

# Department of Social Services Executive Budget Testimony

Steven Banks, Commissioner

May 15, 2018

# The Executive 2019 Plan

Is the product of decades of advocacy by many in this room to effectuate reforms to make HRA and DHS programs and services more accessible to and effective for New Yorkers in need.

# The Executive 2019 Plan

The FY19 Plan reflects reforms and investments since FY14 that have enhanced our services and assistance, including the following initiatives:

- **Expanding free legal assistance for New Yorkers** in danger of eviction in Housing Court by increasing funding for legal services for tenants to \$93 million by FY19. And over the last four years during this expansion, evictions by city marshals dropped by 27 percent and more than 70,000 New Yorkers were able to stay in their homes;
- **Implementing with the Council's support, over the next five years, universal access to counsel in Housing Court to provide legal services** which at full implementation with an annual investment of \$155 million will serve a projected 125,000 cases and benefit 400,000 New Yorkers each year;
- **Providing emergency one-time rent arrears assistance to 217,000 households through FY17**, helping rent-burdened New Yorkers at risk of eviction stay in their homes;

# The Executive 2019 Plan

- **Creating and implementing rental assistance programs and restoring Section 8 and New York City Housing Authority priorities** which through March 2018 helped 87,300 children and adults move out of, or avert entry into shelter;
- **Expanding, with the leadership of now Speaker Johnson, access to housing benefits and support for New Yorkers with HIV through “HASA for All”;**
- **Launching the largest municipal commitment ever to build and expand supportive housing** by committing to develop 15,000 units over 15 years;
- **Increasing access to public benefits and assistance** by ending a one-size-fits-all approach;

# The Executive 2019 Plan

- Adding 239 emergency beds and 54 transitional units to our domestic violence shelter system, with more to come for an approximately 50 percent increase over the prior level of 8,800 individuals served annually – **the first increase in domestic violence shelter capacity since 2010;**
- **Increasing baseline funding for legal assistance for immigrants** to \$29.7 million in FY18, which enabled immigrant New Yorkers to receive legal aid in approximately 15,000 cases in FY17; and
- **Implementing and managing the IDNYC program, the largest municipal identification card program in the country, through which more than 1.2 million identification cards have been issued.**

# REFORMS

ADDRESS  
POVERTY

REDUCE  
INCOME  
INEQUALITY

PROVIDE MORE  
EFFECTIVE  
SERVICES

INCREASE  
ACCESS TO  
BENEFITS

# The Executive 2019 Plan

New Yorkers who are struggling to pay rent and put food on the table, who are on the brink of homelessness, or who urgently need healthcare and housing benefits should have access to assistance that is not mired in bureaucratic red tape.

# We ended the unpaid Work Experience Program (WEP)

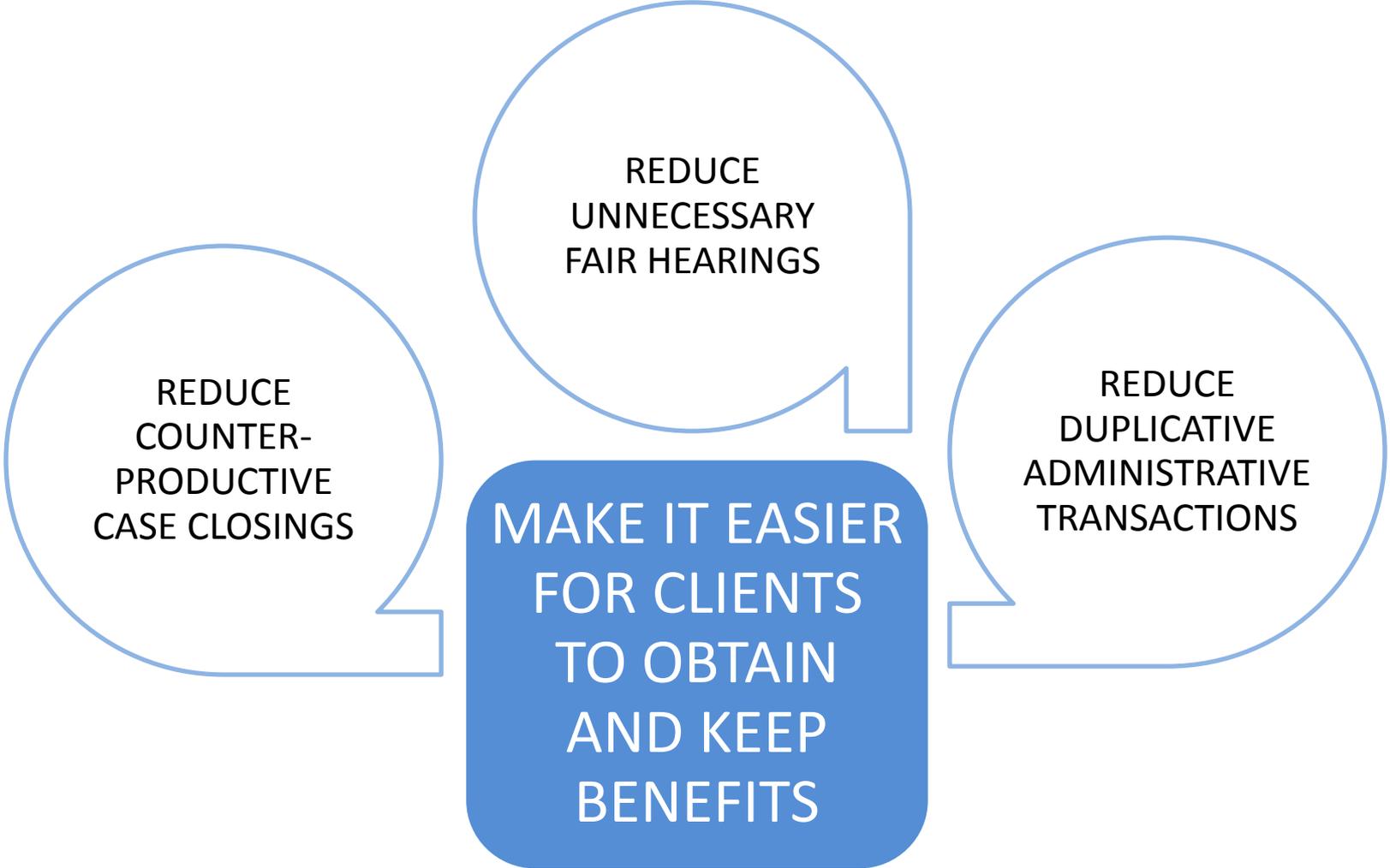
- WEP required clients to work for no compensation in jobs that provided little to no job training or valuable work experience.
- Today we administer programs including additional Job Training Program (JTP) opportunities as well as an enhanced subsidized employment program, known as SET, for homeless clients.
- We developed a new set of employment contracts that began in April 2017 to better assess and prepare clients for long-term employment opportunities.
- We supported a change in the State Social Services Law to permit clients to obtain college degrees.

The FY19 budget for employment services and related programs is \$269 million, including contracts, subsidized employment, education and training, the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCare) program, case management, and transportation costs.

# Embraced a harm reduction approach

So that individuals with substance use disorders are supported and connected to services, not subjected to punitive actions for their substance use, which can distance clients even further from the supports and services they need. We also funded the requirements of new Local Laws such as Naloxone training and distribution for staff and residents across both the HRA HASA system and the DHS system.

# OBTAINED A STATE LAW CHANGE SO THAT HRA NO LONGER HAS TO IMPOSE DURATIONAL PUBLIC BENEFITS EMPLOYMENT SANCTIONS



# ACCESS HRA

Clients have immediate access to their case and benefits payment information, and can obtain budget letters online, confirm their rent payments to their landlord, and conduct a broad range of transactions with the agency on their smartphone or on a computer.

