

# DEPARTMENT OF HOMELESS SERVICES



**Molly Wasow Park, Commissioner**  
**Joslyn Carter, Administrator**

## WHAT WE DO

The Department of Homeless Services (DHS) works to prevent homelessness, address sheltered and unsheltered homelessness, and assist New Yorkers experiencing homelessness transition to permanent housing. 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. DHS collaborates with nonprofit partners to provide temporary shelter and services to New Yorkers experiencing homelessness, helping them achieve stability and permanency.

## FOCUS ON EQUITY

In New York City and across the United States, homelessness is driven by deep economic and racial inequities, lack of affordable and supportive housing, and stagnant wages. These structural challenges are compounded by social factors such as domestic violence, the transition of individuals with mental illness from institutional care without sufficient community-based services, and discharges from other types of facilities. 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, delivers 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 offers 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.<sup>1</sup> Poverty is a strong predictor of homelessness, and Black and brown 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 shelters 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.

<sup>1</sup>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 New York City, African Americans account for 24 percent of the population, and 40 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/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>; Department of Homeless Services, 2024).

<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 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 2025

## 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.

In Fiscal 2025, on average there were over 86,400 individuals in a Department of Homeless Services (DHS) shelter per day in New York City, nearly the same as Fiscal 2024, stabilizing after several years of unprecedented growth. The number of individuals in shelter has remained stable over the last year despite historically high entries, largely due to investments the Agency has made in prevention and rehousing programs, including rental assistance, to keep individuals out of shelter and move them from shelter into temporary and permanent housing more quickly.

In Fiscal 2025, the average number of families with children in shelter per day held steady from 18,652 in Fiscal 2024 to 18,767 in Fiscal 2025. Despite the four percent decrease in the number of families with children entering the shelter system, down to 20,425 from 21,265, and the efforts by DHS to more quickly transition them out of shelter, entries remain significantly higher than recent years. The average number of single adults in shelter per day increased five percent from 20,468 in Fiscal 2024 to 21,411 in Fiscal 2025, due to sustained levels of high new entries for this population. While single adult entries decreased by three percent in Fiscal 2025 to 30,852, this number remains well above Fiscal 2022 and Fiscal 2021 levels, when total entries were under 20,000. The average number of adult families in shelter decreased by 11 percent in Fiscal 2025 despite a 15 percent increase in associated entries. Efforts by the Agency to facilitate shelter exits for long-term shelter stayers have decreased the length of stay for adult families, leading to an overall decline in the number of adult families in shelter.

The share of families with children receiving public assistance increased by six percentage points in Fiscal 2025 compared to Fiscal 2024. Continued efforts including targeting eligible families and expanded collaboration with HRA staff contributed to the increase.

DHS continues to work to place families in the borough of their youngest child's school. In Fiscal 2025, 63.4 percent of families with children entering shelter received an initial placement in the borough of their youngest school-aged child's school address, a slight increase compared to Fiscal 2024. In Fiscal 2025, 81.4 percent of families with children in shelter resided in the borough of their youngest child's school, a slight increase from 80.9 percent in Fiscal 2024. The average school attendance rate for children in the DHS shelter system in Fiscal 2025 was 85.1 percent, a nearly one percentage-point increase from Fiscal 2024.

