



# DEPARTMENT OF HOMELESS SERVICES

Seth Diamond, Commissioner

## Key Public Service Areas

- ✓ Prevent homelessness.
- ✓ Conduct outreach to street homeless individuals.
- ✓ Provide temporary emergency shelter for eligible homeless people.
- ✓ Assist homeless individuals and families to live independently by supporting their efforts to gain employment and access other appropriate benefits and services.

## Scope of Agency Operations

The Department of Homeless Services (DHS) manages 12 City-run and 200 privately-run shelter facilities, consisting of 54 adult facilities and 143 family with children facilities and 14 adult family facilities. DHS also provides outreach services available 24 hours a day, seven days a week, as well as homeless prevention services through community-based programs known as “HomeBase.”

## Critical Objectives

- Increase the number of people prevented from becoming homeless.
- Reduce street homelessness.
- Ensure the availability of temporary shelter for homeless individuals and families.
- Maintain shelter safety and cleanliness.
- Increase client engagement and responsibility in moving to permanent housing.
- Reduce clients’ length of stay in shelters.
- Increase placements into permanent housing.
- Reduce re-entries into the shelter services system.
- Increase the number of shelter residents who are working and making progress to independent living.

## Preliminary Performance Highlights

- DHS continued to exceed its prevention target for single adults and adult families by helping at-risk households stay in their communities and avoid shelter entry. The success rate for single adults and adult families stayed constant at 91 percent and 95 percent, respectively. The rate for families with children decreased slightly between the first 4 months of Fiscal 2011 and Fiscal 2012. This overall success is attributed to the highly successful interventions provided by DHS’s community-based homelessness prevention program, Homebase.
- In Fiscal 2012 through October, DHS and its outreach providers called 100 percent of citizens who called 311 to assist a street homeless individual and requested a call back. Each year, street outreach teams respond to approximately 500 calls from citizens who see an individual on the street who may be in need of assistance and alert DHS by calling 311. Public involvement is essential to reducing the number of street homeless individuals in New York City, and the agency’s success here exhibits the value it places on citizen involvement.
- The average length of stay in shelter increased across all client groups; single adults’ length of stay increased by 8.7 percent, adults families’ length of stay increased by 19.1 percent and length of stay for families with children increased by 28.6 percent.
- The percentage of families placed in the shelter services system according to the youngest school-aged child’s address declined by more than ten percentage points during first four months of Fiscal 2012. However, the percentage of families placed within the school district of the youngest school-aged child more than doubled from the same period in Fiscal 2011.
- The percentage of all populations who returned to shelter within one year of a permanent placement decreased across all populations. This is attributable to the array of aftercare services provided by DHS and the Human Resources Administration.



## Performance Report

### ✓ Prevent homelessness.

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
				Updated			
Performance Statistics	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)	95.8%	94.6%	91.4%	90.0%	90.0%	91.6%	91.1%
★ Adult families receiving preventive services who did not enter the shelter system (%)	98.6%	94.6%	95.5%	90.0%	90.0%	97.4%	95.1%
★ Families with children receiving preventive services who did not enter the shelter system (%)	91.3%	92.6%	90.7%	90.0%	90.0%	91.2%	85.9%

★ Critical Indicator "NA" - means Not Available in this report

### ✓ Conduct outreach to street homeless individuals.

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
				Updated			
Performance Statistics	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ 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 (HOPE)	2,328	3,111	2,648	*	*	NA	NA
Number of chronically homeless individuals placed into permanent and temporary housing by outreach teams	689	880	577	*	*	178	205
Response rate to 311 calls from constituents for homeless person assistance	NA	94.6%	100.0%	*	*	100.0%	100.0%

★ Critical Indicator "NA" - means Not Available in this report

### ✓ Provide temporary emergency shelter for eligible homeless people.

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
				Updated			
Performance Statistics	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Single adults entering the DHS shelter services system	18,480	19,607	20,615	*	*	7,207	6,907
★ Adult families entering the DHS shelter services system	1,278	1,208	1,096	*	*	425	324
★ Families with children entering the DHS shelter services system	12,959	14,586	12,444	*	*	4,771	3,935
★ Average number of single adults in shelter per day	6,526	7,167	8,387	*	*	7,961	8,335
★ Average number of adult families in shelters per day	1,276	1,309	1,315	*	*	1,316	1,330
★ Average number of families with children in shelters per day	7,948	8,629	8,165	*	*	8,088	8,184
Cost per day for shelter facilities - Single adult facilities (\$)	\$70.18	\$69.25	\$73.58	*	*	NA	NA
- Family facilities (\$)	\$105.22	\$100.49	\$100.12	*	*	NA	NA
VENDEX evaluations for human services contracts completed on time, as compared to the goal (%)	NA	NA	93.6%	*	*	NA	NA
Families suitably placed in the shelter services system within 10 days (%)	100.0%	100.0%	100.0%	95.0%	95.0%	100.0%	100.0%
Average school attendance rate for children in the DHS shelter services system (%)	81.0%	82.0%	81.2%	*	*	83.2%	82.8%
Families placed in the shelter services system according to their youngest school-aged child's school address (%)	81.3%	84.3%	83.3%	85.0%	85.0%	86.2%	75.4%
★ Safety, maintenance, and cleanliness deficiencies noted on independent inspections of adult shelters	54	39	29	*	*	NA	NA
★ Critical incidents in the adult shelter system, per 1,000 residents	0.4	0.8	0.2	*	*	0.1	0.1

