



NYSTEACHS

NEW YORK STATE TECHNICAL AND EDUCATION
ASSISTANCE CENTER FOR HOMELESS STUDENTS

Supporting Students in Temporary Housing in New York City

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

About DOE's STH Team and NYS-TEACHS

○ NYC DOE Students in Temporary Housing (STH) Team

- Unit within the Office of Community Schools
- Borough-based STH Regional Managers
- 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



DOE STH SBL Training Requirement

- Every year, DOE Students in Temporary Housing (STH) School-Based Liaisons (SBLs) are **required to participate in training.**
- **Stay tuned!** The DOE will be announcing more about the training requirement.
- Participation in this webinar **does not count** toward the SBL training requirement.

Agenda

- Learning Bridges
- iPads
- Transportation
- Enrollment
- Title I Funds, Meals, & Other Resources

The following slides include information, updates, and resources to support students in temporary housing this school year.



Learning Bridges: Childcare and Education Support



Learning Bridges

- **Free childcare for 3K-8th graders** participating in hybrid learning
- Priority given to students in temporary housing
- 211 Learning Labs are matched to 300 schools and 69 DHS shelter locations:
 - Student in a matched DHS shelter are automatically enrolled. Ask your [STH Regional Manager](#) for a list of matched shelters.
 - Students in a matched school who are doubled up, living in non-DHS shelter will need [to apply for a slot](#). They will be given priority.

REMINDER: Learning Bridges are for students participating in **hybrid learning only**.

- [PDigest Learning Bridges Update](#) (DOE staff only)
- [Learning Bridges Webpage](#) + [Outreach Flyers](#)
- [Learning Bridges Application](#)

Devices for Remote Learning

- If a **student needs a device** are new to NYC DOE or no prior requests:
[Fill out this Request Form](#)
- If a student **requested but has NOT received a device**, has a **broken device**, has **tech trouble**:
 - [Fill out this Technical Support Form](#) or call the Help Desk (718-935-5100) AND
 - Notify the school's Single-Point-of-Contact for device management (SPOC)

iPads

What is the same (as Spring 2020)?

- STH are prioritized for DOE iPads. See [STH Memo](#) (DOE staff only) on guidance for principals.
- Report tech issues using the [Tech Support Form](#).

What is different (Fall 2020)?

- iPads are now Hotspots
- Students will now get their devices from their school.
- Schools now using the DOE student account to log into Google Classroom and other platforms on the iPads.

iPad Help

Student doesn't know their DOE school account?

- Find out username and password [following steps outlined here](#).

The iPad is asking for a PUK code?

- Call the Help Desk (718-935-5100) or fill out a [Tech Support form](#). Only the DOE Help Desk can provide the PUK code for your school.

Accidentally deleted the Zscaler app? Or it was always missing?

- Follow [the steps for Erasing All Content](#) to reboot the device. TIP: Might have to do several times before it works.

Internet Trouble

Internet Connectivity Issues? Apps Grayed out?

Walk families through the 5 steps below.

1. Turn Wi-Fi off
2. Cancel the CrowdStrike app download
3. Turn Airplane mode on for 15 seconds
4. Open the Zscaler app
5. Erase all content and settings



→ Additional Troubleshooting information on the [Getting Started with Your iPad page](#).

If a **shelter is experiencing low connectivity** (multiple students not connecting to the internet unless outside or in a specific part of the shelter):

- Fill out this [Shelter Data Service Issues Form](#) (shelter and DOE staff) and notify the [STH Regional Manager](#).

iPads: Resources for DOE staff



[Supporting Students with DOE iPads](#) (DOE staff only)



[School Technology Checklist for Return to School 2020](#) (DOE staff only)



[Staff Remote Learning Devices FAQs](#)

Q & A

Transportation



Transportation

What is the same (as Spring 2020)?

- 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 (Fall 2020)?

- Families can find bus route information on their NYC Schools (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 for Students in Temporary Housing



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.



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: Automatic Busing Process

Data (including parent choice for transportation listed in CARES) on all students residing in DHS shelters is sent to DOE automatically 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	Borough
Parent/Guardian Phone #	Parent/Guardian Email		Current School Code (District Borough – School), if known
Current School Name			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 ["doubled up"], 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



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.
- 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**



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.

