

# DEPARTMENT OF HOMELESS SERVICES

Gary P. Jenkins, Commissioner  
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## WHAT WE DO

The Department of Homeless Services (DHS) works to prevent homelessness, addresses unsheltered homelessness, and assists homeless New Yorkers in transitioning to permanent housing. DHS collaborates with not-for-profit partners to provide temporary shelter and services to New Yorkers experiencing homelessness, helping them to achieve and maintain housing permanency.

In February 2022, New York City released a new Subway Safety Plan, to address public safety concerns in the subway and support people who are experiencing unsheltered homelessness and serious mental illness. In June 2022, the City released “Housing Our Neighbors: A Blueprint for Housing and Homelessness,” a comprehensive plan addressing affordable housing and homelessness in New York City.

## FOCUS ON EQUITY

In New York City and throughout the United States, homelessness is driven by income and racial inequities, lack of affordable and supportive housing and stagnant wages combined with social factors, including domestic violence, de-institutionalization of persons who have mental illness without sufficient community-based services and discharges from a range of institutions. DHS connects New Yorkers experiencing homelessness to preventive services that help them remain in their homes; provides safe and appropriate transitional shelter and services to unsheltered homeless; and placement into permanent subsidized and supportive housing. In partnership with the Human Resources Administration (HRA) and other agencies, DHS provides access to targeted rental assistance to help eligible families and individuals avoid or exit shelter.

People of color, particularly African Americans, are over-represented among those who are experiencing homelessness, both in New York City and throughout the country.<sup>1</sup> Poverty is a strong predictor of homelessness; and African American families and individuals are more likely to experience poverty, especially deep poverty, than their White counterparts. Higher incarceration rates, especially for African American men, are also linked to increased risk of homelessness.<sup>2</sup> Investment in services that strengthen communities, services in shelter that provide people with tools to move out of poverty, and the development of stable permanent housing and rental assistance programs provide a foundation to counteract these historic inequities. “Housing Our Neighbors” outlines the major steps that the City is taking to break down government silos to better measure and address homelessness, combat housing instability to help New Yorkers stay housed, improve shelter and services for New Yorkers experiencing homelessness, help New Yorkers in shelter move into permanent housing more quickly, and reduce the risk of returning to shelter.

<sup>1</sup>Across the U.S., African Americans comprise 45 percent of the sheltered homeless population compared to 13.6 percent of the country; in NYC, African Americans comprise more than half of the sheltered homeless population compared to 24% percent of the City. (The 2021 Annual Homeless Assessment Report (AHAR) to Congress, Part 1: Point in Time Estimates of Sheltered Homelessness, February 2022 <https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-1.pdf>; United States Census Bureau, Quick Facts, Population Estimates, July 1, 2021, <https://www.census.gov/quickfacts/fact/table/newyorkcitynewyork,US/PST045221>; DHS Data Dashboard Charts FYTD 2022, <https://www1.nyc.gov/assets/dhs/downloads/pdf/dashboard/FYTD22-DHS-Data-Dashboard-Charts.pdf>).

<sup>2</sup>Couloute, Lucius. (2018). Nowhere to Go: Homelessness among formerly incarcerated people. Prison Policy Initiative. <https://www.prisonpolicy.org/reports/housing.html>; Remster, Brianna (2021). Homelessness among formerly incarcerated men: Patterns and predictors. ANNALS, AAPSS, 693, 141-157; Metraux S. and Dennis Culhane (2006). Homeless shelter use and reincarceration following prison release. Criminology & Public Policy, 3 (2), 139-160.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Provide temporary emergency housing to homeless individuals and families.**

- Goal 1a Ensure that individuals and families have access to emergency shelter and services.
  - Goal 1b Ensure that all temporary shelters for homeless individuals and families are clean, safe, and well-run.
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### **SERVICE 2 Coordinate and/or provide support services to help individuals and families who are homeless exit shelter as quickly as possible.**

- Goal 2a Facilitate exits and minimize clients' length of stay in shelters.
  - Goal 2b Minimize re-entries into the shelter services system.
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### **SERVICE 3 Help chronically unsheltered homeless individuals find stable, safe living situations.**

- Goal 3a Reduce the number of unsheltered homeless individuals.