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 administered biopsychosocial screenings to 47 percent of families in shelter in Fiscal 2025, a four percentage-point decrease compared to Fiscal 2024, due to an ongoing shortage of social workers available to administer the screenings. Despite this shortage, DHS continues to invest in mental health services in shelter through the implementation of Local Law 35 of 2023, which requires mental health services at families with children shelters.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Average number of individuals in shelter per day	52,409	45,563	66,195	86,321	86,403	↓	↓	Up	Down
★ 🌟 Average number of adult families in shelters per day	1,983	1,493	2,416	2,224	1,956	↓	↓	Up	Down
★ Average number of individuals in adult families in shelters per day	4,186	3,130	5,119	4,749	4,209	↓	↓	Up	Down
★ 🌟 Average number of families with children in shelters per day	9,823	8,505	12,749	18,652	18,767	↓	↓	Up	Down
★ Average number of individuals in families with children in shelters per day	30,212	25,969	40,915	61,103	60,805	↓	↓	Up	Down
★ 🌟 Average number of single adults in shelters per day	18,012	16,465	20,162	20,468	21,411	↓	↓	Up	Down
★ Adult families entering the DHS shelter services system	528	598	777	1,479	1,706	↓	↓	Up	Down
★ Families with children entering the DHS shelter services system	6,107	7,061	14,339	21,265	20,425	↓	↓	Up	Down
★ Single adults entering the DHS shelter services system	18,127	19,968	35,019	31,829	30,852	↓	↓	Up	Down
Average number of families with children receiving public assistance (%)	84.7%	77.1%	75.9%	76.8%	82.8%	85.0%	85.0%	Neutral	*
Average school attendance rate for children in the DHS shelter services system (%)	77.9%	82.1%	84.4%	84.3%	85.1%	*	*	Neutral	Up
Families in shelter living in the borough of their youngest child's school (%)	75.4%	76.1%	77.3%	80.9%	81.4%	*	*	Neutral	Up
Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)	57.6%	60.8%	58.3%	62.8%	63.4%	85.0%	85.0%	Neutral	Up
Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)	80%	72%	58%	51%	47%	*	*	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 for single adults and families with children, while increasing slightly for adult families between Fiscal 2024 and Fiscal 2025. The rate of serious violent incidents per 1,000 residents decreased across all three populations. As the agency continues to focus on safety, the Agency's Serious Incident Unit (SIU), a centralized unit for all incident reporting that operates 24 hours a day, year-round, ensures accurate reporting and tracking through its quality assurance review process.

In Fiscal 2025, the average daily cost of shelter increased for both single adult facilities and adult family facilities, by eight percent and by six percent respectively, while remaining stable for families with children facilities. The increase in the single adult and adult family average rate is the result of cost-of-living adjustments for shelter providers, part of the City's efforts to support nonprofit partners and human services workers. While there were similar increases for families with children shelter providers, these increases were offset by rate reductions for a subset of hotels in this portfolio.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	NA	1.70	5.10	NA	NA	*	*	NA	*
Serious incidents in the adult shelter system, per 1,000 residents	38.1	54.7	41.0	32.7	30.1	*	*	Down	Down
Serious violent incidents in the adult shelter system, per 1,000 residents	2.5	4.8	4.1	3.3	3.2	*	*	Neutral	Down
Serious incidents in the adult family shelter system, per 1,000 residents	16.3	21.8	13.6	12.5	12.6	*	*	Down	Down
Serious violent incidents in the adult family shelter system, per 1,000 residents	1.0	1.6	1.0	1.2	1.1	*	*	Neutral	Down
Serious incidents in the families with children shelter system, per 1,000 residents	11.5	16.0	10.1	8.9	8.3	*	*	Down	Down
Serious violent incidents in the families with children shelter system, per 1,000 residents	1.0	1.1	0.9	0.8	0.7	*	*	Down	Down
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$137.74	\$135.83	\$145.13	\$143.90	\$154.76	*	*	Up	*
Cost per day for family shelter facilities — Adult families	\$172.99	\$172.31	\$243.51	\$209.16	\$222.61	*	*	Up	*
Cost per day for family shelter facilities — Families with children	\$193.76	\$188.20	\$232.40	\$270.51	\$270.22	*	*	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. Compared to Fiscal 2024, total placements increased by 40 percent for families with children, increased by six percent for single adults, and increased by 46 percent for adult families. Efforts by DHS and their contracted shelter providers to expedite housing placements throughout the year helped to drive these increases, including the expansion of the City Fighting Homelessness and Eviction Prevention Supplement rental subsidy, or CityFHEPS. For single adults, subsidized exits increased by 13 percent, driven primarily by increased CityFHEPS placements. For families with children, subsidized exits increased by 44 percent, also driven by an increase in CityFHEPS placements as well as New York City Housing Authority (NYCHA) placements. Adult family subsidized placements increased by 70 percent compared to Fiscal 2024, primarily due to CityFHEPS.

