



Mayor's Office to
End Domestic and
Gender-Based Violence

HOME+

Home+ Personal Emergency Response System and Door and Window Repair Services Annual Report Local Law 45 of 2024



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In 2024, Local Law 45 codified the Mayor's Office to End Domestic and Gender-based Violence's (ENDGBV's) personal emergency response system (PERS) and door and window repair service for survivors of domestic and gender-based violence (DV/GBV). The personal emergency response system and door and window repair service are components of Home+. Home+ is a free and low-barrier citywide program that helps DV/GBV survivors remain safe in their homes. This first annual report provides an overview of aggregated program participant data from five Home+ providers, based on the information submitted to ENDGBV. It covers the period from July 1, 2024, to March 31, 2025.

Background

ENDGBV develops policies and programs, provides training and prevention education, conducts research and evaluation, performs community outreach, and operates each borough's Family Justice Center (FJC). In 2019, ENDGBV launched Home+, replacing the Human Resources Administration's Alternatives to Shelter program. Alternatives to Shelter provided pendant alarm systems, hereafter referred to as personal emergency response systems (PERS), to domestic violence survivors with orders of protection, enabling them to quickly notify law enforcement if they felt unsafe in their homes. Home+ expanded the eligibility and services offered to DV/GBV survivors living in New York City by removing the requirement that survivors have an order of protection and allowing them to choose who is notified when their pendant alarm is activated. Survivors may notify trusted family members, friends, organizational staff, and/or the police. In addition to PERS, Home+ offers survivors services for door and window repair and replacement to improve home security. Survivors who engage with Home+ are also connected to additional resources like safety planning, case management, and referrals. In July 2024, ENDGBV further expanded Home+ services to include flexible funding to assist DV/GBV survivors in finding or maintaining stable housing.

Home+ is designed to be as low-barrier as possible. Documentation or an order of protection is not required to verify a survivor's status as a victim of DV and/or GBV. A survivor's consumer credit history, criminal history, and immigration status do not affect eligibility.

ENDGBV contracts with five community-based providers, one in each borough, to provide Home+ services. The community-based providers currently implementing Home+ are the Violence Intervention Program (Bronx); HELP R.O.A.D.S. (Brooklyn); Rising Ground (Manhattan); Womankind (Queens); and the Seamen's Society for Children and Families (Staten Island).

Home+ PERS Program

The personal emergency response system (PERS) is a pendant alarm device that enables a survivor in danger to quickly alert their support network when they are at risk of experiencing abuse in their home. PERS is a short-term, six-month program aimed at enhancing security for survivors at high risk of abuse. To access any component of Home+, survivors of DV and/or GBV can reach out directly to a Home+

service provider in their borough.¹ Referrals can also be made by DV/GBV service providers, community-based organizations, law enforcement, the NYC HOPE hotline, and through FICs. Home+ providers meet with clients during the intake process to understand their needs and interests. If the client wishes to acquire PERS, Home+ providers input the PERS request through a secure online data portal, which includes the client's contact information and preferred emergency contacts. ENDGBV contracts with Response Alert to install and maintain the PERS for survivors. Response Alert subcontracts with a company, hereafter referred to as "Central Dispatch," to respond to survivors' PERS activations and, in an emergency, notify the client's preferred contacts. In addition, following alarm activation, Central Dispatch sends an automated notification to the survivor's case manager at the Home+ provider, who then follows up with the client.

Home+ Locksmith/Door and Window Repair

Survivors seeking door and window repair services can obtain new locks, keys, installations, and repairs for doors, locks, and windows. Whenever possible, these services are completed within three days. Home+ providers facilitate these services by working directly with local locksmiths.

Home+ PERS and Locksmith/Door and Window Repair Data

The data below covers the period from July 1, 2024, to March 31, 2025. All five Home+ providers submitted this data to ENDGBV.

Between July 1, 2024, and March 31, 2025, one thousand one hundred eighty-two (1,182) survivors of DV/GBV received personal emergency response system (PERS) services and/or door and window repair services. One thousand thirty-one (1,031) survivors received PERS services, while one hundred fifty-one (151) received door and window repair services.

Among the one thousand thirty-one (1,031) survivors who received PERS services, seven hundred forty-three (743) clients were already enrolled and receiving PERS services on July 1, 2024, at the start of the reporting period. Two hundred eighty-eight (288) new survivors entered the PERS program during the reporting period between July 1, 2024, and March 31, 2025.

This report focuses on the three hundred fifty-nine (359) clients who enrolled in PERS services and/or received door and window repair services from July 1, 2024, to March 31, 2025. Of these three hundred fifty-nine (359) clients, two hundred eighty-eight (288) received PERS services, one hundred fifty-one (151) received door and window repair services, and eighty (80) clients received both.