# HOW WE PERFORMED IN FISCAL 2022

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## SERVICE 1 Provide temporary emergency housing to homeless individuals and families.

**Goal 1a** Ensure that individuals and families have access to emergency shelter and services.

In Fiscal 2022, the average number of families with children and adult families in shelter per day declined by 13.4 percent and 24.7 percent, respectively, compared to the prior year. The number of families with children in shelter was declining before the COVID-19 pandemic due to investments in prevention and rehousing programs, including rental assistance, and continued to decline as fewer families entered shelter during the pandemic period.

The decline in the average census from Fiscal 2021 to Fiscal 2022 reflects the overall shelter trends observed during the pandemic. The average census in Fiscal 2022 for families with children was at the lowest point in ten years, driven primarily by fewer entrants to shelter and continuing exits to permanent housing during the year. The pandemic eviction moratorium was also a contributing factor in the decline in entrants to shelter for adult families and families with children. The census decline for adult families that began at the end of Fiscal 2020 continued through the first half of Fiscal 2022 and remained at this lower level through June. Despite an increase in entries towards the end of the fiscal year, related to the beginning of an influx of asylum seekers to New York City, families with children and adult family entrants and census remained lower than prior to the pandemic.

The average number of single adults in shelter per day decreased by 8.6 percent from a high in Fiscal 2021, driven by an increase in exits. In Fiscal 2021, the census reached a peak as fewer clients exited shelter due to the COVID-19 public health measures that made it especially challenging to place single adults into permanent housing. In Fiscal 2022, despite an increase in the number of single adult entrants compared to the prior year, exits increased, which contributed to a decline in the census compared to Fiscal 2019 and Fiscal 2020 levels.

In Fiscal 2022, 60.8 percent of families with children entering shelter received an initial placement in the borough of their youngest school-aged child's school address, a 3.2 percentage point increase compared to Fiscal 2021. In Fiscal 2022, 76.1 percent of families with children in shelter resided in the borough of their youngest child's school. The average school attendance rate for children in the DHS shelter system increased to 82.6 percent compared to 77.9 percent in the prior year, a return to pre-pandemic rates that reflects the impact of the return to in-person schooling.

DHS provides access to dedicated licensed social workers in families with children shelters. These staff conduct behavioral health assessments, developmental screenings for children, and provide services to help address barriers to permanent housing. These clinicians served 72 percent of families in shelter in Fiscal 2022, a decrease from 80 percent in Fiscal Year 2021 due to a shortage of social workers available to administer the screenings.

The percent of families with children receiving public assistance declined by 7.6 percentage points compared to the prior period, partly as a result of families remaining in conditional eligibility status for longer periods, contributing to a delay in the public assistance application process, as well as to entries of asylum-seekers during the last quarter of the year.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Average number of individuals in shelter per day	59,751	59,906	58,591	52,409	45,563	↓	↓	Down	Down
★ ● Average number of adult families in shelters per day	2,475	2,510	2,455	1,983	1,493	↓	↓	Down	Down
★ Average number of individuals in adult families in shelters per day	5,225	5,312	5,177	4,186	3,130	↓	↓	Down	Down
★ ● Average number of families with children in shelters per day	12,619	12,415	11,719	9,823	8,505	↓	↓	Down	Down
★ Average number of individuals in families with children in shelters per day	39,767	38,547	36,548	30,212	25,969	↓	↓	Down	Down
★ ● Average number of single adults in shelters per day	14,847	16,094	16,866	18,012	16,465	↓	↓	Up	Down
★ Adult families entering the DHS shelter services system	1,469	1,433	1,118	528	598	↓	↓	Down	Down
★ Families with children entering the DHS shelter services system	12,151	11,965	10,087	6,107	7,061	↓	↓	Down	Down
★ Single adults entering the DHS shelter services system	21,177	21,122	20,296	18,127	19,968	↓	↓	Down	Down
Families with children receiving public assistance (average) (%)	80.9%	80.3%	80.9%	84.7%	77.1%	85.0%	*	Neutral	*
Average school attendance rate for children in the DHS shelter services system (%)	82.3%	83.9%	85.0%	77.9%	82.6%	*	*	Neutral	Up
Families in shelter living in the borough of their youngest child's school (%)	NA	73.1%	76.1%	75.4%	76.1%	*	*	NA	Up
Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)	49.8%	52.9%	55.4%	57.6%	60.8%	85.0%	*	Up	Up
Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)	36%	66%	79%	80%	72%	*	*	Up	Up
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None									

