

DEPARTMENT OF HOMELESS SERVICES

Gilbert Taylor, Commissioner



WHAT WE DO

The Department of Homeless Services (DHS) manages 271 shelter operations, consisting of 78 adult facilities, 24 adult family and 169 family with children shelter operations. DHS also provides homeless prevention services through community-based programs known as Homebase, as well as street outreach services available 24 hours a day, seven days a week, with options for placement into safe havens and stabilization beds.

FOCUS ON EQUITY

In the face of growing income inequality and a crisis in housing affordability that have led to a rise in homelessness across New York City, DHS is leading citywide efforts to address the many drivers of homelessness and developing dynamic approaches to combat this complex dilemma. DHS has expanded homeless prevention efforts through its Homebase program, rolled out targeted rental assistance programs tailored to the strengths and needs of eligible families and individuals in shelter, and enhanced the ability of its street outreach providers to engage chronically homeless individuals and connect them to support services. Beyond solely providing shelter, DHS has an obligation to help rebuild the lives of people who are unable to make ends meet and ensure that those who leave shelter are on the path to housing stability.

OUR SERVICES AND GOALS

SERVICE 1 Help prevent at-risk individuals and families from becoming homeless.

Goal 1a Provide effective interventions to households most at risk of homelessness.

SERVICE 2 Provide temporary emergency housing to homeless individuals and families.

Goal 2a Ensure that individuals and families have access to emergency shelter and are immediately connected to appropriate mainstream resources.

Goal 2b Ensure that all temporary shelters for homeless individuals and families are clean, safe, and well-run.

SERVICE 3 Coordinate and/or provide support services to help individuals and families who are homeless exit shelter as quickly as possible.

Goal 3a Facilitate exits and minimize clients' length of stay in shelters.

Goal 3b Minimize re-entries into the shelter services system.

SERVICE 4 Help chronically unsheltered homeless individuals find stable, safe living situations.

Goal 4a Reduce the number of unsheltered homeless individuals.

HOW WE PERFORMED IN FISCAL 2015

SERVICE 1 Help prevent at-risk individuals and families from becoming homeless.

Goal 1a Provide effective interventions to households most at risk of homelessness.

The DHS community-based homelessness prevention program Homebase continued to exceed targets, helping nearly every participant remain in his/her community and avoid shelter entry. Operating in 22 locations across all five boroughs, the Homebase success rate averaged 94 percent for single adults, 92 percent for adult families and 95 percent for families with children. During Fiscal 2015, eight new Homebase sites were opened, which helped the program serve 20,000 households - more than twice the number of households it served in Fiscal 2014. DHS also launched a Homebase public awareness campaign including PSAs on local cable TV and ads in bus, subway, and check cashing locations.

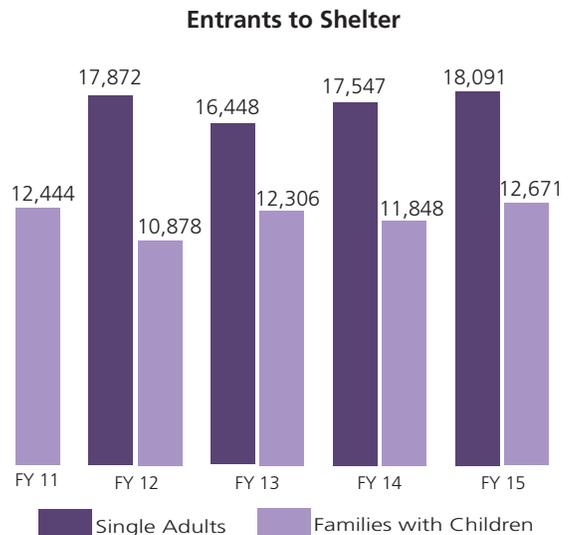
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)	91.4%	91.4%	96.7%	96.0%	93.5%	70.0%	70.0%	Up	Neutral
★ Adult families receiving preventive services who did not enter the shelter system (%)	95.5%	97.0%	95.5%	97.3%	91.5%	70.0%	70.0%	Up	Neutral
★ Families with children receiving preventive services who did not enter the shelter system (%)	90.7%	93.9%	93.0%	94.0%	94.5%	70.0%	70.0%	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

SERVICE 2 Provide temporary emergency housing to homeless individuals and families.

Goal 2a Ensure that individuals and families have access to emergency shelter and are immediately connected to appropriate mainstream resources.

