Department of Homeless Services

Indicator name: Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)
Description: Those adults who did not reside 21 days or more in shelter for 12 continuous months after their initial contact, excluding clients in Safe Havens and Veterans short-term housing.
Source: DHS Aftercare Unit

Indicator name: Adult Families receiving preventive services who did not enter the shelter system (%)
Description: Those adult families who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: DHS Aftercare Unit

Indicator name: Families with children receiving preventive services who did not enter the shelter system (%)
Description: Those families with children who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: DHS Aftercare Unit

Indicator name: Unsheltered individuals that 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)
Description: This indicator reports the results of the agency's annual Homeless Outreach Population Estimate, held from midnight – 4AM on the last Monday in January. Teams of volunteers are assigned to small study areas where they administer a survey to all passersby to determine their housing situation.
Source: Homeless Outreach Population Estimate Findings.

Indicator name: Number of Chronically Homeless Individuals Placed into Permanent and Temporary Housing by Outreach Teams
Description: The number of total outreach contacts to chronically homeless individuals made by outreach teams that result in placement into temporary housing during the reporting period.
Source: DHS Quarterly Outreach Report.

Indicator name: Response rate to 311 calls from constituents for Homeless Person Assistance
Description: The percentage of constituents who call 311 for Homeless Person Assistance, request a follow up call back, and receive one.
Source: DHS Outreach Database

Indicator name: Single adults entering the DHS shelter services system
Description: Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year, excluding clients in Safe Havens and Veterans short-term housing.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Adult families entering the DHS shelter services system
Description: Adult families determined to be eligible for shelter.
Source: Department of Homeless Services (DHS) Client Tracking System database.

Indicator name: Families with children entering the DHS shelter services system
Description: Families with children determined to be eligible for shelter.
Source: Department of Homeless Services (DHS) Client Tracking System database.

Indicator name: Average number of adult families in shelters per day
Description: The average daily census of adult families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS Noon Census.

Indicator name: Average number of single adults in shelters per day
Description: The average number of single adults residing in shelter each night at 2:15 A.M.
Source: DHS Intake/Vacancy Control database.

Indicator name: Average number of families with children in shelters per day
Description: The average daily census of families with children in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS Noon Census.

Indicator Name: Families with children applying for or receiving public assistance (average) (%).
Description: The percentage of families with children who have been determined eligible for shelter and have either applied for or are currently receiving public assistance.
Source: DHS CARES database and Welfare Management System database

Indicator name: Cost per day for shelter facilities
- Single adult facilities ($)
- Family facilities ($)

Description: The daily cost (per diem) per person or family for privately run facilities, including Tier IIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.

Indicator name: VENDEX evaluations for human services contracts completed on time, as compared to the goal (%)
Description: The percent of VENDEX evaluations for human services contracts completed on time.
Source: DHS Contract Portfolio Database

Indicator name: Families suitably placed in the shelter services system within 10 days (%)
Description: The percent of families placed into conditional lodging within 10 days (a court mandated timeframe).
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Average school attendance rate for children in the DHS shelter services system (%)
Description: The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source: Department of Education 'Students Residing in Temporary Housing' reports.

Indicator name: Families placed in the shelter services system according to their youngest school-aged child's school address (%)
Description: The percent of families provided with shelter that have identified their youngest school-aged child's school, and were placed in the facility closest to that school.
Source: DHS Neighborhood Based Placements Report

Indicator name: Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds
Description: Total number of inspections with safety, maintenance or cleanliness deficiencies, per 1000 beds, noted in inspections carried out by a court appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually.
Source: DHS Facilities Maintenance and Development.

Indicator name: Critical incidents in the Adult Shelter system, per 1,000 residents
Description: Total Critical Incidents during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, or environmental concerns that result in the evacuation of a facility.
Source: Incident Report Database

Indicator name: Critical incidents in the Family Shelter system, per 1,000 Residents
Description: Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, or environmental concerns that result in the evacuation of a facility.
Source: Incident Report Database

Indicator name: Critical incidents in the Families with Children Shelter system, per 1,000 Residents
Description: Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, or environmental concerns that result in the evacuation of a facility.
Source: Incident Report Database

Indicator name: Average length of stay for single adults in shelter (days)
Description: The average number of days an adult has spent in the DHS shelter services system during the reporting period. Includes non-consecutive days spent in shelters, , excluding clients in Safe Havens and Veterans short-term housing.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Average length of stay for adult families in shelter (days)
Description: The average number of days adult families spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Average length of stay for families with children in shelter (days)
Description: The average number of days families with children spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Single adults exiting to permanent housing
Description: The number of single adults relocated to permanent housing from shelters, drop-in centers and outreach teams, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source: DHS Program and Housing Placement database.

Indicator name: Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description: The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as returned clients, clients must have spent at least 30 days in the shelter services system in the year following their placement. Days do not begin accumulating until 10 days after placement.
Source: Client Assistance and Rehousing Enterprise System (CARES) and Program and Housing Placement databases.

Indicator name: Exits from the adult family shelter system, as compared to monthly goal (%)
Description: The percent of those adult families exiting shelter compared to monthly targets for the number of quality exits achieved by the Adult Family system. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Exits from the families with children shelter system, as compared to monthly goal (%)
Description: The percent of those families with children exiting shelter compared to monthly targets for the number of quality exits achieved by the Family with Children system. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description: The percent of those adult families exiting shelter who return to the shelter system within one year. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description: The percent of those families with children exiting shelter who return to the shelter system within one year. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: East River Job Center cash assistance applicants and recipients placed into jobs as compared to monthly goal (%)
Description: The calendar year-to date percent of the unduplicated total of cash assistance applicants and people receiving welfare benefits who obtained a job compared to the job placement goal at that point in time. The annual job placement goal is set each year.
Source: HRA NYCWAY and ODRA

Indicator name: Accidents involving city vehicles
Description: Number of state reports, MV-104, filed. These reports are required whenever an accident occurs involving death, personal injury or property damage.
Source: DHS Fleet Administration

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: New York City Law Department