



DEPARTMENT OF HOMELESS SERVICES

What We Do

The Department of Homeless Services (DHS) manages nine City-run and 230 provider-run shelter facilities, consisting of 68 adult facilities, 19 adult family facilities and 152 facilities for families with children. 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.

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: Maximize 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

- DHS' community-based homelessness prevention program, Homebase, continued to exceed its prevention target for families with children, adult families, and single adults by helping more than 90 percent of clients in all three populations receiving prevention services to stay in their communities and avoid shelter entry. The success rate for all three populations ranged from 94 to 98 percent.
- DHS connects individuals and families in shelter to employment and mainstream benefits that will assist them in exiting shelter and moving toward independent living in the community. In the first four months of Fiscal 2014, an average of 93 percent of families with children in shelter were applying for or receiving Cash Assistance. In the first four months of Fiscal 2014, 2,851 employment placements for homeless individuals and families were made through HRA's East River Job Center. This is 129 percent of the four-month goal and 43 percent of the Fiscal 2014 goal.
- As compared to the first four months of Fiscal 2013, the number of families with children entering shelter decreased by nine percent, while single adult and adult family entrants increased by four percent and 21 percent respectively. The average number of families with children, adult families, and single adults in shelter per day also increased by eight to ten percent between Fiscal 2013 through October and Fiscal 2014 through October.

- During the first four months of Fiscal 2014, the number of critical incidents per 1,000 adult family residents decreased by three percent as compared to Fiscal 2013 through October. The incidents rate increased by one-third in single adult facilities and more than three-quarters in the families with children shelter system as compared to Fiscal 2013 through October. DHS improved access to the DHS case management system (CARES) and the process for reporting incidents in CARES, as well as increased the emphasis for providers to report all incidents. These efforts contributed to a higher number of incidents reported.
- Shelter exit performance improved for all three populations. During the first four months of Fiscal 2014, DHS exceeded its monthly goal of families with children and adult families exiting shelter, achieving 110 percent of the families with children exit goal and 120 percent of the adult families exit goal. The number of single adults who exited to permanent housing increased by almost a third compared to the first four months in Fiscal 2013. Seven percent more single adults exited to supportive housing between the first four months of Fiscal 2013, increasing from 667 exits to supportive housing to 714. Supportive housing enables clients with disabilities to exit shelter to stable housing in the community.
- During the first four months of Fiscal 2014, the average length of stay in shelter increased across all populations: single adults' length of stay increased by five percent, adult families' by 13 percent and families with children by 15 percent compared to the same period last year. The average length of stay has been increasing since the loss of a rental assistance supplement in Fiscal 2011. DHS holds shelter providers accountable through measuring their performance against a range of key agency goals including clients' length of stay in shelter and success in moving people from the shelter system into permanent housing. Single adult and adult family provider performance has an impact on their budgets. Without the necessary State approval, DHS cannot move forward on a plan to implement a similar performance program for families with children shelters.
- To minimize shelter returns, DHS focuses on connecting clients to mainstream resources in the community including aftercare services to clients who are in jeopardy of losing their housing after exiting shelter. The rate of single adults who returned to shelter within one year of exiting to permanent housing remained stable near four percent during the first four months of Fiscal 2014, similar to prior years. The rates remained about the same among adult families and increased slightly for families with children due to a shift in the type of shelter exits from primarily subsidized to unsubsidized exits. Historically, unsubsidized exits have a higher recidivism rate than subsidized exits.
- DHS and its outreach providers work to engage chronically homeless individuals and connect them to support services. During the reporting period, DHS providers placed 178 chronically homeless individuals into permanent and temporary housing. DHS and its outreach providers reached out to 100 percent of citizens who called 311 to assist a street homeless individual and requested a call back. In the first four months of Fiscal 2014, street outreach teams returned 232 phone calls from citizens who saw an individual on the street in need of assistance and alerted DHS by calling 311. Public involvement is essential to reducing the number of street homeless individuals in New York City.

