



WHAT WE DO

The Department of Homeless Services' core mission is preventing homelessness before it occurs, addressing street homelessness, providing safe high-quality shelter, and assisting New Yorkers in transitioning from shelter and street homelessness to permanent housing. DHS collaborates with non-profit partners to provide temporary shelter, social services and supports to help individuals and families transition rapidly into housing in the community.

In April 2016, Mayor de Blasio announced a major restructuring of the way homeless services in New York City are delivered, creating an integrated and streamlined management structure for DHS and the Human Resources Administration (HRA) under the Commissioner of the Department of Social Services (DSS). DHS and HRA work together to prevent homelessness before it occurs, and to help individuals and families transition to permanent housing and self-sufficiency.

FOCUS ON EQUITY

In New York City and throughout the United States, homelessness is driven by income inequality, lack of affordable and supportive housing and stagnant wages combined with social factors including domestic violence, de-institutionalization of persons who are mentally ill without sufficient community-based services, and discharges from a range of institutions. DHS addresses homelessness by connecting New Yorkers to preventive services that help them remain in their homes and, when prevention is not an option, by providing safe and appropriate transitional shelter including placement into permanent subsidized and supportive housing. In partnership with the Human Resources Administration (HRA) and other agencies, DHS administers subsidized housing programs, including targeted rental assistance to help eligible families and individuals avoid or exit shelter.

In Fiscal 2016, Mayor de Blasio announced a comprehensive plan to reform the delivery of homeless services in New York City. The plan includes enhancement and expansion of homeless prevention, greater street outreach through HOME-STAT, a new program to engage homeless individuals and connect them to support services, and management improvements related to shelter safety and operations. "Turning the Tide," a report issued in February 2017, laid out a blueprint for moving forward with the reforms and eliminating the use of "cluster" apartment sites and commercial hotel facilities.

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 2017

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 community-based homelessness prevention program, Homebase, served more than 27,000 households in Fiscal 2017, an eight percent increase over the number served in 2016. More than 94 percent of families with children and adult family households, and over 92 percent of single adults who received prevention services remained in their communities and avoided shelter entry within the 12 months following the service. HRA staff members are co-located in Homebase offices in order to process applications for public assistance and rental assistance for eligible households. In 2017, Homebase expanded to include landlord and family mediation, educational advancement, employment, and financial literacy services.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|-----------------------|-------|-------|--------|--------|-------|---------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| ★ Adults receiving preventive services who did not enter the shelter system (%) | 96.7% | 96.0% | 93.5% | 90.6% | 92.6% | 85.0% | 85.0% | Neutral | Up |
| ★ Adult families receiving preventive services who did not enter the shelter system (%) | 95.5% | 97.3% | 91.5% | 90.7% | 94.0% | 85.0% | 85.0% | Neutral | Up |
| ★ Families with children receiving preventive services who did not enter the shelter system (%) | 93.0% | 94.0% | 94.5% | 94.1% | 94.2% | 85.0% | 85.0% | Neutral | Up |
| ★ Critical Indicator | "NA" Not Available | ↑↓ Directional Target | | | * None | | | | |

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.

In Fiscal 2017, the number of families with children entering shelter during the year declined by 5.4 percent, while the number of adult families and single adults entering shelter increased by 7.2 and 3.5 percent respectively. Despite these increases in entrants, the number of individuals in shelter was lower than DHS projections prior to the implementation of new rental assistance and rehousing programs. The average number of adult families and families with children in shelter per day increased by 11 percent to 2,461 and by six percent to 12,818 respectively compared to the previous year. The average number of single adults in shelter increased by seven percent to 13,626. The lower than projected census is attributable, in part, to the creation of the new targeted rental assistance and rehousing programs beginning in 2014; a 24 percent decline in evictions since 2013 at the same time as a related 10-fold increase in funding for legal services to represent tenants; and an increase in access to emergency rental assistance through HRA. The development of more supportive housing as part of the de Blasio administration's "15/15" plan and an agreement with New York State to increase rent supplements provided to families facing eviction beginning in Fiscal 2018 are also expected to reduce the growth in shelter census.

