

DEPARTMENT OF HOMELESS

SERVICES

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WHAT WE DO

The Department of Homeless Services (DHS) works to prevent homelessness, addresses unsheltered homelessness, and assists New Yorkers experiencing homelessness 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 “Subway Safety Plan,” to address public safety concerns in the subway and support people who are experiencing unsheltered homelessness and serious mental illness. The Plan increases collaboration between multiple City and State agencies, works to increase public awareness and added mental health and outreach supports to DHS’s existing holistic structure for addressing unsheltered homelessness. 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. The Blueprint engages stakeholders at all levels of government and in the community to develop broad strategies to address housing instability, lack of affordable housing and homelessness.

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 at risk of experiencing homelessness to preventive services that help them remain in their homes; provides safe and appropriate transitional shelter and services to unsheltered homeless; and facilitates 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.¹ 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.² 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: A Blueprint for Housing and Homelessness” outlines the steps that the City is taking to better measure and address homelessness and combat housing instability, to help New Yorkers stay housed, to improve shelter and services for New Yorkers experiencing homelessness, to help New Yorkers in shelter move into permanent housing more quickly, and to reduce the risk of returning to shelter.

¹Across the U.S., African Americans make up 13.6 percent of the population of the United States, and account for 45 percent of the national sheltered homeless population. In NYC, African Americans account for 24 percent of the population, and more than 50 percent of the sheltered homeless population. (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/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>).

²Couloute, 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

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 2023

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.

At the end of Fiscal 2023, there were over 81,000 individuals in a Department of Homeless Services (DHS) shelter placement in New York City, a 79 percent increase since January 1, 2022, due primarily to the influx of asylum seekers arriving in New York City after entering the United States at the southern border. At the end of Fiscal 2023, asylum seekers accounted for 38 percent of the DHS shelter population.

In Fiscal 2023, the average number of families with children and adult families in shelter per day increased by almost 50 percent and by 61.8 percent, respectively, with entries to shelter more than doubling for families with children and increasing by 29.9 percent for adult families compared to Fiscal 2022. Both trends were driven by the flow of asylum seekers, reversing declines that started with pre-pandemic investments in prevention and rehousing programs, including rental assistance, and continued during the pandemic period as fewer families entered shelter.

The average number of single adults in shelter per day increased by 22.5 percent in Fiscal 2023, to an average of 20,162, driven by an approximately 75 percent growth in entries to shelter. Like the family shelter system, the flow of asylum seekers with few other options besides shelter was primarily responsible for the increase in the single adult census compared to the previous period. Without the new asylum seeker population, the overall census would have been approximately 10 percent higher than just prior to the beginning of the asylum seeker influx in April 2022.

In Fiscal 2023, 58.3 percent of families with children entering shelter received an initial placement in the borough of their youngest school-aged child's school address, a 2.5 percentage point decrease compared to Fiscal 2022, primarily because of low vacancy rates in shelter during the reporting period. In Fiscal 2023, 77.3 percent of families with children in shelter resided in the borough of their youngest child's school, a slight increase over the previous year. The average school attendance rate for children in the DHS shelter system in Fiscal 2023 increased to 84.4 percent compared to 82.1 percent in Fiscal 2022, 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 58 percent of families in shelter in Fiscal 2023, a decrease from 72 percent in Fiscal Year 2022 due to both the increase in the families with children population as well a shortage of social workers available to administer the screenings.

