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NYC Department of Social Services Announces New Housing Unit to Build on Record-Breaking Progress Connecting Vulnerable New Yorkers to Permanent Homes

DSS Set New Record in FY25 Connecting More than 37,500 New Yorkers to Subsidized Homes Despite Historic Low in the Housing Vacancy Rate

CityFHEPS Grows Exponentially as Second Largest Rental Subsidy in the Nation with More Than 136,000 New Yorkers Relying on the Voucher

New Unit will Focus on Strengthening Housing Outcomes for Shelter Residents and At-Risk New Yorkers

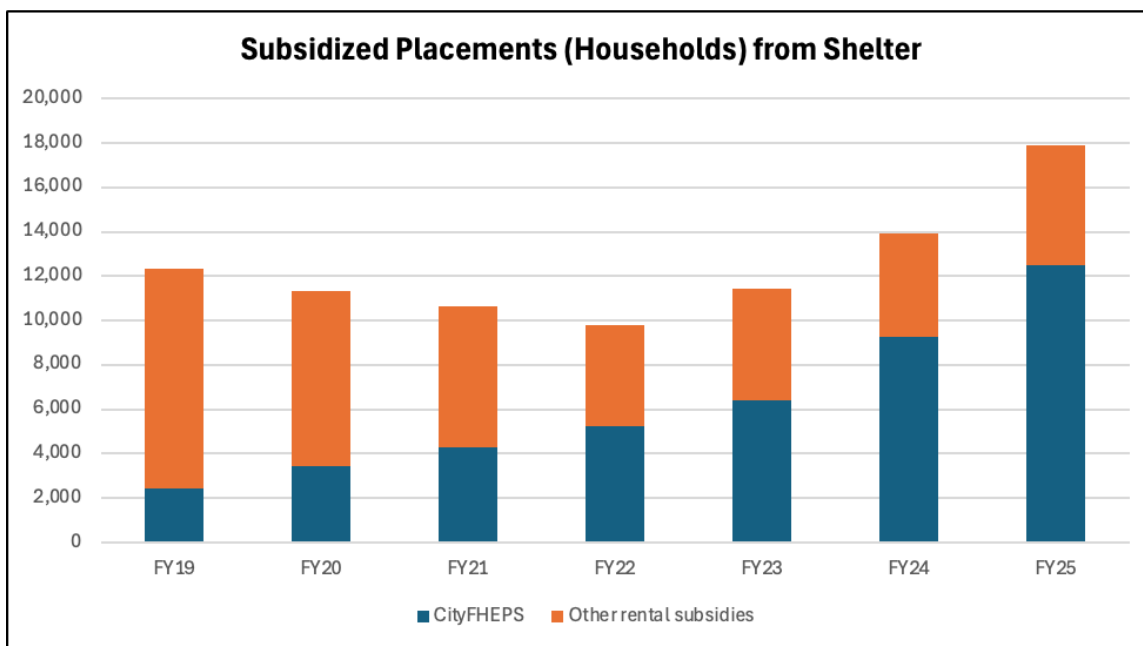
NEW YORK – The NYC Department of Social Services (DSS) Commissioner Molly Wasow Park today announced the creation of the Housing Services Administration (HSA), a new housing unit, to build on successful strategies that helped a record-setting number of New Yorkers move from shelter to subsidized housing in Fiscal Year 2025 (FY25). The agency connected more than 37,500 shelter residents to permanent homes using rental subsidies, reflecting a 28% increase in the number of placements year over year. Overall, the agency helped 50,000 shelter residents move into permanent homes last year. The creation of HSA is being paired with an expansion of the agency’s Homelessness Prevention Administration (HPA) unit to spearhead DSS’s growing role in creating deeply affordable housing while advancing goals to expedite new placements and ensure at-risk New Yorkers stay stably housed. These actions mark an important step in positioning DSS as pivotal to addressing the disproportionate impact of the ongoing housing emergency on low-income New Yorkers.