During Fiscal 2017, 50.4 percent of families with children were placed in shelter according to the youngest school-aged child's school address, below the target of 85 percent. Over time, borough-based shelter placement, provided through the "Turning the Tide" plan, will enable DHS to offer shelter placements for homeless families and individuals in their home borough. This approach will create a more equitable distribution of homeless services across the city, allowing homeless New Yorkers to remain in their communities and close to their networks of support—their schools, their work, their social networks, their houses of worship—at a time when they need that support and stability most.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|--------|-----------------------|--------|--------|--------|-------|---------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| ★ Adult families entering the DHS shelter services system | 1,156 | 1,283 | 1,385 | 1,476 | 1,583 | ↓ | ↓ | Up | Down |
| ★ Families with children entering the DHS shelter services system | 12,306 | 11,848 | 12,671 | 13,311 | 12,595 | ↓ | ↓ | Neutral | Down |
| ★ Single adults entering the DHS shelter services system | 16,448 | 17,547 | 18,091 | 19,139 | 19,800 | ↓ | ↓ | Up | Down |
| ★ Average number of adult families in shelters per day | 1,723 | 1,866 | 2,110 | 2,212 | 2,461 | ↓ | ↓ | Up | Down |
| ★ Average number of families with children in shelters per day | 9,840 | 10,649 | 11,819 | 12,089 | 12,818 | ↓ | ↓ | Up | Down |
| ★ Average number of single adults in shelters per day | 9,536 | 10,116 | 11,330 | 12,727 | 13,626 | ↓ | ↓ | Up | Down |
| Families with children receiving public assistance (average) (%) | 87.7% | 81.8% | 85.4% | 81.6% | 81.5% | 80.0% | 85.0% | Neutral | * |
| Average school attendance rate for children in the DHS shelter services system (%) | 83.6% | 85.4% | 83.9% | 82.0% | 82.7% | * | * | Neutral | Up |
| Families placed in the shelter services system according to their youngest school-aged child's school address (%) | 70.5% | 65.4% | 52.9% | 51.8% | 50.4% | 85.0% | 85.0% | Down | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | | * None | | | | |

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

Building on the effort that began in Fiscal 2016 to more consistently and accurately categorize critical incidents in shelter, DHS established a new set of critical incident standards for Fiscal 2017. This will create a new baseline for assessment going forward, with the rates for 2017 at 2.8 critical incidents per 1,000 residents in the adult shelter system, 2.4 critical incidents per 1,000 residents in the adult family shelter system, and 0.9 incidents per 1,000 residents in the families with children shelter system. As part of the Mayor's 90-day review of homeless services, the NYPD conducted a comprehensive review of security in shelter facilities and began training all DHS security personnel in March 2016. In January 2017, DHS formalized a partnership with NYPD, implementing an NYPD management team to oversee and enhance security at DHS facilities.

The increase in the daily cost of shelter, which grew for single adult shelter, adult family shelter, and families with children shelter in Fiscal 2017 was the result of increased security costs; enhancements, including mental health services and program activities in adult shelters, cost of living adjustments for contract providers, utilization of commercial hotels to accommodate increases in entrants, and a reduction in the use of "cluster" apartment-type shelters, as well as the opening of new shelters, which generally have higher rent and fixed costs than do older, established facilities.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|----------|-----------------------|----------|----------|--------|------|--------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| ★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds | 0.15 | 0.00 | 0.01 | 0.00 | 0.00 | ↓ | ↓ | Down | Down |
| ★ Critical incidents in the adult shelter system, per 1,000 residents | NA | NA | NA | NA | 2.8 | ↓ | ↓ | NA | Down |
| Violent critical incidents in the adult shelter system, per 1,000 residents | NA | NA | NA | NA | 1.6 | * | * | NA | Down |
| ★ Critical incidents in the adult family shelter system, per 1,000 residents | NA | NA | NA | NA | 2.4 | ↓ | ↓ | NA | Down |
| Violent critical incidents in the adult family shelter system, per 1,000 residents | NA | NA | NA | NA | 1.6 | * | * | NA | Down |
| ★ Critical incidents in the families with children shelter system, per 1,000 residents | NA | NA | NA | NA | 0.9 | ↓ | ↓ | NA | Down |
| Violent critical incidents in the families with children shelter system, per 1,000 residents | NA | NA | NA | NA | 0.6 | * | * | NA | Down |
| Cost per day for shelter facilities - Single adult facilities (\$) (annual) | \$74.80 | \$78.38 | \$78.80 | \$94.57 | \$99.46 | * | * | Up | * |
| Cost per day for shelter facilities - Family facilities (\$) (annual) | \$102.74 | \$101.50 | \$105.37 | \$120.22 | \$167.84 | * | * | Up | * |
| - Adult families | \$96.97 | \$92.41 | \$97.31 | \$110.69 | \$138.13 | * | * | Up | * |
| - Families with children | \$103.55 | \$102.61 | \$106.49 | \$121.40 | \$171.21 | * | * | Up | * |
| Evaluations for human services contracts completed on time, as compared to the goal (%) | 97.2% | 98.9% | 99.4% | 97.5% | NA | * | * | NA | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | | * None | | | | |