- As of February 2018 there were more than 1 million ACCESS HRA online accounts for SNAP/food stamps households.
- More than 2.5 million documents have been submitted online through our ACCESS HRA mobile app.

English

Español

العربية

中文

Kreyòl Ayisyen

한국어

русский



**Apply Now**

Start New Application / Recertification



**Log In**



**Create Account**



**ACCESS HRA**  
**YOUR WAY**

Welcome to HRA's new online portal. Just one of the ways HRA is changing for you!

Apply online for Supplemental Nutrition Assistance Program, Cash Assistance, Medicaid renewal.

[No Title] [image your benefits online.](#) Read agency notices.

# ACCESS HRA- Home Screen

**“My Cases”** provides the client with case details alleviating the need for a center visit or phone call.

**“My Documents”** allows the user to view documents the agency has received and electronically filed to their case.

NYC

Welcome, Bianca36

English Español العربية 中文 Kreyòl Ayisyen 한국어 русский

ACCESS HRA - My Home Log Out

**Apply Now**  
Start New Application / Recertification

**View My Cases**  
Track Benefits

**My Documents**  
Track Documents and Notices

**My Activity**

**Draft Applications** 0  
You have no in-progress applications.

**Submitted Applications** 1  
SUBMITTED  
SNAP (Food Stamps): You submitted a SNAP application on 3/27/20  
**View Applications**

**What's New**  
IDNYC is the new, free identification card for all New York City residents, which will give all of us the opportunity to show who we are—New Yorkers. To learn more, apply go here.

**Draft Applications**  
AHRA will display any recent draft applications not yet submitted.

The due date provided alerts the user to submit prior to expiration of the application draft.

**Submitted Applications**  
To prevent duplicate application submissions AHRA displays any applications submitted by that user to date.

# Benefits Reengineering

- Nearly 80% of SNAP applications are submitted on-line, the majority from outside an HRA location. This means that people no longer have to miss work to come into an office or wait in line to see a worker to get access to these important benefits.
- For SNAP recertification eligibility interviews and for most application interviews you no longer have to sit around waiting for us to call you.
- Now you can call, at your convenience, our on-demand call center to conduct your eligibility recertification interview.
- The same on-demand system is now being rolled out for applications and will be fully implemented in FY19.
- In October 2015, before the implementation of the on-demand call center, only 52 percent of the completed SNAP recertification interviews were conducted via telephone. We now have 76 percent of the interviews held by phone – a 46 percent increase.

# Benefits Reengineering

The Executive Capital Plan includes funding for further development of the ACCESS HRA portal to optimize mobile responsiveness and to allow clients to make case changes and to request special grants and rent subsidy renewals on-line. This investment will also allow for a centralized work tracking system that will automate workload distribution to improve client services and make our provision of assistance more effective and efficient.

# Reasonable Accommodations for Clients with Disabilities

- HRA settled the 2005 *Lovely H.* class action lawsuit.
- HRA now utilizes new tools to assess whether clients need reasonable accommodations as a result of physical and/or mental health limitations or other impairments.
- HRA then provides the appropriate accommodations, including referrals to HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program or other services designed to assess and meet the needs of clients with disabilities.
- So far in FY18, as compared to same period of FY17, we've seen increases in key service areas: a 3 percent increase in federal disability awards for clients and a 21 percent increase in the number of clients with disabilities placed in employment.

# *Turning the Tide*

For decades DHS operated and managed New York City's emergency shelter system to meet the provisions of multiple court orders as a result of the legal right to shelter, without an underlying vision or organizing principle.

The agency's budget was historically developed in such a way that over the course of the year budget modifications were necessary to address significant under-budgeting – and then at the beginning of each new fiscal year rather than fully baselining those added dollars the cycle would begin again by adding significant funding through budget modifications.

This long-standing process has now changed in the FY19 Executive Plan, which will address cash flow problems providers have experienced in the past pending the modification process and enhance strategic planning for the year ahead to meet need and reduce homelessness in the long-term.

# Investments for Change

At the core of these reforms we are maximizing a **client-centered and cost-effective prevention-first focus** to avert homelessness whenever possible and to transform the City's approach to the provision of shelter and homeless services.

**Our investments are beginning to take hold and are showing signs of progress** – but we know that the transformation of these programs and services will not occur overnight and that we continue to have much more work to do to address the problems that built up over many years.

What drives our clients to seek our services is their need for support from us and assistance to help them lead independent lives.

# Investments for Change

We want to provide the helping hand our clients need and we are making the investments necessary to do so.

In order to implement these reforms over the past four years, we repurposed approximately 550 central administrative positions to front-line client-facing positions to improve services for our clients.

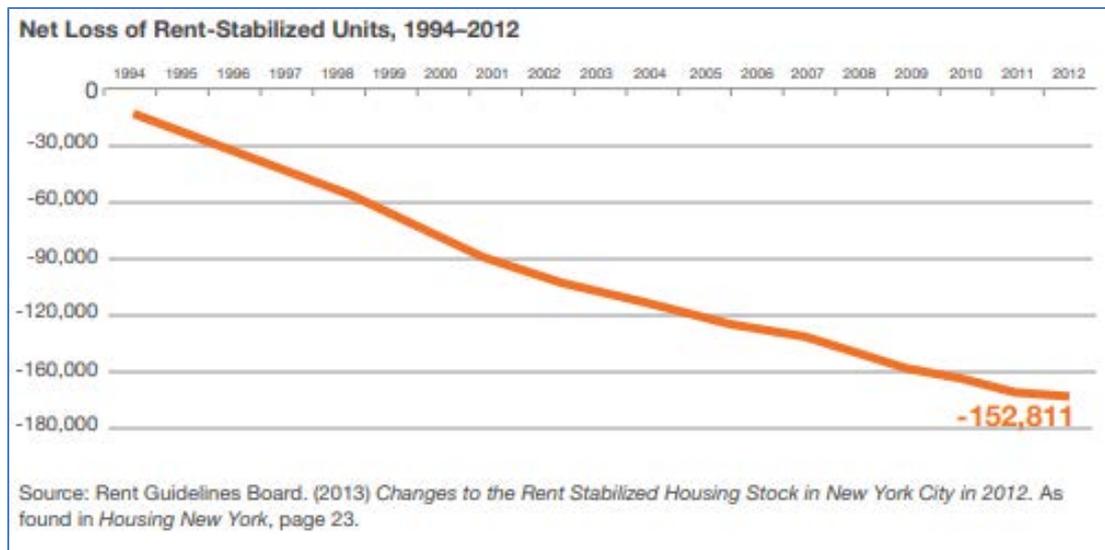
This generated \$13 million in City tax levy savings each year to re-invest in many of the client services reforms that I have described today.

Overall, the FY19 Executive Plan reflects cumulative savings of \$369 million that we have achieved in DSS, HRA and DHS from FY14 through FY18 – and the FY19 Plan incorporates over \$200 million in additional City savings.

- \$38 million in recurring annual savings are related to the DSS integration,
- \$45 million are related to the Client Benefits Re-engineering project,
- \$40 million are due to revenue maximization initiatives and the remainder are the result of programmatic and administrative efficiencies and re-estimates, including insourcing, overtime savings and Citywide initiatives such as procurement reform.

# The Rise of Homelessness

- Between 2000 and 2014, the median New York City rent increased by 18.3 percent in real dollars and household income increased by 4.8 percent in real dollars.
- In 2015 the city had only half the housing it needed for about three million low-income New Yorkers.
- Renters who are only able to afford an apartment costing \$800 or less must search in a market with a vacancy rate of a mere 1.15 percent in 2017, down from 1.8 percent in 2014.



# Defending the Safety Net: SNAP

Approximately 1.64 million individuals receive SNAP benefits, including approximately 568,000 children and 333,000 New Yorkers who are 65 and older; 82.5 percent of the 495,000 SNAP-only (not receiving Cash Assistance and SSI) households have income, 38.2 percent have earned income and 53.1 percent have unearned income (including disability benefits, social security and unemployment insurance).

