DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT **Keith Howard, Commissioner**

WHAT WE DO

The Department of Youth and Community Development (DYCD) invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish. DYCD's diverse range of programs includes services to help low-income individuals and families become more financially self-sufficient, literacy programs that help adults and adolescents further their education and advance their careers, and programs that assist immigrants.

DYCD's afterschool programs, known as the Comprehensive After-School System of NYC (COMPASS NYC), offer school-age youth a mix of recreational activities, arts and cultural experiences, academic support, and physical fitness programs when school is out of session. As part of the City's broader commitment to provide free afterschool programs to all middle school students, School's Out NYC (SONYC), a component of COMPASS NYC, provides engagement opportunities for more than 60,000 young people in grades six to eight, including justice-involved youth and young people living in Department of Homeless Services' (DHS) family shelters.

DYCD also oversees the City's portfolio of services for runaway and homeless youth and the City's youth workforce development program, known as Workforce Connect, which provides summer employment and year-round services to introduce youth and young adults to the job market and help them develop the skills to succeed. The Department supports 192 community centers, including Beacon community centers in public schools and Cornerstone community centers in New York City Housing Authority (NYCHA) developments, which serve youth, adults, and families. The Department provides contract management and quality monitoring for over 1,000 City Council-funded annual awards. DYCD also contracts with expert consultants to provide organizational and programmatic supports that strengthen the ability of DYCD providers to deliver high-quality, effective services.

DYCD also operates programs in the Office of Neighborhood Safety, including the Mayor's Action Plan for Neighborhood Safety (MAP), Crisis Management System (CMS), and Atlas, as well as Community Resources for Employment & Development (CRED).

FOCUS ON EQUITY

DYCD is committed to becoming a proactively anti-racist City agency, recently strengthening its equity statement and setting goals to make meaningful changes. To advance these goals, DYCD established a workgroup, which developed strategies to advance equity in investments and program design and evaluation, as well as within the Agency's workforce. This effort led to the development of an equitable investment methodology that is driven by investing in communities with the highest needs for DYCD services. This also led to applying a data-driven approach to decision-making, where the Agency utilizes disaggregated data to evaluate impact and service opportunities across neighborhoods in the City.

In recent years, DYCD's achievements include a significant expansion in programs for young people up to age 24, NYCHA residents, and runaway and homeless youth, including those who identify as transgender or nonbinary. Black, Indigenous, and People of Color (BIPOC) communities represent over 85 percent of program participants. To continue to broaden access and heighten awareness of DYCD's services, the Department is improving protocols and systems used to assess community needs, enroll participants, and track results, as well as supporting the expansion of provider networks and partnerships with City agencies to offer individuals and families pathways to more holistic services. DYCD has incorporated an intersectional focus on equity into all its work, joining in the City's efforts to identify and remove barriers to opportunity based upon race, gender, and sexual orientation.

DYCD is committed to ensuring there is diversity in its supplier contracting and among the nonprofit service providers the Department works with. Efforts include continuous engagement with Minority and Women-owned Business Enterprises (M/WBEs), as well as organizing networking events such as the Community-Based Organization (CBO) and M/WBE exchange to expand relationships between diverse businesses.

The Department also administers the Communities of Color Nonprofit Stabilization Fund, an initiative by the New York City Council to provide capacity-building support to Black, Latino, and Asian-led community-based organizations, and has worked to ensure that the initiative engages and is supported by consultants of color.

DYCD has also focused on advancing equity in its workforce. DYCD reviews employee demographics at different levels to identify and address inequities. The Agency also launched a mentoring program to give a diverse group of employees an opportunity to learn from and receive support from Agency leadership. DYCD also launched a diversity, equity, and inclusion (DEI) speaker series that covers diverse topics and digital accessibility training.

OUR SERVICES AND GOALS

SERVICE 1 Provide youth, families, and adults with multiple points of entry to a spectrum of high-quality services.

Goal 1a Engage community-based organizations to provide an array of programming and support their delivery of high-quality services.

SERVICE 2 Support youth development throughout New York City through the implementation, funding and management of contracts with nonprofit service providers.

