

DEPARTMENT OF HOMELESS SERVICES



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WHAT WE DO

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

DHS operates under the umbrella of the Department of Social Services (DSS), as part of an integrated management structure with the Human Resources Administration (HRA) that includes shared administrative supports.

In February 2022, New York City released the 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 add 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 economic 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 works in partnership with the Human Resources Administration (HRA) to connect New Yorkers at risk of experiencing homelessness to preventive services that help them remain in their homes, provides safe and appropriate transitional shelter, provides street and subway outreach services to those experiencing unsheltered homelessness, and facilitates placement into subsidized permanent housing including supportive housing. In collaboration with HRA and other City agencies, DHS provides access to rental assistance and other subsidies 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.

¹African 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.huduser.gov/portal/sites/default/files/United%20States%20Census%20Bureau,%20Quick%20Facts,%20Population%20Estimates,%20July%201,%202021), <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 individuals and families experiencing homelessness.

- Goal 1a Ensure that individuals and families have access to emergency shelter and services.
 - Goal 1b Ensure that all temporary shelters for individuals and families experiencing homelessness are clean, safe, and well-run.
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SERVICE 2 Coordinate and provide support services to help individuals and families experiencing homelessness 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 individuals experiencing chronic unsheltered homelessness find stable, safe living situations.

- Goal 3a Reduce the number of unsheltered individuals.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Provide temporary emergency housing to individuals and families experiencing homelessness.

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

At the end of Fiscal 2024, there were over 86,000 individuals in a Department of Homeless Services (DHS) shelter per day in New York City, a 30 percent increase over the prior year and an 89 percent increase compared to the end of Fiscal 2022. This increase is due primarily to the influx of asylum seekers arriving in New York City beginning in spring of 2022 and entering DHS shelters. As of June 2024, asylum seekers accounted for 37 percent of the DHS shelter population and 79 percent of the growth since June of 2022. During Fiscal 2023 and 2024, DHS opened over 100 new emergency sites to accommodate the influx of migrants into the City and into DHS shelter.

In Fiscal 2024, the average number of families with children in shelter per day increased by 46 percent, with associated entries to shelter up 48 percent compared to Fiscal 2023. This trend continued to be driven by the flow of asylum seekers, reversing declines that started with investments prior to the COVID-19 pandemic in prevention and rehousing programs, including rental assistance, and continued during the height of the pandemic as fewer families entered shelter. Entries to shelter for adult families increased by 90 percent between Fiscal 2023 and 2024, while the average number of adult families in shelter per day declined by nearly eight percent. The decline in the average number of adult families in shelter was driven by continued high permanent housing placements, which helped to offset the impact of increased entries including a large number of asylum seekers. The average number of single adults in shelter per day increased marginally by one percent in Fiscal 2024 to 20,468, despite a decline of nine percent in entries to shelter in Fiscal 2024 compared to the unparalleled number of entries in Fiscal 2023. The increase in the single adult census was driven by the high number of entries in both years.

In Fiscal 2024, 62.8 percent of families with children entering shelter received an initial placement in the borough of their youngest school-aged child's school address, an almost five percentage-point increase compared to Fiscal 2023. In Fiscal 2024, 80.9 percent of families with children in shelter resided in the borough of their youngest child's school, an increase of almost four percentage points over the previous year. The average school attendance rate for children in the DHS shelter system in Fiscal 2024 was 84.3 percent, comparable to the same period in the prior year and consistent with pre-pandemic rates.

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 51 percent of families in shelter in Fiscal 2024, a seven percentage-point decrease compared to Fiscal Year 2023, due to a shortage of social workers available to administer the screenings. DHS is working with eligible shelters on adjusting the salary ranges for social workers to help with the high vacancy rate.