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.

Homeless clients continue to be placed into permanent, stable housing through a variety of City and federally-funded rental assistance programs, including the Living in Communities (LINC) and CityFEPs programs, the Special Exit and Prevention Supplement (SEPS) program, and the HOME Tenant Based Rental Assistance (TBRA) program. DHS also partners with the New York City Housing Authority (NYCHA) to place homeless families into public housing units and apartments with Section 8 assistance. In total 9,744 family households and single adults exited shelter or were prevented from immediate shelter entry at the family intake center or at HomeBase, in Fiscal 2017, through one of the of these programs.

Due to the availability of rental assistance and NYCHA housing, the number of families with children exiting to permanent housing increased by three percent and the average length of stay in shelter for families with children declined by 17 days to 414 days, after growing dramatically for several years following the termination of the Advantage program in Fiscal 2012.

The total number of permanent subsidized and unsubsidized placements declined by five percent for single adults and declined by nine percent for adult families from Fiscal 2016 to Fiscal 2017, which reflects the limited affordable housing and family reunification options for low-income adults as well as the lack of available permanent supportive housing. The Mayor's commitment to provide 15,000 new supportive housing units, 505 of which will come online in Fiscal 2018, is aimed at addressing this problem.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|-----------------------|-------|-------|--------|--------|-------|---------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| Single adults exiting to permanent housing | 8,526 | 10,012 | 8,762 | 8,521 | 8,132 | 9,000 | 9,000 | Neutral | Up |
| – subsidized | NA | NA | 3,085 | 3,885 | 3,770 | * | * | NA | Up |
| – unsubsidized | NA | NA | 5,677 | 4,636 | 4,362 | * | * | NA | Up |
| Adult families exiting to permanent housing | NA | NA | 908 | 628 | 570 | * | * | NA | Up |
| – subsidized | NA | NA | 224 | 310 | 290 | * | * | NA | Up |
| – unsubsidized | NA | NA | 413 | 318 | 280 | * | * | NA | Up |
| Families with children exiting to permanent housing | NA | NA | 8,220 | 8,294 | 8,558 | * | * | NA | Up |
| – subsidized | NA | NA | 4,527 | 5,365 | 5,424 | * | * | NA | Up |
| – unsubsidized | NA | NA | 3,693 | 2,929 | 3,134 | * | * | NA | Up |
| ★ Average length of stay for single adults in shelter (days) | 293 | 305 | 329 | 355 | 383 | ↓ | ↓ | Up | Down |
| ★ Average length of stay for adult families in shelter (days) | 469 | 515 | 534 | 563 | 550 | ↓ | ↓ | Up | Down |
| ★ Average length of stay for families with children in shelter (days) | 375 | 427 | 430 | 431 | 414 | ↓ | ↓ | Neutral | Down |
| ★ Critical Indicator | "NA" Not Available | ↑↓ Directional Target | | | * None | | | | |