**Goal 1b** Ensure that all temporary shelters for homeless individuals and families are clean, safe and well-run.

The rate of serious incidents increased in all three systems, driven by health-related categories. COVID-related incidents, including quarantining of both staff and clients for contagious diseases, accounted for more than 80 percent of the overall increase in serious incidents. The Agency's Serious Incident Unit (SIU), a centralized unit for all incident reporting that operates 24 hours a day, year-round, continued improving its quality assurance review process and recategorized certain incidents. By changing the methodology, more types of incidents were counted in the violent incident category in the single adult system than in the previous period. An increase in fights/disputes as well as drug-related incidents, including overdoses, consistent with citywide and national trends, also increased among single adults.

There were decreases in the average daily cost of shelter for all shelter types in Fiscal 2022. The 1.4 percent decrease in the cost of adult shelter was largely due to the end of the pandemic-era commercial hotel program, in which hotel rooms were used to de-densify congregate shelters to limit the spread of COVID-19. Average daily shelter cost for families with children declined by 2.9 percent due to discontinuation of commercial hotel capacity during the year, as the census was declining.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	0.00	0.00	NA	NA	1.70	*	*	NA	*
Serious incidents in the adult shelter system, per 1,000 residents	NA	20.6	26.6	38.1	54.7	*	*	NA	Down
Serious violent incidents in the adult shelter system, per 1,000 residents	1.6	2.0	2.2	2.5	4.8	*	*	Up	Down
Serious incidents in the adult family shelter system, per 1,000 residents	NA	10.5	13.8	16.3	21.8	*	*	NA	Down
Serious violent incidents in the adult family shelter system, per 1,000 residents	1.6	1.4	1.4	1.0	1.6	*	*	Down	Down
Serious incidents in the families with children shelter system, per 1,000 residents	NA	5.6	7.6	11.5	16.0	*	*	NA	Down
Serious violent incidents in the families with children shelter system, per 1,000 residents	0.3	0.8	0.9	1.0	1.1	*	*	Up	Down
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$117.43	\$124.38	\$130.63	\$137.74	\$135.83	*	*	Up	*
Cost per day for shelter facilities - Family facilities (\$) (annual)	\$187.46	\$196.23	\$198.67	\$191.36	\$186.01	*	*	Neutral	*
– Adult families	\$147.49	\$158.71	\$171.40	\$172.99	\$172.31	*	*	Up	*
– Families with children	\$192.10	\$201.60	\$202.69	\$193.76	\$188.20	*	*	Neutral	*

★ Critical Indicator    ● Equity Indicator    “NA” Not Available    ↑↓ Directional Target    \* None

## SERVICE 2 Coordinate and/or provide support services to help individuals and families who are homeless exit shelter as quickly as possible.

