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**The NYC Department of Social Services Announces HOPE 2025 Estimate and Progress
Expanding Safety Net for Vulnerable New Yorkers**

City Doubles Down on Historic Investments, Adding 900 New Safe Haven Beds and Mental Health Resources

More than 3,500 New Yorkers Experiencing Unsheltered Homelessness Connected to Permanent Housing During Adams Administration

Administration's Subway Safety Plan Achieved Milestone 1,000 New Yorkers Placed in Permanent, Affordable Housing from Living Unsheltered in NYC Subways

2025 Marks Second Lowest Proportion of New Yorkers Experiencing Homelessness Living Unsheltered in Two Decades

NEW YORK— The Department of Social Services (DSS) announced that the annual Homeless Outreach Population Estimate (HOPE) survey found that 4,504 individuals were unsheltered on the night of January 28 in New York City. According to the point-in-time analysis, around 3.5% of New Yorkers experiencing homelessness are unsheltered, marking the second lowest percentage recorded in any year in the two-decade history of the HOPE survey.

“This year’s HOPE survey shows a near-record low in the proportion of New Yorkers experiencing unsheltered homelessness which is clearly attributable to the Adams administration’s historic investments in critical supports for at-risk New Yorkers and the city’s unique right to shelter mandate,” said **Department of Social Services Commissioner Molly Wasow Park**. “The important work being done is a testament to the city’s comprehensive outreach efforts, expansion of Safe Haven and stabilization beds and mental health resources, and investment in supportive housing that together have allowed us to expand access to permanent housing for vulnerable New Yorkers. Despite the tremendous challenges confronting the city, from an unprecedented humanitarian crisis to a historic low in the housing vacancy rate, we remain steadfast in our efforts to reach every New Yorker in need and connect them to the services they deserve.”

“The progress we've made in reaching and supporting New Yorkers experiencing unsheltered homelessness is a result of the compassion, dedication and tireless efforts of our outreach teams and frontline staff,” said **Department of Homeless Services Administrator Joslyn Carter**. “They go above and beyond every day to build trust and connect some of the most vulnerable individuals to the care they need. We remain committed to raising the bar by delivering services that are person-centered and grounded in dignity.”

The 2025 estimate reflected an increase of 364 individuals year over year against the backdrop of a weakened federal social safety net and the lack of adequate reintegration supports for vulnerable New Yorkers discharged from psychiatric hospitals and the prison system. This

administration's historic investments in a robust continuum of care for vulnerable New Yorkers and the city's right to shelter mandate, have helped ensure that the rate of unsheltered homelessness has held steady despite a doubling of the city's shelter census. In keeping with last year's [estimate](#), less than 5% of New Yorkers experiencing homelessness are unsheltered, the lowest percentage of any major U.S. city.

Through 24X7 outreach efforts citywide, more than 4,427 New Yorkers were referred to permanent or transitional housing in the first four months of Fiscal Year 2025. During the last calendar year, nearly 1,200 New Yorkers experiencing unsheltered homelessness were connected to permanent housing from Safe Haven and stabilization beds which make up a small but rapidly expanding subset of the shelter system. This reflects a 19% increase in placements from such low-barrier sites designed to serve the unique needs of this population. The city continues to build on this progress: during the first quarter of 2025, the agency connected nearly 460 New Yorkers who were living on city streets and subways to permanent housing from these sites. Additional permanent housing placements for this population were made from traditional shelters and are over and above these figures. In February 2022, [Mayor Adams launched the Subway Safety Plan](#) to strengthen supports for New Yorkers experiencing unsheltered homelessness, including some of the city's hardest-to-reach New Yorkers experiencing mental health and substance use challenges in the subway system. Since the start of the plan, over 8,600 New Yorkers have been connected to shelter, with over 1,000 now in permanent, affordable housing.

As a result of unprecedented investments in the aggressive expansion of low-barrier beds, more than 3,500 New Yorkers have been able to transition from the streets and subways to permanent housing since the start of this administration. The city has opened nearly 1,600 new Safe Haven and stabilization beds during this administration, bringing the overall capacity to 4,000 low-barrier beds as of today. Earlier this year, Mayor Adams [announced](#) an additional investment of \$600 million for 900 new Safe Haven beds and 100 dedicated beds as part of NYC Health + Hospitals 'Bridge to Home' program which strengthens pathways to housing for New Yorkers with severe mental illness discharged from in-patient psychiatric care. DSS has finalized and awarded the majority of the 900 beds in the pipeline, with 500 new beds scheduled to open by the end of this year.