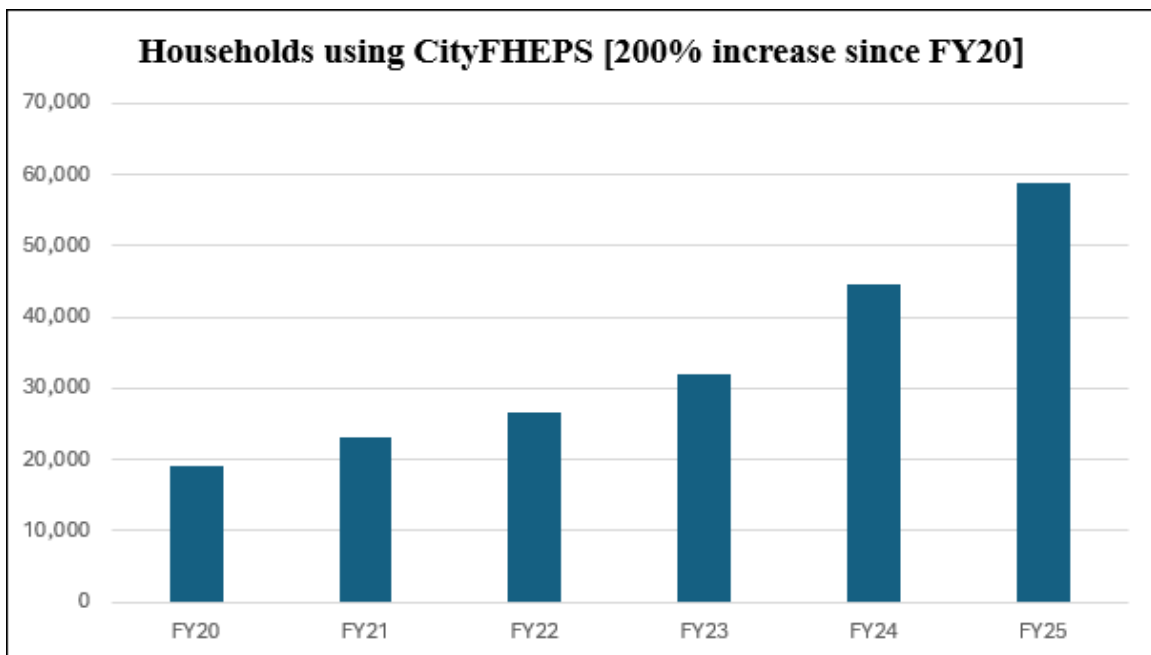
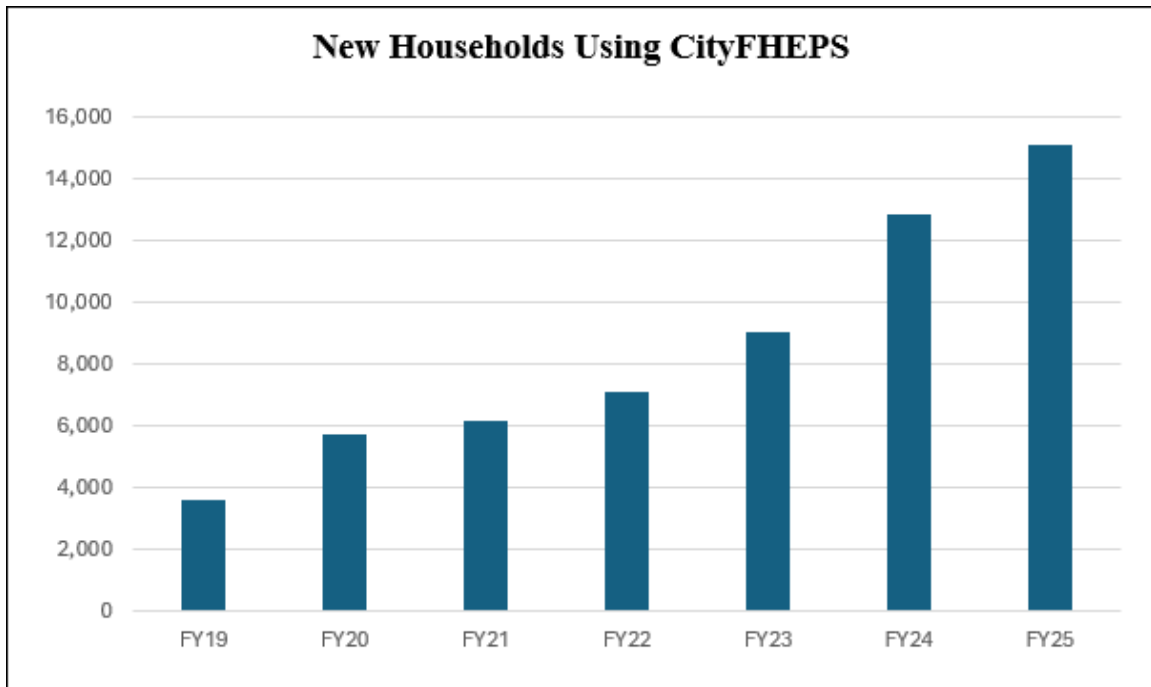
The FY25 housing outcomes reflect the exponential expansion of the City Fighting Homelessness and Eviction Prevention Supplement (CityFHEPS) program. DSS helped nearly 32,000 individuals obtain permanent homes or stay stably housed through CityFHEPS, reflecting a three-fold increase in the number of new households using the voucher since the launch of the program. Today, more than 60,000 households comprising of 136,000 New Yorkers are using CityFHEPS for their housing, reflecting a more than 200% growth in the program since its launch and making CityFHEPS the second largest rental subsidy program in the nation. DSS administers rental subsidies for 96,000 households which effectively makes the agency one of the largest housing authorities in the nation.