Goal 2a Engage young people in programs that support and strengthen their overall development.

Goal 2b Engage runaway and homeless youth and young adults in services that connect them with family or independent living opportunities.

SERVICE 3 Increase youth capacity for economic independence through programs that provide work-related education, skills training and employment opportunities.

Goal 3a Engage young people in training and employment programs to support career readiness.

SERVICE 4 Support programs that provide participants with the services needed to increase and tap their capacity to strengthen and revitalize the communities of New York City.

Goal 4a Engage young people and adults in lower income neighborhoods in community anti-poverty initiatives to support and expand their capacity.

Goal 4b Engage adolescents and adults in programs to increase English literacy skills and basic education participation.

Goal 4c Engage immigrants in programs to support their integration into New York City through education, job readiness and social services programs.

HOW WE PERFORMED IN FISCAL 2025

SERVICE 1 Provide youth, families, and adults with multiple points of entry to a spectrum of high-quality services.

Goal 1a Engage community-based organizations to provide an array of programming and support their delivery of high-quality services.

In Fiscal 2025 the Agency served an all-time high of 378,445 young people, and a total of 113,503 adults in high-quality programming. During Fiscal 2025, 93 percent of participants were BIPOC.

DYCD administered 1,508 City Council discretionary awards in Fiscal 2025, a 26 percent increase compared to Fiscal 2024. DYCD resumed its full scope of capacity building activities in Fiscal 2025, with the number of community-based organization staff engaged in capacity building workshops increasing 100 percent compared to the recent low in Fiscal 2024 when the City had implemented a freeze for new staff hiring and contracted vendors during the first half of the fiscal year. DYCD staff and vendors conducted 40 stakeholder focus groups to inform program design as part of the concept paper and request for proposals process, a 59 percent decrease compared to Fiscal 2024. This is due to the program planning cycle as well as a city-wide freeze on consultant contracts which impacted program evaluation vendor funds.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Young people involved in DYCD-funded programs	212,146	306,921	336,202	365,345	378,445	⇧	⇧	Up	Up
★ Adults involved in DYCD-funded programs	60,322	73,338	80,066	114,711	113,503	⇧	⇧	Up	Up
Participants who are Black, Indigenous, or People of Color (%)	89%	90%	90%	91%	93%	*	*	Neutral	Up
City Council discretionary awards administered through DYCD	1,064	1,233	1,471	1,202	1,508	*	*	Up	*
Community-based organization staff engaged in capacity building workshops	14,812	15,568	12,037	5,774	11,556	*	*	Down	Up
Stakeholder focus groups conducted to inform program design	NA	52	59	97	40	*	*	NA	Up
Survey responses for Community Needs Assessment	NA	NA	28,491	NA	NA	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 2 Support youth development throughout New York City through the implementation, funding and management of contracts with nonprofit service providers.

Goal 2a Engage young people in programs that support and strengthen their overall development.

In summer 2024, DYCD provided Summer Rising programming for 115,048 youth to get outside, learn, and engage with peers and caring adults in safe, supervised, and enriching ways, representing less than a one percent decrease from the all-time high in summer 2023. Some Summer Rising slots were reallocated from middle school to elementary school based on greater demand for the latter, resulting in a 21 percent decrease among School's Out NYC (SONYC) summer participants. This initiative is administered in conjunction with the Department of Education (DOE) for students in grades K-8. DYCD Summer Rising programming was delivered by Comprehensive After School System of NYC (COMPASS NYC) providers and Beacon providers at the conclusion of DOE-led instruction each day.