★ Critical Indicator "NA" - means Not Available in this report



	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
				Updated			
Performance Statistics	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Critical incidents in the adult family shelter system, per 1,000 residents	1.6	7.4	8.2	*	*	5.8	1.7
★ Critical incidents in the families with children shelter system, per 1,000 residents	1.2	0.3	1.7	*	*	0.7	2.2

★ Critical Indicator "NA" - means Not Available in this report

✓ **Assist homeless individuals and families to live independently by supporting their efforts to gain employment and access other appropriate benefits and services.**

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
				Updated			
Performance Statistics	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Average length of stay for single adults in shelter (days)	261	245	250	*	*	242	263
★ Average length of stay for adult families in shelter (days)	370	325	349	*	*	329	392
★ Average length of stay for families with children in shelter (days)	281	243	258	*	*	245	315
Single adults placed into permanent housing (prelim. for most recent month)	9,107	7,573	8,801	8,000	8,000	2,411	2,640
Exits from the adult family shelter system, as compared to monthly goal (%)	NA	NA	NA	*	*	NA	85
Exits from the families with children shelter system, as compared to monthly goal (%)	NA	NA	NA	*	*	NA	101
★ Single adults placed into permanent housing who return to the DHS shelter services system within one year (%)	12.9%	12.1%	12.1%	*	*	11.3%	10.9%
★ Adult families placed into permanent housing who return to the DHS shelter services system within one year (%)	2.8%	6.4%	8.3%	*	*	11.9%	4.4%
★ Families with children placed into permanent housing who return to the DHS shelter services system within one year (%)	3.4%	3.8%	2.8%	*	*	3.4%	2.5%
East River Job Center cash assistance applicants and recipients placed into jobs as compared to monthly goal (%)	NA	NA	125.0%	*	*	138.0%	69.0%

★ Critical Indicator "NA" - means Not Available in this report

## Agency Customer Service

The Department of Homeless Services provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	DHS	Citywide	DHS	Citywide	DHS Change	Citywide Change
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	12	5	NA	8	NA	60%
Average response time for letters/mail correspondence (days)	11	11	NA	9	NA	-18%
Number of 311 inquiries (to MMR agencies)	66,730	2,467,532	51,147	2,245,344	-23%	-9%



## 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of DHS Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DHS Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<b>Top DHS-related Inquiries</b>						
<i>Advantage Program - Assistance for Enrolled Tenant</i>	11,818	18%	1	9,425	18%	1
<i>Homeless Shelter Intake for Single Adults</i>	9,346	14%	2	7,276	14%	2
<i>Homeless Shelter Intake for Families with Children</i>	8,986	13%	3	7,096	14%	3
<i>Advantage Program - Assistance for Landlord or Broker After Lease Signing</i>	8,652	13%	4	6,178	12%	4
<i>Budget Cuts to Advantage Program</i>	NA	NA	NA	4,090	8%	5

## Agency Resources

	A c t u a l			September 2011 MMR FY12	Updated FY12 <sup>1</sup>	FY13 <sup>1</sup>	4-Month Actual FY11	4-Month Actual FY12
<b>Agency Resources</b>	FY09	FY10	FY11					
<i>Expenditures (\$ millions)<sup>2</sup></i>	\$851.3	\$942.0	\$1,019.2	\$791.0	\$876.9	\$767.8	\$699.6	\$648.0
<i>Personnel</i>	2,027	1,927	1,838	1,915	2,017	1,937	1,910	1,836
<i>Overtime paid (\$000)</i>	\$9,987	\$9,136	\$7,980	*	*	*	\$2,793	\$2,111
<i>Capital commitments (\$ millions)</i>	\$25.5	\$33.7	\$19.1	\$32.1	\$58.2	\$16.0	\$6.2	\$5.0
<i>Human services contract budget (\$ millions)</i>	\$643.8	\$739.2	\$811.3	\$582.8	\$662.1	\$558.3	\$271.6	\$239.3

<sup>1</sup>January 2012 Financial Plan

**"NA"** - Not Available in this report

<sup>2</sup>Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

## Noteworthy Changes, Additions or Deletions

- As a result of the cancellation of the Advantage program by the State of New York during Fiscal 2011, the Department introduced two new shelter exit indicators to replace placement indicators for adult families and families with children.

For more information please visit the website at: [www.nyc.gov/dhs](http://www.nyc.gov/dhs)