The average length of stay in shelter declined for adult systems, by four percent for single adults and by 24 percent for adult families. There was a five percent increase in length of stay for families with children compared to Fiscal 2024. The Agency's efforts to facilitate shelter exits have included a particular focus on long-term shelter stayers. These efforts have largely aligned the lengths of stay across populations, resulting in a more pronounced decrease for adult families.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Single adults exiting to permanent housing	6,539	7,043	8,238	9,308	9,848	*	*	Up	Up
— Subsidized	4,603	5,243	5,903	7,231	8,149	*	*	Up	Up
— Unsubsidized	1,936	1,800	2,335	2,077	1,699	*	*	Neutral	Up
Adult families exiting to permanent housing	496	504	560	534	781	*	*	Up	Up
— Subsidized	393	443	502	398	676	*	*	Up	Up
— Unsubsidized	103	61	58	136	105	*	*	Up	Up
Families with children exiting to permanent housing	7,191	5,207	6,175	8,787	12,336	*	*	Up	Up
— Subsidized	5,647	4,118	5,012	6,283	9,045	*	*	Up	Up
— Unsubsidized	1,544	1,089	1,163	2,504	3,291	*	*	Up	Up
★ Average length of stay — Single adults in shelter (days)	483	509	412	392	378	↓	↓	Down	Down
★ Average length of stay — Adult families in shelters (days)	773	855	750	498	379	↓	↓	Down	Down
★ Average length of stay — Families with children in shelter (days)	520	534	437	354	372	↓	↓	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 nearly two percentage points for single adults and was relatively stable for adult families, with a small increase of one percentage point for families with children in Fiscal 2025 compared to Fiscal 2024. For all populations, the return rates continue to remain historically low and reflect the City’s continued investment in subsidized housing that generates sustained and permanent placements in communities.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	11.8%	9.8%	9.5%	7.9%	6.0%	20.0%	20.0%	Down	Down
★ — Subsidized exits (%)	5.6%	4.6%	4.3%	3.6%	3.0%	↓	↓	Down	Down
★ — Unsubsidized exits (%)	21.7%	22.1%	24.3%	19.1%	17.1%	↓	↓	Down	Down
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	1.3%	1.9%	0.9%	0.8%	0.6%	12.5%	12.5%	Down	Down
★ — Subsidized exits (%)	0.7%	0.6%	0.4%	0.3%	0.4%	↓	↓	Down	Down
★ — Unsubsidized exits (%)	3.6%	7.4%	5.8%	5.2%	1.7%	↓	↓	Down	Down
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	4.1%	3.7%	3.7%	2.7%	3.7%	12.5%	12.5%	Down	Down
★ — Subsidized exits (%)	0.5%	0.3%	0.3%	0.6%	1.0%	↓	↓	Up	Down
★ — Unsubsidized exits (%)	15.6%	15.2%	16.2%	11.8%	10.2%	↓	↓	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 2025 and estimated that there were 4,504 unsheltered individuals in New York City, a nine percent increase compared to Fiscal 2024. The City 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). According to the point-in-time analysis, around 3.5 percent of New Yorkers experiencing homelessness are unsheltered, marking the second lowest percentage recorded in any year in the two-decade history of the HOPE survey.

Through an unprecedented investment to enhance street outreach programs, the Agency has made significant progress in placing individuals experiencing unsheltered homelessness into permanent and transitional housing. In Fiscal 2025, DHS outreach workers referred over 10,841 unsheltered clients to placements in permanent housing, transitional programs, and other stable settings; a decrease of six percent compared to Fiscal 2024. The End of Line initiative, which provides outreach to individuals remaining on the trains at terminal stations, continues to contribute to the high number of referrals seen over the last several years. In Fiscal 2025, 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 12 percent due to increased capacity. In Fiscal 2025, DHS opened five new low barrier sites with over 400 beds.