Table 1: Program participants' primary language (N=356)

Primary Language	N	%
English	315	88.5
Spanish	38	10.7
Bangla	1	0.3
Urdu	1	0.3
Other	1	0.3
Total	356	100.0

Note: No data = 3

¹ Information about Home+ and how to contact Home+ providers is available on ENDGBV's website: <https://www.nyc.gov/site/ocdv/programs/home-plus.page>

Table 2: Age Group (N = 351)

Age Group	N	%
18 - 29	55	15.7
30 - 39	129	36.8
40 - 49	93	26.5
50 - 59	38	10.8
60 and older	35	10.0
Unknown	1	0.3
Total	351	100.0

Note: No data = 8

Table 3: Gender Identity (N = 349)

Gender Identity*	N	%
Female/woman	339	97.1
Male/man	10	2.9
Total	349	100.0

Note: No data = 10

*We are currently working to update our data collection tools to include 'X' as an option for gender identity, in alignment with Local Law 65.

Table 4: Race/ethnicity (N = 340)

Race/ethnicity	N	%
Black or African American	135	39.7
Hispanic or Latino/a/x	132	38.8
White	30	8.8
Asian, including East Asian, South Asian, and Southeast Asian	21	6.2
Middle Eastern or North African (sometimes referred to as "Southwest Asian or North African")	4	1.2
Native Hawaiian or Pacific Islander	3	0.9
Multiracial/Multiethnic	3	0.9
Unknown	9	2.6
Prefer not to say	3	0.9
Total	340	100.0

No data = 19

Table 5: Time frame to receive door and window repair services (N= 148) ²

² The time frame is calculated from the time the provider determines the client is eligible for the service to the time the client receives the service.

Timeframe for door and window repair service	N	%
0 – 24 hours	44	29.7
24 – 72 hours	79	53.4
After 72 hours	25	16.9
Total	148	100.0

No data = 3

Table 6: Zip codes of program participants who received a PERS (N= 291) ³

Zip Code	N	%
10453	13	4.5
10467	10	3.4
11226	10	3.4
10301	8	2.7
11221	8	2.7
10461	7	2.4
10465	7	2.4
11207	7	2.4
11212	7	2.4
10456	6	2.1
10457	6	2.1
10462	6	2.1
10466	6	2.1
10473	6	2.1
11233	6	2.1
10314	5	1.7
10468	5	1.7
11368	5	1.7
10304	4	1.4
10308	4	1.4
10458	4	1.4
10469	4	1.4
10475	4	1.4
11206	4	1.4
11420	4	1.4
11434	4	1.4
10002	3	1.0
10030	3	1.0
10460	3	1.0
10472	3	1.0

³ Response Alert is the data source for zip codes, representing the zip codes to which the ENDGBV survivors' PERS were mailed between July 1, 2024, and March 31, 2025.

11203	3	1.0
11208	3	1.0
11216	3	1.0
11375	3	1.0
11413	3	1.0
11432	3	1.0
11691	3	1.0
10033	2	0.7
10034	2	0.7
10302	2	0.7
10309	2	0.7
10451	2	0.7
10452	2	0.7
10454	2	0.7
10459	2	0.7
10463	2	0.7
10470	2	0.7
10474	2	0.7
11106	2	0.7
11209	2	0.7
11210	2	0.7
11211	2	0.7
11213	2	0.7
11218	2	0.7
11224	2	0.7
11225	2	0.7
11235	2	0.7
11237	2	0.7
11365	2	0.7
11373	2	0.7
11377	2	0.7
11419	2	0.7
11422	2	0.7
11427	2	0.7
11428	2	0.7
11433	2	0.7
11693	2	0.7
10004	1	0.3
10011	1	0.3
10027	1	0.3
10029	1	0.3

10032	1	0.3
10036	1	0.3
10037	1	0.3
10044	1	0.3
10303	1	0.3
10306	1	0.3
10310	1	0.3
10312	1	0.3
10455	1	0.3
10460	1	0.3
11102	1	0.3
11201	1	0.3
11204	1	0.3
11205	1	0.3
11214	1	0.3
11217	1	0.3
11223	1	0.3
11234	1	0.3
11236	1	0.3
11280	1	0.3
11364	1	0.3
11369	1	0.3
11370	1	0.3
11374	1	0.3
11385	1	0.3
11411	1	0.3
11412	1	0.3
11414	1	0.3
11421	1	0.3
11423	1	0.3
11435	1	0.3
11436	1	0.3
11692	1	0.3
12201	1	0.3
Total	291	100.0

Table 7: PERS's impact on program participants (N = 166).

Description of PERS's impact on program participants	N	%
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Improved personal safety and home security.	117	63.9
Gratitude and relief for support, and increased security at home.	38	20.8
Enabled clients to remain in their own homes.	8	4.4
Improved family safety.	7	3.8
Improved mental health.	6	3.3
Case management.	5	2.7
Documentation tool for actions taken by the person causing harm.	2	1.1
Total	183	100.0

Note: This is a multiple-response question.

Table 8: The impact of supportive services on program participants who received PERS (N = 111).

Description of the impact of supportive services on program participants who received PERS	N	%
Enhanced access to services through a broader network and targeted resource connections.	58	43.0
Increased personal and home security.	51	37.8
Gratitude and relief in feeling secure at home.	24	17.8
Enabled clients to remain in their own homes.	1	0.7
Improved mental health.	1	0.7
Total	135	100.0

Note: This is a multiple-response question.

Table 9: The impact survivor advocates had on program participants who received PERS (N=35).