The share of families with children receiving public assistance increased by less than one percentage point in Fiscal 2024 compared to Fiscal 2023. The public assistance eligibility rate excludes asylum seekers, many of whom do not qualify for public benefits.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Average number of individuals in shelter per day	58,591	52,409	45,563	66,195	86,321	↓	↓	Up	Down
★ ● Average number of adult families in shelters per day	2,455	1,983	1,493	2,416	2,224	↓	↓	Neutral	Down
★ Average number of individuals in adult families in shelters per day	5,177	4,186	3,130	5,119	4,749	↓	↓	Neutral	Down
★ ● Average number of families with children in shelters per day	11,719	9,823	8,505	12,749	18,652	↓	↓	Up	Down
★ Average number of individuals in families with children in shelters per day	36,548	30,212	25,969	40,915	61,103	↓	↓	Up	Down
★ ● Average number of single adults in shelters per day	16,866	18,012	16,465	20,162	20,468	↓	↓	Up	Down
★ Adult families entering the DHS shelter services system	1,118	528	598	777	1,479	↓	↓	Up	Down
★ Families with children entering the DHS shelter services system	10,087	6,107	7,061	14,339	21,265	↓	↓	Up	Down
★ Single adults entering the DHS shelter services system	20,296	18,127	19,968	35,019	31,829	↓	↓	Up	Down
Average number of families with children receiving public assistance (%)	80.9%	84.7%	77.1%	75.9%	76.8%	85.0%	85.0%	Neutral	*
Average school attendance rate for children in the DHS shelter services system (%)	85.0%	77.9%	82.1%	84.4%	84.3%	*	*	Neutral	Up
Families in shelter living in the borough of their youngest child's school (%)	76.1%	75.4%	76.1%	77.3%	80.9%	*	*	Neutral	Up
Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)	55.4%	57.6%	60.8%	58.3%	62.8%	85.0%	85.0%	Up	Up
Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)	79%	80%	72%	58%	51%	*	*	Down	Up
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None					

Goal 1b

Ensure that all temporary shelters for individuals and families experiencing homelessness are clean, safe, and well-run.

The rate of serious incidents per 1,000 residents decreased across all three populations between Fiscal 2023 and Fiscal 2024. The rate of serious violent incidents per 1,000 residents decreased for single adults and families with children, while increasing slightly for adult families between Fiscal 2023 and Fiscal 2024. 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.

In Fiscal 2024, the average daily cost of shelter decreased for both single adult facilities and adult family facilities, by less than one percent and by 14 percent respectively, while increasing by 16 percent for families with children facilities. The increase in the family with children shelter average rate is the result of a large increase in hotel capacity devoted to asylum seeker families and increases in average daily rates for regular contracted family shelters as DHS opened more borough-based purpose-built shelters.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	NA	NA	1.70	5.10	NA	*	*	NA	*
Serious incidents in the adult shelter system, per 1,000 residents	26.6	38.1	54.7	41.0	32.7	*	*	Up	Down
Serious violent incidents in the adult shelter system, per 1,000 residents	2.2	2.5	4.8	4.1	3.3	*	*	Up	Down
Serious incidents in the adult family shelter system, per 1,000 residents	13.8	16.3	21.8	13.6	12.5	*	*	Down	Down
Serious violent incidents in the adult family shelter system, per 1,000 residents	1.4	1.0	1.6	1.0	1.2	*	*	Down	Down
Serious incidents in the families with children shelter system, per 1,000 residents	7.6	11.5	16.0	10.1	8.9	*	*	Neutral	Down
Serious violent incidents in the families with children shelter system, per 1,000 residents	0.9	1.0	1.1	0.9	0.8	*	*	Down	Down
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$130.63	\$137.74	\$135.83	\$145.13	\$143.90	*	*	Up	*
Cost per day for family shelter facilities — Adult families	\$171.40	\$172.99	\$172.31	\$243.51	\$209.16	*	*	Up	*
Cost per day for family shelter facilities — Families with children	\$202.69	\$193.76	\$188.20	\$232.40	\$270.51	*	*	Up	*

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

SERVICE 2 Coordinate and provide support services to help individuals and families experiencing homelessness 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 COVID-19 pandemic, exits to permanent housing were increasing for all populations. After a dip in exits for single adults and families with children during the pandemic, subsidized exits began to increase, with permanent subsidized housing placements in Fiscal 2024 meeting or exceeding pre-pandemic levels for all populations.

Compared to the prior period, total placements increased by 13 percent for single adults and by 42 percent for families with children, and decreased by almost five percent for adult families. Efforts by DHS and their contracted shelter providers to expedite housing placements throughout the year helped to drive these increases. For single adults, subsidized exits increased by 22 percent, driven by CityFHEPS placements. For families with children, subsidized exits increased by 25 percent, also driven by an increase in CityFHEPS placements as well as HPD placements. While adult family subsidized placements declined in Fiscal 2024 compared to Fiscal 2023, the decline is partially explained by the large numbers of exits in the previous two years within a relatively small population of the DHS census. Increases to rent levels for City-funded housing

vouchers that went into effect in September 2021, and that are adjusted annually for changes in the federal Fair Market Rent standards, also contributed to the growth in subsidized exits in Fiscal 2023 and 2024.

