

DEPARTMENT OF HOMELESS SERVICES



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 HRA to connect New Yorkers at risk of experiencing homelessness to preventative 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.¹ 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.² 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.

¹African Americans make up 13.6 percent of the population of the United States, and account for 45 percent of the national sheltered homeless population. In 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).

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

- Through the first four months of Fiscal 2026, entries to shelter decreased by 31 percent for families with children which, coupled with increased exits, resulted in an eight percent decrease in the families with children census. Entries to shelter for single adults increased by six percent during the same time period, driving a 13 percent increase in the single adult census. For adult families, an 18 percent increase in entries corresponded with a 21 percent increase in the adult family census. The increases for single adults and adult families were offset by the declines in the families with children census, resulting overall in a two percent decrease in the average number of individuals in shelter per day during the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, totaling just over 85,600.
- In the first four months of Fiscal 2026, the percent of families with children receiving public assistance increased by three percentage points to 84.2 percent compared to the same period in Fiscal 2025. Continued efforts including targeting eligible families and expanded collaboration with HRA staff—including trainings on the AccessHRA provider portal and Cash Assistance application process—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 2026, 82.6 percent of families in shelter were living in the borough of their youngest child’s school, a slight increase compared to the same period in Fiscal 2025. The average school attendance rate for children in the DHS shelter system was 85.8 percent, one percentage point lower than the same period in Fiscal 2025 but above recent years.
- DHS provides access to dedicated licensed social workers in families with children shelters. These staff conduct behavioral health assessments and developmental screenings for children, facilitate linkage to mental health services and provide support as families navigate multiple systems, and address stressors associated with homelessness. These clinicians served 43 percent of families in shelter in the first four months of Fiscal 2026, a decrease from 47 percent in the same period in Fiscal 2025 due to a 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 professionals to be available at families with children shelters and families to have access to on-site mental health services.
- Comparing the first four months of Fiscal 2026 to the same period of Fiscal 2025, the rate of serious incidents per 1,000 residents remained flat for families with children at 8.1, decreased modestly from 28.9 to 28.4 for single adults, and decreased from 14.7 to 12.4 for adult families. These decreases were driven primarily by fewer infectious disease isolation or quarantine incidents during the reporting period. The rate of serious violent incidents per 1,000 residents experienced similar directional trends, decreasing seven percent to 2.8 for single adults and decreasing 27 percent to 1.1 for adult families while remaining consistent for families with children. 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 2026, total placements to permanent housing increased by 29 percent for single adults to 3,744, by 19 percent for adult families to 300, and by four percent for families with children to 3,993 compared to the same period in Fiscal 2025. Efforts by DHS and its contracted shelter providers to expedite housing placements helped drive these increases. Subsidized exits increased by 36 percent for single adults, by 18 percent for adult families, and by 20 percent for families with children, due primarily to placements using the City Fighting Homelessness and Eviction Prevention Supplement (CityFHEPS) rental subsidy program. Unsubsidized placements for single adults increased by one percent for single adults and by 20 percent for adult families. While unsubsidized exits for families with children decreased by 36 percent, this decrease was more than offset by the increase in subsidized placements, leading to an overall increase in the total number of placements for this group.
- During the first four months of Fiscal 2026, the average length of stay increased by seven percent for families with children to 401 days, decreased by 19 percent for adult families to 328 days, and decreased by three percent for single adults to 368 days compared to the same period in Fiscal 2025. For families with children, the decline in new entrants contributed to the increase in average length of stay during the reporting period—a decline in new entrants means fewer individuals with a shorter length of stay, which leads to a higher overall average length of stay across the system. For adult families and single adults, the growth in new entries contributed to the decrease in average length of stay for both groups.