# Defending the Safety Net: SNAP

- The 2018 House Farm Bill and the Trump budget:
  - cutting off benefits for as many as 80,000 clients who are unable to find work.
  - proposed elimination of Broad Based Categorical Eligibility (BBCE), some 100,000 cases between 130% and 200% of poverty on the non-cash assistance, non-SSI SNAP caseload could lose their SNAP/food stamps benefits.
  - a family may no longer be eligible for SNAP benefits if they had a small increase in their income or assets.
  - proposals would also place an enormous administrative burden on our agency; puts at risk some portion of the approximately \$150 million of federal administrative reimbursement that the City receives plus adds new administrative burdens.
- EVERY lost dollar of SNAP/food stamps in New York City results in lost economic activity to the City.

# Defending the Safety Net: TANF

## Temporary Aid For Needy Families

- The proposed changes to the TANF block grant include instituting a 10% annual cut (\$240 million for New York State), eliminating the contingency fund and changing work requirements would cause the State to lose funding, which would impact New York City as the largest local social services district in the State.
- As of March 2018, 214,000 New York City residents received federal TANF-related cash assistance, including children.
- Approximately 23 percent of TANF and TANF-related parents (those in the “maintenance of effort” program for families who have received five years of assistance) are working but do not earn enough to leave our caseload. Further, TANF and TANF-maintenance of effort funding supports shelter rate payments for approximately 77 percent of families in DHS shelter, and TANF supports part of the NYS child care block grant as well as HRA employment and Domestic Violence programs. The proposed changes to TANF could have significant consequences on the budgets for each of these programs and the New York City residents who rely on them.

# Defending the Safety Net

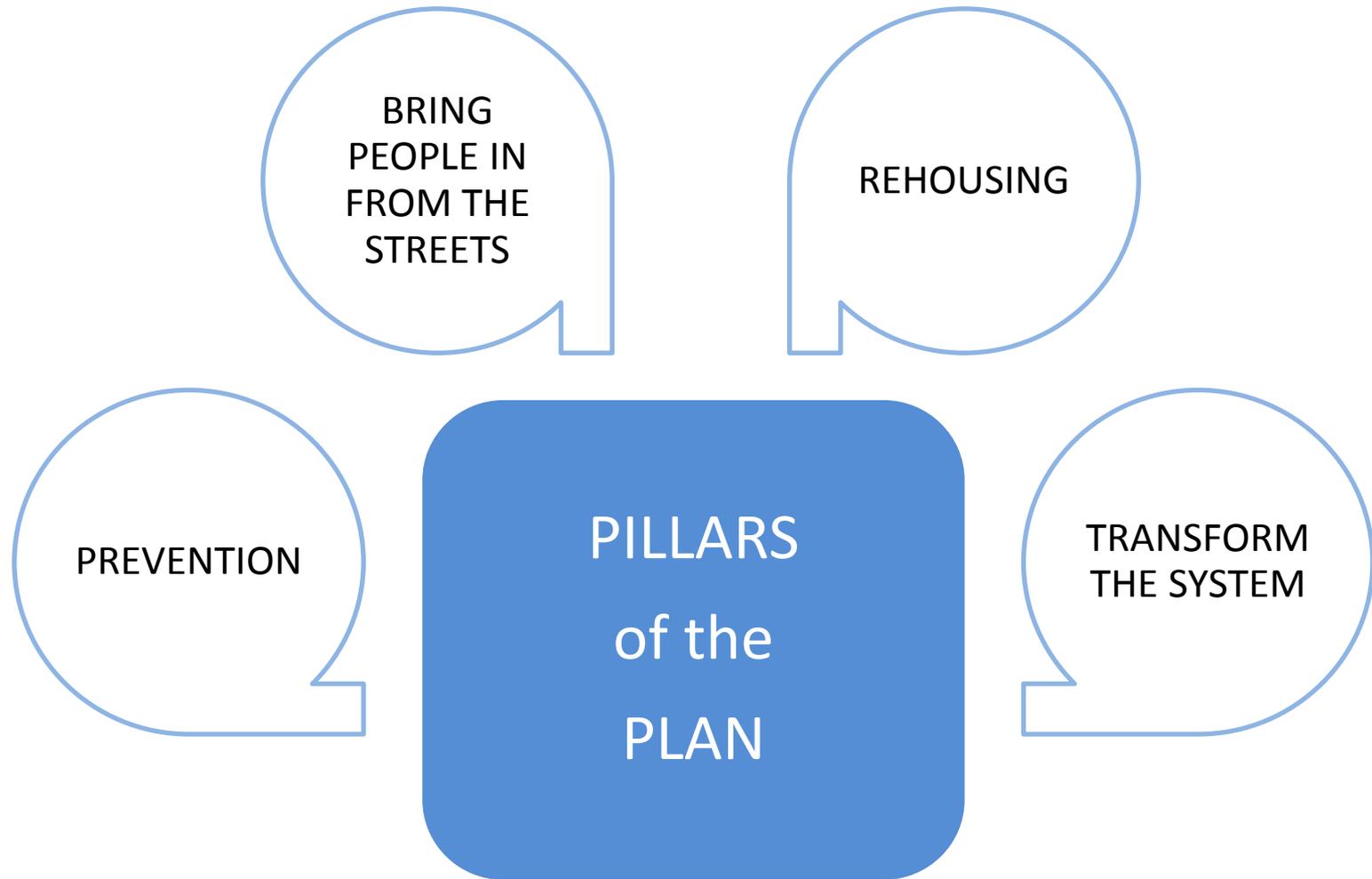
- **Medicaid:** The proposed elimination or capping of the Affordable Care Act expansion and market place subsidies as well as ending the program as an entitlement and subsequent conversion to a block grant with a per capita cap would negatively impact some 3.5 million New Yorkers in our city.
- **Housing Opportunities for people with AIDS (HOPWA):** Federal cuts are also proposed for these grants which fund supportive housing services provided by HRA and the Department of Health and Mental Hygiene, including over 1,900 HASA supportive units and community-based programs in DOHMH.
- **The Low Income Home Energy Assistance (LiHEAP):** This federal block grant for utility bills, heating system repairs and cooling costs would be eliminated, impacting approximately 700,000 households we currently help each year.

While we will continue to work with our Senators and our Congressional delegation to oppose these devastating proposals that would harm our clients, this is the federal context in which we are moving forward to provide services to low-income New Yorkers in FY19.