The average length of stay in shelter declined across all systems, by five percent for single adults, 19 percent for families with children, and 34 percent for adult families compared to Fiscal 2023. Asylum seekers continue to make up a large proportion of clients in shelter with shorter stays due to more recent entry dates. Along with the increase in housing placements, this contributed to the decline in average length of stay in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Single adults exiting to permanent housing	7,890	6,539	7,043	8,238	9,308	*	*	Up	Up
— Subsidized	4,824	4,603	5,243	5,903	7,231	*	*	Up	Up
— Unsubsidized	3,066	1,936	1,800	2,335	2,077	*	*	Down	Up
Adult families exiting to permanent housing	465	496	504	560	534	*	*	Up	Up
— Subsidized	379	393	443	502	398	*	*	Up	Up
— Unsubsidized	86	103	61	58	136	*	*	Up	Up
Families with children exiting to permanent housing	7,992	7,191	5,207	6,175	8,787	*	*	Neutral	Up
— Subsidized	6,142	5,647	4,118	5,012	6,283	*	*	Neutral	Up
— Unsubsidized	1,850	1,544	1,089	1,163	2,504	*	*	Up	Up
★ Average length of stay — Single adults in shelter (days)	437	483	509	412	392	↓	↓	Down	Down
★ Average length of stay — Adult families in shelters (days)	630	773	855	750	498	↓	↓	Down	Down
★ Average length of stay — Families with children in shelter (days)	443	520	534	437	354	↓	↓	Down	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 almost two percentage points for single adults, by less than one percentage point for adult families, and by one percentage point for families with children in Fiscal 2024 compared to Fiscal 2023. For all populations, the return rates continue to remain historically low and reflect the City's investment in subsidized housing that generates sustained and permanent placements in communities.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	14.2%	11.8%	9.8%	9.5%	7.9%	20.0%	20.0%	Down	Down
★ — Subsidized exits (%)	5.8%	5.6%	4.6%	4.3%	3.6%	↓	↓	Down	Down
★ — Unsubsidized exits (%)	24.8%	21.7%	22.1%	24.3%	19.1%	↓	↓	Down	Down
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	1.7%	1.3%	1.9%	0.9%	0.8%	12.5%	12.5%	Down	Down
★ — Subsidized exits (%)	0.0%	0.7%	0.6%	0.4%	0.3%	↓	↓	Up	Down
★ — Unsubsidized exits (%)	7.7%	3.6%	7.4%	5.8%	5.2%	↓	↓	Down	Down
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	5.6%	4.1%	3.7%	3.7%	2.7%	12.5%	12.5%	Down	Down
★ — Subsidized exits (%)	1.0%	0.5%	0.3%	0.3%	0.6%	↓	↓	Down	Down
★ — Unsubsidized exits (%)	19.5%	15.6%	15.2%	16.2%	11.8%	↓	↓	Down	Down

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

SERVICE 3 Help individuals experiencing chronic unsheltered homelessness find stable, safe living situations.

Goal 3a Reduce the number of unsheltered individuals.

The annual Homeless Outreach Population Estimate (HOPE) street homeless survey was conducted in January 2024 and estimated that there were 4,140 unsheltered individuals in New York City. The City conducts the 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). The survey found that only three percent of the population experiencing homelessness in New York City was unsheltered in January 2024. While the number of unsheltered individuals exceeded 4,000 for a second consecutive year, it is still within approximately 10 percent of pre-pandemic estimates from 2017 to 2020.

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 2024, DHS outreach workers referred over 11,500 unsheltered clients to placements in permanent housing, transitional programs, and other stable settings; an increase of over 34 percent compared to Fiscal 2023. The End of Line initiative, which provides outreach to individuals remaining on the trains at end-of-line stops, continues to contribute to the increase in referrals in Fiscal 2024. In Fiscal 2024, 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 10 percent due to increased capacity, with over 300 beds added between Fiscal 2023 and Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	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	3,857	2,376	3,439	4,042	4,140	*	*	Up	Down
HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings	5,909	5,454	5,021	8,569	11,503	*	*	Up	Up
Average number of clients in low barrier beds	NA	NA	2,086	2,732	3,012	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Workplace injuries reported	149	104	97	84	80	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

In Fiscal 2024, the rate of letters and emails responded to in 14 days both increased to 100 percent. DHS and DSS support a dedicated team to follow up on and send reminder alerts to responsible programs to help ensure that responses are made within the required timeframe. Additionally, the DSS correspondence system, Intranet Quorum (IQ), auto generates daily reports with all letters that have outstanding responses; the reports are monitored daily by Agency managers.

