



June 17, 2021

Homeless Outreach Programs Quarterly Report

FY2021 Q3 –Outreach data and placements provided for stated quarter

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

§ 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 persons so contacted to programs or services during the reporting period. To provide a clear representation of the agency’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 engagement.

These strategies have shown important results: since the launch in 2016 of the City’s unprecedented HOME-STAT program, the most comprehensive homeless outreach effort in the nation, HOME-STAT outreach teams have helped more than 4,250 homeless New Yorkers come in off the streets and subways citywide and remain off, thanks to major investments we’ve made in strengthened outreach under this Administration, including an unprecedented expansion of the number of specialized beds available citywide that are dedicated to serving New Yorkers who have lived unsheltered, as well as a tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to more than 600.

Through these efforts, City staff and 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, encourage them to accept services, and ultimately help them transition off the streets. Additionally, coordinating across Agencies, including DSNY, Parks, and DOT, as appropriate, the City addresses physical conditions quickly whenever they are encountered—and during these efforts, when Agency partners like DSNY, DOT, or Parks address a condition at a given location, DHS outreach teams are on hand to ensure we’re engaging any individuals who may be living unsheltered there, providing notice, offering them services and supports, and protecting any valuable belongings. Throughout the process, outreach teams engage the individuals directly, with persistence and compassion, focused on continuing to build on the unique relationship and progress they have developed with each individual, encouraging them to accept services.

In December 2019, we also announced our “Journey Home” action plan to double down on the progress we’ve made through HOME-STAT and help more New Yorkers experiencing unsheltered homelessness get back on their feet. Since the launch of “Journey Home” plan, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before

seen, including: opening more than 1,300 specialized new beds in 2020 alone dedicated to serving New Yorkers who have lived unsheltered, such as Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with hundreds more opening in the coming months and years.

With new collaborative approaches and creative interventions, we intend to achieve the breakthroughs and find the unique pathways off the streets that each of these individuals requires, in partnership with the dedicated, experienced outreach providers who've spent time getting to know them, building the trust and relationships that will ultimately change their lives.

Central to the HOME-STAT effort, and key to our outreach teams successes helping more than 4,250 unsheltered New Yorkers come off the streets and subways and into shelter and housing, is the City's effort to get to know each individual experiencing homelessness and living on the streets, person by person, including to determine their housing situations and unique needs. To that end, these outreach teams continue to build the City's first-ever by-name list of individuals who are:
known to HOME-STAT outreach teams; AND
confirmed to be experiencing unsheltered homelessness; AND
currently engaged by HOME-STAT outreach teams.

Those individuals living unsheltered 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 encourage individuals experiencing street homelessness to accept City services and transition indoors.

With no one-size-fits-all approach to ending street homelessness, the by-name list enables HOME-STAT outreach teams to more effectively engage each of these individuals on a case by case, person by person basis, directly and repeatedly, where they are, to evaluate the immediate and root causes contributing to their homelessness, continually offer a helping hand, develop the unique combination of services that will enable them to transition off the streets, and build the trust and relationships that will ultimately encourage these individuals to accept services.

As part of building the by-name list, HOME-STAT outreach teams are proactively and continually working to engage individuals who they newly encounter on the streets to evaluate their living situations, including whether they have a place to sleep at night, in order to determine whether they are homeless, and, if so, what specific supports they may need. Individuals who have been encountered on the streets by HOME-STAT outreach teams, but whose living situations have not been confirmed are considered prospective clients. If HOME-STAT outreach teams confirm that prospective client is in fact experiencing unsheltered homelessness, that person will be moved from the prospective client list to the by-name list.

S. 21-311 Quarterly Reporting Requirements	FY21Q1
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NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Jul-20	Aug-20	Sep-20	3-Month Total	Fiscal 2021 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	632	612	636	1,880	1,880
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	44	50	46	140	140
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	500	459	532	1,491	1,491

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Jul-20	Aug-20	Sep-20		
-Average days in temporary housing	486	495	495		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Jul-20	Aug-20	Sep-20		
-Average days in temporary housing	708	718	727		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the first quarter of Fiscal Year 2021 was 462 days.

S. 21-311 Quarterly Reporting Requirements	FY21Q2
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NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Oct-20	Nov-20	Dec-20	3-Month Total	Fiscal 2021 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	509	515	664	1,688	3,568
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	43	35	38	116	256
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	509	458	533	1,500	2,991

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Oct-20	Nov-20	Dec-20		
-Average days in temporary housing	502	509	513		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Oct-20	Nov-20	Dec-20		
-Average days in temporary housing	742	761	766		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the second quarter of Fiscal Year 2021 was 469 days.

S. 21-311 Quarterly Reporting Requirements	FY21Q3
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NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Jan-21	Feb-21	Mar-21	3-Month Total	Fiscal 2021 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	539	434	583	1,556	5,124
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	37	42	35	114	370
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	498	509	655	1,662	4,653

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Jan-21	Feb-21	Mar-21		
-Average days in temporary housing	521	530	539		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Jan-21	Feb-21	Mar-21		
-Average days in temporary housing	780	794	800		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the third quarter of Fiscal Year 2021 was 478 days.

	FY21 Q1	FY21 Q2	FY21 Q3
A. Total Number of Engagements*	26,270	23,280	30,457
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,845	2,069	2,259
C. Count for the Last Month of Quarter of Prospective Clients**	1,156	931	873
D. Total Count for Last Monthly of Quarter Clients (B+C)	3,001	3,000	3,132
E. Total Number of Clients Placed into Permanent Housing***	104	140	92
F. Total Number of Clients Placed into Transitional Settings*** †	1,185	1,633	1,294
G. Total Number of Clients Placed into Other Settings*** ‡	151	346	420
H. Total Clients Placed***	1,440	2,119	1,806

* Engagements include both those on the caseload who are living on-street and prospective clients

** Prospective Clients include individuals who have been encountered and engaged on the streets/subways by outreach teams, for whom those teams are evaluating their living situations, including determining whether they are homeless and living unsheltered, and assess what specific supports they may need. If an individual is determined to be living unsheltered/ as outreach teams get to know specific individuals to confirm their unsheltered status and needs, they are added to HOME-STAT caseload. Note: "Prospective client", "Prospect client," and "Pending client" are synonymous

*** Engagements, Clients Placed in Permanent Housing, Clients Placed in Transitional Settings and Clients Placed into Other Settings are the aggregate of the monthly unduplicated counts for the months of the quarter.

† Transitional Settings include safe havens, stabilization bed, DHS shelter, church beds, and transitional assisted living/nursing homes.

‡ Other settings include drop-in centers, correctional facilities, hospitals and detox.