

**Neighborhood Coalition for Shelter** (NCS) helps New Yorkers who are struggling with homelessness, often compounded by mental illness or substance use, to achieve their highest level of independence. We were established in 1982 by faith and community leaders on Manhattan's Upper East Side who believed that homelessness was the responsibility of the entire community. Forty years later we are still guided by the principle that neighbors should help neighbors.

NCS provides New Yorkers who are homeless or at risk of homelessness with a home, a community, and access to the services that they need to thrive.

#### SUPPORTIVE HOUSING

**The NCS Residence** on the Upper East Side houses 65 individuals who have a history of homelessness. Most live with mental illness, often accompanied by substance use disorder.

**Louis Nine House** is home to 46 young adults who have aged out of foster care or experienced homelessness and mental illness. On-site supportive services help them work toward independence.

**NCS Scholars** provides stable housing and on-site support to unhoused CUNY students, giving them the best chance to complete their degrees and begin successful futures.

#### PROGRAMS

**Chance for Change** is an outpatient substance-use treatment program uniquely designed to serve individuals who are homeless and battling addiction, often combined with mental illness.

**Options**, our vocational, education, and employment program, helps individuals overcome barriers to employment and progress toward a career that provides a living wage and growth over time.

Through the **NCS Connect** (formerly known as the Community Human Services Information and Referral Program), NCS places a social worker at free neighborhood meals to connect homeless or hungry guests who need other services with information, resources, and referrals. During the pandemic, NCS introduced a hotline to make sure this important service remained available.

Our neighborhood-focused **Street Sheets** are pocket-sized guides that provide information about meal programs, shelters, drop-in centers, legal services, medical care, and more.



Louis Nine House green roof



Chance for Change group session



NCS Residence



## The NCS Residence

The NCS Residence, a long-term, supportive housing facility on the Upper East Side of Manhattan, houses 65 individuals who have a history of homelessness. Most live with mental illness, often accompanied by substance use.

Our residents' health and wellness have been seriously affected by extreme poverty, homelessness, mental illness, substance use, poor nutrition, smoking, and trauma. Many of our older tenants experience difficulties with activities of daily living such as bathing, feeding, and dressing.

Social workers, case managers, and a part-time psychiatrist provide case management and mental health counseling. In addition, we provide a full range of services including money management, vocational and educational training, meals, and recreational activities all aimed at enhancing and supporting residents' independent living.

Tenants also enjoy common areas for activities and meals, including a TV lounge and rooftop atrium, terrace and garden.



## Louis Nine House

Louis Nine House, located in the Bronx, has 46 studio apartments for young adults who have aged out of foster care or experienced homelessness and mental illness. Many of our tenants have experienced multiple foster care placements, emotional trauma, neglect and/or abuse, and substance use disorder.

Louis Nine House provides affordable housing and an integrated continuum of support services designed to help young adults achieve stability, maintain sobriety, and work toward the self-sufficiency needed to secure and sustain permanent housing and independence. Through case management, onsite mental health services, and Options (NCS's vocational and education program), residents are supported to advance their personal development, pursue education, identify career interests, acquire vocational skills, and secure employment.





## NCS Scholars

More than 14% of CUNY students experience homelessness, and 55% experience housing insecurity. Research shows that these students have lower grades, are more likely to enroll part-time instead of full-time, and are less likely to graduate. NCS launched NCS Scholars in 2022 in response to this growing crisis.

The program addresses homelessness as well as the challenges that typically cause or accompany it. NCS Scholars provides:

- Private bedrooms in shared suites
- On-site staff, including a social worker
- Support connecting residents with social services and benefits, mental and physical health resources, academic and employment support
- Mentoring and networking opportunities

Our goals are to prevent past histories of homelessness from determining students' futures and avert some of the dismal outcomes, including chronic homelessness, that are common for this population. In short, we aim to infuse critical support at a pivotal time, creating an opportunity for independence.

We are working to ensure this scalable program is replicated throughout New York City and beyond. The pilot is funded by the Booth Ferris Foundation, the Fullgraf Foundation, the College Completion Innovation Fund, The Lucius N. Littauer Foundation, Trinity Church Wall Street Philanthropies.