COMPASS NYC programs endeavor to link summer participants to school-year programming. In Fiscal 2025, 111,868 young people enrolled in COMPASS NYC for the school year, exceeding the target of 107,054. This comprises 47,026 elementary school youth, 62,249 middle school youth, and 2,593 youth in grades K–12 participating in tailored services such as Explore, Horizon, High School, and SONYC Pilot programming.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ ✹ Participants in COMPASS NYC programs —School year	90,148	112,441	117,179	116,926	111,868	107,054	107,054	Up	*
– Elementary school programs (school year)	36,892	46,502	47,992	47,184	47,026	42,372	42,372	Up	*
– School's Out NYC/middle school programs (school year)	50,030	62,309	65,075	64,768	62,249	48,702	48,702	Up	*
Participants in COMPASS NYC elementary school programs (summer)	9,631	66,520	75,375	73,449	77,038	72,000	72,000	Up	Up
Participants in COMPASS NYC – School's Out NYC/middle school programs (summer)	2,297	28,658	31,170	32,060	25,328	25,000	25,000	Up	*
Summer participants in grades K-8 enrolled in Summer Rising	NA	104,014	112,544	115,662	115,048	110,000	110,000	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 2b Engage runaway and homeless youth and young adults in services that connect them with family or independent living opportunities.

In Fiscal 2025, DYCD continued its commitment to residential service offerings, maintaining 753 shelter beds for runaway and homeless youth (RHY) ages 16-20. RHY Crisis Services Programs served 1,421 youth, a 17 percent decrease compared to Fiscal 2024. This decrease is due to a continued increase in length of stay for youth and the continued high occupancy of available beds. RHY Crisis Services Programs provide voluntary, short-term residential programs aimed at reuniting youth with their families or other long-term placement. RHY Crisis Services Programs utilization rose to 94 percent, the highest since Fiscal 2016, as any vacancies were filled quickly.

RHY Transitional Independent Living (TIL) Support Programs served 1,046 youth, a 12 percent decrease compared to Fiscal 2024 due to an increase in the length of stay which limited new entries into the program. Utilization rose to 95 percent compared with the previous high of 92 percent in Fiscal 2024, an increase of three percentage points. The percent of youth reunited with family or placed in a suitable environment was 84 percent (compared with 86 percent in Fiscal 2024) for Crisis Services Programs and rose to a ten-year high of 92 percent (compared with 83 percent in Fiscal 2024) for TIL Support Programs.

DYCD support for homeless young adults (HYA) continued to provide 60 residential beds for homeless young adults ages 21 to 24, the same number that has been supported since Fiscal 2021. HYA Crisis Services Programs served 139 young adults, a 22 percent decrease compared to the previous high in Fiscal 2024, and HYA TIL Support Programs served 47 young adults, a 10 percent decrease compared to Fiscal 2024 due to associated increases in the length of stay. DYCD has committed to funding 100 additional beds during Fiscal 2026 in order to provide more opportunities to meet the needs of homeless young adults. The utilization rate for HYA Crisis Services remained high at 98 percent. Similarly, utilization for HYA TIL Support Programs remained high at 99 percent. The percent of young adults reunited with family or placed in a suitable environment from Crisis Services programs rose to a high of 92 percent, an increase of nine percentage points over Fiscal 2024, while TIL Support Programs placements rose to 87 percent as the RHY Unit connected with providers on a regular basis to bolster the timely and complete documentation of discharges.

A total of 2,588 youth received case management services at drop-in centers, a nine percent decrease over the previous high in Fiscal 2024, but still more than previous years. A total of 5,172 youth and young adults received mental health support in a City-funded residential program or drop-in center, a three percent increase over the previous high in Fiscal 2024 as young people across the RHY portfolio continue to present with mental health needs. DYCD's Street Outreach Program made 13,455 contacts, a 10 percent increase compared to Fiscal 2024.