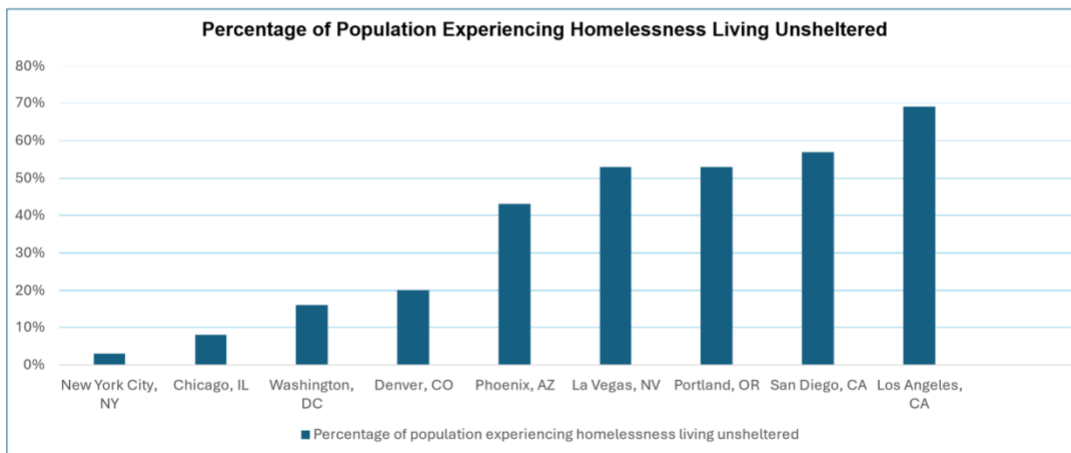
The city continues to double down on investments to address a multi-layered crisis that has built up over decades with the Department of Homeless Services (DHS) shelter system serving as the system of last resort because of a historic trend of divestment from other levels of government in psychiatric beds and reintegration supports to address the ongoing prison-to-shelter pipeline. Last year [43% of those discharged](#) from State prisons, and more than 1,000 individuals discharged from State psychiatric institutions were directly sent to NYC shelters. These compounding challenges have also contributed to the crisis of unsheltered homelessness, notably impacting a very small subset of single adults experiencing mental health and substance use challenges. The city has a variety of targeted interagency initiatives and 400 outreach workers, including clinicians and nurses, working 24X7 to build trust and encourage some of the hardest-to-reach New Yorkers to come inside and accept services.

The overwhelming majority of New Yorkers experiencing homelessness, including families with children, are in safe and stable shelter settings receiving robust case management and services to stabilize their lives and transition to permanent housing. Despite a historic low in the housing vacancy rate, DSS helped 33,000 New Yorkers move from shelters to permanent housing reflecting record-breaking progress with a 38% increase in subsidized placements year over year. The agency's prevention-based efforts helped nearly 40,000 New Yorkers avoid shelter and stay stably housed. Asylum seekers made up around 38% of the city's shelter census as of January 2025 when the survey effort was conducted. The non-asylum seeker DHS census continues to hold below the pre-pandemic peak in January 2019.

According to the United States Department of Housing and Urban Development (HUD) New York City has one of the lowest rates of unsheltered homelessness of any major U.S. jurisdiction. Last year, around 3% of persons experiencing homelessness in NYC were unsheltered -- in stark contrast to other large jurisdictions around the country. For example, according to HUD data from 2024 in Los Angeles, 70% of the total number of individuals experiencing homelessness are living unsheltered, whereas in New York City, 97% of those experiencing homelessness are sheltered.

New York City has the lowest rate of unsheltered homelessness of any major American city.

According to a 2024 federally-mandated count, 3% of New Yorkers experiencing homelessness are living unsheltered in NYC.



Key Survey Context: This year's survey was conducted on the night of January 28, 2025, by volunteers and outreach staff in keeping with the 2024 survey effort and unlike 2021 and 2022 when the survey was limited to outreach staff because of the pandemic. (The 2021 and 2022 survey effort should be treated as anomalous years because of myriad pandemic-related factors impacting the survey effort and estimate). In 2025, the city saw a stronger volunteer turnout than last year. The volunteer turnout reflected an 18% increase from 2023 when the agency brought volunteers back into the fold to conduct the effort post-pandemic.

The HOPE estimate is conducted in over 400 states and cities throughout the country to estimate the number of people sleeping in parks, streets, subways, and other public spaces on a single winter night.

New Yorkers who see individuals they believe to be experiencing homelessness and in need of assistance should contact 3-1-1 via phone or mobile app and request outreach assistance for the most immediate response.

About the Department of Social Services (DSS): The Department of Social Services, comprised of the Human Resources Administration (HRA) and the Department of Homeless Services (DHS), serves millions of New Yorkers through a broad range of services that aim to address poverty, income inequality, and homelessness. HRA serves over three million New Yorkers through the administration of more than 15 major public assistance programs. DHS oversees a broad network of shelters, services, and outreach programs dedicated to helping New Yorkers experiencing homelessness get back on their feet. DSS is central to the City's mission to expand and strengthen access to the safety net for low-income New Yorkers and connect individuals experiencing homelessness to permanent housing. For more information, visit nyc.gov/dss and stay connected on Twitter [@NYCDHS](https://twitter.com/NYCDHS) and [@NYCHRA](https://twitter.com/NYCHRA).

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