

DEPARTMENT OF HOMELESS SERVICES

Indicator name:	Average number of individuals in shelter per day
Description:	The average daily census of individuals in families at noon and of single adults at 3 AM. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS Client Assistance and Rehousing Enterprise System (CARES) Database
Indicator name:	Average number of adult families in shelters per day
Description:	The average daily census of adult families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES Database
Indicator name:	Average number of individuals in adult families in shelters per day
Description:	The average daily census of individuals in adult families at noon for the month. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES Database
Indicator name:	Average number of families with children in shelters per day
Description:	The average daily census of families with children in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES Database
Indicator name:	Average number of individuals in families with children in shelters per day
Description:	The average daily census of individuals in families with children at noon for the month . Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES Database
Indicator name:	Average number of single adults in shelters per day
Description:	The average number of single adults residing in shelter each night at 3 A.M.
Source:	DHS CARES Database
Indicator name:	Adult families entering the DHS shelter services system
Description:	Adult families determined to be eligible for shelter.
Source:	DHS CARES Database
Indicator name:	Families with children entering the DHS shelter services system
Description:	Families with children determined to be eligible for shelter.
Source:	DHS CARES Database
Indicator name:	Single adults entering the DHS shelter services system
Description:	Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS CARES Database
Indicator name:	Families with children receiving public assistance (average) (%)
Description:	The percentage of families with children who have been determined eligible for shelter and have either applied for or are currently receiving public assistance.
Source:	DHS CARES database and Welfare Management System database

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Indicator name:	Average school attendance rate for children in the DHS shelter services system (%)
Description:	The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source:	DHS CARES Database and DOE ATS
Indicator name:	Families in shelter living in the borough of their youngest child's school (%)
Description:	The average percentage of non-DV families in shelter during the school year with school-aged children residing in the same borough as their youngest child's school. Borough residence is based on the shelter address the families are residing in on the last day of each month. Borough of school enrollment is based on DOE data for all children enrolled in NYC public school.
Source:	DHS CARES Database and DOE ATS
Indicator name:	Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)
Description:	The percent of families provided with shelter that have identified their youngest school-aged child's school, and were placed in the borough of that school.
Source:	DHS CARES Database
Indicator name:	Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)
Description:	Percentage of families, with over 30 days in shelter on the 1st of the month, screened for behavioral health (mental health and/or substance use) needs in the current Fiscal Year.
Source:	DHS CARES Database
Indicator name:	Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds
Description:	Total number of inspections with safety, maintenance or cleanliness deficiencies, per 1000 beds, noted in inspections carried out by a court appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually.
Source:	DHS Facilities Maintenance and Development
Indicator name:	Serious incidents in the adult shelter system, per 1,000 residents
Description:	The number of serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database
Indicator name:	Serious violent incidents in the adult shelter system, per 1,000 residents
Description:	The number of violent serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database
Indicator name:	Serious incidents in the adult family shelter system, per 1,000 residents
Description:	The number of serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database

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Indicator name:	Serious violent incidents in the adult family shelter system, per 1,000 residents
Description:	The number of violent serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database
Indicator name:	Serious incidents in the families with children shelter system, per 1,000 residents
Description:	The number of serious incidents during the reporting year, per 1,000 residents in the family with children shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database
Indicator name:	Serious violent incidents in the families with children shelter system, per 1,000 residents
Description:	The number of violent serious incidents during the reporting year, per 1,000 residents in the family w/children shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source:	DHS CARES Database
Indicator name:	Cost per day for single adult shelter facilities
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office
Indicator name:	Cost per day for family shelter facilities—Adult families
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office
Indicator name:	Cost per day for family shelter facilities—Families with children
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office
Indicator name:	Single adults exiting to permanent housing
Description:	The number of single adults relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults exiting to permanent housing—Subsidized
Description:	The number of single adults relocated to permanent subsidized housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database

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Indicator name:	Single adults exiting to permanent housing—Unsubsidized
Description:	The number of single adults relocated to unsubsidized permanent housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing
Description:	The number of adult families relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing—Subsidized
Description:	The number of adult families relocated to subsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing—Unsubsidized
Description:	The number of adult families relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children exiting to permanent housing
Description:	The number of families with children relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children exiting to permanent housing—Subsidized
Description:	The number of families with children relocated to subsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children exiting to permanent housing—Unsubsidized
Description:	The number of families with children relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Average length of stay—Single adults in shelter (days)
Description:	The average number of days an adult has spent in the DHS shelter services system during the reporting period, excluding clients in Safe Havens and Veterans short-term housing. Non-consecutive days spent in shelter are counted as one stay in the average calculation.
Source:	DHS CARES Database
Indicator name:	Average length of stay—Adult families in shelters (days)
Description:	The average number of days adult families spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS CARES Database

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Indicator name:	Average length of stay—Families with children in shelter (days)
Description:	The average number of days families with children spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description:	The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description:	The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those adult families placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description:	The percent of those adult families placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description:	The percent of those adult families placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database

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Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those families with children placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description:	The percent of those families with children placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description:	The percent of those families with children placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	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 (HOPE) * (CY)
Description:	This indicator reports the results of the agency's annual Homeless Outreach Population Estimate, held from midnight—4AM on the last Monday in January. Teams of volunteers are assigned to small study areas where they administer a survey to all passersby to determine their housing situation.
Source:	Homeless Outreach Population Estimate Findings
Indicator name:	HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings
Description:	This indicator reflects the number of unduplicated HOME-STAT clients who were placed at any time during the year into the following settings: • Permanent housing includes supportive housing, public housing, independent living, adult home/nursing home, mental health community residence, family reunification, Veterans Affairs Supportive Housing, and other permanent housing settings. • Transitional housing includes safe havens, stabilization beds, shelters, and other transitional housing settings. • Settings other than transitional or permanent housing include drop-in centers, detox centers, hospitals, or intake facilities.
Source:	StreetSmart
Indicator name:	Average number of clients in low barrier beds
Description:	The average nightly occupancy of individuals in safe haven and stabilization beds.
Source:	DHS CARES Database
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	DSS Office of Human Resources Solutions

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Indicator name:	Human services contracts
Description:	The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source:	Mayor's Office of Contract Services
Indicator name:	Human services contract registration within 30 days of the contract start date (%)
Description:	The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source:	Mayor's Office of Contract Services
Indicator name:	Total dollars disbursed for human services contracts (\$000,000)
Description:	The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source:	Mayor's Office of Contract Services
Indicator name:	Completed requests for interpretation
Description:	The sum of requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters. Note that unique requests for interpretation are not available for on-site Spanish interpretation services provided at a number of DHS locations and, as a result, are not included in this metric.
Source:	Interpretation provider invoices
Indicator name:	Letters responded to within 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	HRA Office of Constituent Services (OCS)
Indicator name:	E-mails responded to within 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	HRA Office of Constituent Services (OCS)
Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative.
Source:	OFlow Database

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Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations—SCOUT