“We have delivered back-to-back years of record-setting housing outcomes for vulnerable New Yorkers despite a dire lack of deeply affordable housing and while responding to a national humanitarian crisis with more than 200,000 asylum seekers coming to the city in need of shelter,” said **Department of Social Services Commissioner Molly Wasow Park**. “The strength and resilience of our safety net in these most unprecedented times is a true measure of city investments that prioritize the needs of low-income New Yorkers. These outcomes also reflect the dedication of countless agency and not-for-profit provider staff who form the bedrock of all

that we do. We’ve aggressively pursued and elevated our housing goals across every aspect of the agency’s work while overseeing the tremendous expansion of CityFHEPS. We know that there is still a lot more work to do, and today’s announcement reflects our ongoing commitment to building on this progress while broadening the agency’s mandate to respond to the housing emergency.”

FY25 also marked the lowest return to shelter rate for households moving out of shelter since the agency began tracking that metric. The agency’s prevention-based efforts through the Homebase program connected 32,000 households to supports in FY25, reflecting the highest number of households served through the program in its history. More than 90% of households were able to stay stably housed and avoid shelter through these services.





“The Human Resources Administration leads the charge on the city’s prevention-first approach to ensure at-risk New Yorkers don’t lose their homes while connecting low-income households to vital supports with the goal of putting them on the path toward economic mobility,” said **HRA Administrator Scott French**. “In FY25, Homebase helped a record number of at-risk households stay stably housed as we used every tool at the agency’s disposal to mitigate the impact of the post-pandemic affordability crisis. The expansion of our homelessness prevention unit to include oversight of the city’s Right to Counsel program while better synergizing

prevention and housing initiatives at the agency is an important step in the right direction to further strengthen outcomes for the city's most vulnerable."

"Every successful housing placement represents more than just a roof over someone's head — it's the result of compassion, determination, and the unwavering commitment of social workers, case managers, shelter directors, and rehousing staff who power one of the strongest support systems in the nation," said **Department of Homeless Services Administrator Joslyn Carter**. "We face complex challenges every day but through strong leadership, streamlined efforts, and the dedication of our nonprofit partners we have been able assist New Yorkers experiencing homelessness, helping them reclaim stability, dignity, and hope. Equally important is the resilience of our clients, whose perseverance has been central to every successful placement. We're proud of the progress we've made and are even more determined to make sure everyone has a home."

In 2023, the agency conducted a thorough review of housing operations and implemented a comprehensive plan to strengthen and increase placements. The four-pronged plan focused on implementing wide-ranging reforms to expand access to CityFHEPS, strengthening oversight of placement targets across our provider network, systemwide technological enhancements to expedite the processing of applications, and deploying every tool at the agency's disposal to identify housing opportunities and expand the housing supply. HSA and HPA will closely align to build on this progress by integrating expertise and streamlining operations across the Department of Homeless Services (DHS) and the Human Resources Administration (HRA) with Chief Housing Officer Reesa Henderson and Chief Homelessness Prevention Officer Bruce Jordan at the helm. HSA will centralize oversight of all housing placement initiatives and HPA's role will expand to include all prevention-focused initiatives across the agency.

HSA goals and priorities:

- Strengthen and expand the ongoing implementation of a new concierge pilot program that offers a housing blueprint to support shelter providers and clearly outline roles and expectations.
- Strengthen oversight of the CityFHEPS program to ensure clients stay stably housed.
- Oversee DSS staff who are embedded in shelters requiring additional supports to bolster case management services for residents and ensure they are connected to housing assistance.
- Oversee new work streams for reporting and analytics to help providers deliver targeted supports to shelter residents facing significant barriers to accessing to permanent housing.
- Support the expansion of the agency's groundbreaking Affordable Housing Services (AHS) program which leverages CityFHEPS vouchers to create deeply affordable, high-quality housing for New Yorkers who've resided in shelter for a long time and have been unable to find housing.

Expansion of HPA's portfolio:

- Oversight of the Office of Civil Justice which includes the city's Right to Counsel program to have all prevention programs such as Homebase and Family Homelessness and Eviction Prevention Supplement (FHEPS) aligned and coordinated within one area.

- Creation of a complex case unit to address particularly complicated situations and ensure efficient and effective outcomes.
- Lead special prevention initiatives in response to emerging needs.

About the New York City Department of Social Services: DSS, comprised of the Department of Homeless Services (DHS) and the Human Resources Administration (HRA), serves millions of New Yorkers annually through a broad range of services that aim to address poverty and prevent homelessness. DHS oversees a broad network of shelters, re-housing solutions, and outreach programs designed to help New Yorkers experiencing homelessness get back on their feet. HRA serves over three million New Yorkers through the administration of more than 15 major public assistance programs. DSS is central to the City's mission to expand opportunity for New Yorkers in need, address housing insecurity, and ensure that low-income New Yorkers receive the benefits and assistance for which they may be eligible.

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