- During the first four months of Fiscal 2026, returns to shelter within one year decreased by one percent for families with children to 3.4 percent, increased by one percent for single adults to 6.9 percent, and increased by two percent for adult families to 2.2 percent compared to the same period in Fiscal 2025. Single adult unsubsidized returns increased 10 percentage points this year to 23.2 percent, in part driven by increased returns from temporary placements. However, these returns were mostly offset by a reduced rate of returns for subsidized placements, as the Agency continues to increase the number of subsidized placements. 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 4,539 in the first four months of Fiscal 2026, a seven percent increase compared to the same period in Fiscal 2025.
- The average number of clients in low barrier safe haven and stabilization beds decreased by seven percent during the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, but remains higher than prior years at 3,048 beds. This slight decrease in Fiscal 2026 was due to capacity fluctuations, with some beds taken offline due to facility changes and maintenance.
- Workplace injuries reported during the first four months of Fiscal 2026 increased by seven percent compared to the same period in the prior year to 33. DHS will continue to conduct annual workshops on workplace safety with a strong emphasis on reducing workplace violence.
- During the first four months of Fiscal 2026, completed requests for interpretation increased by 21 percent compared to the same period in the prior year. An increase in the number of shelters using interpretation services contributed to this increase. 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, the Fiscal 2026 reporting period amount does not reflect the full scope of interpretation services provided by DHS.
- In the first four months of Fiscal 2026, the average wait time to speak with a customer service agent decreased by 19 percent as a result of staffing increases and process improvements to streamline the routing of clients through intake.

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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Average number of individuals in shelter per day	66,195	86,321	86,403	↓	↓	87,221	85,638
★ 🌟 Average number of adult families in shelters per day	2,416	2,224	1,956	↓	↓	1,871	2,245
★ Average number of individuals in adult families in shelters per day	5,119	4,749	4,209	↓	↓	4,022	4,847
★ 🌟 Average number of families with children in shelters per day	12,749	18,652	18,767	↓	↓	19,299	17,909
★ Average number of individuals in families with children in shelters per day	40,915	61,103	60,805	↓	↓	62,797	57,748
★ 🌟 Average number of single adults in shelters per day	20,162	20,468	21,411	↓	↓	20,468	23,106
★ Adult families entering the DHS shelter services system	777	1,479	1,706	↓	↓	520	615
★ Families with children entering the DHS shelter services system	14,339	21,265	20,425	↓	↓	6,304	4,329
★ Single adults entering the DHS shelter services system	35,019	31,829	30,852	↓	↓	10,639	11,221
Average number of families with children receiving public assistance (%)	75.9%	76.8%	82.8%	85.0%	85.0%	81.6%	84.2%
Average school attendance rate for children in the DHS shelter services system (%)	84.4%	84.3%	85.1%	*	*	86.8%	85.8%
Families in shelter living in the borough of their youngest child's school (%)	77.3%	80.9%	81.4%	*	*	82.3%	82.6%
Families initially placed in shelter in the borough of their youngest school-aged child's school address (%)	58.3%	62.8%	63.4%	85.0%	85.0%	62.1%	61.8%
Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)	58%	51%	47%	*	*	47%	43%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds	5.10	NA	NA	*	*	NA	NA
Serious incidents in the adult shelter system, per 1,000 residents	41.0	32.7	30.1	*	*	28.9	28.4
Serious violent incidents in the adult shelter system, per 1,000 residents	4.1	3.3	3.2	*	*	3.0	2.8
Serious incidents in the adult family shelter system, per 1,000 residents	13.6	12.5	12.6	*	*	14.7	12.4
Serious violent incidents in the adult family shelter system, per 1,000 residents	1.0	1.2	1.1	*	*	1.5	1.1
Serious incidents in the families with children shelter system, per 1,000 residents	10.1	8.9	8.3	*	*	8.1	8.1
Serious violent incidents in the families with children shelter system, per 1,000 residents	0.9	0.8	0.7	*	*	0.8	0.8
Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$145.13	\$143.90	\$154.76	*	*	NA	NA
Cost per day for family shelter facilities — Adult families	\$243.51	\$209.16	\$222.61	*	*	NA	NA
Cost per day for family shelter facilities — Families with children	\$232.40	\$270.51	\$270.22	*	*	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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Single adults exiting to permanent housing	8,238	9,308	9,848	*	*	2,901	3,744
— Subsidized	5,903	7,231	8,149	*	*	2,346	3,181
— Unsubsidized	2,335	2,077	1,699	*	*	555	563
Adult families exiting to permanent housing	560	534	781	*	*	253	300
— Subsidized	502	398	676	*	*	223	264
— Unsubsidized	58	136	105	*	*	30	36
Families with children exiting to permanent housing	6,175	8,787	12,336	*	*	3,834	3,993
— Subsidized	5,012	6,283	9,045	*	*	2,754	3,304
— Unsubsidized	1,163	2,504	3,291	*	*	1,080	689
★ Average length of stay — Single adults in shelter (days)	412	392	378	⬇️	⬇️	380	368
★ Average length of stay — Adult families in shelters (days)	750	498	379	⬇️	⬇️	404	328
★ Average length of stay — Families with children in shelter (days)	437	354	372	⬇️	⬇️	376	401
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	9.5%	7.9%	6.0%	20.0%	20.0%	6.0%	6.9%
★ — Subsidized exits (%)	4.3%	3.6%	3.0%	↓	↓	3.2%	3.0%
★ — Unsubsidized exits (%)	24.3%	19.1%	17.1%	↓	↓	13.7%	23.2%
★ Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	0.9%	0.8%	0.6%	12.5%	12.5%	0.5%	2.2%
★ — Subsidized exits (%)	0.4%	0.3%	0.4%	↓	↓	0.6%	0.4%
★ — Unsubsidized exits (%)	5.8%	5.2%	1.7%	↓	↓	0.0%	14.6%
★ Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)	3.7%	2.7%	3.7%	12.5%	12.5%	4.1%	3.4%
★ — Subsidized exits (%)	0.3%	0.6%	1.0%	↓	↓	1.1%	1.0%
★ — Unsubsidized exits (%)	16.2%	11.8%	10.2%	↓	↓	10.3%	9.2%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ 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	4,042	4,140	4,504	↓	↓	NA	NA
HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings	8,569	11,503	10,841	*	*	4,247	4,539
Average number of clients in low barrier beds	2,732	3,012	3,216	*	*	3,276	3,048
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Workplace injuries reported	84	80	85	*	*	31	33
Human services contracts	NA	NA	75	*	*	NA	NA
Human services contract registration within 30 days of the contract start date (%)	NA	NA	67%	*	*	NA	NA
Total dollars disbursed for human services contracts (\$000,000)	NA	NA	\$3,583.97	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
Completed requests for interpretation	84,020	107,083	152,595	*	*	46,802	56,729
Letters responded to within 14 days (%)	97%	100%	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)	96	105	74	*	*	87	71
CORE facility rating	NA	97	97	*	*	NA	NA

