

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.

DSS continues to make strides in connecting clients to permanent housing through the 2022 “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. Building off the 2022 Subway Safety Plan which 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 January 2025, the City launched a new plan to tackle street homelessness with a significant investment to expand low barrier bed capacity. These investments will connect people experiencing street homelessness to care and strengthen the ‘continuum of care’ model.

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.

¹Across the U.S., African Americans make up 13.6 percent of the population of the United States, and account for 45 percent of the national sheltered homeless population. In New York City, African Americans account for 24 percent of the population, and more than 50 percent of the sheltered homeless population. (The 2021 Annual Homeless Assessment Report (AHAR) to Congress, Part 1: Point in Time Estimates of Sheltered Homelessness, February 2022 [https://www.huduser.gov/portal/sites/default/files/United States Census Bureau, Quick Facts, Population Estimates, July 1, 2021, https://www.census.gov/quickfacts/fact/table/newyorkcitynewyork,US/PST045221](https://www.huduser.gov/portal/sites/default/files/United%20States%20Census%20Bureau,%20Quick%20Facts,%20Population%20Estimates,%20July%201,%202021.pdf); 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

- During the first four months of Fiscal 2025, the average number of individuals in shelter per day increased by four percent compared to the same period in Fiscal 2024, driven by the increase in the families with children population as current families are staying in shelter for longer.
- Through the first four months of Fiscal 2025, entries to shelter decreased by 11 percent for families with children and by almost four percent for single adults compared to the same period in Fiscal 2024. While total entries to shelter decreased because of the slowdown in asylum seeker intake, the volume of entrants continues to be higher than other recent prior years for non-asylum families. The high level of entries and increase in the average number of days families stayed in shelter resulted in growth of nine percent in the families with children census, despite increases to permanent housing exits during the period. For single adults, entries remained consistent, and the census decreased by almost one percent as a higher proportion of clients spent fewer days in shelter in the first four months of Fiscal 2025 compared to the same period in the prior year.
- In the first four months of Fiscal 2025, the percent of families with children receiving public assistance increased by nine percentage points to 81.6 percent, compared to the same period in the prior year. This proportion is consistent with comparative reporting periods prior to the COVID-19 pandemic. Efforts such as targeting eligible families and increasing collaboration with HRA staff contributed to the increase.
- DHS continues to work to place families in the borough of their youngest child's school. During the first four months of Fiscal 2025, 82.3 percent of families in shelter were living in the borough of their youngest child's school, a three-percentage point increase compared to the same period in Fiscal 2024. The average school attendance rate for children in the DHS shelter system was 86.8 percent, two percentage points higher than the same period in the prior year.
- DHS provides access to biopsychosocial screening by dedicated licensed social workers in families with children shelters. The social workers conduct behavioral health assessments, developmental screenings for children, and provide services to help address barriers to permanent housing. These clinicians served 47 percent of families in shelter in the first four months of Fiscal 2025, a decrease from 53 percent in the same period in Fiscal 2024 due to a shortage of social workers available to administer the screenings. Aligning with Local Law 35 which ensures that families with children have access to mental health services, DHS is continuing to prioritize the enhancement of mental health supports in families with children shelters. For example, the agency is working with shelters on adjusting the salary ranges for social workers to attract more licensed staff to address the high vacancy rate.
- Across comparative reporting periods, the rate of serious incidents per 1,000 residents decreased by 11 percent for families with children, by 14 percent for single adults, and increased by 15 percent for adult families. For families with children and single adults, the decline in serious incidents was attributable in part due to fewer COVID-19-related incidents, including quarantining of both staff and clients. For adult families, the increase in serious incidents was attributable in part to shelter-maintenance related-related incidents, including electrical or heating outages lasting more than four hours. The rate of serious violent incidents per 1,000 residents experienced similar directional trends, decreasing for families with children and single adults and increasing for adult families largely due to domestic violence related incidents, in the first four months of Fiscal 2025 compared to the same period in the prior year. 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.
- During the first four months of Fiscal 2025, exits to permanent housing increased by 61 percent for adult families, 58 percent for families with children, and by almost two percent for single adults compared to the same period in Fiscal 2024. Efforts by DHS and their contracted shelter providers to expedite housing placements helped drive these increases. Subsidized exits increased by 69 percent for adult families, 68 percent for families with children, and 14 percent for single adults, driven by an increase in CityFHEPS placements.
- During the first four months of Fiscal 2025, the average length of stay increased by nine percent for families with children and decreased by 30 percent for adult families and by four percent for single adults compared to the same period in Fiscal 2024. For families with children, a decline in new entrants contributed to the increase in the reporting period. For adult families and single adults, the growth in exits contributed to the lower average length of stay in the reporting period.