Since the 2011 termination of subsidy programs that facilitated transition to permanent housing, the number of New Yorkers using emergency shelter services has increased each year. During Fiscal 2015, the number of shelter entries among adult families and single adults climbed, with the latter now at more than 18,000. The number of shelter entries by families with children increased from 11,848 last year to 12,671 in Fiscal 2015. More families and individuals are homeless than ever in New York, and DHS continues to provide emergency housing to an average of nearly 12,000 homeless families and over 11,000 homeless single adults every night. In Fiscal 2015, shelter census increased by 12 percent to 11,330 for single adults. The number of adult families and families with children in shelter increased by 13 percent and 11 percent, to 2,110 and 11,819, respectively, compared to last year.



DHS partners with other city agencies to connect families and individuals in shelter with mainstream resources to help them attain self-sufficiency and stability. The average school attendance rate for children in the shelter system was at 84 percent and is in line with recent attendance levels, even as record numbers of families with children are in shelter. In addition, DHS works with HRA to connect homeless individuals and families to job placements and social services. During Fiscal 2015 more than 85 percent of families with children either applied for or were receiving public assistance, down from 90.9 percent in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Adult families entering the DHS shelter services system	1,096	1,109	1,156	1,283	1,385	↓	↓	Down	Up
★Families with children entering the DHS shelter services system	12,444	10,878	12,306	11,848	12,671	↓	↓	Down	Neutral
★Single adults entering the DHS shelter services system	NA	17,872	16,448	17,547	18,091	↓	↓	Down	NA
★Average number of adult families in shelters per day	1,315	1,450	1,723	1,866	2,110	1,950	1,950	Down	Up
★Average number of families with children in shelters per day	8,165	8,445	9,840	10,649	11,819	11,360	11,360	Down	Up
★Average number of single adults in shelters per day	8,387	8,622	9,536	10,116	11,330	10,475	10,475	Down	Up
Families with children applying for or receiving public assistance (average) (%)	NA	NA	94.0%	90.9%	85.4%	*	*	Neutral	NA
Average school attendance rate for children in the DHS shelter services system (%)	82.0%	82.7%	83.6%	85.4%	83.9%	*	*	Up	Neutral
Families placed in the shelter services system according to their youngest school-aged child's school address (%)	83.3%	76.5%	70.5%	65.4%	52.9%	85.0%	85.0%	Up	Down

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Goal 2b Ensure that all temporary shelters for homeless individuals and families are clean, safe, and well-run.

The rate of critical incidents in shelter per 1,000 decreased for both families with children and adult families while increasing slightly for single adults. From Fiscal 2014 to Fiscal 2015, incidents per 1,000 residents for single adults increased from 0.7 to 0.8, but decreased for adult families from 3.3 to 2.0, and for families with children from 1.4 to 1.0.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	1.7	0.3	0.2	0.0	0.0	↓	↓	Down	Down
★Critical incidents in the adult shelter system, per 1,000 residents	0.1	0.3	0.5	0.7	0.8	↓	↓	Down	Up
★Critical incidents in the adult family shelter system, per 1,000 residents	1.6	0.8	2.5	3.3	2.0	↓	↓	Down	Up
★Critical incidents in the families with children shelter system, per 1,000 residents	0.3	1.1	1.2	1.4	1.0	↓	↓	Down	Up
Cost per day for shelter facilities - Single adult facilities (\$)	\$73.58	\$77.58	\$74.80	\$78.38	\$78.80	*	*	Neutral	Neutral
- Family facilities (\$)	\$100.12	\$100.82	\$102.74	\$101.50	\$105.37	*	*	Neutral	Neutral
Evaluations for human services contracts completed on time, as compared to the goal (%)	93.6%	97.8%	97.2%	98.9%	99.4%	*	*	Up	Neutral

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SERVICE 3 Coordinate and/or provide support services to help individuals and families who are homeless exit shelter as quickly as possible.

Goal 3a Facilitate exits and minimize clients' length of stay in shelters.

The Living in Communities program (LINC) was introduced in Fiscal 2015. The program includes six new rental subsidies for working families, families with long-term stays in shelter, and families that are survivors of domestic violence. During Fiscal 2015, the subsidy programs were successful in increasing the number families with children exiting shelter in absolute terms and compared to monthly exit goals, exceeding the Fiscal 2015 goal by seven percent. In Fiscal 2014, families with children met nearly 90 percent of monthly exit goals. The annual number of exits by single adults fell below its historic high of 10,012 in Fiscal 2014 to 8,734 in Fiscal 2015. The average length of stay continued to increase for all populations

to 329, 534, and 430 days for single adults, adult families, and families with children, respectively. Average length of stay increased dramatically since the 2011 termination of subsidy programs that facilitated transition to permanent housing.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Single adults exiting to permanent housing	8,825	7,541	8,526	10,012	8,734	9,000	9,000	Up	Up
Exits from the adult family shelter system, as compared to monthly goal (%)	NA	70	104	78	75	*	*	Up	NA
Exits from the families with children shelter system, as compared to monthly goal (%)	NA	99	103	90	107	*	*	Up	NA
★Average length of stay for single adults in shelter (days)	250	275	293	305	329	↓	↓	Down	Up
★Average length of stay for adult families in shelter (days)	349	416	469	515	534	↓	↓	Down	Up
★Average length of stay for families with children in shelter (days)	258	337	375	427	430	↓	↓	Down	Up

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Goal 3b Minimize re-entries into the shelter services system.