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

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26 ¹	FY27 ¹	FY25	FY26
Expenditures (\$000,000) ²	\$3,540.4	\$3,892.2	\$4,306.4	\$3,554.4	\$4,420.9	\$4,629.2	\$2,947.7	\$2,891.0
Personnel	1,797	1,811	1,741	1,935	2,206	2,117	1,799	1,636
Overtime paid (\$000,000)	\$26.3	\$28.7	\$20.4	\$13.8	\$13.8	\$13.8	\$6.3	\$5.6
Capital commitments (\$000,000)	\$14.7	\$33.4	\$45.1	\$148.3	\$134.9	\$113.2	\$17.3	\$4.3
Human services contract budget (\$000,000)	\$3,102.4	\$3,332.6	\$3,886.9	\$3,108.6	\$3,816.1	\$4,081.5	\$1,499.9	\$1,942.4

¹February 2026 Financial Plan. ²Expenditures 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 FY25 ¹ (\$000,000)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$162.0	\$179.9	
100 - Shelter Intake and Program	\$120.6	\$129.0	All
101 - Administration	\$31.3	\$38.0	All
102 - Street Programs	\$10.1	\$12.9	3a
Other Than Personal Services - Total	\$4,144.4	\$4,241.0	All
200 - Shelter Intake and Program	\$3,757.3	\$3,770.5	All
201 - Administration	\$30.2	\$31.7	All
202 - Street Programs	\$356.8	\$438.8	3a
Agency Total	\$4,306.4	\$4,420.9	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2025 figure for 'Average number of clients in low barrier beds' in Goal 3a was updated from 3,360 to 3,216 to correct a technical issue that affected several months of data.
- The indicators 'Total dollars disbursed for human service contracts,' 'Human service contract registration within 30 days of the contract start date (%)', and 'Human service contracts' were added to the 'Agency-wide Management' section. Due to the data processing timeline, the indicator data will be published annually in the Preliminary Mayor's Management Report (PMMR) following the close of the fiscal year reported.

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.