The percent of families with children receiving public assistance on average declined by 1.2 percentage points in Fiscal 2023 compared to Fiscal 2022. This is partly a result of families remaining in conditional eligibility status for longer periods, contributing to a delay in the public assistance application process. The public assistance eligibility rate excludes asylum seekers, most of whom are in the process of adjusting immigration status in order to qualify for public benefits.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------|--------|--------|--------|--------|--------|-------|---------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| ★ Average number of individuals in shelter per day | 59,906 | 58,591 | 52,409 | 45,563 | 66,195 | ↓ | ↓ | Neutral | Down |
| ★ ● Average number of adult families in shelters per day | 2,510 | 2,455 | 1,983 | 1,493 | 2,416 | ↓ | ↓ | Down | Down |
| ★ Average number of individuals in adult families in shelters per day | 5,312 | 5,177 | 4,186 | 3,130 | 5,119 | ↓ | ↓ | Down | Down |
| ★ ● Average number of families with children in shelters per day | 12,415 | 11,719 | 9,823 | 8,505 | 12,749 | ↓ | ↓ | Neutral | Down |
| ★ Average number of individuals in families with children in shelters per day | 38,547 | 36,548 | 30,212 | 25,969 | 40,915 | ↓ | ↓ | Neutral | Down |
| ★ ● Average number of single adults in shelters per day | 16,094 | 16,866 | 18,012 | 16,465 | 20,162 | ↓ | ↓ | Up | Down |
| ★ Adult families entering the DHS shelter services system | 1,433 | 1,118 | 528 | 598 | 777 | ↓ | ↓ | Down | Down |
| ★ Families with children entering the DHS shelter services system | 11,965 | 10,087 | 6,107 | 7,061 | 14,339 | ↓ | ↓ | Neutral | Down |
| ★ Single adults entering the DHS shelter services system | 21,122 | 20,296 | 18,127 | 19,968 | 35,019 | ↓ | ↓ | Up | Down |
| Families with children receiving public assistance (average) (%) | 80.3% | 80.9% | 84.7% | 77.1% | 75.9% | 85.0% | 85.0% | Neutral | * |
| Average school attendance rate for children in the DHS shelter services system (%) | 83.9% | 85.0% | 77.9% | 82.1% | 84.4% | * | * | Neutral | Up |
| Families in shelter living in the borough of their youngest child's school (%) | 73.1% | 76.1% | 75.4% | 76.1% | 77.3% | * | * | Neutral | Up |
| Families initially placed in shelter in the borough of their youngest school-aged child's school address (%) | 52.9% | 55.4% | 57.6% | 60.8% | 58.3% | 85.0% | 85.0% | Up | Up |
| Families living in shelter who received biopsychosocial screenings from mental health clinicians (%) | 66% | 79% | 80% | 72% | 58% | * | * | Down | 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 and serious violent incidents per 1,000 residents decreased across all three populations between Fiscal 2022 and Fiscal 2023. The decline of serious incidents was primarily attributable to the decrease in COVID-19-related incidents, including quarantining of both staff and clients. The Agency's Serious Incident Unit (SIU), a centralized unit for all incident reporting that operates 24 hours a day, year-round, continues to ensure accurate reporting and tracking through its quality assurance review process.

The average daily cost of shelter increased markedly for all shelter types as a result of the need for DHS to rapidly open hundreds of sanctuary sites to house the tens of thousands of asylum seekers that entered shelter in Fiscal 2023. This capacity expansion resulted in a 6.8 percent increase in average costs for single adult facilities and a 25.8 percent increase in average costs for family facilities. Without the sanctuary sites, the average daily rates for single adults and families with children would have been consistent with rates in Fiscal 2021 and Fiscal 2022, while adult family rates would have increased marginally.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|----------|----------|----------|----------|----------|--------|------|---------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| ★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds | 0.00 | NA | NA | 1.70 | NA | * | * | NA | * |
| Serious incidents in the adult shelter system, per 1,000 residents | 20.6 | 26.6 | 38.1 | 54.7 | 41.0 | * | * | Up | Down |
| Serious violent incidents in the adult shelter system, per 1,000 residents | 2.0 | 2.2 | 2.5 | 4.8 | 4.1 | * | * | Up | Down |
| Serious incidents in the adult family shelter system, per 1,000 residents | 10.5 | 13.8 | 16.3 | 21.8 | 13.6 | * | * | Up | Down |
| Serious violent incidents in the adult family shelter system, per 1,000 residents | 1.4 | 1.4 | 1.0 | 1.6 | 1.0 | * | * | Down | Down |
| Serious incidents in the families with children shelter system, per 1,000 residents | 5.6 | 7.6 | 11.5 | 16.0 | 10.1 | * | * | Up | Down |
| Serious violent incidents in the families with children shelter system, per 1,000 residents | 0.8 | 0.9 | 1.0 | 1.1 | 0.9 | * | * | Up | Down |
| Cost per day for shelter facilities - Single adult facilities (\$) (annual) | \$124.38 | \$130.63 | \$137.74 | \$135.83 | \$145.13 | * | * | Up | * |
| Cost per day for shelter facilities - Family facilities (\$) (annual) | \$196.23 | \$198.67 | \$191.36 | \$186.01 | \$234.03 | * | * | Up | * |
| – Adult families | \$158.71 | \$171.40 | \$172.99 | \$172.31 | \$243.51 | * | * | Up | * |
| – Families with children | \$201.60 | \$202.69 | \$193.76 | \$188.20 | \$232.40 | * | * | 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.