Performance Indicators	Actual FY21	Actual FY22	Actual FY23	Actual FY24	Actual FY25	Target FY25	Target FY26	Trend 5-Year	Trend Desired Direction
★ Runaway and homeless youth served — Crisis services programs	2,032	1,707	1,827	1,709	1,421	2,000	2,000	Down	*
★ Runaway and homeless youth served – Transitional Independent Living support programs	1,040	1,101	1,133	1,188	1,046	1,000	1,000	Neutral	*
Residential beds for runaway or homeless youth	753	753	753	753	753	753	753	Neutral	*
Utilization rate for Crisis Services Programs (% of runaway or homeless youth beds)	68%	72%	81%	91%	94%	90%	90%	Up	Up
Utilization rate for Transitional Independent Living support programs (% of runaway or homeless youth beds)	84%	73%	75%	92%	95%	90%	90%	Up	Up
Youth reunited with family or placed in a suitable environment from Crisis Services Programs (%)	62%	74%	79%	86%	84%	75%	75%	Up	Up
Youth reunited with family or placed in a suitable environment from Transitional Independent Living support programs (%)	86%	88%	87%	83%	92%	85%	85%	Neutral	Up
Homeless young adults served – Crisis Services Programs	92	192	198	179	139	150	150	Up	Up
– Transitional Independent Living support programs	60	46	46	52	47	50	50	Down	Up
Residential beds for homeless young adults	60	60	60	60	60	60	160	Neutral	Up
Utilization rate for Crisis Services Programs (% of homeless young adult beds)	80%	92%	97%	97%	98%	90%	90%	Up	Up
Utilization rate for Transitional Independent Living support programs (% of homeless young adult beds)	93%	96%	46%	99%	99%	90%	90%	Neutral	Up
Young adults reunited with family or placed in a suitable environment from Crisis Services Programs (%)	78%	64%	63%	83%	92%	75%	75%	Up	Up
Young adults reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) Support Programs (%)	88%	79%	71%	70%	87%	85%	85%	Neutral	Up
Youth and young adults who received mental health support in a city-funded residential program or drop-in center serving runaway and homeless youth	2,794	4,317	3,546	5,043	5,172	2,600	2,600	Up	*
Youth and young adults served through case management - Drop-In Centers	1,330	1,930	2,231	2,829	2,588	1,400	1,400	Up	*
Youth served by DYCD street outreach	4,308	11,002	13,395	12,186	13,455	9,600	9,600	Up	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 3 Increase youth capacity for economic independence through programs that provide work-related education, skills training and employment opportunities.

Goal 3a Engage young people in training and employment programs to support career readiness.

DYCD's Summer Youth Employment Program (SYEP) served a record high 97,004 DYCD participants—two percent more than last year—across nearly 13,000 sites. DYCD providers carefully monitored youth participation to de-enroll SYEP enrollees who did not start or complete key work readiness tasks prior to July 1, and re-open those slots so that other interested applicants could be enrolled and gain the benefit of work experience and paid wages/stipends. This policy was instituted to maximize total youth engaged and participation in the work experiences. The total amount of stipends and wages paid through SYEP accordingly increased by 12 percent across fiscal years to $139.9 million. Combined with other City agencies, SYEP surpassed the city-wide goal of 100,000 summer opportunities for young people.

DYCD's federally funded Workforce Innovation and Opportunity Act (WIOA) Train & Earn programs served 1,350 participants, a 17 percent decrease from Fiscal 2024 as new contracts began in the middle of Fiscal 2025. The WIOA Learn & Earn programs also began new contracts mid-year, but DYCD staff and provider staff were able to plan recruitment with school partners in advance of contract start. As a result, Learn & Earn programs served 1,903 participants, a 20 percent increase compared to Fiscal 2024. DYCD's Advance & Earn training and internship programs served 1,197 participants, a four percent increase over Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Summer Youth Employment Program applications	137,087	153,781	167,141	176,390	183,363	*	*	Up	Up
★ ✹ Participants in Summer Youth Employment Program	35,198	74,884	91,270	95,563	97,004	95,000	95,000	Up	*
Total SYEP stipends and wages paid ($000,000)	$24.7	$97.4	$117.7	$124.6	$139.9	$124.6	$124.6	Up	Up
Participants in Train & Earn (Out-of-School Youth) programs	1,270	1,506	1,600	1,635	1,350	1,343	1,380	Neutral	*
Train & Earn participants who are placed in post-secondary education, employment, or advanced training in the second quarter after exiting the program (%)	43%	56%	67%	64%	NA	57%	71%	NA	Up
Train & Earn participants who attain a recognized postsecondary credential or high school equivalency diploma during participation in or within one year after exiting from the program (%)	72%	69%	71%	66%	NA	61%	62%	NA	Up
Participants in Learn & Earn (In-School Youth) programs	1,460	1,486	1,408	1,587	1,903	1,066	1,190	Up	*
Learn & Earn participants who are placed in post-secondary education, employment, or advanced training during the second quarter after exiting the program (%)	76%	63%	78%	79%	NA	57%	71%	NA	Up
Learn & Earn participants who attain a recognized post-secondary credential or a secondary school diploma during participation in or within one year after exiting the program (%)	60%	61%	73%	64%	NA	61%	62%	NA	Up
Participants in Advance & Earn training and internship programs	957	948	905	1,152	1,197	1,200	1,380	Up	Up
✹ Advance & Earn participants who are placed in education, employment, or advanced training within 90 days of cohort end (%)	52%	40%	26%	26%	NA	*	*	NA	Up
Advance & Earn participants who attain a credential or high school equivalency diploma within one year of program enrollment (%)	44%	40%	52%	38%	NA	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Support programs that provide participants with the services needed to increase and tap their capacity to strengthen and revitalize the communities of New York City

