
 - [Parent/Guardian MetroCard Guide](#)
 - [Busing Tutorial](#)
 - [Busing Guide](#)
- [Signing Families up for NYCSA Accounts](#)
- Questions? Email Office of Pupil Transportation (OPT) Special Populations Team at: BusingExceptions@schools.nyc.gov



More Key Documents & Resources

GENERAL RESOURCES:

- [STH Staff Directory: bit.ly/STHStaff](#)
- [Homebase](#): support for families in housing crisis at risk of entering shelter
- 24-Hour Domestic Violence Hotline: 1-800-621-HOPE
- [Information about family shelters](#)
- [NYS-TEACHS Back to School Resources for Students in Temporary Housing](#)
- [NYS-TEACHS Check-In Checklist](#)
- Links and templates for creating a local list of referrals available [here](#), [here](#), and [here](#)
- [Signs of Potential Homelessness in a Virtual Learning World](#)

IPADS AND TECH SUPPORT:

- [Device Request Information](#) (contact school)
- [Technical Support Form](#) or call the Help Desk (718-935-5100)
- [DOE STAFF Remote Learning Devices FAQs](#)

SHELTER-SPECIFIC SUPPORTS:

- [How to Support Students in Shelter When Reopening](#)
- [Return to School for Shelter Providers](#)
- [DOE IT Support for Shelters](#)

FOR HIGH SCHOOLS:

- [Resources for youth experiencing homelessness](#)
- [Runaway and Homeless Youth Shelters and Services](#)
- [FAFSA and Youth who are Homeless](#)
- [College Access Checklist](#)

POLICIES:

- [Return to School 2020 Memo: Supports for STH, Foster Care, and ACS-Involved Students \(DOE only\)](#)
- [Chancellor's Regulation A-780 Students in Temporary Housing](#)

Key Takeaways: Transportation

- **Students in temporary housing are entitled to transportation**, which helps them maintain school stability. In NYC, transportation may be in the form of a bus or MetroCard.
- **Busing is available to all K – 6th grade students living in DHS shelters** and students in **7th & 8th grade in DHS shelters with IEPs that don't include busing**.
- All students in temporary housing with **door-to-door busing listed on their IEP** are entitled to bus service.
- For students grades K-6 who are **doubled-up, bus service can be requested** and is provided when an appropriate route exists.
- **Parents of all students in temporary housing are entitled to MetroCards.**

Next Steps

- Identify students in temporary housing participating in hybrid instruction.
 - Check in with families if you're uncertain about whether they are currently receiving busing and/or MetroCards.
- Invite parents to pick up MetroCards at school.
- Assist with any needed bus requests or busing follow-up. Contact OPT, your Regional Manager, or NYS-TEACHS for assistance.
- Share transportation procedures with your colleagues.

NYS-TEACHS

Infoline: 800-388-2014

Email: info@nysteachs.org

Website: www.nysteachs.org



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