To minimize shelter returns, DHS focuses on connecting clients to mainstream resources in the community, including targeted aftercare services to help stabilize clients after they move from shelter to housing. DHS tracks the number of clients across all three populations who return to shelter within one year of exiting to housing. This percentage declined by half during Fiscal 2015 for single adults, from 4.4 percent in Fiscal 2014 to 2 percent in Fiscal 2015. The rates of shelter return increased for both adult families and families with children compared to Fiscal 2014, to 14 percent from 12 percent and 16 percent from 12 percent, respectively.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	4.0%	3.9%	4.5%	4.4%	2.0%	4.4%	4.4%	Down	Down
★Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	8.3%	5.6%	15.0%	12.5%	14.2%	12.5%	12.5%	Down	Up
★Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	2.8%	4.4%	9.5%	12.5%	16.5%	12.5%	12.5%	Down	Up

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SERVICE 4 Help chronically unsheltered homeless individuals find stable, safe living situations.

Goal 4a Reduce the number of unsheltered homeless individuals.

The Homeless Outreach Population Estimate (HOPE) was conducted in February 2015 and yielded an estimate of 3,182 unsheltered individuals in New York City. This figure is down by five percent from 2014, and reflects a decline of nearly 25 percent in the unsheltered population in New York City since HOPE—the first estimate of its kind—was initially conducted in 2005. Since that time, the unsheltered population in subways has made up a steadily increasing proportion of the total unsheltered population in the city, and in Fiscal 2014 accounted for more than half of those unsheltered.

DHS, in partnership with the Metropolitan Transportation Authority (MTA), launched an expanded outreach program to reduce street homelessness in July 2014. This effort includes increased clinical support and mental health assessment, crisis intervention, and more robust case management for individuals, and data collection and sharing between providers, DHS and the MTA. The number of chronically homeless individuals placed into permanent and temporary housing by outreach teams nearly doubled in Fiscal 2015 with 1,101 placements as compared to 562 in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Unsheltered individuals who are estimated to be living on the streets, in parks, under highways, on subways, and in the public transportation stations in New York City	2,648	3,262	3,180	3,357	3,182	3,350	3,350	Down	Up
Number of chronically homeless individuals placed into permanent and temporary housing by outreach teams	577	545	720	562	1,101	*	*	Up	Up
Response rate to 311 calls for homeless person assistance from constituents requesting a call back	100.0%	100.0%	100.0%	100.0%	100.0%	*	*	Up	Neutral

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Collisions involving City vehicles	NA	NA	48	27	58	*	*	Down	NA
Workplace injuries reported	NA	NA	119	112	39	*	*	Down	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Completed requests for interpretation	3,814	3,230	4,087	4,195	5,787	*	*	Neutral	Up
Letters responded to in 14 days (%)	73%	70%	67.4%	83.5%	70.4%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	71%	88%	66.7%	80.5%	68.6%	*	*	Up	Neutral
Average wait time to speak with a customer service agent (minutes)	29	22	NA	24	15	*	*	Down	NA
CORE facility rating	80	81	91	89	95	*	*	Up	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$1,019.2	\$900.5	\$984.3	\$1,043.3	\$1,169.9	\$1,112.4	\$1,080.9	Up
Personnel	1,838	1,819	1,848	1,859	1,977	2,239	2,317	Neutral
Overtime paid (\$000,000)	\$8.0	\$7.4	\$9.6	\$9.0	\$6.0	\$6.9	\$5.5	Down
Capital commitments (\$000,000)	\$19.1	\$24.2	\$14.4	\$21.9	\$20.4	\$53.0	\$36.6	Neutral
Human services contract budget (\$000,000)	\$811.3	\$698.8	\$769.2	\$826.3	\$924.6	\$868.6	\$815.2	Up

¹Authorized Budget Level

"NA" - Not Available in this report

²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information go to:

- Stats & Reports:
<http://www.nyc.gov/html/dhs/html/communications/stats.shtml>
- Homeless Outreach Population Estimate (HOPE) count results:
<https://a071-hope.nyc.gov/hope/statistics.aspx>
- DHS daily report, including census & intake statistics:
<http://www.nyc.gov/html/dhs/downloads/pdf/dailyreport.pdf>

For more information on the agency, please visit: www.nyc.gov/dhs.