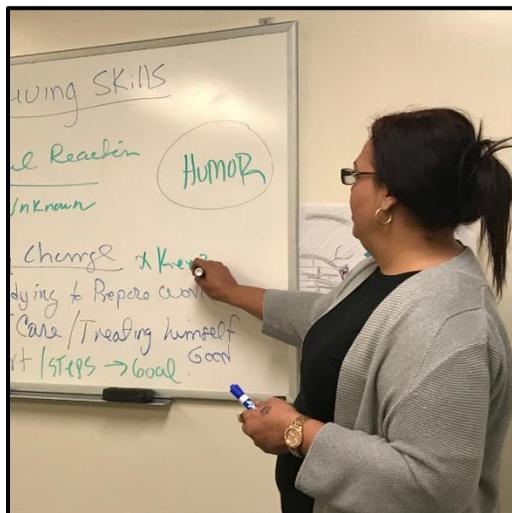
## Chance for Change

Chance for Change (CFC) is NCS's licensed outpatient substance-use treatment program for New Yorkers experiencing homelessness. Located at Madison Avenue Presbyterian Church on the Upper East Side of Manhattan, CFC is the only program in New York City specializing in providing substance use disorder and mental health services for homeless or formerly homeless clients.

Our small, welcoming clinic offers a holistic, trauma-informed harm-reduction approach. Clients receive individual counseling for substance use disorder and related mental health issues. Group sessions help clients address co-occurring substance use and mental health disorders, relapse prevention, and anger management. Customized treatment plans help clients improve opportunities for recovery.

Contact us at:

Madison Avenue Presbyterian Church  
921 Madison Avenue  
New York, NY 10021  
917-677-0723





## OPTIONS

OPTIONS, NCS's vocational, education, and employment program, helps individuals overcome barriers to employment and progress toward a career that provides a living wage and growth over time.

Resources available to participants include:

- GED support
- College application assistance and financial scholarships
- Computer classes and an open computer lab with set-up and access to phones, fax, voicemail and email
- Job search development
- Assistance with resumes, cover letters and applications
- Interview preparation including coaching, referrals and proper attire
- Career development and job readiness workshops

As keeping the job is often a greater barrier than landing the job for our participants, the holistic approach we employ addresses difficulties with social skills and workplace expectations, anger management, learning disabilities, managing routine stress and anxiety, and fear of failure that often undermine our clients' workplace experiences. NCS builds relationships with local employers to place our clients in jobs, and then we work with both the client and the employer to help our youth overcome obstacles and ensure long-term success.



Contact us at:  
1323 Louis Nine Blvd  
Bronx, NY 10459  
917-477-2477





## NCS Connect

NCS Connect (formerly known as CHIRP) provides information and referrals to those in need of but disconnected from services. NCS started NCS Connect in response to a community need—many free meal programs are staffed by volunteers who lack the resources to respond to requests for information and referrals for other services needed by guests. Our social worker meets privately with guests to understand their needs and help them access the necessary information or services. Types of support most frequently requested include shelter and housing, public assistance, mental health counseling, and substance use treatment.

During the pandemic, NCS introduced a hotline to make sure this important service remained available at a time when the need was most acute and the ability to provide in-person services was limited.

NCS also produces and distributes Street Sheets, pocket-sized guides that outline neighborhood-specific resources. Street Sheets are distributed widely, at meal programs, faith-based institutions, libraries, emergency rooms, and a variety of community-based social service sites. Street Sheets offer detailed, accessible, and portable information on where and when individuals can find meal programs, shelters, drop-in centers, legal services, medical care, and other services in their area. More than 50,000 Street Sheets have been distributed to date. Street Sheets are available in English and Spanish for four Manhattan neighborhoods: the Upper East Side, the Upper West Side, Midtown, and Downtown.

### UPPER EAST SIDE

If you are homeless  
or hungry... MAY 2022

# STREET SHEET



**NEIGHBORHOOD  
COALITION for SHELTER** [www.ncsinc.org](http://www.ncsinc.org)  
Helping New Yorkers find their way home

### UPPER WEST SIDE

If you are homeless  
or hungry... MAY 2022

# STREET SHEET



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COALITION for SHELTER** [www.ncsinc.org](http://www.ncsinc.org)  
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