# Addressing Homelessness

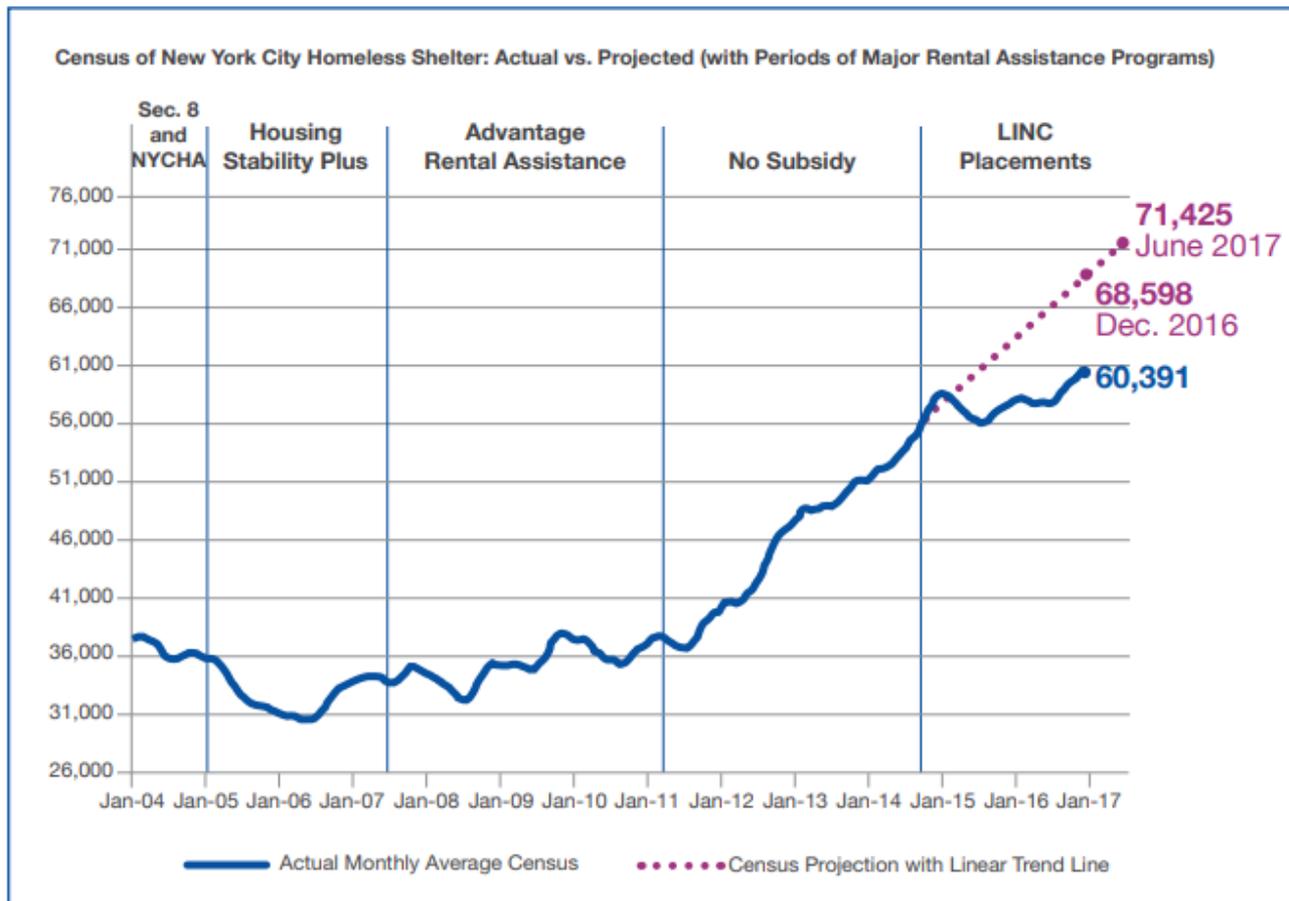
- One year ago, we announced our *Turning the Tide* plan to transform the City's approach to providing shelter.
- Our plan puts people and communities first and accomplishes this goal by ending decades-old stop-gap measures like the 18-year use of ineffective cluster shelter sites and renting rooms in commercial hotel rooms that dates back to the 1960s.
- We will open a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life—such as schools, jobs, health care, families and houses of worship—as they get back on their feet.
- With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter court orders.

# Addressing Homelessness



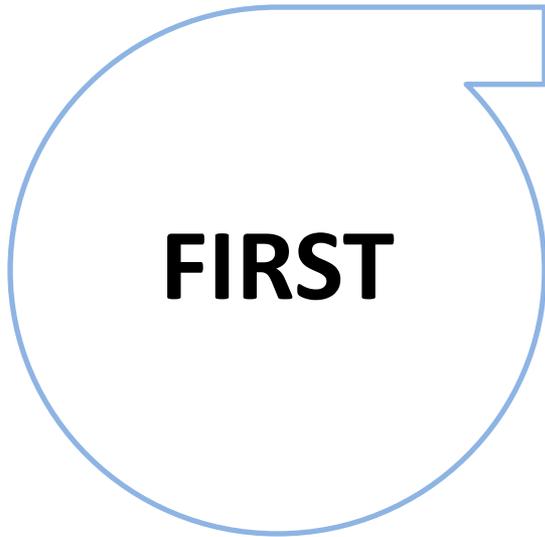
# The Rise of Homelessness

- There has been a 115 percent increase in homelessness over the past two decades – from 23,868 men, women and children in January 1994 to 31,009 in January 2002 to 51,470 in January 2014.



# Addressing Homelessness

- Without the initiatives that we have been implementing, the current DHS census would be in excess of 71,000.
- A recent Furman Center study found that the year-over-year shelter census growth from calendar year 2015 to calendar year 2016 was the lowest increase since 2011, the year the Advantage rental assistance program ended, leading to a 38-percent increase in homelessness.
- **The shelter census for 2017 remained roughly flat year over year for the first time in more than a decade.**



## PREVENTION

Doing more to keep people in their homes by stopping evictions, helping families and individuals remain with family members in the community, and making housing more affordable.

# Homebase

Our first priority is stopping homelessness in the first place – an expanded Homebase network providing neighborhood-based prevention services in all five boroughs aims to achieve this by providing increased access to rent arrears grants to keep people in their homes, and universal access to counsel in Housing Court to prevent evictions.

- At Homebase New Yorkers are assessed to determine prevention and diversion tools for which they are eligible, including: onsite processing and triage for public assistance and rental assistance, landlord and family mediation, educational advancement, employment, and financial literacy services.

# Homebase

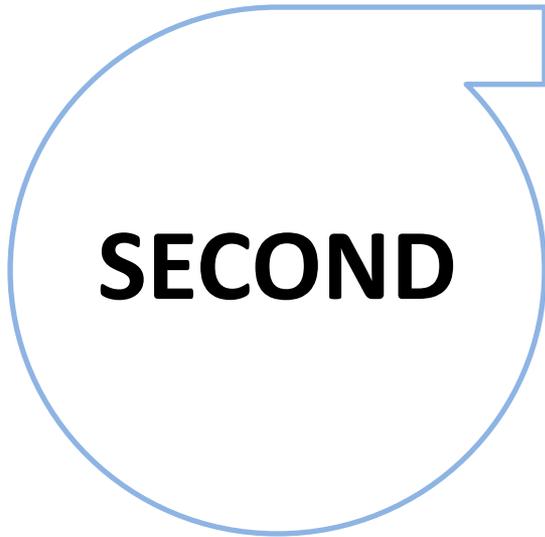
- We now operate 23 locations through 16 providers. We will be expanding to 25 locations by the end of FY18. In FY18, we increased funding to include community-based Aftercare and other services, for a total annual budget of \$59 million – nearly tripling the program’s funding since FY14.
- From FY16 to FY17, enrollments at Homebase increased by 1.2 percent for Families with Children, 28.7 percent for Adult Families, and 30.4 percent for Single Adults.
- We have also provided emergency one-time rent arrears assistance to 217,000 households from FY14 through FY17. The FY17 expenditures for this assistance program were \$210 million.

# Legal Services

- We also exponentially increased access to counsel in Housing Court and these services are leveling the playing field for tenants.
- We increased funding for legal assistance for tenants facing eviction and harassment from \$6 million in 2013 to over \$77 million in FY18 – a more than twelve-fold increase – and \$93 million has been allocated for FY19 for a more than fifteen-fold increase since 2013.

# Legal Services

- When the universal access to counsel law is implemented fully in five years, the annual funding will be \$155 million to handle a projected 125,000 cases that will benefit 400,000 New Yorkers each year. Since 2014, HRA's tenant legal services programs have provided more than 180,000 New Yorkers with legal services.
- As noted earlier, the results from these investments are promising – **residential evictions by marshals declined 27 percent since 2013** and in 2017 alone evictions decreased 5 percent. Over the last four years, an estimated 70,000 people have remained in their homes.