Goal 4a Engage young people and adults in lower income neighborhoods in community anti-poverty initiatives to support and expand their capacity.

In Fiscal 2025, DYCD served 9,724 New Yorkers through a variety of anti-poverty programs, a three percent decrease from Fiscal 2024. Several providers withdrew from contracts during the year, and program staff worked to identify replacement providers to offer these services. In Fiscal 2025, 73 percent of participants achieved defined milestones and outcomes, a slight decrease from last year, but exceeding the target of 68 percent.

Beacon programs operate in 92 school-based community centers and offer a range of services during after-school, evening, and Saturday hours. Beacon programs enrolled 62,292 youth participants and 17,353 adults representing increases of 10 percent and four percent, respectively, compared to Fiscal 2024 with increases through Summer Rising and Summer Safety Plan expanded hours, and DYCD encouraged providers to include co-locators to expand the menu of services. Beacon programs counted 57,561 youth attendees and 68,612 adult attendees at community events, increases of 18 and four percent, respectively.

Cornerstone programs, which provide academic, extracurricular, and skill development programming year-round for all ages, operated in 100 community centers located in New York City Housing Authority (NYCHA) developments in Fiscal 2025. In total, Cornerstone programs served 21,122 young people, an increase of 11 percent over Fiscal 2024 as youth engaged with strategic partnership opportunities such as basketball tournaments, community service projects , and the Step It Up dance and step competition through the year. Cornerstone programs served 6,725 adults in Fiscal 2025, a decrease of five percent from Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Participants in community anti-poverty programs	12,480	12,521	9,647	10,051	9,724	10,695	10,695	Down	*
✹ Community anti-poverty program participants achieving target outcomes (%)	67%	68%	67%	75%	73%	68%	68%	Up	Up
Youth participants at Beacon programs – Full fiscal year	15,510	29,706	49,210	56,525	62,292	55,200	55,200	Up	*
Youth attendance at Beacon program events – Full fiscal year	14,248	34,255	33,363	49,005	57,561	*	*	Up	*
Youth participants in Beacon programs – Summer	2,701	10,295	12,450	14,084	18,730	9,200	9,200	Up	Up
Adult participants in Beacon programs – Full fiscal year	4,617	9,417	13,043	16,712	17,353	9,200	9,200	Up	*
Adult attendance in Beacon program events – Full fiscal year	27,068	31,084	36,623	65,992	68,612	*	*	Up	*
Youth participants in Cornerstone programs – Full fiscal year	13,488	15,991	17,895	19,065	21,122	15,704	15,796	Up	Up
Youth participants in Cornerstone programs – Summer	3,778	7,457	9,160	9,973	10,512	5,791	5,791	Up	Up
Adult participants in Cornerstone programs – Full fiscal year	5,304	6,337	7,471	7,074	6,725	3,565	3,582	Up	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 4b Engage adolescents and adults in programs to increase English literacy skills and basic education participation.