- During the first four months of Fiscal 2025, returns to shelter within one year decreased by almost two percentage points for single adults, increased by less than one percentage point for families with children, and remained consistent for adult families. For all populations, the return rates continue to remain low, reflecting the City's investment in subsidized housing which generates sustained and permanent placements in communities.
- The number of unsheltered clients referred to placement into permanent housing, transitional housing, and other settings was 4,247 in the first four months of Fiscal 2025, a three percent increase compared to the same period in the prior year. The End of Line (EOL) initiative, which provides outreach to individuals remaining on the trains at end-of-line stops, continued to contribute to referrals in the first four months of Fiscal 2025.
- The average number of clients in low barrier safe haven and stabilization beds increased by 15 percent during the first four months of Fiscal 2025, driven by increases in capacity with close to 600 beds added between July 2023 and October 2024.
- During the first four months of Fiscal 2025, completed requests for interpretation increased by 43 percent compared to the same period in the prior year. This increase is due to additional numbers of participating shelters and improved client and staff awareness of interpretation services. There has also been high demand for interpretation services since spring 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 2023 through Fiscal 2025 data do not reflect the full scope of interpretation services provided by DHS.
- In the first four months of Fiscal 2025, the average wait time to speak with a customer service agent decreased by 29 minutes, which is approaching wait times in previous years.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Average number of individuals in shelter per day	45,563	66,195	86,321	↓	↓	83,865	87,221
★ ● Average number of adult families in shelters per day	1,493	2,416	2,224	↓	↓	2,479	1,871
★ Average number of individuals in adult families in shelters per day	3,130	5,119	4,749	↓	↓	5,276	4,022
★ ● Average number of families with children in shelters per day	8,505	12,749	18,652	↓	↓	17,681	19,299
★ Average number of individuals in families with children in shelters per day	25,969	40,915	61,103	↓	↓	57,961	62,797
★ ● Average number of single adults in shelters per day	16,465	20,162	20,468	↓	↓	20,627	20,468
★ Adult families entering the DHS shelter services system	598	777	1,479	↓	↓	519	520
★ Families with children entering the DHS shelter services system	7,061	14,339	21,265	↓	↓	7,052	6,304
★ Single adults entering the DHS shelter services system	19,968	35,019	31,829	↓	↓	11,030	10,639
Average number of families with children receiving public assistance (%)	77.1%	75.9%	76.8%	85.0%	85.0%	73.0%	81.6%
Average school attendance rate for children in the DHS shelter services system (%)	82.1%	84.4%	84.3%	*	*	84.8%	86.8%
Families in shelter living in the borough of their youngest child's school (%)	76.1%	77.3%	80.9%	*	*	79.0%	82.3%
Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)	60.8%	58.3%	62.8%	85.0%	85.0%	61.3%	62.1%
Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)	72%	58%	51%	*	*	53%	47%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	1.70	5.10	NA	*	*	NA	NA
Serious incidents in the adult shelter system, per 1,000 residents	54.7	41.0	32.7	*	*	33.7	28.9
Serious violent incidents in the adult shelter system, per 1,000 residents	4.8	4.1	3.3	*	*	3.4	3.0
Serious incidents in the adult family shelter system, per 1,000 residents	21.8	13.6	12.5	*	*	12.8	14.7
Serious violent incidents in the adult family shelter system, per 1,000 residents	1.6	1.0	1.2	*	*	1.2	1.5
Serious incidents in the families with children shelter system, per 1,000 residents	16.0	10.1	8.9	*	*	9.1	8.1
Serious violent incidents in the families with children shelter system, per 1,000 residents	1.1	0.9	0.8	*	*	0.9	0.8
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$135.83	\$145.13	\$143.90	*	*	NA	NA
Cost per day for family shelter facilities — Adult families	\$172.31	\$243.51	\$209.16	*	*	NA	NA
Cost per day for family shelter facilities — Families with children	\$188.20	\$232.40	\$270.51	*	*	NA	NA
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Single adults exiting to permanent housing	7,043	8,238	9,308	*	*	2,850	2,901
— Subsidized	5,243	5,903	7,231	*	*	2,055	2,346
— Unsubsidized	1,800	2,335	2,077	*	*	795	555
Adult families exiting to permanent housing	504	560	534	*	*	157	253
— Subsidized	443	502	398	*	*	132	223
— Unsubsidized	61	58	136	*	*	25	30
Families with children exiting to permanent housing	5,207	6,175	8,787	*	*	2,424	3,834
— Subsidized	4,118	5,012	6,283	*	*	1,639	2,754
— Unsubsidized	1,089	1,163	2,504	*	*	785	1,080
★ Average length of stay — Single adults in shelter (days)	509	412	392	⬇️	⬇️	396	380
★ Average length of stay — Adult families in shelters (days)	855	750	498	⬇️	⬇️	573	404
★ Average length of stay — Families with children in shelter (days)	534	437	354	⬇️	⬇️	344	376
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 2b