## Bringing People Inside

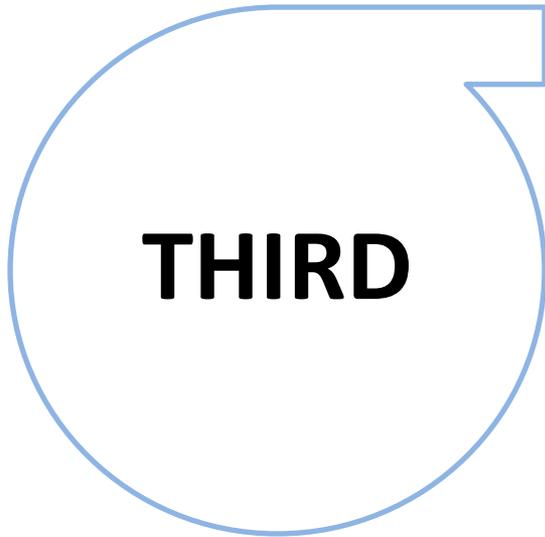
Continuing to enhance our HOME-STAT program to bring people in from the streets.

# HOME-STAT

- Our investments and program reforms to the City's comprehensive HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) program to address street homelessness have helped 1,480 people come in from the streets into transitional programs or permanent housing. **And today those 1,480 individuals remain off the streets.**
- HOME-STAT is the nation's most comprehensive outreach program, which includes 24/7/365 citywide outreach efforts, through which hundreds of highly-trained not-for-profit outreach staff, including licensed social workers, proactively canvass the streets to engage homeless New Yorkers.

# HOME-STAT

- Since 2015, through our new investments, we doubled and are now tripling to more than 1,700 the number of low-threshold safe haven beds to better serve our street homeless population. We also more than doubled the number of outreach staff canvassing the streets and working to engage New Yorkers who are experiencing street homelessness to nearly 400 outreach staff today.
- Overall we have more than doubled the City's investment in street homeless programs, increasing by more than \$53 million (119 percent) from \$44.6 million in FY14 to \$97.7 million in FY19.



## Rehousing

We created and implemented a variety of rental assistance programs and restored Section 8 and New York City Housing Authority priorities.

# Rehousing

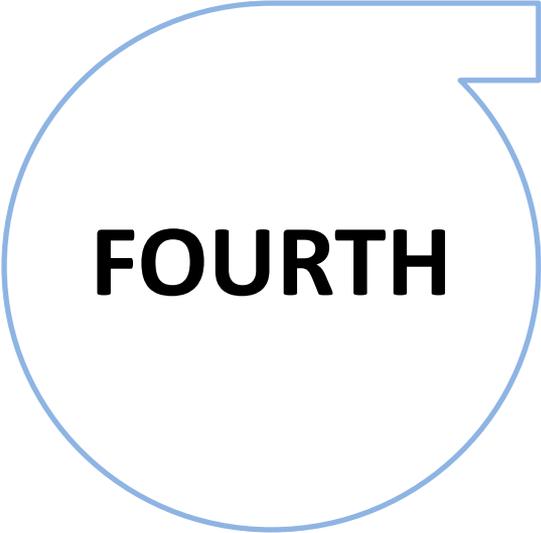
- The end of the Advantage rental assistance program in 2011 had devastating results and by 2014 the DHS shelter census increased by 38 percent, or by approximately 14,000 people.
- To fill the gap left by the elimination of the City's rental assistance program and other rehousing programs from 2011 to 2014, beginning in 2014 we created and implemented a variety of rental assistance programs and developed associated incentives for landlords. We also restored Section 8 and New York City Housing Authority priorities that had been eliminated prior to 2014.
- As a result of our restoration of rental assistance and rehousing programs, funded in large part through city tax levy, over 87,300 children and adults have moved out of, or averted entry into, shelter through March 2018. In FY18 the budget for rental assistance is \$190.5 million, increasing to \$200.8 million in FY19.

# Rehousing: Move-Outs and Community Prevention

FY15, FY16, FY17 & FY18 (thr. March)		
DHS LINC 1	1,909	6,512
DHS LINC 2	798	2,744
DHS LINC 3	628	2,181
DHS LINC 4	3,311	3,703
DHS LINC 5	1,679	1,851
DHS LINC 6	111	350
HRA LINC 3	609	2,098
CFEPS	6,793	22,850
NYCHA	7,137	24,092
SECTION 8	2,306	7,388
SEPS	4,184	4,724
HOME TBRA	470	1,452
421a	345	870
NYCHA -HRA	664	2,245
SOTA	1,217	3,773
FHEPS A (DHS Shelter)	81	251
FHEPS B (Shelter and Community)	78	242
<b>TOTAL</b>	<b>32,320</b>	<b>87,324</b>

# Supportive Housing

- We made the single largest municipal commitment to Supportive Housing by announcing the development of 15,000 units over 15 years in NYC 15/15.
- From 2014 to date, the Administration has provided Supportive Housing to over 5,000 New Yorkers in shelter and additional New Yorkers in our street homeless programs through a combination of units that have come available through the prior NY/NY pipeline and other initiatives including the new NYC 15/15 initiative.
- Through the 15/15 plan thus far, we have made 1,546 awards to providers, including 625 scattered and 921 congregate units, 460 of which are congregate units that have closed on financing and are included in the 3,059 units in the HPD production pipeline.
- Through HPD's overall supportive housing production pipeline, between January 1, 2014 and December 31, 2017, HPD has funded 2,599 supportive units in addition to the 460 NYC 15/15 units through the preservation of existing supportive projects, remaining NY/NY III commitments, and other federal and state projects.
- We raised the maximum rent level for studios to the Fair Market Rent (FMR) level, thereby bringing the monthly rent payment to \$1,514 for scattered-site Supportive Housing rentals, and we are making the landlord incentives for our rental assistance program available for scattered-site Supportive Housing rentals.



**FOURTH**

## **Transforming the Approach to Providing Shelter and Services**

Our new approach will give homeless New Yorkers, who come from every community across the five boroughs, the opportunity to be sheltered in their home boroughs, as close as possible to their support networks and anchors of life, including schools, jobs, health care, families, houses of worship, and the communities they called home, in order to stabilize their lives and return to living in the community as quickly as possible.

# Transforming the Approach to Providing Shelter and Services

- We have committed to getting out of 360 cluster shelter and commercial hotel sites in order to reduce our overall DHS shelter system footprint by 45 percent across the city, and open 90 new borough-based shelters across all five boroughs instead.
- To date, we've already gotten out of 100 locations bringing our shelter footprint from the 647 buildings we reported in the *Turning the Tide* plan a year ago to our current use of 547 buildings – a 16 percent reduction in one year.
- In the first year of the plan, we sited 17 shelters, 11 of which are already up and running.
- We've committed to a notification process that provides a minimum of 30-days' notice to elected officials and community leaders before opening a new permanent shelter. To date, with the shelters we've notified on since the announcement of our plan just over a year ago, we've averaged 65 days' notice to communities.

# Transforming the Approach to Providing Shelter and Services

When we announced the plan and during the first year of implementation, we have said in public and private forums, in meetings, in dialogue with communities and elected officials, and in the plan itself that we are committed to ongoing engagement and we invite interested communities to work with us on shelter sitings.

Shortly before our preliminary budget hearing we sent a letter to all 59 community boards as well as local elected officials reiterating our request for input in site selection by helping to identify viable sites that not-for-profit providers can propose to us through our open-ended Request For Proposal procurement process.

# Getting Out of Clusters

- Since January 2016, when we were using a high point of 3,600 cluster units citywide, we have closed more than 1,500 cluster units, representing a more-than 42 percent reduction citywide in this 18-year cluster shelter program.
- We recently announced our plans to transition another 800 cluster units into permanent affordable housing using eminent domain if necessary, which covers more than a third of the remaining cluster units.
- As we announced when we released the plan last year, we have prioritized ending the 18-year cluster program, and we are on pace to end the use of cluster units as shelter by our 2021 deadline.

