

DEPARTMENT OF HOMELESS SERVICES

Steven Banks, Commissioner



WHAT WE DO

The Department of Homeless Services (DHS) provides transitional shelter for homeless single adults, adult families and families with children at directly operated and contracted sites. DHS provides 24 hours a day, seven days a week street outreach services and placement into safe havens and stabilization beds for New Yorkers experiencing street homelessness. DHS also works with other City agencies and contracted providers to prevent homelessness and to place families and adults experiencing homelessness into permanent subsidized and supportive housing.

FOCUS ON EQUITY

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 discharge from correctional institutions are among the multiple drivers of homelessness in New York City and throughout the United States. DHS addresses the crisis of homelessness by connecting New Yorkers to preventive services to help them remain in their homes and, when prevention is not an option, DHS provides safe and appropriate transitional shelter and placement into permanent subsidized and supportive housing. As part of Mayor de Blasio's April 2016 plan to reform the delivery of homeless services in New York City, DHS continues to enhance and expand street outreach services through HOME-STAT, a new program to engage homeless individuals and connect them to support services; and to improve shelter management, focusing on shelter safety and operations. In partnership with the Human Resources Administration (HRA) and other agencies, DHS will continue to administer targeted rental assistance programs for eligible families and individuals to avoid or exit shelter; to increase preventive services; to enhance programmatic services for children and adults in shelters; and to improve shelter facility conditions.

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 unsheltered homeless individuals find stable, safe living situations.

Goal 4a Reduce the number of unsheltered homeless individuals.

HOW WE PERFORMED

- DHS' community-based homelessness prevention program, Homebase, served 9,554 households during the first four months of Fiscal 2017 and helped more than 90 percent of families and single adults receiving prevention services to stay in their communities and avoid shelter entry within the 12 months following the service. The community retention rate increased by approximately three percentage points for adult families and single adults and remained stable for families with children.
- During the first four months of Fiscal 2017, the average number of families with children and adult families in shelter per day increased by nine percent to 12,861 and by 12 percent to 2,384 respectively. The average number of single adults in shelter increased by eight percent to 13,120. Despite an increase in entrants to shelter compared to the prior period, the number of individuals in shelter did not reach DHS projected levels. The lower census compared to projections can be attributable to, at least in part, the introduction of targeted rental assistance programs by DHS and HRA beginning in Fiscal 2015 and a 24 percent decrease in evictions during the past two years, during which time there was a 10-fold increase in funding for legal services to represent tenants and increased access to emergency rental assistance.
- During the first four months of Fiscal 2017, there was a decline in the percentage of families with children who were placed in shelter according to the youngest school-aged child's school address. DHS makes every effort to address this important priority, but an increase in the number of family shelter entrants makes finding sufficient shelter capacity challenging, thus limiting the ability of DHS to move families within the shelter system to accommodate school proximity. A new borough-based shelter initiative to provide additional shelters to enable families to be placed nearer to school, employment and medical care is aimed at addressing this issue.
- Building on the effort to more consistently and accurately categorize critical incidents in shelter that began in Fiscal 2016, DHS established a new set of critical incident standards for Fiscal 2017. This will create a new baseline for assessment going forward, with the initial rates for the first four months of 2017 at 2.2 critical incidents per 1,000 residents in the adult shelter system, 1.9 critical incidents per 1,000 residents in the adult family shelter system, and 0.8 incidents per 1,000 residents in the families with children shelter system.
- With full implementation of the new City rental assistance programs, more families with children exited the shelter system to permanency, with an eight percent increase among total placements and a six percent increase in subsidized placements during the reporting period. Subsidized placements for adult families were flat and declined slightly for single adults, reflecting a reduction in the availability of permanent supportive housing. The Mayor's commitment to provide 15,000 new supportive housing units is aimed at addressing this problem.
- 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 showing declines of 32 percent for families with children and 19 percent for single adults compared to the prior period. The decline was driven by the investment in rental assistance for subsidized placements, which had return rates of less than one percent for families with children and of nine percent for single adults. This compares to return rates of 20.5 percent and 24.9 percent respectively for less stable, unsubsidized placements. The overall rate of return for adult families increased by one percentage point 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 also returned to shelter at a rate of less than one percent.
- The average length of stay for families with children in shelter declined by six percent from 435 days in the first four months of fiscal 2016 compared to 408 days for the 2017 period. This is a result of the inroads made in reducing the number of long term stayers through connection to subsidized housing for families with children. The length of stay for single adults in shelter increased by eight percent from 345 days to 375 days over this period, partially due to the lack of new permanent supportive housing with many chronically homeless adults remaining on wait lists for these units. A new investment in 15,000 City-funded units of permanent supportive housing is expected to help move more single adults out of shelter over the coming years.
- HOME-STAT is the most comprehensive street homeless outreach initiative in any major city in the United States. The launch of HOME-STAT in March 2016 doubled the number of street homeless outreach staff working to connect individuals to the resources they need to place them in housing, and has expanded outreach services into indoor spaces