### Goal 2a Facilitate exits and minimize clients’ length of stay in shelters.

Homeless clients continue to be placed into permanent, stable housing through a variety of City and federally funded rental assistance programs. Prior to the pandemic, exits to permanent housing were increasing for all populations. COVID-19 disrupted this trend, however, as New Yorkers at-large were encouraged to social distance (limiting activities like in-person apartment showings); and as economic conditions worsened, facilitating exits to permanent housing became more difficult. Placements to permanent housing for single adults and families with children were lower in Fiscal 2021 and Fiscal 2022 than pre-pandemic levels.

Despite the downward trend, single adult exits to permanent housing rebounded from the 2021 low point, increasing by 7.7 percent in Fiscal 2022. Increases to rent levels for City funded housing vouchers went into effect in September 2021, facilitating the growth in single adult subsidized exits. Adult family exits to permanent housing increased by 1.6 percent in Fiscal 2022. Exits for families with children declined by 27.6 percent due to fewer families in shelter overall as well as a reduction in the availability of NYCHA units in 2022. Although average length of stay increased for all populations in Fiscal 2022, it grew at a slower rate than the prior year. There were more entrants to shelter compared to Fiscal 2021, increasing the number of clients with shorter terms stays. This, along with the increase in exits for single adults and adult families, worked to slow the growth rate of average length of stay in 2022 compared to 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Single adults exiting to permanent housing	8,593	8,912	7,890	6,539	7,043	*	*	Down	Up
– subsidized	4,157	5,001	4,824	4,603	5,243	*	*	Up	Up
– unsubsidized	4,436	3,911	3,066	1,936	1,800	*	*	Down	Up
Adult families exiting to permanent housing	513	543	465	496	504	*	*	Neutral	Up
– subsidized	331	439	379	393	443	*	*	Up	Up
– unsubsidized	182	104	86	103	61	*	*	Down	Up
Families with children exiting to permanent housing	8,933	9,137	7,992	7,191	5,207	*	*	Down	Up
– subsidized	6,446	6,872	6,142	5,647	4,118	*	*	Down	Up
– unsubsidized	2,487	2,265	1,850	1,544	1,089	*	*	Down	Up
★ Average length of stay for single adults in shelter (days)	407	418	437	483	509	↓	↓	Up	Down
★ Average length of stay for adult families in shelter (days)	561	580	630	773	855	↓	↓	Up	Down
★ Average length of stay for families with children in shelter (days)	438	446	443	520	534	↓	↓	Up	Down
★ Critical Indicator    ● Equity Indicator    “NA” Not Available    ↑↓ Directional Target    * None									

**Goal 2b** Minimize re-entries into the shelter services system.

The overall rate of clients who returned to shelter within one year declined by two percentage points for single adults and by 0.4 percentage points for families with children in Fiscal 2022. While the overall return rate increased by 0.6 percentage points for adult families, it continues to remain at a low level and declined for subsidized placements. DHS’s success in minimizing re-entries reflects the City’s investment in subsidized housing that generates sustained and permanent placements in communities.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	17.5%	17.3%	14.2%	11.8%	9.8%	20.0%	↓	Down	Down
★ – subsidized exits (%)	6.9%	6.5%	5.8%	5.6%	4.6%	↓	↓	Down	Down
★ – unsubsidized exits (%)	26.3%	27.2%	24.8%	21.7%	22.1%	↓	↓	Down	Down
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	8.0%	5.6%	1.7%	1.3%	1.9%	12.5%	↓	Down	Down
★ – subsidized exits (%)	1.4%	1.0%	0.0%	0.7%	0.6%	↓	↓	Down	Down
★ – unsubsidized exits (%)	16.0%	13.2%	7.7%	3.6%	7.4%	↓	↓	Down	Down
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	8.3%	7.0%	5.6%	4.1%	3.7%	12.5%	↓	Down	Down
★ – subsidized exits (%)	1.5%	1.3%	1.0%	0.5%	0.3%	↓	↓	Down	Down
★ – unsubsidized exits (%)	20.4%	21.6%	19.5%	15.6%	15.2%	↓	↓	Down	Down
★ Critical Indicator    ● Equity Indicator    “NA” Not Available    ↑↓ Directional Target    * None									