Minimize re-entries into the shelter services system.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	9.8%	9.5%	7.9%	20.0%	20.0%	7.7%	6.0%
★ — Subsidized exits (%)	4.6%	4.3%	3.6%	⇩	⇩	4.0%	3.2%
★ — Unsubsidized exits (%)	22.1%	24.3%	19.1%	⇩	⇩	18.4%	13.7%
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	1.9%	0.9%	0.8%	12.5%	12.5%	0.5%	0.5%
★ — Subsidized exits (%)	0.6%	0.4%	0.3%	⇩	⇩	0.0%	0.6%
★ — Unsubsidized exits (%)	7.4%	5.8%	5.2%	⇩	⇩	2.3%	0.0%
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	3.7%	3.7%	2.7%	12.5%	12.5%	3.5%	4.1%
★ — Subsidized exits (%)	0.3%	0.3%	0.6%	⇩	⇩	0.6%	1.1%
★ — Unsubsidized exits (%)	15.2%	16.2%	11.8%	⇩	⇩	15.6%	10.3%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
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	3,439	4,042	4,140	*	*	NA	NA
HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings	5,021	8,569	11,503	*	*	4,141	4,247
Average number of clients in low barrier beds	2,086	2,732	3,012	*	*	2,851	3,276
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇩⇧ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Workplace injuries reported	97	84	80	*	*	28	31
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇩⇧ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
Completed requests for interpretation	47,504	84,020	107,083	*	*	32,686	46,802
Letters responded to within 14 days (%)	97%	97%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
Average wait time to speak with a customer service agent (minutes)	70	96	105	*	*	113	87
CORE facility rating	90	NA	97	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇩⇧ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$2,732.8	\$3,540.4	\$3,892.2	\$3,906.7	\$4,041.8	\$3,578.1	\$2,516.6	\$2,947.7
Personnel	1,849	1,797	1,811	1,920	1,925	1,893	1,798	1,799
Overtime paid (\$000,000)	\$19.6	\$26.3	\$28.7	\$17.7	\$17.7	\$14.9	\$8.9	\$6.3
Capital commitments (\$000,000)	\$26.9	\$14.7	\$33.4	\$99.9	\$129.4	\$88.1	\$2.9	\$17.3
Human services contract budget (\$000,000)	\$2,420.0	\$3,102.4	\$3,332.6	\$3,658.0	\$3,890.9	\$3,012.3	\$1,083.3	\$1,499.9
¹ January 2025 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$168.1	\$177.4	
100 - Shelter Intake and Program	\$126.2	\$127.4	All
101 - Administration	\$31.5	\$36.4	All
102 - Street Programs	\$10.4	\$13.6	3a
Other Than Personal Services - Total	\$3,724.1	\$3,864.4	All
200 - Shelter Intake and Program	\$3,371.0	\$3,480.2	All
201 - Administration	\$29.8	\$27.7	All
202 - Street Programs	\$323.2	\$356.5	3a
Agency Total	\$3,892.2	\$4,041.8	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The number of unique requests for interpretation are not available for on-site Spanish interpretation services that were provided at a number of DHS locations in Fiscal 2023 through Fiscal 2025. As a result, Fiscal 2023 through Fiscal 2025 data for 'Completed Requests for Interpretation' do not reflect the full scope of interpretation services provided by DHS.
- Fiscal 2024 data for 'Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds' are unavailable at the time of Fiscal 2025 Preliminary Mayor's Management Report publication.
- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

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.