# Getting Out of Commercial Hotels

- Until borough-based shelters come online we will need to continue the use of commercial hotel locations to meet *immediate* nightly capacity needs.
- Actual spending will be based on the fluctuating emergency needs of the families and individuals who turn to us for help, including weather conditions, the different demographics of households, level of services and security required, and types of shelter settings available, among others.
- Under our contracts, the average nightly rate for a hotel room has been \$174, and no room costs more than \$250 on any given night. We provide caseworkers, microwaves, refrigerators, bedding, and 24/7 security and we also require that our providers have on-site social services.
- Transforming the decades-old approach to shelter and implementing our plan is better for homeless New Yorkers and it's better for taxpayers: and it could save the City a total of \$100 million per year when we are able to utilize only shelters and end the practice of using both clusters and commercial hotels.

# Invest in Maintenance, Security, and Services

- As we have reported previously, the Mayor's Interagency Shelter Repair Squad Task Force conducted more than 34,000 shelter inspections in 2016 and 2017, reducing violations that went unaddressed for many years by 84 percent.
- NYPD now oversees and manages shelter security.
- We implemented 200 hours of enhanced training developed by the NYPD for all new and in-service DHS Peace Officers, and created a new DHS Peace Officers tactical training facility at the Bedford Atlantic Men's Assessment Shelter.
- We doubled previous investments in DHS shelter security, with a total annual security budget of \$240 million.

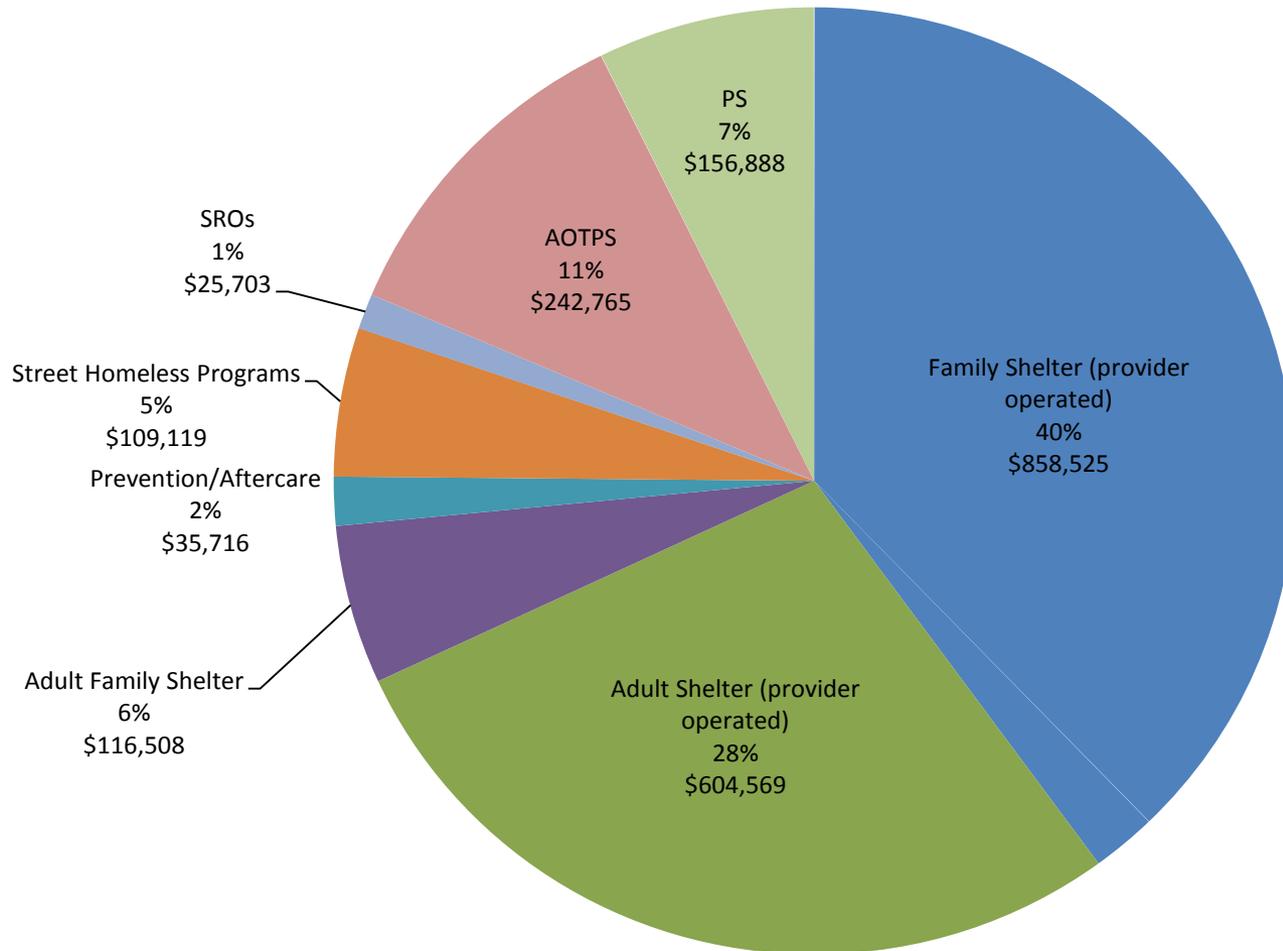
# Invest in Maintenance, Security, and Services

- We have enhanced access control procedures to keep contraband like weapons and drugs out of the shelter – and we recently announced that in addition to DHS Critical incident reporting, which is social service reporting, we will provide verified NYPD arrest data as a supplement to that reporting.
- We dedicated an unprecedented amount of funding to reform the rates not-for-profit social service providers receive to ensure our not-for-profit partners are appropriately funded to deliver the services our homeless clients rely on as they get back on their feet.
- This \$236 million dollar investment in our not-for-profit sector will result in better facilities and services for our clients and is in addition to the \$163 million we spend annually for health and mental health services.

