



General Information System (GIS) Message

Section 1

Transmittal:	25DC018 Upstate and New York City
Date:	February 21, 2025
To:	Subscribers
Suggested Distribution:	Commissioners; TA Directors; Housing/Homeless Services Directors
From:	Cheryl Contento, Deputy Commissioner Division of Shelter Oversight and Compliance (DSOC)
Subject:	Serious Incident Reporting
Effective Date:	Immediately
Contact Information:	Division of Shelter Oversight and Compliance at 518-486-4040 or otda.sm.css.bss@otda.ny.gov .
Attachments:	None

Section 2

The purpose of this GIS message is to provide social services districts with updated guidance on GIS 16 TA/DC061 and 22 TA/DC054 to reflect current regulations.

Serious incidents at shelters certified pursuant to NYCRR Parts 491 or 900 or at hotels or motels that provide emergency shelter need to be reported to the Division of Shelter Oversight and Compliance immediately via email or by telephone at the contact information listed above. Additionally, within three business days districts or shelters must report serious incidents in the Shelter Management System (SMS) for all districts except for the New York City Department of Homeless Services (DHS), which can continue to report in their system of record. It is the districts' responsibility to ensure that shelters are reporting all required serious incidents.

A serious incident is an incident that impacts the safety and well-being of any resident of an emergency shelter or member of the emergency shelter's staff, including, but not limited to: deaths by unnatural causes or suicides; life-threatening injuries including drug overdoses; assaults, rapes, sexual assaults, or attempted rapes or attempted sexual assaults; arrests for alleged child abuse; fires, disasters, or other events that cause evacuation of the building or injury to shelter residents; heating, water, and electrical system outages or failures of more than four hours in duration; discovery of any environmental hazard, such as lead paint or asbestos, that threatens resident health or well-being; incidents of domestic violence that result in injury of

one or more residents; criminal activity on the part of emergency shelter staff, or any misconduct on the part of emergency shelter staff that results in harm to the residents or other staff members. A complete list of serious incident types can be found in Section 3.

As a reminder, any type of arrest (local, State or federal) must be reported as a serious incident.

Section 3

List of Serious incident types:

SERIOUS INCIDENTS: (Immediate reporting required)

- Homicide or suicide
- Attempted homicide or suicide
- Natural or unnatural death
- Serious or life-threatening injuries
- Physical assault with arrest
- Sexual assault
- Attempted or reported sexual assault
- Child abuse with arrest
- Child abuse with child removal by ACS / CPS
- Child abuse with EMS transport to hospital
- Domestic violence with arrest
- Domestic violence with EMS transport to hospital
- Missing person with police report
- Hostage or abduction
- Confirmed or suspected cases of a contagious disease that require isolation (chickenpox, Hepatitis A, tuberculosis, measles, meningitis)
- Any other serious incident impacting the safety and well-being of any resident or staff
- Possession or use of drugs with arrest
- Sale or distribution of drugs with arrest
- Drug overdose
- Calls to NYCDOHMH or NYS OMH Mobile Crisis Teams for mental health crises
- Use or possession of a firearm or weapon
- Trespassing or unlawful entry to facility
- Arrest of resident, staff or visitor while onsite
- Criminal activity in or around the facility by residents that threatens the safety of the community as a whole
- Destruction or theft of property valued at over \$1500
- Staff misconduct resulting in injury to a resident or suspension of staff
- Arson, fire or explosion at facility
- Riots or bomb threats
- Significant facility damage caused by a natural disaster or catastrophic event such as a hurricane, tornado, flood, winter storm, etc.
- Loss of utilities for more than 4 hours to all or a significant portion of the facility (heat, electricity, gas or water)
- Discovery of any environmental hazard, such as toxic mold, lead paint or asbestos that, threatens resident health or well-being
- Environmental concerns that may cause a life-threatening injury or the evacuation of an entire site as directed by emergency personnel or Local Fire Department
- Fire safety system inoperable for reasons other than routine maintenance for over 24 hours (annunciator panel, alarm system, sprinkler system, etc.)
- Any incident requiring evacuation of any part of the facility
- Any community protest in reference to the shelter, provider or local district
- Any unscheduled visits by the media or other public officials