Description of the impact survivor advocates had on the program participants who received PERS	N	%
Increased personal and home security.	23	57.5
Gratitude and relief for support, and increased security at home.	14	35.0
Enabled clients to remain in their own homes.	3	7.5
Total	40	100.0

Note: This is a multiple-response question.

Table 10: The impact of door and window repair services on program participants (N = 141)

Description of the impact of door and window repair services on program participants	N	%
Increased personal and home security.	109	63.4
Enabled clients to remain in their own homes.	40	23.3
Gratitude and relief for support, and increased security at home.	23	13.4
Total	172	100.0

Note: This is a multiple-response question.

Table 11: The impact of supportive services on program participants who received door and window repair services (N = 111).

Description of the impact of supportive services on program participants who received door and window repair services	N	%
Gratitude and relief for support, and increased security at home.	56	41.5
Increased personal and home security.	50	37.0
Enhanced access to services through a broader network and targeted resource connections.	25	18.5
Enabled the client to remain in their own home.	1	0.7
Other	3	2.2
Total	135	100.0

Note: This is a multiple-response question.

Table 12: The impact survivor advocates had on the program participants who received door and window repair services (N=28).

Description of the impact survivor advocates had on the program participants who received door and window repair services.	N	%
Gratitude and relief for support, and increased security at home.	27	56.3
Increased personal and home security.	11	22.9
Enhanced access to services through a broader network and targeted resource connections.	10	20.8
Total	48	100.0

Note: This is a multiple-response question.

The office's challenges in implementing the personal emergency response system, the door and window repair service, and any efforts the office took to address those challenges.

- ENDGBV has worked closely with Central Dispatch to ensure Home+'s mission regarding police interaction, emphasizing that Central Dispatch must check a client's preferred contact list before calling the police. ENDGBV has partnered with Central Dispatch to develop protocols for call center staff, create scripts for emergency responses, and provide training on domestic and gender-based violence, along with trauma-informed care responses.
- Connecting with local locksmiths has been a challenge for some Home+ providers. The locksmiths' desire for immediate payment and their avoidance of the purchase order system have been challenging, especially for local small locksmiths who rely on prompt payments to cover expenses and maintain operations. Some providers report that locksmiths charge unreasonable and excessively high fees. ENDGBV has worked to address this through brainstorming strategies in monthly Home+ provider meetings. In addition, providers have found that offering flexible funding to survivors, allowing them to engage their own locksmiths, has been more effective. ENDGBV is also working with the New York State Office of Victim Services (OVS), to ensure providers have the training and support they need to access victim compensation funds that can also be used for locksmith services in certain situations.
- To ensure that Personal Emergency Response Systems (PERS) are reaching survivors who need them most, ENDGBV has been working with Home+ providers to conduct outreach to clients whose PERS devices have been inactive for an extended period. This outreach helps assess whether survivors still require PERS as part of their safety planning. In cases where a survivor's situation has stabilized and PERS may no longer be applicable, but a sense of security remains important, Home+ providers may recommend an alternative home security device, such as a Ring camera. These alternatives can be supported through flexible funding, allowing PERS units to be reallocated to survivors with more urgent safety needs. ENDGBV is also working with the New York State Office of Victim Services (OVS), to ensure providers have the training and support they need to access victim compensation funds that can also be used to provide personal security devices in certain situations.
- Staff turnover and understaffing at Home+ providers have created challenges. ENDGBV has partnered with Home+ providers to address this by offering ongoing monthly meetings and training to support implementation. Additionally, ENDGBV has worked to streamline referrals to Home+ and better align referrals with program resources.
- Data collection has been challenging. To comply with Local Law 45, ENDGBV developed an Excel template to collect, store, and analyze confidential data from survivors. Home+ providers have indicated that collecting and reporting this data is burdensome, as it involves a substantial amount of information in addition to similar data they collect and report in the New York State flexible funding form. There have also been challenges related to data quality and integration from the five Home+ providers. To address this issue and streamline the data collection process, providers transitioned to reporting their data through a secure online data portal (IRM) in March. As part of the transition, all provider Excel data was updated and integrated into the IRM. Additionally, ENDGBV has worked closely with Home+ providers to train them on data entry and established regular check-ins to identify errors, inconsistencies, and missing values.

Recommendations to improve the personal emergency response system and the door and window repair service.

- In 2024–2025, ENDGBV collaborated with a team of four NYU Wagner graduate students to conduct an outcome evaluation of Home+ PERS. The study provided recommendations to strengthen the PERS program, including improving communication, staffing, and utilizing advanced technologies and tools to ensure a smooth transition for survivors leaving the program.⁴
- We will be partnering with Responses Alert to determine if there is a device or app that providers could offer within current budgetary constraints that would function outside the residence, enabling clients to accomplish daily tasks such as taking children to school and shopping safely. Currently, PERS only works in the homes of survivors.

⁴ Nanda Molai Deopersaud, Destiny Mingo, Jessica Meng, Delia Liu, Capstone Project: Home+ Personal Emergency Response System (PERS) Outcome Evaluation, New York University Wagner Graduate School of Public Service, May 2025.s