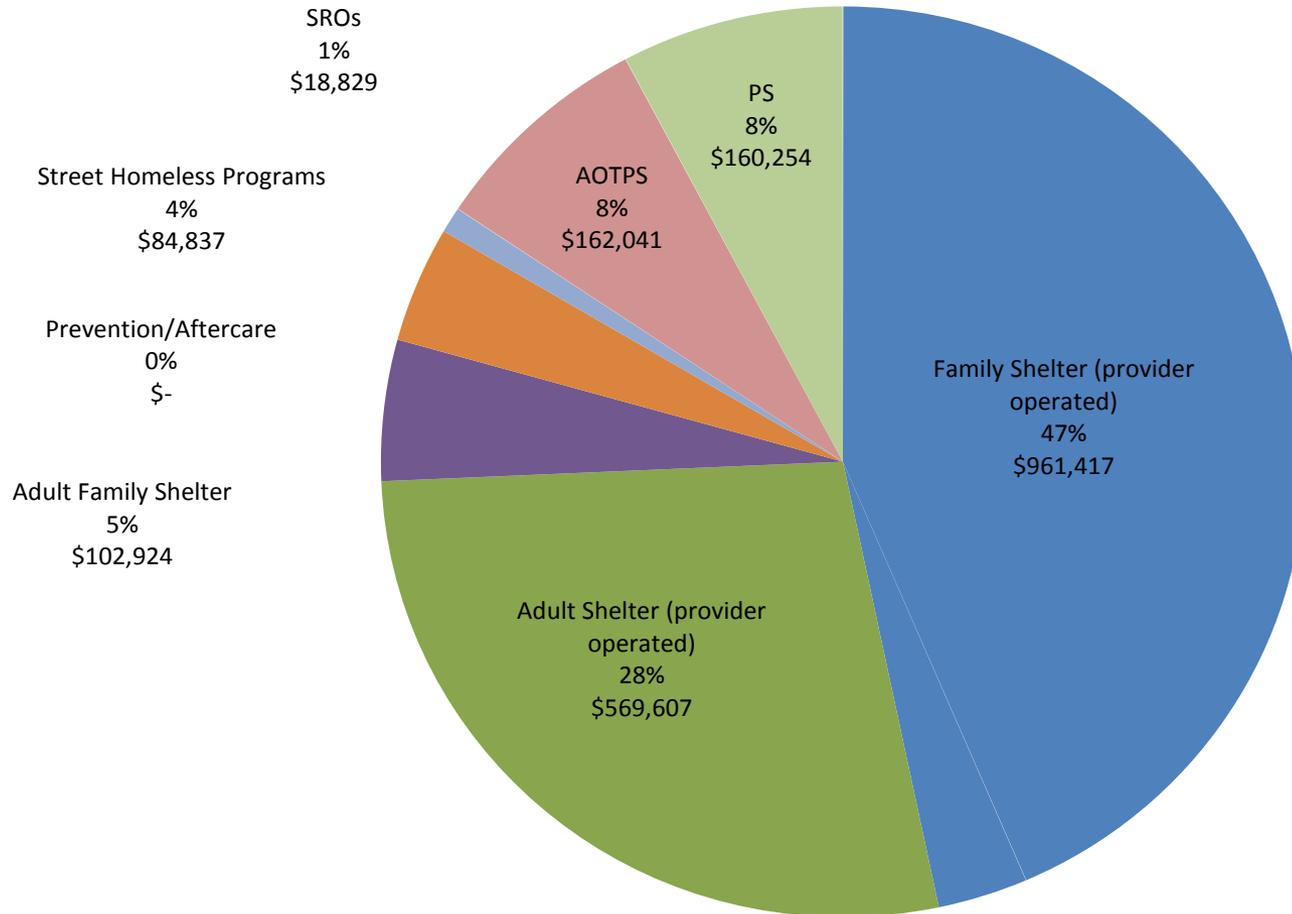
# DHS FY19 Executive Plan Funding

- The FY19 Executive Plan adds \$207 million (\$186 million City) in FY18 and \$256 million (\$159 million City) in FY19 and the outyears for shelter re-estimate costs.
- We expect this to be the last significant adjustment to the shelter budget as the *Turning the Tide* plan continues to take hold. This additional cost is related to two primary factors: more single adults relative to families with children in the DHS census and the use of commercial hotels to shelter them, and the new borough-based shelters.
- As part of the *Turning the Tide* plan, we announced that we would be closing low-quality cluster units and opening 90 new high-quality, borough-based shelters.
- In FY19, we will continue to eliminate clusters, bring on new shelters as part of *Turning the Tide*, and begin to mitigate hotel usage, leading to the lower out-year cost that is reflected in the budget.
- Other new needs include \$25 million in FY18 for one-time for DHS IT systems funding for continued work on vital projects to enhance services and operations. There is also an addition of \$17 million in total and City funds in FY18 for street solutions to fund additional drop-in centers and safe haven beds for street homeless individuals. Street solutions will continue to be part of the re-estimate in FY19 and out-years as we continue to evaluate our needs with the implementation of *Turning the Tide*.