Clients in the DHS system 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 all New Yorkers were encouraged to social distance (limiting activities like in-person apartment viewings), and facilitating exits to permanent housing became more difficult. Placements to subsidized permanent housing for single adults and families with children were lower in Fiscal 2021 than pre-pandemic levels and remained lower in Fiscal 2022 for families.

In Fiscal 2023, exits to permanent housing increased over the prior period for all three populations. Placements increased by 17 percent for single adults, 18.6 percent for families with children, and 11.1 percent for adult families. Increases to rent levels for City-funded housing vouchers that went into effect in September 2021, and that are indexed to annual federal housing inflation indices, continued to facilitate the growth in subsidized exits in Fiscal 2023. Additionally, increases in Supportive Housing and the Emergency Housing Voucher (EHV) program placements contributed to the growth in subsidized exits compared to the prior period.

The average length of stay in shelter declined across all systems, by 19.1 percent for single adults, 18.2 percent for families with children, and 12.3 percent for adult families compared to Fiscal 2022. The marked increase in new entrants, primarily asylum seekers, compared to the prior year, led to a larger proportion of clients in shelter with shorter term stays. Along with the increase in housing placements, this contributed to the lower average length of stay in Fiscal 2023.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|--------------------|-------|-------|-----------------------|--------|------|---------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| Single adults exiting to permanent housing | 8,912 | 7,890 | 6,539 | 7,043 | 8,238 | * | * | Down | Up |
| – subsidized | 5,001 | 4,824 | 4,603 | 5,243 | 5,903 | * | * | Up | Up |
| – unsubsidized | 3,911 | 3,066 | 1,936 | 1,800 | 2,335 | * | * | Down | Up |
| Adult families exiting to permanent housing | 543 | 465 | 496 | 504 | 560 | * | * | Neutral | Up |
| – subsidized | 439 | 379 | 393 | 443 | 502 | * | * | Up | Up |
| – unsubsidized | 104 | 86 | 103 | 61 | 58 | * | * | Down | Up |
| Families with children exiting to permanent housing | 9,137 | 7,992 | 7,191 | 5,207 | 6,175 | * | * | Down | Up |
| – subsidized | 6,872 | 6,142 | 5,647 | 4,118 | 5,012 | * | * | Down | Up |
| – unsubsidized | 2,265 | 1,850 | 1,544 | 1,089 | 1,163 | * | * | Down | Up |
| ★ Average length of stay for single adults in shelter (days) | 418 | 437 | 483 | 509 | 412 | ↓ | ↓ | Neutral | Down |
| ★ Average length of stay for adult families in shelter (days) | 580 | 630 | 773 | 855 | 750 | ↓ | ↓ | Up | Down |
| ★ Average length of stay for families with children in shelter (days) | 446 | 443 | 520 | 534 | 437 | ↓ | ↓ | Neutral | 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 after permanent housing placements declined by 0.3 percentage points for single adults and by one percentage point for adult families in Fiscal 2023 compared to Fiscal 2022. The overall return rate for families with children remained unchanged at 3.7 percent, nearly half of the rate of Fiscal 2019. For all populations, the return rates for subsidized placements continued to decline and all return rates remain lower than prior to the pandemic. 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 | |
|--|--------------------|--------------------|-------|-------|-----------------------|--------|-------|--------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| ★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 17.3% | 14.2% | 11.8% | 9.8% | 9.5% | 20.0% | 20.0% | Down | Down |
| ★ – subsidized exits (%) | 6.5% | 5.8% | 5.6% | 4.6% | 4.3% | ↓ | ↓ | Down | Down |
| ★ – unsubsidized exits (%) | 27.2% | 24.8% | 21.7% | 22.1% | 24.3% | ↓ | ↓ | Down | Down |
| ★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 5.6% | 1.7% | 1.3% | 1.9% | 0.9% | 12.5% | 12.5% | Down | Down |
| ★ – subsidized exits (%) | 1.0% | 0.0% | 0.7% | 0.6% | 0.4% | ↓ | ↓ | Down | Down |
| ★ – unsubsidized exits (%) | 13.2% | 7.7% | 3.6% | 7.4% | 5.8% | ↓ | ↓ | Down | Down |
| ★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%) | 7.0% | 5.6% | 4.1% | 3.7% | 3.7% | 12.5% | 12.5% | Down | Down |
| ★ – subsidized exits (%) | 1.3% | 1.0% | 0.5% | 0.3% | 0.3% | ↓ | ↓ | Down | Down |
| ★ – unsubsidized exits (%) | 21.6% | 19.5% | 15.6% | 15.2% | 16.2% | ↓ | ↓ | 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 2023 and estimated that there were 4,042 unsheltered individuals in New York City. NYC conducts a survey each year to estimate this number, as do hundreds of other jurisdictions across the country as mandated by the federal Department of Housing and Urban Development (HUD). In the 2022 HOPE survey, New York City ranked second lowest among the 10 largest US cities in the proportion of the homeless population who were unsheltered. Just six percent of New York City's homeless were unsheltered compared to 70 percent in Los Angeles, 56 percent in Phoenix, and 33 percent in Chicago. On a per capita basis, New York City's unsheltered population is approximately 39 per 100,000 residents compared to 503 per 100,000 in San Francisco.

