



**Department of
Homeless Services**

FY2023 Q1 –Outreach data and placements provided for stated quarter

April 6, 2023

§ 612: Quarterly Report

The report shall include, but not be limited to, the number of contacts during the reporting period, the number of placements in transitional housing resulting from such contacts during the reporting period and the number of referrals of contacted persons to programs or services during the reporting period. To provide a clear representation of DSS-DHS's outreach methodology we are providing additional metrics beyond what is required by the local law in order to provide more appropriate context for the manner in which we are reporting the engagements.

These strategies have shown important results: since the launch of HOME-STAT, the most comprehensive homeless outreach program in the nation, HOME-STAT outreach teams have helped thousands of New Yorkers experiencing unsheltered homelessness come in off the streets and subways citywide into transitional and permanent settings, thanks to this Agency's unprecedented investments in strengthened and enhanced outreach. These investments include a significant expansion of the number of specialized beds available citywide that are dedicated to serving New Yorkers experiencing unsheltered homelessness, as well as a tripling of the number of outreach staff canvassing the streets and subways 24/7/365 from fewer than 200 staff in 2013 to approximately 600.

Earlier this year, Mayor Adams also announced unprecedented investments in high-quality services and resources dedicated to helping unsheltered New Yorkers transition off the streets and out of the subway system and move into more stable housing. As part of the Administration's focus to help those experiencing unsheltered homelessness, an additional \$171.3 million a year was included in the Executive Budget for DHS to aggressively expand and enhance outreach efforts and specialized resources, including Safe Havens, stabilization beds, and Drop-in Centers, the largest investment made by any city administration in street outreach and targeted low-barrier programs. The impacts of this investment can already be seen by the increase in engagements and more importantly placements over the last quarter.

Through these efforts, our experienced outreach teams from not-for-profit service providers canvass the five boroughs 24/7/365 as part of our citywide effort to identify and engage individuals who may be experiencing homelessness and living unsheltered, encourage them to accept services, and ultimately help them transition off the streets and subways into more stable settings. Additionally, coordinating across Agencies, including DSNY, Parks, DOT, and PD, the City addresses physical conditions quickly whenever they are encountered—and during these efforts, whenever Agency partners like DSNY, DOT, or Parks determine a condition must be addressed at a given location, DSS-DHS outreach teams are on hand to engage and offer services and supports

to any individuals experiencing unsheltered homelessness at the location, provide notice in case of scheduled efforts to address conditions, and help secure their belongings if needed.

Throughout the process, our dedicated outreach teams engage the individuals directly, with a focus on building trust and preserving the relationships they may already have developed with each individual, encouraging them to accept services with persistence and compassion.

Individuals experiencing unsheltered homelessness on the streets or subways face tremendous barriers to coming indoors—many have fallen through every social safety net and may have experienced trauma or suffer from mental health or substance use challenges, making them DHS' most service-resistant population. It can take months of persistent and compassionate engagement, involving hundreds of contacts, to successfully rebuild trust and encourage individuals experiencing unsheltered homelessness to accept City services and transition indoors.

Note: Monthly data reported in Q1, Q2, and Q3 reports is subject to change pending final reconciliation, as codified in the Q4 report.

Note: This report includes engagements and placements reflecting outreach work conducted by contracted not-for-profit provider-partners as part of DSS-DHS's comprehensive HOME-STAT outreach program. These numbers do not include outcomes resulting from outreach work conducted by some DSS-DHS outreach staff (in addition to the agency's robust provider-partner network) or data reflecting outcomes of special initiatives, which complement the agency's existing HOME-STAT outreach efforts.