## SERVICE 3 Help chronically unsheltered homeless individuals find stable, safe living situations.

### Goal 3a Reduce the number of unsheltered homeless individuals.

The annual Homeless Outreach Population Estimate (HOPE) street homeless survey was conducted in January 2022. Due to the Omicron variant surge, HOPE 2022 pivoted from a volunteer-based to a largely provider-based count. The HOPE 2022 sampling methodology continued to use the updates that were made for HOPE 2021, including: (1) surveying over four days instead of one, (2) remote deployment and training, (3) canvassing by outreach providers and DSS volunteers, and (4) an earlier start time (10pm). The survey found an estimate of 3,439 unsheltered individuals on January 25th, 2022. This is roughly 1,000 more people than counted in HOPE 2021 (2,376) and 400 less than counted in 2020 (3,857). Note that HOPE 2021 results were substantially affected by policy and behavioral changes associated with the COVID-19 pandemic, making comparisons across years difficult.

Through an unprecedented investment to enhance street outreach programs, the Department has made significant progress in placing individuals experiencing unsheltered homelessness into housing. In Fiscal 2022, DHS outreach workers referred 5,021 clients to placements in permanent housing, transitional programs, and other stable settings, an increase of over 75 percent compared to Fiscal 2018 and 2019. Before and during the COVID-19 pandemic, 24/7 outreach efforts have continued, with outreach teams extending a helping hand to New Yorkers experiencing unsheltered homelessness on the streets and in the subways around the clock. The End of Line (EOL) initiative, which began during the MTA's pandemic-era shutdown of subway services overnight contributed to the large increase in referrals beginning in 2020. Beginning in Fiscal 2022, DHS is reporting the average nightly number of unsheltered clients who were staying in special low barrier safe haven and stabilization beds that are designed to help fragile clients transition from the streets into stable settings.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
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	3,675	3,588	3,857	2,376	3,439	*	*	Down	Down
HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings	2,849	2,753	5,909	5,454	5,021	*	*	Up	Up
Average number of clients in low barrier beds	NA	NA	NA	NA	2,086	*	*	NA	*
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

## AGENCY-WIDE MANAGEMENT

In Fiscal 2022, the number of workplace injuries reported is slightly lower than the prior year but is over 50 percent lower than Fiscal 2018 and 2019. Workplace injuries started declining in Fiscal 2020 and continues to be lower across all injury types.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Workplace injuries reported	198	210	149	104	97	*	*	Down	Down
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

## AGENCY CUSTOMER SERVICE

In Fiscal 2022, the rate of letters responded to in 14 days decreased by 3 percentage points to 97.0 percent while the rate of emails responded to in 14 days increased by one percentage point to 100 percent compared to Fiscal 2021. DHS and DSS continued the processes implemented in Fiscal 2021, which included a dedicated team to follow up on and send reminder alerts to responsible programs if they have not responded within the required timeframe. Additionally, the DSS correspondence system, Intranet Quorum (IQ) auto generates daily reports with all letters that still have outstanding responses; the reports are monitored daily by Agency managers. This contributed greatly to the overall increase in response time.

Completed requests for interpretation increased by 81.8 percent from 26,123 in Fiscal 2021, to 47,504 in Fiscal 2022. This increase is due to additional shelter participation and improved client and staff awareness of interpretation services, as well as high demand for interpretation services beginning in the spring of 2022. An increase of approximately 15 minutes in the average wait time to speak with a customer service agent reflects an increase in application volume to family shelter compared to Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	16,644	15,957	18,660	26,123	47,504	*	*	Up	*
Letters responded to in 14 days (%)	82%	88%	98%	100%	97%	*	*	Up	Up
E-mails responded to in 14 days (%)	65%	99%	99%	99%	100%	*	*	Up	Up
Average wait time to speak with a customer service agent (minutes)	5	4	50	55	70	*	*	Up	Down
CORE facility rating	100	NA	94	100	90	*	*	NA	Up