Through an unprecedented investment to enhance street outreach programs, the Department has made significant progress in placing individuals experiencing unsheltered homelessness into permanent and transitional housing. In Fiscal 2023, DHS outreach workers referred over 8,500 clients to placements in permanent housing, transitional programs, and other stable settings; an increase of over 70 percent compared to Fiscal 2022. The End of Line (EOL) initiative, which began during the Metropolitan Transportation Authority's (MTA) pandemic-era overnight shutdown of subway services and provided outreach to individuals remaining on the trains at end-of-line stops, contributed to the large increase in referrals beginning in 2020. In Fiscal 2023, the average nightly number of unsheltered clients who were staying in special low barrier safe haven and stabilization beds, designed to help vulnerable clients transition from the streets into stable settings, increased by 31 percent due to increased capacity, with over 700 beds added between Fiscal 2022 and Fiscal 2023.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------|-------|-------|-------|-------|--------|------|---------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 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 | 3,588 | 3,857 | 2,376 | 3,439 | 4,042 | * | * | Neutral | Down |
| HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings | 2,753 | 5,909 | 5,454 | 5,021 | 8,569 | * | * | Up | Up |
| Average number of clients in low barrier beds | NA | NA | NA | 2,086 | 2,732 | * | * | NA | * |
| ★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None | | | | | | | | | |

AGENCY-WIDE MANAGEMENT

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------|------|------|------|------|--------|------|--------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| Workplace injuries reported | 210 | 149 | 104 | 97 | 84 | * | * | Down | Down |
| ★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None | | | | | | | | | |

AGENCY CUSTOMER SERVICE

In Fiscal 2023, the rate of letters and emails responded to in 14 days remained unchanged at 97 percent and 100 percent, respectively, compared to Fiscal 2022. 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.