In addition to the End of Line initiative and efforts to place unsheltered clients in stable settings, the Agency has also made important progress connecting New Yorkers with severe mental illness to vital healthcare supports through the Project for Assistance in Transition from Homelessness (PATH) and Subway Co-response Outreach Teams (SCOUT) initiatives. As part of these initiatives, the Agency has increased the number of nurses and clinicians across these outreach initiatives to better support individuals experiencing compounding mental health and substance use challenges in the subway system.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	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	2,376	3,439	4,042	4,140	4,504	↓	↓	Up	Down
HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings	5,454	5,021	8,569	11,503	10,841	*	*	Up	Up
Average number of clients in low barrier beds	NA	2,086	2,732	3,012	3,360	*	*	NA	*
★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Workplace injuries reported	104	97	84	80	85	*	*	Down	Down
★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY CUSTOMER SERVICE

In Fiscal 2025, the rate of letters and emails responded to in 14 days remained stable at 100 percent. DSS supports 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 43 percent from 107,083 in Fiscal 2024 to 152,595 in Fiscal 2025 due to increased demand. Note that the number of unique requests for interpretation are not available for on-site Spanish interpretation services provided at a number of DHS locations. As a result, Fiscal 2025 numbers do not reflect the full scope of interpretation services provided by DHS. Average wait time to speak with a customer services agent decreased by approximately 30 minutes in Fiscal 2025 compared to Fiscal 2024, due to staffing increases at intake.

Performance Indicators	Actual					Target		Trend	
Customer Experience	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Completed requests for interpretation	26,123	47,504	84,020	107,083	152,595	*	*	Up	*
Letters responded to within 14 days (%)	100%	97%	97%	100%	100%	*	*	Neutral	Up
E-mails responded to within 14 days (%)	99%	100%	100%	100%	100%	*	*	Neutral	Up
Average wait time to speak with a customer service agent (minutes)	55	70	96	105	74	*	*	Up	Down
CORE facility rating	100	90	NA	97	97	*	*	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
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) <sup>3</sup>	\$3,044.5	\$2,732.8	\$3,540.4	\$3,892.2	\$4,354.8	\$4,041.8	\$3,554.4	Up
Personnel	2,005	1,849	1,797	1,811	1,741	1,925	1,935	Down
Overtime paid (\$000,000)	\$19.8	\$19.6	\$26.3	\$28.7	\$17.7	\$17.7	\$13.8	Neutral
Capital commitments (\$000,000)	\$20.1	\$26.9	\$14.7	\$33.4	\$43.2	\$129.4	\$148.3	Up
Human services contract budget (\$000,000)	\$2,709.5	\$2,420.0	\$3,102.4	\$3,332.6	\$3,934.3	\$3,890.9	\$3,108.6	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 <a href="https://nyc.gov/mmr">nyc.gov/mmr</a> 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 FY24 <sup>1</sup> (\$000,000)	Modified Budget FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$168.1	\$180.1	
100 - Shelter Intake and Program	\$126.2	\$129.7	All
101 - Administration	\$31.5	\$36.8	All
102 - Street Programs	\$10.4	\$13.6	3a
Other Than Personal Services - Total	\$3,724.1	\$4,174.7	All
200 - Shelter Intake and Program	\$3,371.0	\$3,774.5	All
201 - Administration	\$29.8	\$34.3	All
202 - Street Programs	\$323.2	\$365.9	3a
Agency Total	\$3,892.2	\$4,354.8	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Due to a data processing delay, Fiscal 2024 and Fiscal 2025 data for 'Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds' is unavailable at the time of Fiscal 2025 Mayor's Management Report publication.
- In order to give an accurate picture of the trend compared to the prior years, in Fiscal 2023, Fiscal 2024, and Fiscal 2025, asylum seekers in the families with children census were excluded from '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](http://www.nyc.gov/dhs).