★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    \* None

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) <sup>3</sup>	\$2,146.0	\$2,184.1	\$2,369.2	\$3,044.5	\$2,818.7	\$2,766.1	\$2,404.1	Up
Personnel	2,370	2,319	2,119	2,005	1,849	2,374	2,057	Down
Overtime paid (\$000,000)	\$16.9	\$17.8	\$19.9	\$19.8	\$20.4	\$17.3	\$14.9	Up
Capital commitments (\$000,000)	\$53.1	\$47.0	\$11.0	\$20.1	\$24.8	\$64.7	\$60.6	Down
Human services contract budget (\$000,000)	\$1,762.0	\$1,851.5	\$2,029.8	\$2,709.5	\$2,499.3	\$2,447.1	\$2,078.5	Up

<sup>1</sup>Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at [nyc.gov/mmr](http://nyc.gov/mmr) for details.    <sup>2</sup>Authorized Budget Level    <sup>3</sup>Expenditures include all funds    "NA" - Not Available    \* None



## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21 <sup>1</sup> (\$000,000)	Modified Budget FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$161.4	\$172.6	
100 - Shelter Intake and Program	\$126.0	\$123.7	All
101 - Administration	\$31.4	\$34.1	All
102 - Street Programs	\$4.0	\$14.7	3a
Other Than Personal Services - Total	\$2,707.0	\$2,646.1	All
200 - Shelter Intake and Program	\$2,707.0	\$2,401.6	All
201 - Administration	NA	\$26.9	All
202 - Street Programs	NA	\$217.6	3a
Agency Total	\$2,868.4	\$2,818.7	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Gary P. Jenkins was appointed Commissioner on January 1, 2022.
- To provide more comprehensive reporting on the total population in shelter, DHS has added three new census indicators: 'Average number of individuals in shelter per day,' 'Average number of individuals in adult families in shelters per day,' and 'Average number of individuals in families with children in shelters per day.'
- To track progress towards the City's commitment to expand low barrier beds and to ensure that demand for emergency housing is met, DHS is adding a new indicator that measures the average nightly occupancy of low barrier beds, 'Average number of clients in low barrier beds.'
- Fiscal 2020–21 data for 'Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds' have been updated. The inspections for this indicator were paused during the COVID-19 pandemic. Fiscal 2020–21 data are unavailable. The Fiscal 2022 value is based on the last three quarters of the fiscal year (the only portion of the year for which data are available).
- The previously published data for 'Families with children exiting to permanent housing—subsidized' for Fiscal 2021 has been updated. The figure published in the Fiscal 2022 PMMR was incorrect due to a data entry error.
- The Fiscal 2023 targets previously published in the Fiscal 2022 PMMR have been updated for the following indicators: 'Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)', 'Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)', 'Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)', 'Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)', 'HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings,' and 'Families with children receiving public assistance (average) (%)'.

## ADDITIONAL RESOURCES

For additional information go to:

- Stats & Reports:  
<http://www1.nyc.gov/site/dhs/about/stats-and-reports.page>
- DHS daily report, including census & intake statistics:  
<http://www1.nyc.gov/assets/dhs/downloads/pdf/dailyreport.pdf>
- Housing our Neighbors: A New York City Blueprint for Housing and Homelessness:  
<https://www1.nyc.gov/assets/home/downloads/pdf/office-of-the-mayor/2022/Housing-Blueprint.pdf>
- The Subway Safety Plan:  
<https://www1.nyc.gov/assets/home/downloads/pdf/press-releases/2022/the-subway-safety-plan.pdf>

For more information on the agency, please visit: [www.nyc.gov/dhs](http://www.nyc.gov/dhs).