Completed requests for interpretation increased by 76.9 percent from 47,504 in Fiscal 2022, to 84,020 in Fiscal 2023. 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 that began in spring of 2022 when asylum-seekers began arriving in New York City. Note that the number of unique requests for interpretation are not available for on-site Spanish interpretation services that were provided at a number of DHS locations in Fiscal 2023. As a result, Fiscal 2023 data do not reflect the full scope of interpretation services provided by DHS. An increase of approximately 26 minutes in the average wait time to speak with a customer service agent reflect an increase in the volume of applications to family shelter compared to Fiscal 2022.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------|--------|--------|--------|--------|--------|------|---------|-------------------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | 5-Year | Desired Direction |
| Customer Experience | | | | | | | | | |
| Completed requests for interpretation | 15,957 | 18,660 | 26,123 | 47,504 | 84,020 | * | * | Up | * |
| Letters responded to in 14 days (%) | 88% | 98% | 100% | 97% | 97% | * | * | Neutral | Up |
| E-mails responded to in 14 days (%) | 99% | 99% | 99% | 100% | 100% | * | * | Neutral | Up |
| Average wait time to speak with a customer service agent (minutes) | 4 | 50 | 55 | 70 | 96 | * | * | Up | Down |
| CORE facility rating | NA | 94 | 100 | 90 | NA | * | * | NA | Up |

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

AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|--|---------------------|-----------|-----------|-----------|-----------|-------------------|-----------|-----------|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY23 | FY24 | |
| Expenditures (\$000,000) ³ | \$2,184.1 | \$2,369.2 | \$3,044.5 | \$2,732.8 | \$3,539.2 | \$3,021.4 | \$4,107.7 | Up |
| Personnel | 2,319 | 2,119 | 2,005 | 1,849 | 1,797 | 2,001 | 1,922 | Down |
| Overtime paid (\$000,000) | \$17.8 | \$19.9 | \$19.8 | \$19.6 | \$18.2 | \$14.9 | \$23.2 | Neutral |
| Capital commitments (\$000,000) | \$47.0 | \$11.0 | \$20.1 | \$26.9 | \$14.1 | \$46.3 | \$54.6 | Down |
| Human services contract budget (\$000,000) | \$1,851.5 | \$2,029.8 | \$2,709.5 | \$2,420.0 | \$3,047.7 | \$2,676.6 | \$3,785.7 | Up |

¹Actual 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 for details. ²Authorized Budget Level ³Expenditures 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 FY22 ¹ (\$000,000) | Modified Budget FY23 ² (\$000,000) | Applicable MMR Goals ³ |
|--------------------------------------|--|---|-----------------------------------|
| Personal Services - Total | \$154.4 | \$171.7 | |
| 100 - Shelter Intake and Program | \$114.3 | \$124.7 | All |
| 101 - Administration | \$31.8 | \$34.2 | All |
| 102 - Street Programs | \$8.4 | \$12.8 | 3a |
| Other Than Personal Services - Total | \$2,355.3 | \$3,367.4 | All |
| 200 - Shelter Intake and Program | \$2,355.3 | \$3,008.8 | All |
| 201 - Administration | NA | \$36.3 | All |
| 202 - Street Programs | NA | \$322.3 | 3a |
| Agency Total | \$2,509.7 | \$3,539.2 | |

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. “NA” Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Molly Wasow Park was appointed Commissioner of DSS on April 27, 2023.
- Fiscal 2023 data for ‘Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds’ are unavailable at the time of Fiscal 2023 MMR publication. Fiscal 2020–21 data are unavailable as the inspections were paused during the COVID-19 pandemic; and Fiscal 2022 data is based on the second half of the fiscal year (the only portion of the year for which data are available).
- In order to give an accurate picture of the trend compared to the prior years, in 2023, the large proportion of asylum seekers in the families with children census were excluded from the ‘families with children receiving public assistance.’ Asylum seekers are in various stages of status adjustment that could impact eligibility for public benefits.
- Performance data is unavailable for ‘CORE facility rating’ as no DHS service centers were visited in Fiscal 2023.

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.