such as libraries and hospitals. The new initiative helped 693 street homeless individuals transition off the streets through October 2016. HOME-STAT reports on a daily, monthly and quarterly basis on the [HOME-STAT website](#).

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Adults receiving preventive services who did not enter the shelter system (%)	96.0%	93.5%	90.6%	85.0%	85.0%	88.4%	91.4%
★Adult families receiving preventive services who did not enter the shelter system (%)	97.3%	91.5%	90.7%	85.0%	85.0%	91.5%	94.2%
★Families with children receiving preventive services who did not enter the shelter system (%)	94.0%	94.5%	94.1%	85.0%	85.0%	94.8%	94.7%

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Adult families entering the DHS shelter services system	1,283	1,385	1,476	↓	↓	466	593
★Families with children entering the DHS shelter services system	11,848	12,671	13,311	↓	↓	4,508	5,168
★Single adults entering the DHS shelter services system	17,547	18,091	19,139	↓	↓	6,647	6,946
★Average number of adult families in shelters per day	1,866	2,110	2,212	↓	↓	2,138	2,384
★Average number of families with children in shelters per day	10,649	11,819	12,089	↓	↓	11,817	12,861
★Average number of single adults in shelters per day	10,116	11,330	12,727	↓	↓	12,195	13,120
Families with children receiving public assistance (average) (%)	81.8%	85.4%	81.6%	80.0%	85.0%	83.6%	82.0%
Average school attendance rate for children in the DHS shelter services system (%)	85.4%	83.9%	82.0%	*	*	84.5%	84.0%
Families placed in the shelter services system according to their youngest school-aged child's school address (%)	65.4%	52.9%	55.0%	85.0%	85.0%	51.8%	43.7%

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Goal 2b

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	0.00	0.01	0.00	↓	↓	NA	NA
★Critical incidents in the adult shelter system, per 1,000 residents	NA	NA	NA	↓	↓	NA	2.2
Violent critical incidents in the adult shelter system, per 1,000 residents	NA	NA	NA	*	*	NA	1.5
★Critical incidents in the adult family shelter system, per 1,000 residents	NA	NA	NA	↓	↓	NA	1.9
Violent critical incidents in the adult family shelter system, per 1,000 residents	NA	NA	NA	*	*	NA	1.3
★Critical incidents in the families with children shelter system, per 1,000 residents	NA	NA	NA	↓	↓	NA	0.8
Violent critical incidents in the families with children shelter system, per 1,000 residents	NA	NA	NA	*	*	NA	0.7
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$78.38	\$78.80	\$94.57	*	*	NA	NA
- Family facilities (\$) (annual)	\$101.50	\$105.37	\$120.22	*	*	NA	NA
Evaluations for human services contracts completed on time, as compared to the goal (%)	98.9%	99.4%	97.5%	*	*	NA	NA

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Single adults exiting to permanent housing	10,012	8,762	8,521	9,000	9,000	2,946	2,924
- subsidized	NA	3,085	3,885	*	*	1,324	1,297
- unsubsidized	NA	5,677	4,636	*	*	1,622	1,627
Adult families exiting to permanent housing	NA	908	970	*	*	318	351
- subsidized	NA	224	310	*	*	104	102
- unsubsidized	NA	413	318	*	*	128	97
Families with children exiting to permanent housing	NA	8,220	8,294	*	*	2,809	3,023
- subsidized	NA	4,527	5,365	*	*	1,817	1,930
- unsubsidized	NA	3,693	2,929	*	*	992	1,093
★Average length of stay for single adults in shelter (days)	305	329	355	↓	↓	345	373
★Average length of stay for adult families in shelter (days)	515	534	563	↓	↓	555	555
★Average length of stay for families with children in shelter (days)	427	430	431	↓	↓	435	408