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

The increased volume of high quality placements to subsidized housing is producing positive long-term outcomes for clients, with the overall return to shelter rates within one year declining by 1.9 percent for families with children and 1.8 percent for single adults compared to Fiscal 2016. The decline was driven by the investment in rental assistance for subsidized placements, which had return rates of just over one percent for families with children and of less than eight percent for single adults. This compares to return rates of 20.9 percent and 24.9 percent respectively for less stable, unsubsidized placements. The overall rate of return for adult families increased due to the low availability of subsidized placement options for this group prior to the implementation of the Mayor's 15,000 unit supportive housing plan. However, those placed in subsidized housing returned to shelter at a rate of less than one percent.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|-------|-----------------------|--------|-------|--------|-------|---------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| ★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 21.5% | 21.7% | 21.8% | 18.9% | 17.1% | 20.0% | 20.0% | Down | Down |
| – subsidized exits (%) | 7.4% | 10.2% | 9.4% | 8.3% | 7.5% | * | * | Neutral | Down |
| ★ – unsubsidized exits (%) | 25.8% | 25.3% | 26.0% | 24.5% | 24.9% | ↓ | ↓ | Neutral | Down |
| ★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 15.0% | 12.5% | 14.2% | 8.7% | 11.5% | 12.5% | 12.5% | Down | Down |
| ★ – subsidized exits (%) | 1.7% | 0.0% | 1.0% | 1.6% | 0.6% | ↓ | ↓ | Down | Down |
| ★ – unsubsidized exits (%) | 15.6% | 13.0% | 18.3% | 11.9% | 21.6% | ↓ | ↓ | Up | Down |
| ★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 9.5% | 12.5% | 16.5% | 10.0% | 8.1% | 12.5% | 12.5% | Down | Down |
| ★ – subsidized exits (%) | 2.7% | 2.4% | 3.0% | 1.4% | 1.3% | ↓ | ↓ | Down | Down |
| ★ – unsubsidized exits (%) | 10.2% | 13.4% | 19.9% | 19.9% | 20.9% | ↓ | ↓ | Up | Down |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

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

Goal 4a Reduce the number of unsheltered homeless individuals.

The annual Homeless Outreach Population Estimate (HOPE) street homeless survey conducted on February 6, 2017 found that 3,892 homeless individuals were on the streets of New York that night, 39 percent more than Fiscal 2016 but 11 percent fewer than the first count in Fiscal 2005. This point-in-time estimate reflects what the City's HOME-STAT outreach teams—doubled in size last year—have recorded in their identification of street homeless clients. The Fiscal 2017 HOPE count was conducted during a warm winter in New York City and amid continued housing affordability challenges here and across the nation, with economic factors, including rising rents outpacing incomes, continuing to drive homelessness. These factors may have contributed to the increase in survey count.

Street homeless individuals known to HOME-STAT teams are placed on the City's first-ever comprehensive "by-name" list, which is central to HOME-STAT's individual-by-individual approach to addressing street homelessness. Teams continue to engage and build relationships with these individuals to support their transition off the street. Additionally, HOME-STAT identifies "prospective clients" or individuals known to street outreach teams that the teams are working to assess, including determining whether these individuals are homeless. As of the close of Fiscal 2017, outreach teams had actively engaged more than 2,000 clients known to be living on the street and were working to connect with over 1,500 prospective clients to assess their living situations and to engage with them with the goal of ultimately connecting them with City services. In Fiscal Year 2017, HOME-STAT placed 2,146 clients into permanent housing, transitional housing and other stabilization settings. Of those, nearly 1,500 clients were placed into transitional housing and permanent housing. Since the inception of HOME-STAT in March 2016 and the end of Fiscal Year 2017, HOME-STAT outreach teams helped 865 clients transition into and remain in transitional housing and permanent housing.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|-------|-----------------------|--------|-------|--------|------|--------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| ★ 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 | 3,180 | 3,357 | 3,182 | 2,794 | 3,892 | ↓ | ↓ | Up | Down |
| ★ HOME-STAT clients placed into permanent housing, transitional housing and other settings | NA | NA | NA | NA | 2,146 | ↑ | ↑ | NA | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