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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)	91.4%	91.4%	96.7%	70.0%	70.0%	96.6%	94.9%
★ Adult families receiving preventive services who did not enter the shelter system (%)	95.5%	97.0%	95.5%	70.0%	70.0%	95.8%	98.3%
★ Families with children receiving preventive services who did not enter the shelter system (%)	90.7%	93.9%	93.0%	70.0%	70.0%	91.9%	93.7%

★ 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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Adult families entering the DHS shelter services system	1,096	1,109	1,156	↓	↓	386	466
★ Families with children entering the DHS shelter services system	12,444	10,878	12,306	↓	↓	4,721	4,281
★ Single adults entering the DHS shelter services system	NA	17,872	16,448	↓	↓	5,721	5,975
★ Average number of adult families in shelters per day	1,315	1,450	1,723	1,870	1,870	1,665	1,820
★ Average number of families with children in shelters per day	8,165	8,445	9,840	10,690	10,690	9,429	10,336
★ Average number of single adults in shelters per day	8,387	8,622	9,536	10,000	10,000	9,176	9,891
Families with children applying for or receiving public assistance (average) (%)	NA	NA	94.0%	*	*	95.0%	93.0%
Average school attendance rate for children in the DHS shelter services system (%)	82.0%	82.7%	83.6%	*	*	86.1%	85.8%
Families placed in the shelter services system according to their youngest school-aged child's school address (%)	83.3%	76.5%	70.5%	85.0%	85.0%	69.8%	69.4%
East River Job Center cash assistance applicants and recipients placed into jobs as compared to monthly goal (%)	125.0%	80.0%	100.0%	*	*	87.0%	129.0%

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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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	1.7	0.3	0.2	↓	↓	NA	NA
★ Critical incidents in the adult shelter system, per 1,000 residents	0.2	1.1	2.2	↓	↓	0.9	1.2
★ Critical incidents in the adult family shelter system, per 1,000 residents	8.2	4.5	14.9	↓	↓	8.8	8.5
★ Critical incidents in the families with children shelter system, per 1,000 residents	1.7	6.5	7.6	↓	↓	2.9	5.2
Cost per day for shelter facilities - Single adult facilities (\$)	\$73.58	\$77.58	\$74.80	*	*	NA	NA
- Family facilities (\$)	\$100.12	\$100.82	\$102.74	*	*	NA	NA
Evaluations for human services contracts completed on time, as compared to the goal (%)	93.6%	97.8%	97.2%	*	*	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: Maximize exits and minimize clients' length of stay in shelters.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Single adults exiting to permanent housing	8,825	7,541	8,526	8,000	8,000	2,612	3,422
Exits from the adult family shelter system, as compared to monthly goal (%)	NA	70	104	*	*	101	120
Exits from the families with children shelter system, as compared to monthly goal (%)	NA	99	103	*	*	94	110
★ Average length of stay for single adults in shelter (days)	250	275	293	↓	↓	285	299
★ Average length of stay for adult families in shelter (days)	349	416	469	↓	↓	443	502
★ Average length of stay for families with children in shelter (days)	258	337	375	↓	↓	355	409

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	4.0%	3.9%	4.5%	4.3%	4.3%	4.0%	4.3%
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	8.3%	5.6%	15.0%	15.1%	15.1%	14.9%	15.1%
★ 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%	11.2%	11.2%	7.7%	11.2%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ 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	3,085	↓	NA	NA
Number of chronically homeless individuals placed into permanent and temporary housing by outreach teams	577	545	720	*	*	247	178
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%

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Accidents involving city vehicles	NA	NA	48	*	*	NA	NA
Workplace injuries reported	NA	NA	119	*	*	32	23

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	73%	70%	67.4%	*	*	70%	76%
E-mails responded to in 14 days (%)	71%	88%	66.7%	*	*	66%	74.8%

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$1,019.2	\$900.5	\$984.3	\$905.9	\$1,043.3	\$981.7	\$638.5	\$715.6
Personnel	1,838	1,819	1,848	1,960	2,075	1,949	1,814	1,965
Overtime paid (\$000,000)	\$8.0	\$7.4	\$9.6	\$6.9	\$7.1	\$7.0	\$2.5	\$2.9
Capital commitments (\$000,000)	\$19.1	\$24.2	\$14.4	\$51.2	\$87.6	\$15.3	\$8.4	\$12.8
Human services contract budget (\$000,000)	\$811.3	\$698.8	\$769.2	\$695.7	\$812.6	\$765.8	\$239.2	\$280.7
¹ February 2014 Financial Plan ² Expenditures include all funds. "NA" - Not Available in this report								

Noteworthy Changes, Additions or Deletions

- DHS revised targets for Fiscal 2014 and 2015 to reflect recent performance for indicators related to shelter census and return to shelter.

For additional agency performance statistics, please visit:

- 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.