Completed requests for interpretation increased by 27 percent from 84,020 in Fiscal 2023 to 107,083 in Fiscal 2024. This increase is due to additional numbers of participating shelters and improved client and staff awareness of interpretation services, as well as high demand for interpretation services since spring of Calendar 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. As a result, Fiscal 2024 data do not reflect the full scope of interpretation services provided by DHS. An increase of approximately 10 minutes in the average wait time to speak with a customer service agent reflects an increase in the volume of appointments at PATH compared to Fiscal 2023, a trend that is related to the increase in individuals seeking shelter over the past several years.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	18,660	26,123	47,504	84,020	107,083	*	*	Up	*
Letters responded to in 14 days (%)	98%	100%	97%	97%	100%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	99%	99%	100%	100%	100%	*	*	Neutral	Up
Average wait time to speak with a customer service agent (minutes)	50	55	70	96	106	*	*	Up	Down
CORE facility rating	94	100	90	NA	97	*	*	NA	Up

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

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$2,369.2	\$3,044.5	\$2,732.8	\$3,540.4	\$4,017.9	\$3,784.9	\$3,906.7	Up
Personnel	2,119	2,005	1,849	1,797	1,811	1,922	1,920	Down
Overtime paid (\$000,000)	\$19.9	\$19.8	\$19.6	\$26.3	\$19.2	\$23.2	\$17.7	Up
Capital commitments (\$000,000)	\$11.0	\$20.1	\$26.9	\$14.7	\$29.7	\$103.7	\$99.9	Up
Human services contract budget (\$000,000)	\$2,029.8	\$2,709.5	\$2,420.0	\$3,102.4	\$3,461.7	\$3,379.3	\$3,658.0	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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$158.9	\$176.2	
100 - Shelter Intake and Program	\$118.2	\$129.3	All
101 - Administration	\$30.8	\$35.9	All
102 - Street Programs	\$9.9	\$10.9	3a
Other Than Personal Services - Total	\$3,381.4	\$3,841.7	All
200 - Shelter Intake and Program	\$3,049.9	\$3,471.9	All
201 - Administration	\$30.8	\$34.1	All
202 - Street Programs	\$300.7	\$335.7	3a
Agency Total	\$3,540.4	\$4,017.9	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ²City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Service 1 was renamed from 'Provide temporary emergency housing to homeless individuals and families' to 'Provide temporary emergency housing to individuals and families experiencing homelessness.'
- Goal 1b was renamed from 'Ensure that all temporary shelters for homeless individuals and families are clean, safe, and well-run' to 'Ensure that all temporary shelters for individuals and families experiencing homelessness are clean, safe, and well-run.'
- Service 2 was renamed from 'Coordinate and/or provide support services to help individuals and families who are homeless exit shelter as quickly as possible' to 'Coordinate and provide support services to help individuals and families experiencing homelessness exit shelter as quickly as possible.'
- Service 3 was renamed from 'Help chronically unsheltered homeless individuals find stable, safe living situations' to 'Help individuals experiencing chronic unsheltered homelessness find stable, safe living situations.'
- Goal 3a was re-named from 'Reduce the number of unsheltered homeless individuals' to 'Reduce the number of unsheltered individuals.'
- Fiscal 2024 data for 'Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds' are unavailable at the time of Fiscal 2024 Mayor's Management Report publication.
- The indicator 'Cost per day for shelter facilities—Family facilities (\$) (annual)' was retired as it was added when there was no breakout between the cost per day for adult family shelter facilities and family with children shelter facilities. These two indicators provide a more accurate picture of the average costs for each facility type than the combined rate.
- In order to give an accurate picture of the trend compared to the prior years, in Fiscal 2023 and Fiscal 2024, 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.

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>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov>

For more information on the agency, please visit: www.nyc.gov/dhs.