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Goal 3b

Minimize re-entries into the shelter services system.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	21.7%	21.8%	18.9%	20.0%	20.0%	22.0%	17.9%
- subsidized exits (%)	10.2%	9.4%	8.3%	*	*	8.0%	9.0%
- unsubsidized exits (%)	25.3%	26.0%	24.5%	*	*	26.4%	24.9%
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	12.5%	14.2%	8.7%	12.5%	12.5%	12.8%	13.8%
★ - subsidized exits (%)	0.0%	1.0%	1.6%	↓	↓	2.4%	0.9%
★ - unsubsidized exits (%)	13.0%	18.3%	11.9%	↓	↓	15.4%	24.1%
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	12.5%	16.5%	10.0%	12.5%	12.5%	11.4%	7.8%
★ - subsidized exits (%)	2.4%	3.0%	1.4%	↓	↓	1.4%	0.9%
★ - unsubsidized exits (%)	13.4%	19.9%	19.9%	↓	↓	18.4%	20.5%

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

Goal 4a

Reduce the number of unsheltered homeless individuals.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ 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	3,357	3,182	2,794	↓	↓	NA	NA
HOME-STAT clients placed into permanent, transitional and other housing	NA	NA	NA	*	*	NA	693

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Collisions involving City vehicles	27	58	60	*	*	20	10
Workplace injuries reported	112	39	48	*	*	21	30

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Customer Experience							
Completed requests for interpretation	4,195	5,787	6,054	*	*	1,805	NA
Letters responded to in 14 days (%)	83.5%	70.4%	64.8%	*	*	72.2%	77.8%
E-mails responded to in 14 days (%)	80.5%	68.6%	61.37%	*	*	69%	49.85%
Average wait time to speak with a customer service agent (minutes)	24	15	10	*	*	NA	NA
CORE facility rating	89	95	100	*	*	NA	NA

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2016 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY14	FY15	FY16	FY17	FY17 ¹	FY18 ¹	FY16	FY17
Expenditures (\$000,000) ²	\$1,043.3	\$1,169.8	\$1,400.6	\$1,297.9	\$1,688.5	\$1,431.9	\$681.3	\$872.7
Personnel	1,859	1,977	2,404	2238	2,368	2,394	2,131	2,478
Overtime paid (\$000,000)	\$9.0	\$9.4	\$13.6	5.5	5.5	5.5	\$3.7	\$4.0
Capital commitments (\$000,000)	\$21.9	\$20.4	\$11.6	65.9	\$64.9	\$70.0	\$0.0	\$2.8
Human services contract budget (\$000,000)	\$826.3	\$941.2	\$1,120.6	1037.2	\$1,345.1	\$1,121.9	\$316.9	\$369.7
¹ January 2017 Financial Plan ² Expenditures include all funds "NA" - Not Available in this report								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DHS has established a new set of critical incident standards for Fiscal 2017. Under these standards, critical incidents are incidents impacting upon the safety and well-being of any resident onsite. These include deaths, suicides, life-threatening injuries (including drug overdoses), assaults, rapes, sexual assaults, or attempted rapes or 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, electrical failure that is more than four hours in duration, domestic violence that results in injury, 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. Previously reported figures are not comparable.
- With the rollout of the HOME-STAT program, the City partners existing homeless response and prevention programs with new innovations designed to better identify, engage, and transition homeless New Yorkers to appropriate services and, ultimately, permanent housing. To reflect this new program, DHS replaced previously reported indicators 'Number of chronically homeless individuals placed into permanent and temporary housing by outreach teams' with 'HOME-STAT clients placed into permanent, transitional and other housing.' The previously reported indicator 'Response rate to 311 calls for homeless person assistance from constituents requesting a call back' is no longer reported.
- DHS now reports shelter exits and return to shelter indicators by placement type – subsidized and unsubsidized – for all client groups. DHS no longer reports the indicator 'Exits from the adult family shelter system, as compared to monthly goal (%)'. DHS introduced more ambitious Fiscal 2017 targets for the homelessness prevention indicators in Goal 1a "Provide effective interventions to households most at risk of homelessness." Numeric targets for shelter census indicators have been replaced with directional targets. DHS introduced new targets for the indicators 'Families with children receiving public assistance (average) (%)' and 'Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)'.

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>
- HOME-STAT information & results:
<http://www1.nyc.gov/site/operations/projects/HomeStat.page>

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