AGENCY-WIDE MANAGEMENT

| Performance Indicators | Actual | | | | | Target | | Trend | |
|------------------------------------|--------------------|------|-----------------------|--------|------|--------|------|--------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| Collisions involving City vehicles | 48 | 27 | 58 | 60 | 46 | * | * | Up | Down |
| Workplace injuries reported | 82 | 90 | 122 | 147 | 189 | * | * | Up | Down |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

AGENCY CUSTOMER SERVICE

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|-------|-----------------------|--------|--------|--------|------|---------|-------------------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | 5-Year | Desired Direction |
| Customer Experience | | | | | | | | | |
| Completed requests for interpretation | 4,087 | 4,195 | 6,445 | 8,164 | 13,357 | * | * | Up | * |
| Letters responded to in 14 days (%) | 67.4% | 83.5% | 70.4% | 64.8% | NA | * | * | NA | Up |
| E-mails responded to in 14 days (%) | 66.7% | 80.5% | 68.6% | 61.37% | NA | * | * | NA | Up |
| Average wait time to speak with a customer service agent (minutes) | NA | 24 | 15 | 10 | 6 | * | * | NA | Down |
| CORE facility rating | 91 | 89 | 95 | 100 | 92 | * | * | Neutral | Up |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|--|---------------------|-----------|-----------|-----------|-----------|-------------------|-----------|-----------|
| | FY13 | FY14 | FY15 | FY16 | FY17 | FY17 | FY18 | |
| Expenditures (\$000,000) ³ | \$984.3 | \$1,043.3 | \$1,169.8 | \$1,400.6 | \$1,752.8 | \$1,688.5 | \$1,617.2 | Up |
| Personnel | 1,848 | 1,859 | 1,977 | 2,404 | 2,349 | 2,368 | 2,484 | Up |
| Overtime paid (\$000,000) | \$9.6 | \$9.0 | \$9.4 | \$13.6 | \$5.5 | \$5.5 | \$5.5 | Down |
| Capital commitments (\$000,000) | \$14.4 | \$21.9 | \$20.4 | \$11.6 | \$27.7 | \$64.9 | \$136.1 | Up |
| Human services contract budget (\$000,000) | \$769.2 | \$826.3 | \$941.2 | \$1,120.6 | \$1,396.9 | \$1,345.1 | \$1,284.8 | Up |
| ¹ Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available *None | | | | | | | | |

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

| Unit of Appropriation | Expenditures FY16 ¹ (\$000,000) | Modified Budget FY17 ² (\$000,000) | Applicable MMR Goals ³ |
|------------------------------------|--|---|-----------------------------------|
| 100 - Personal Services | \$147.3 | \$172.9 | All |
| 200 - Other Than Personal Services | \$1,253.4 | \$1,579.9 | All |
| Agency Total | \$1,400.6 | \$1,752.8 | |

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2016. Includes all funds. ²City of New York Adopted Budget for Fiscal 2017, as of June 2017. Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- This report now includes family shelter cost indicators broken out by shelter cost for adult families and families with children.
- Fiscal 2017 data is not yet available for the indicator 'Evaluations for human services contracts completed on time, as compared to the goal.' Full-year Fiscal 2017 data will be reported in the Fiscal 2018 Preliminary Mayor's Management Report.
- The indicator 'HOME-STAT clients placed into permanent, transitional and other housing' was renamed 'HOME-STAT clients placed into permanent housing, transitional housing and other settings' to more accurately reflect the underlying data.
- DHS revised previously published figures for 'Workplace injuries reported' to include the total number of workers compensation claims that were received and processed by DHS.
- Fiscal 2017 data for the indicators 'Letters responded to in 14 days (%)' and 'E-mails responded to in 14 days (%)' are not available due to a data system transition issues during the integration of HRA and DHS. Some correspondence functions have been integrated into DSS, and the Department is working on a reporting solution that will reflect the reassignment and consolidation of these activities.
- Fiscal 2017 data for Customers Observing and Reporting Experiences (CORE) ratings are based on the inspection results of all the agency's service centers. In Fiscal 2016, as an exception, the rating was based on inspections of targeted facilities.

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.