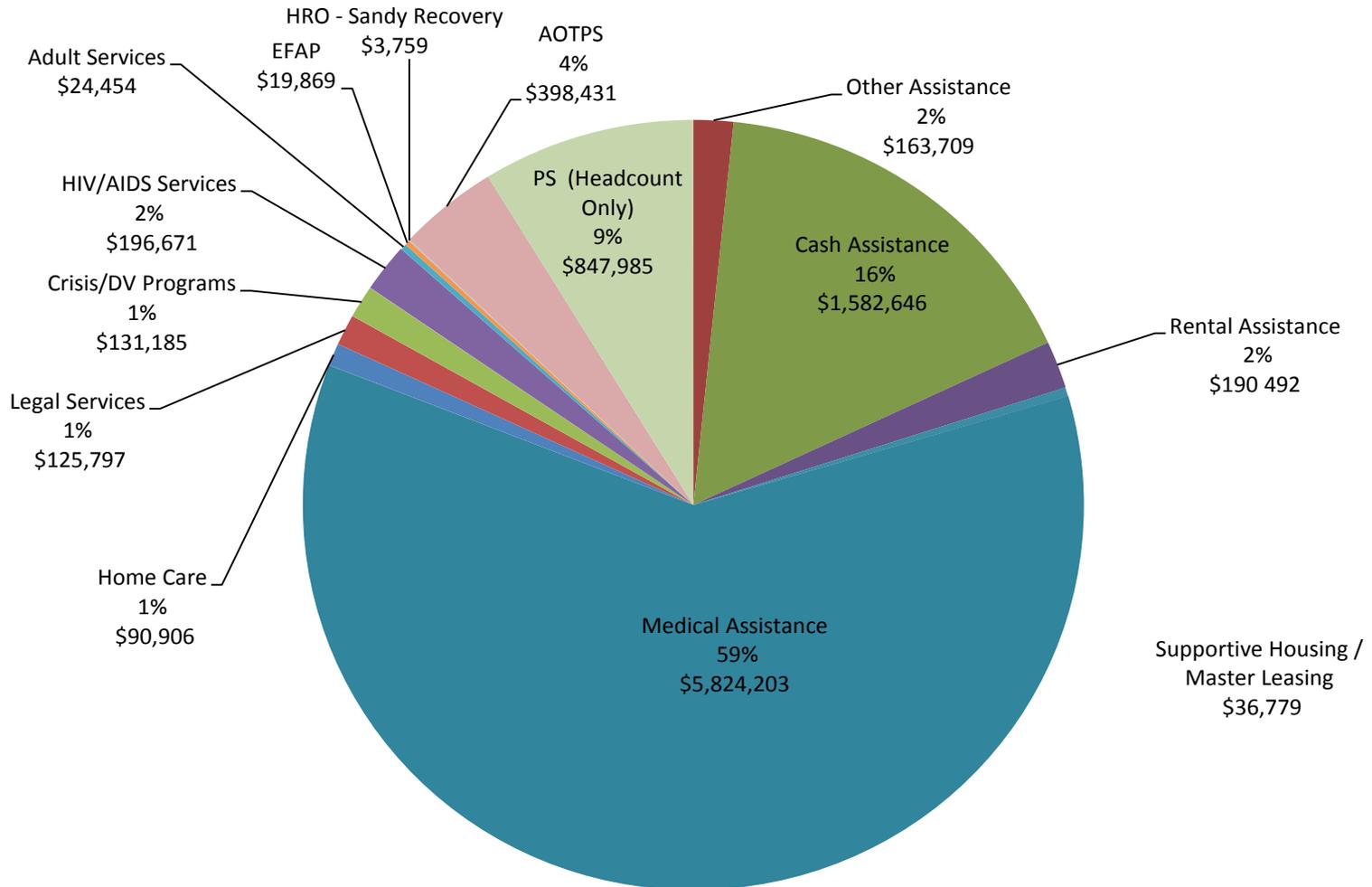
# FY 2018 DHS Budget



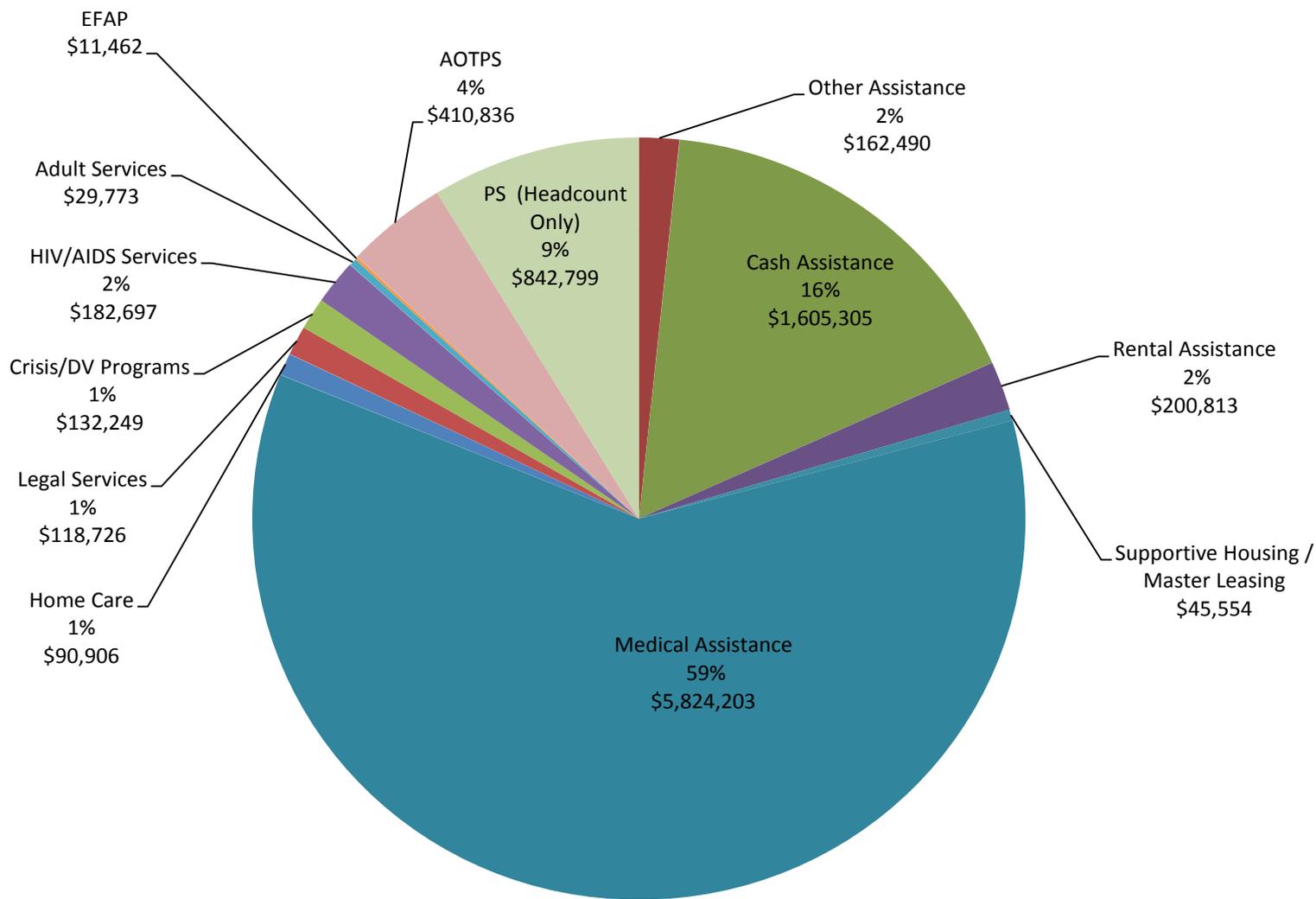
# FY 2019 DHS Budget



# FY 2018 HRA Budget



## FY 2019 HRA Budget



# Recent HRA Reforms

Opioid Overdose Prevention Training has begun for the staff and residents at all HASA Emergency Housing Facilities.

Implemented the Pay It Off Program during the month of August 2017, which provided a match to noncustodial parents (NCP) who paid a minimum amount toward debt owed to HRA. NCPs also received an additional reduction in debt owed to HRA if they enrolled in the Arrears Credit Program

Partnered with CUNY Hunter College's Silberman School of Social Work to develop and implement a curriculum emphasizing the important role that fathers play in a child's life and the value of the child support program in reducing child poverty

On Demand application rollout in Brooklyn, Manhattan and Staten Island which allows SNAP clients to submit their applications online and then call an "On Demand" service agent for an interview

Implemented a process to minimize the need for engagement appointments for Cash Assistance (CA) clients who are unengaged due to the expiration of an exempt status

Released the second annual Office of Civil Justice report including a five year plan which outlines the next five years of legal services delivery in the city

Created a newly developed centralized unit to receive applications, review cases, and make eligibility determination for all FHEPS applications

Developed and launched the first unified city-sponsored supportive housing webpage

Replaced VendorStat with CareerStat to focus more on program performance and service delivery

# Recent HRA Reforms

Enhancements to ACCESS HRA functionality including: SNAP Periodic Report in ACCESS HRA, eNotices, My Cases, and My Documents (added to ACCESS HRA to assist SNAP clients in accessing HRA services through a mobile application)

Increased DV residential service system capacity

Trained and initiated the use of the Interview for Decisional Abilities (IDA) by APS social workers and nurses

Developed new training curriculums for APS vendors and community Guardian vendors

Successfully decentralized Shelter and Senior cases – clients transferred to centers in the communities where they reside

Trained all HASA eligibility staff to review non-citizen applications for public benefits

Expanded existing employment and educational opportunities for HASA clients by implementing a contract to assist in obtaining employment

Expanded the Office of Child Support Services Problem Solving Court Model to the Bronx

Launched a homelessness prevention initiative with the Administration for Children's Services

# Recent DHS Reforms

Targeted outreach to doubled-up families with school-aged children

Fully launched HOME-STAT to address street homelessness, helping nearly 1,500 homeless New Yorkers off the streets who've remained off the streets and subways since its launch, while moving to triple the number of beds dedicated to supporting these individuals

In 2017 alone, the City opened and added 315 beds across 8 locations dedicated to supporting New Yorkers experiencing street homelessness comprised of 265 beds across 5 Safe Haven sites as well as 3 stabilization locations, bringing our current operating total to 1283, more than double what we had at the start of the Administration

Promoted career pathways for shelter residents - Implemented Literacy & GED classes in-shelter

Expanded Shelter Repair Squad 2.0 Operations

Increased coordination among shelter inspectors

Implementing a DHS capital repair program

Eliminated the requirement for school-age children to be present at PATH for multiple appointments

Aligned access procedures for adult families with procedures for families with children

# Recent DHS Reforms

Streamlined access to DYCD shelter for homeless youth through the deployment of youth liaisons at DHS entry points

Deployed social workers to assist families found ineligible who are returning to a community resource to provide on-the-spot assistance

In 2017, 2,323 DHS staff and clients were trained and 2,861 naloxone kits were dispensed by DHS. A total of 777 clients were trained by DHS, DOHMH and NYU.

Communicated more information to clients through flyers, posters and other media to provide information about available assistance and programs

Developed and implemented a procedure to bypass intake for Youth aging out from DYCD and coming to DHS shelter

Added ThriveNYC in Adult Mental Health Shelters

Increased safety in shelters through an NYPD management review and retraining program

Ended the use of more than 1,500 cluster units as shelter, reducing citywide cluster use by 42 percent and counting

Announced 17 high-quality borough-based shelters, 11 of which have already opened their doors, offering New Yorkers in need the opportunity to get back on their feet nearer to the anchors of their lives

Thank you!

# RESULTS

- We've **gotten out of 100 locations** bringing our shelter footprint from the 647 buildings we reported in the Turning the Tide plan a year ago to our current use of 547 buildings – **a 16 percent reduction in one year.**
  - Including reducing the use of clusters by nearly 50 percent.
  - And siting 17 new borough-based shelters, with 11 already operating.
- **Evictions dropped by 27 percent** and more than 70,000 New Yorkers were able to stay in their homes – while we expanded tenant legal services and rent arrears payments.
- Helped **1,480 people come in from the streets** into transitional programs or permanent housing. And today those 1,480 individuals remain off the streets.
- Creating and implementing rental assistance programs and restoring Section 8 and New York City Housing Authority priorities which through March 2018 **helped 87,300 children and adults move out of, or avert entry into, shelter.**
- The **DHS shelter census for 2017 remained roughly flat** compared to 2016 – this is the first time in more than a decade that the DHS census has remained level.