DYCD provides New Yorkers with opportunities to improve their English literacy skills through Adult Basic Education/High School Equivalency (ABE/HSE), Basic Education in the Native Language/English for Speakers of Other Languages (BENL/ESOL), and Adolescent Literacy programs. In Fiscal 2025, ABE/HSE, BENL/ESOL, and Adolescent Literacy programs served 13,429 participants, representing a decrease of 26 percent from Fiscal 2024. This decrease is primarily driven by reduced adult enrollment in literacy programming. After robust community engagement around adult literacy and the release of an updated Request for Proposal (RFP), DYCD funded English Literacy programs entered a new contract cycle in Fiscal 2025, with awards being finalized during the fiscal year and new providers engaging in program start-up. Literacy slots decreased slightly with the new RFP because the price per participant increased to allow for more robust programming. The new contracts strengthened the program model to allow for additional lesson planning and a part-time Family Development Coach to provide case management and education/career counseling. In addition, some discretionary Literacy providers opted to transition to the Adult Literacy Pilot Program, which enhances literacy opportunities but tracks expectations in a different way and is not included in enrollment goals or totals. DYCD continues to work with providers to maximize literacy opportunities for New Yorkers and to facilitate enrollment, including through technical assistance for providers and marketing of services. In Fiscal 2025, 54 percent of participants met standards of improvement in their ability to read, write, and speak English, a decrease of five percentage points compared to Fiscal 2024. Due to delays in contract awards and the program start-up process, providers did not have as long with participants to reach outcomes.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Participants in DYCD-funded English literacy programs	13,308	13,983	16,520	18,191	13,429	*	13,909	Up	*
Participants in DYCD-funded English literacy programs meeting standards of improvement in their ability to read, write, and speak English (%)	54%	59%	59%	59%	54%	55%	55%	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 4c Engage immigrants in programs to support their integration into New York City through education, job readiness and social services programs.

In Fiscal 2025, 3,204 New Yorkers were served by DYCD's immigrant assistance programs, representing an increase of four percent over Fiscal 2024. A total of 70 percent of participants achieved positive outcomes in Fiscal 2025, an increase of six percentage points over Fiscal 2024, above the target of 62 percent, and an overall high in outcomes for these programs.

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Participants in immigrant services programs	1,401	1,323	1,262	3,073	3,204	3,886	3,469	Up	*
Participants in immigrant services programs achieving positive outcomes (%)	66%	65%	49%	64%	70%	62%	62%	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Contracts funded	2,855	2,987	3,053	2,238	2,587	*	*	Down	*
Contracts terminated or withdrawn	0	11	5	10	2	0	0	Up	*
Value of agency contracts ($000)	$763,859	$809,438	$910,429	$1,195,256	$1,311,015	*	*	Up	*
Value of intracity agreements ($000)	$8,490	$9,324	$20,254	$22,130	$26,789	*	*	Up	*
Fiscal audits conducted	300	199	221	186	404	175	175	Up	*
Expenditure report reviews	25,369	26,416	26,881	20,973	14,995	*	*	Down	*
★ Programmatic reviews/contract monitoring	7,534	6,716	8,179	8,555	9,062	*	*	Up	*
Agency assessments completed for the prior fiscal year	NA	NA	NA	1,343	1,174	*	*	NA	*
★ Agency assessments completed for the prior fiscal year as a percent of total agency contracts (%)	NA	NA	NA	86%	93%	70%	70%	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

	Actual					Target		Trend	
Performance Indicators	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Calls to Community Connect	NA	NA	NA	NA	31,348	*	*	NA	Up
Calls answered within 30 seconds (%)	NA	NA	NA	NA	NA	*	*	NA	Up
Completed requests for interpretation	NA	NA	NA	NA	1,408	*	*	NA	*
Agency participants surveyed for overall participant satisfaction	15,043	9,785	19,351	15,911	19,440	*	*	Up	Up
Letters responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
E-mails responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual[1]					Plan[2]		
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5yr Trend
Expenditures ($000,000)[3]	$859.4	$971.6	$1,126.5	$1,291.7	$1,390.3	$1,410.1	$1,514.1	Up
Personnel	518	480	505	572	605	639	675	Up
Overtime paid ($000)	$314	$233	$369	$171	$157	$157	$154	Down
Human services contract budget ($000,000)	$743.3	$768.8	$868.4	$1,021.7	$1,128.0	$1,107.2	$992.3	Up

