



## NYC HOME-STAT

To better and more quickly respond to the street homelessness problem, the City will create **HOME-STAT** – Homeless Outreach & Mobile Engagement Street Action Teams. The initiative will partner existing homeless response and prevention programs with a series of new initiatives designed to better identify, engage, and transition homeless New Yorkers to appropriate services and, ultimately, permanent housing.

HOME-STAT will be the most comprehensive street homelessness outreach effort ever deployed in a major American city. HOME-STAT is funded from within existing resources at DHS, so no new dollars are necessary. HOME-STAT adds three new elements to the City's homeless prevention and response policy:

### Proactive Canvassing

- The Mayor's Office of Operations is launching an effort that will, for the first time ever, **conduct a proactive daily canvass of every block from Canal Street to 145th Street**, focusing on hot spots and improving the City's ability to quickly identify issues and deploy resources to the people and places they are needed most. In addition to the daily canvass, HOME-STAT survey teams will conduct a daily identification of hot spots of persistent homeless presence throughout the five boroughs. This new mobile proactive canvass will involve **60 field and analytic staff** responsible for gathering and reporting real-time information used to deploy resources and track initiative outcomes.
- The Mayor's Office of Operations will create a suite of **HOME-STAT** dashboards including a daily public dashboard that maps service requests and data from HOME-STAT survey and outreach teams, and the police department. A monthly dashboard will report on aggregate outcomes, conditions and performance beginning in early 2016.
- In addition to the daily information generated by the canvassing operation, the City will **conduct comprehensive quarterly nighttime counts** to provide a more complete and real-time understanding of homelessness in New York City.

### Immediate Response

- HOME-STAT will increase contracted Street Outreach Team staff and build a **rapid-response capacity** to respond to 311 calls and information received from HOME-STAT field staff in all five boroughs and throughout the subway system. HOME-STAT outreach teams will set an average response time of one hour when the program is fully operational in March 2016. With HOME-STAT, New York City's homeless **outreach staff will grow from 175 to approximately 312**.
- The New York City Police Department will **redeploy 40 officers to its 70-officer Homeless Outreach Unit** to respond to calls regarding encampments, large hot spots, and those experiencing emotional disturbance or exhibiting erratic behavior. The NYPD will set a non-emergency average response time of one hour. Emergencies will continue to be handled via 911.

### Citywide Case-by-Case Integration and Management

- HOME-STAT will create a **citywide case management system** that provides case managers for the street outreach services to ensure City service integration, continuous monitoring and outreach, and rapid response to individual problems. All HOME-STAT agencies – including DHS, NYPD, and other human services agencies – will play an operational and case management staffing role in this effort. The NYC SAFE Hub, a central command for tracking mentally ill individuals with a history of erratic or violent behavior, will partner in this effort. The Mayor's Office of Operations will ensure multi-agency integration and accountability.

###