

## **BRIDGE TO HOME FAQs**

### **What is Bridge to Home?**

Bridge to Home builds on NYC Health + Hospitals' existing spectrum of care for behavioral health patients who are experiencing homelessness. Specifically, Bridge to Home is a discharge option available to NYC Health + Hospitals behavioral health providers for their patients with serious mental illness (SMI) who have successfully completed inpatient stabilization and need additional support as they transition to permanent housing. Bridge to Home is focused on ensuring that the continuum of care for homeless patients with SMI extends beyond hospitalization and to the point of permanent housing.

Bridge to Home guests will be offered a home-like environment, including private rooms, meals, wraparound treatment services, and 24/7 on-site staff, until they can be connected to permanent housing (up to 12 months). By offering patients on-site treatment and comprehensive support, the program aims to keep patients on a path toward sustained stabilization, reducing unnecessary emergency room visits, minimizing unnecessary hospitalizations, and decreasing street homelessness.

### **What population will be served by this program?**

Bridge to Home seeks to fill a critical gap in discharge options by serving patients who have completed stabilization within the system, but continue to require treatment and remain at a high risk of housing instability. Referrals into Bridge to Home will be determined by NYC Health + Hospitals behavioral health providers who determine that patients are stable, able to be discharged safely, and will benefit from the support.

### **What are the eligibility criteria for guests?**

NYC Health + Hospitals behavioral health providers will identify and refer patients who are an appropriate fit for Bridge to Home. The initial criteria for admission will be single adults who are at least 18 years old, identify as male, have been

diagnosed with SMI, have received inpatient care from a NYC Health + Hospitals facility, and are at a high risk of housing instability, including street homelessness.

The program is not suitable for individuals who need nursing home-level treatment, 24-hour care or supervision, or individuals who are address-restricted.

### **What is the program model?**

Under the Bridge to Home model NYC Health + Hospitals will offer guests comprehensive behavioral health treatment and support in a home-like environment. The program will be staffed 24/7 by NYC Health + Hospitals providers, and the treatment team will include psychiatric providers, social workers, nurses, peer specialists, and licensed creative arts therapists. The program will offer key behavioral health services, including medication management, individual and group therapy, substance use disorder treatment, and around-the-clock staff support.

Bridge to Home is a voluntary program with a goal of creating a safe, home-like environment that provides guests treatment and wraparound services until they are able to be successfully connected to permanent housing. Guests can stay a maximum of 12 months until they have transitioned to permanent/supportive housing. Guests are also free to leave the program at any time.

In addition to co-located behavioral health services, Bridge to Home is integrated within the NYC Health + Hospitals system to leverage the entire continuum of behavioral health, medical, and social services. This allows the system to facilitate seamless patient flow between the program and the inpatient system. Bridge to Home allows for patients to be discharged without losing connection to the inpatient care team, and vice versa.

### **Where is Bridge to Home located, and how was the location selected?**

The Bridge to Home location is 442 West 36th Street in Manhattan. The site was selected due to its single rooms and proximity to NYC Health + Hospitals/Bellevue, which will ensure continuity of care.

### **What is the maximum capacity of guests?**

The initial Bridge to Home facility will accommodate a maximum capacity of 46 guests at any given time. The program will begin to gradually enroll guests in

September 2025 and scale up services to additional guests in the months that follow.

### **How will people with physical disabilities be accommodated?**

The site is ADA-accessible and will have a number of rooms that provide accommodations for people with disabilities and/or limited mobility.

### **How will NYC Health + Hospitals ensure that LGBTQ+ patients at Bridge to Home will feel supported?**

NYC Health + Hospitals is committed to providing a safe and supportive environment for LGBTQ+ patients, and its sites are routinely recognized by the Human Rights Campaign Foundation as LGBTQ+ Healthcare Equality Leaders.

### **Is there a good neighbor policy?**

Yes, all guests are required to review and sign off on a good neighbor policy. A copy of the policy will be viewable upon opening.

With the support of local elected officials and the district Community Board, we will develop a Community Advisory Board (CAB) so that quality of life issues can be discussed and troubleshot.

### **How will NYC Health + Hospitals address local complaints?**

NYC Health + Hospitals is committed to being a good neighbor. The Community Advisory Board (CAB) will meet quarterly to discuss, troubleshoot, and manage any community concerns and questions. Community members who have questions, concerns or feedback can also reach the Bridge to Home team via email at [BTH-HudsonRiver@nychhc.org](mailto:BTH-HudsonRiver@nychhc.org).

### **What safety protocols are there at the facility? Is there 24-hour security?**

NYC Health + Hospitals knows the critical importance of building a culture of safety across our system. Bridge to Home staff will be trained in trauma-informed approaches to risk assessment and de-escalation techniques, and the facility will have 24/7 security onsite to help ensure the safety of guests and staff. Additional trauma-informed safety protocols, including escalation policies, will be implemented to further support all who live and work at the facility.

### **How will guests be provided with permanent housing?**

Generally, guests will be allowed to stay nine to 12 months until they have transitioned to permanent housing, which will be facilitated by the Bridge to Home care team and NYC Health + Hospitals' Housing for Health initiative.

NYC Health + Hospitals will work closely with each resident to provide housing navigation and placement in permanent or [supportive housing](#). Support will include completing the housing application, identifying housing options, accompanying guests to interviews, and connecting to community supports once housed.

### **How is the program being evaluated?**

As part of the program design, NYC Health + Hospitals will monitor operations closely and track key metrics to measure its success. Indicators of the program's success will be Bridge to Home guests' experiencing:

- Increased engagement in outpatient mental health and/or substance use disorder (SUD) treatment;
- Decreased unnecessary emergency room visits and inpatient hospitalizations;
- Reduced shelter entry and street homelessness; and
- Increased number of permanent/supportive housing placements with appropriate wrap-around services.

### **Are there plans to expand the program?**

Yes, NYC Health + Hospitals plans to open a second Bridge to Home location in the fall of 2026.

### **Is Bridge to Home partnering with local non-profits and community organizations?**

Bridge to Home is actively seeking opportunities to partner with organizations to provide services and opportunities for Bridge to Home guests. For more information, please reach out to [Dina.Montes@nychhc.org](mailto:Dina.Montes@nychhc.org)