

BRIDGE TO HOME FAQs

What is Bridge to Home?

Bridge to Home builds on NYC Health + Hospitals' existing continuum of care for behavioral health patients. Specifically, Bridge to Home is a hospital 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.

What is the Bridge to Home program model?

Under the Bridge to Home model, NYC Health + Hospitals offers guests comprehensive behavioral health treatment and support in a home-like environment, including private rooms, meals, and wraparound services as housing navigators connect them to permanent housing. The program is staffed by NYC Health + Hospitals providers, and the care team includes psychiatrists, social workers, nurses, and a housing specialist. The program offers key behavioral health services, including medication management, long acting injectables, individual and group therapy, substance use disorder treatment, and around-the-clock staff support.

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.

Bridge to Home guests can stay for up to 12 months until they have transitioned to permanent/supportive housing. As a voluntary program, guests may leave any at any time. By providing 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.

Where is Bridge to Home located?

The first Bridge to Home site opened in September 2025 in Midtown Manhattan at 442 West 36th Street. The second site, Bridge to Home: Brooklyn, is expected to open in September 2026 at 1464 Atlantic Avenue in Crown Heights.

What population is served by this program?

Bridge to Home fills a critical gap in hospital discharge options by serving patients with serious mental illness who have been stabilized, 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, have been diagnosed with a serious mental illness (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.

How were the Bridge to Home sites' locations selected?

Both sites were selected due to its single rooms and proximity to a NYC Health + Hospitals ambulatory care and behavioral health facility, ensuring continuity of care.

Bridge to Home in Manhattan is located in proximity to NYC Health + Hospitals/Bellevue and the site for Bridge to Home in Brooklyn is in proximity to NYC Health + Hospitals/Woodhull.

What is the maximum capacity of guests at Bridge to Home?

Both the Manhattan and Brooklyn Bridge to Home sites can accommodate a maximum capacity of about 50 guests at any given time, serving a total of up to 100 New Yorkers in need at any given time. Bridge to Home: Brooklyn will begin to gradually enroll guests in early fall 2026 and scale up services to additional guests in the months that follow.

How will people with physical disabilities be accommodated?

Both Bridge to Home sites are 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.

How will NYC Health + Hospitals ensure their guests will be good neighbors to the surrounding community?

Upon moving into the program facility, all guests are required to review and sign a good neighbor agreement, which sets expectations on being respectful of residents on the block and other good neighbor conduct.

Additionally, with the support of local elected officials and the district Community Board, Bridge to Home in Manhattan developed a Community Advisory Board (CAB), comprised of community residents, who regularly meet to discuss program and troubleshoot any issues.

NYC Health + Hospitals will also form a CAB for Bridge to Home in Brooklyn that will meet shortly after the program is launched.

How will NYC Health + Hospitals address community complaints?

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

community members can reach the Bridge to Home Brooklyn team via email at BTH-Mirage@nychhc.org.

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

NYC Health + Hospitals is committed to building a culture of safety across our system, which improves patient outcomes and supports its workforce. Bridge to Home staff are trained in trauma-informed approaches to risk assessment and de-escalation techniques.

Both sites 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 stay up to 12 months as they transition 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 closely monitor operations and track key outcome 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 third Bridge to Home location in 2027.

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 at montesd2@nychhc.org.