[1]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 for details. [2]Authorized Budget Level [3]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[1] ($000,000)	Modified Budget FY25[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$54.2	$53.0	
002 - Executive and Administrative	$27.0	$21.7	All
105 - Youth Workforce and Career Training	$7.2	$8.6	All
311 - Program Services	$19.4	$19.2	All
401 - Neighborhood Safety	$0.6	$3.4	All
Other Than Personal Services - Total	$1,237.5	$1,337.4	
005 - Community Development	$110.7	$130.6	1a, 4a, 4b, 4c
106 - Youth Workforce and Career Training	$261.9	$306.3	1a, 3a
204 - Runaway and Homeless Youth	$52.4	$54.5	1a, 2b
312 - Other than Personal Services	$623.4	$667.9	All
402 - Neighborhood Safety	$189.1	$178.1	1a, 3a, 4a
Agency Total	$1,291.7	$1,390.3	

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

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Fiscal 2026 targets for the following indicators have been updated based on new contracted service levels:
  - 'Residential beds for homeless young adults' from 60 to 160
  - 'Participants in Train & Earn (Out-of-School Youth) programs' from 1,343 to 1,380
  - 'Train & Earn participants who are placed in post-secondary education, employment, or advanced training in the second quarter after exiting the program (%)' from 57 percent to 71 percent
  - 'Train & Earn participants who attain a recognized postsecondary credential or high school equivalency diploma during participation in or within one year after exiting from the program (%)' from 61 percent to 62 percent
  - 'Participants in Learn & Earn (In-School Youth) programs' from 1,066 to 1,190
  - 'Learn & Earn participants who are placed in post-secondary education, employment, or advanced training during the second quarter after exiting the program (%)' from 57 percent to 71 percent
  - 'Learn & Earn participants who attain a recognized post-secondary credential or a secondary school diploma during participation in or within one year after exiting the program (%)' from 61 percent to 62 percent

- ‘Participants in Advance & Earn training and internship programs’ from 1,200 to 1,380
- ‘Youth participants in Cornerstone programs – Full fiscal year’ from 15,704 to 15,796
- ‘Adult participants in Cornerstone programs – Full fiscal year’ from 3,565 to 3,582
- ‘Participants in immigrant services programs’ from 3,886 to 3,469
- ‘Participants DYCD-funded English literacy programs’ from * to 13,909

- Data collection resumed in Fiscal 2025 for the following call center-related indicators:
  - ‘Calls to Community Connect’
  - ‘Completed customer requests for interpretation’
- DYCD’s Community Needs Assessment is conducted triennially. The next time data will be reported for ‘Survey responses for Community Needs Assessment’ will be in the Fiscal 2026 Mayor’s Management Report.
- Fiscal 2024 data for the following Goal 3a indicators were added after becoming available from the New York State Department of Labor. Fiscal 2025 data will be updated when it becomes available.
  - ‘Train & Earn participants who are placed in post-secondary education, employment, or advanced training in the second quarter after exiting the program (%)’
  - ‘Train & Earn participants who attain a recognized postsecondary credential or high school equivalency diploma during participation in or within one year after exiting from the program (%)’
  - ‘Learn & Earn participants who are placed in post-secondary education, employment, or advanced training during the second quarter after exiting the program (%)’
  - ‘Learn & Earn participants who attain a recognized post-secondary credential or a secondary school diploma during participation in or within one year after exiting the program (%)’
  - ‘Advance & Earn participants who are placed in education, employment, or advanced training within 90 days of cohort end (%)’
  - ‘Advance & Earn participants who attain a credential or high school equivalency diploma within 1 year of program enrollment (%)’
- Previously published data for ‘Contracts terminated or withdrawn’ was revised based on further review of the effective dates of contract actions for the following periods:
  - Fiscal 2024 data revised from 5 to 10
  - Fiscal 2023 data revised from 7 to 5

ADDITIONAL RESOURCES

For additional information go to:

- To explore program locations and apply for services, please visit:
  https://discoverdycd.dycdconnect.nyc/
- For more information on the Social Indicators and Equity Report, EquityNYC:
  http://equity.nyc.gov/

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