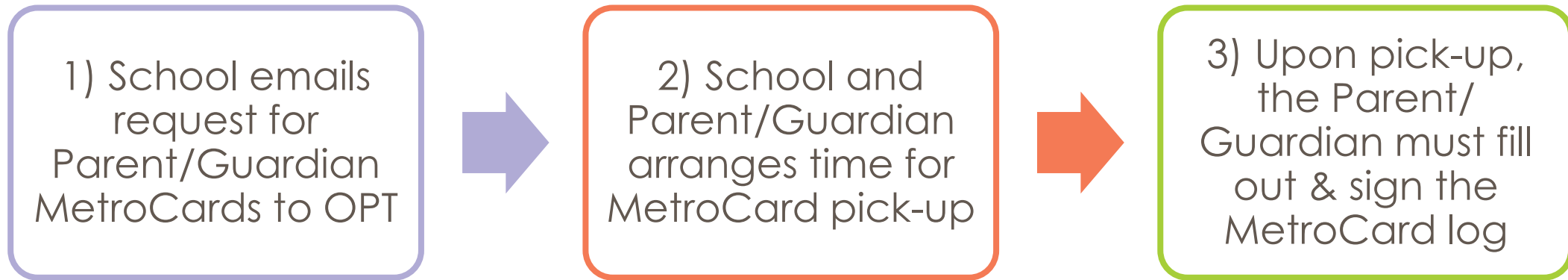
NOTE: Parent/Guardians participating in the activities listed are eligible even if:

- Student participates in remote-only learning
- Student receives busing

[Transportation Updates for School Year 20-21](#) (DOE staff only)

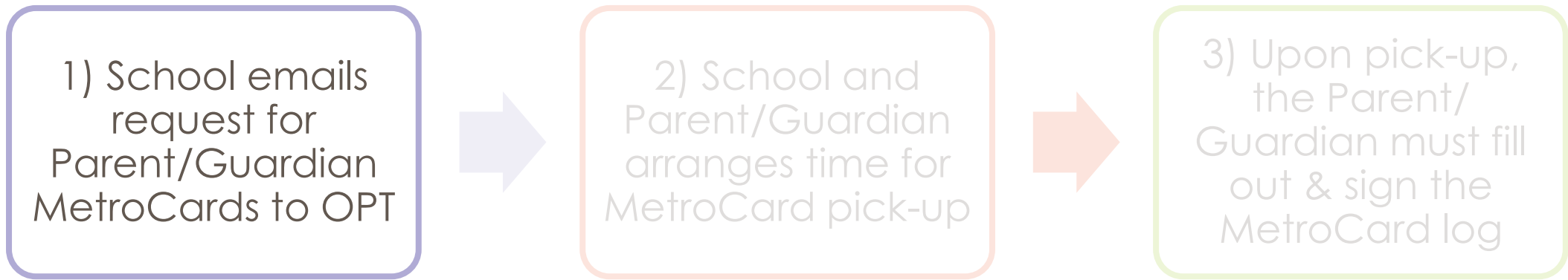
[Return to School 2020 Transportation Guidance](#) (DOE staff only)

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

Use MetroCard Distribution as an Opportunity to Engage with Families!

During this time, many families in temporary housing may be experiencing **trauma** as a result of:

- Housing instability
- Food insecurity
- Social Isolation
- Lack of access to technology, healthcare, childcare, etc.
- Racism

While MetroCard distribution may seem like a small or simple task, it is an **opportunity to engage with families in a trauma-sensitive way.**

Sources of Traumatic Stress



HOW SCHOOLS CAN HELP



- Staff training on trauma-sensitivity instruction
- Plan daily connection with students to understand their individual stressors
- Schools could involve local health, housing, and social service agencies for mental health and basic living supports for their students
- Review discipline policies that may leave students and families of color feeling targeted

SOURCE: Education Week reporting

Icons: Getty

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

“Trauma-Sensitive Strategies for MetroCard Distribution:

- **Ensure that front office staff**, including school safety agents and pupil accounting secretaries, are aware of the distribution process and can point families to the correct point person (we don't want any families turned away due to miscommunication!)
- **Be patient and clear** to parents about the process and expectations around MetroCard distribution. 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** (ex. workbooks, school supplies, device, helping logging on, etc.) and **connections to community resources** (ex. flyer about food resources, healthcare, etc. For examples, see [here](#) and [here](#) and [here](#)).






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: non-publicschoolmetrocards@schools.nyc.gov

NOTE: Include OPT code in the subject line.

[Find MetroCard Log form here.](#)



NYC
Department of
Education
Charter/for Richard A. Giannone

OFFICE OF PUPIL TRANSPORTATION
44-36 Vernon Boulevard
Long Island City, NY 11101
Telephone: (718) 392-8855
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.

Transportation: Resources

- [Transportation Guidance Memo](#) (DOE staff only)
- [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



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.

Q & A

Enrollment



Enrollment: Student Rights and Eligibility

- **Students in temporary housing can stay in the same school** and get free transportation **or** they can enroll in a local school.
 - Talk to parents about **school stability** and listen to their perspectives.
- Students in temporary housing are **entitled to immediate enrollment** whether for remote or hybrid learning.
- If there is issue w/immediate enrollment or questions regarding immunizations and paperwork:
 - Loop in your [STH Regional Manager](#) to resolve.

Enrollment Reminders

- **It's the enrolling school's responsibility**, not the family's, to request the records from the last school attended.
- Students in temporary housing **never need produce proof of residency**.
- **Students in shelter should be prioritized** for in-person learning.

Need to contact a Family Welcome Center?

- [Email your local Family Welcome Center](#). The buildings where Family Welcome Centers are located are still closed.

Enrollment: Family Welcome Center Emails

School Districts Served

Family Welcome Center Email Address

Bronx - Districts 7, 9, 10

FordhamFWC@schools.nyc.gov

Bronx - Districts 8, 11, 12

ZeregaFWC@schools.nyc.gov

Brooklyn - Districts 13, 14, 15, 16

FtGreeneFWC@schools.nyc.gov

Brooklyn - Districts 17, 18, 22

OceanFWC@schools.nyc.gov

Brooklyn - Districts: 19, 23, 32

StMarksFWC@schools.nyc.gov

Brooklyn - Districts 20, 21

89thFWC@schools.nyc.gov

Enrollment: Family Welcome Center Emails

School Districts Served

Family Welcome Center Email Address

Manhattan - Districts 1, 2, 4

333FWC@schools.nyc.gov

Manhattan - Districts 3, 5, 6

125FWC@schools.nyc.gov

Queens - Districts 24, 30

QueensPlazaNFWC@schools.nyc.gov

Queens - Districts 25, 26

LindenFWC@schools.nyc.gov

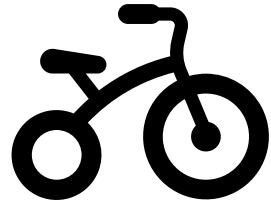
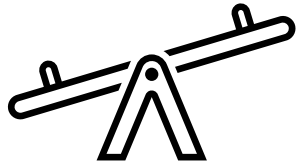
Queens - Districts 27, 28, 29

SutphinFWC@schools.nyc.gov

Staten Island - District 31

PetridesFWC@schools.nyc.gov

Enrollment: Early Childhood Programs



For help enrolling in 3K, Pre-K, EarlyLearn, Head Start, contact (212)-637-8000

- Bronx: Katherine Rodriguez, Borough Manager
 - Email: KRodriguez73@schools.nyc.gov
- Queens: Jimmy Li, Borough Manager
 - Email: JLi4@schools.nyc.gov
- Brooklyn: Andrea Dawes, Borough Manager
 - Email: adawes@schools.nyc.gov
- Manhattan/Staten Island:
 - Email: OutreachTeam@schools.nyc.gov

Enrollment: Resources

- [Family Welcome Centers](#)
- [District 79 Referral Centers](#) (High School Equivalency programs) or [Pathways to Graduation](#)
- Early Childhood Education
 - [EarlyLearn & Head Start](#)
 - [3-K](#)
 - [Pre-K](#)

Title I Funds, Meals, & Additional Resources



Title I Funds

Set-aside funding can be used for things like:

- Technology for remote learning (for example, headphones for devices, hotspots if iPad has connectivity issue)
- Emergency food when school meals and public benefits are not enough
- Eyeglasses if not available through Medicaid/insurance or other sources
- Tutoring or counseling for students who need more support outside of teachers' office hours
- School clothes/Uniforms (Note: Schools cannot turn students away even if they aren't wearing a uniform or complying with dress code)

School Meals during Remote Learning

- Students and or their parents/guardians may pick up meals for students on days they are attending school remotely.
- Take-Out meals for students will be available on school days only, 9:00AM-12 noon. Find a Take-Out meal location near you.
- Community Meals for adults are available 3-5pm. Find a Community Meal site near you.
- For information about food pantries by neighborhood, Coronavirus NYC Neighborhood Food Resource



Help with Special Education Services

○ For help:

- General: SpecialEducation@schools.nyc.gov
- Transition to Kindergarten: Turning5@schools.nyc.gov
- Related Services: RelatedServices@schools.nyc.gov
- Call the Special Education Hotline at 718-935-2007
- For more information, see [here](#).

○ Special Education [Learn at Home Resources](#)

Q & A

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 Form](#)
- [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](#)

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](#)

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Website: www.nysteachs.org



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