



Human Resources  
Administration

Department of  
Homeless Services

**Steven Banks**  
Commissioner

May 6, 2019

**150 Greenwich Street**  
**New York, NY 10007**

**929 221 7315**

Honorable Corey Johnson  
Speaker  
New York City Council  
City Hall  
New York, NY 10007

Dear Speaker Johnson:

I am pleased to submit to you the following reports as required by the New York City Charter: §612 Powers and Duties; §613 Transitional housing inventory; and §614 Permanent housing needs, annual report.

Report details are as follows:

- § 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.

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 homeless, encourage them to accept services, and ultimately help them transition off the streets. Additionally, DHS performs joint outreach operations with community stakeholders and Agency partners, including the NYPD, the Parks Department, the Department of Health and Mental Hygiene, and the Department of Transportation to utilize each Agency's expertise, engage more New Yorkers, and offer more supports. Outreach teams have helped approximately 2,000 homeless New Yorkers off the streets citywide, thanks to new investments and a doubling of the size of those teams. Central to the HOME-STAT effort, 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 on the street 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 street homeless individuals to accept City services and transition indoors.

With no one-size-fits-all approach to ending 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.

FY2018 Qs 3 &4 – Street outreach data and information on placements as required by Local Law are provided.

FY2019 Q1, Q2, Q3 – Street outreach data provided for all 3 quarters with placements provided for Q1 and Q2. Placements are not provided for Q3 because the agency does not report on placements until 45 days after the close of the quarter. Placement data for Q3 will be reported at the time of Q4 report submission.

- §613: Transitional Housing Inventory

FY2019 is provided as required.

- § 614 Permanent Housing and Transitional Housing Needs projections

Projections for FY2018, FY2019, and FY2020 provided as required. This Administration recognizes Rental Assistance as a critical tool to prevent entry into shelter and to move families and individuals out of shelter. Upon taking office reinstated rental assistance because we witnessed what occurred between April 2011, when the Advantage program ended, and 2014, when the DHS census grew by an extraordinary 38 percent – some 14,000 people. We created programs to address immediate needs and last fall finalized the rule (October 29, 2018) for our streamlined rental assistance program, CityFHEPS. CityFHEPS replaced the LINC, SEPS, and CITYFEPS rental assistance programs. This report reflects those changes.

Sincerely,

A handwritten signature in black ink, appearing to read 'S Banks', written in a cursive style.

Steven Banks  
Commissioner, DSS\HRA\DHS

**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Jan-19	Feb-19	Mar-19	3-Month Total	Fiscal 2019 YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	703	742	783	2228	6569
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	48	57	64	169	409
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	733	689	779	2201	6338

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Jan-19	Feb-19	Mar-19		
-Average days in temporary housing	447	449	449		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Jan-19	Feb-19	Mar-19		
-Average days in temporary housing	568	569	581		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the third quarter of Fiscal 2019 was 420 days

	<b>FY19 Q3</b>
A. Total Number of Engagements*	42,057
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,705
C. Count for the Last Month of Quarter of Prospective Clients**	2,174
D. Total Count for Last Monthly of Quarter Clients (B+C)	3,879
E. Total Number of Clients Placed into Permanent Housing***	120
F. Total Number of Clients Placed into Transitional Settings*** †	689
G. Total Number of Clients Placed into Other Settings***‡	188
H. Total Clients Placed***	997

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

\*\* Prospective Clients include any person whom an outreach provider has engaged on the streets 1 or 2 times and are not sure if that individual meets the HOME-STAT Client definition. If engaged 3 times and their status is not known, this person becomes a HOME-STAT Client by default and should be added to 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

† Transitional Settings include safe havens, stabilization bed, DHS shelter, church beds, and transitional

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

**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Jan-18	Feb-18	Mar-18	3-Month Total	Fiscal 2018 YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	665	657	816	2138	2138
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	36	50	49	135	135
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	649	684	797	2130	2130

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Jan-18	Feb-18	Mar-18	3-Month Total	Fiscal 2019 YTD
-Average days in temporary housing	436	437	445		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Jan-18	Feb-18	Mar-18		
-Average days in temporary housing	568	562	557		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the third quarter of Fiscal 2018 was 403 days.

**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Apr-18	May-18	Jun-18	3-Month Total	Fiscal 2018 YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	725	818	851	2394	4532
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	39	43	35	117	252
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	816	842	783	2441	4571

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Apr-18	May-18	Jun-18		
-Average days in temporary housing	444	446	447		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Apr-18	May-18	Jun-18		
-Average days in temporary housing	563	564	576		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the fourth quarter of Fiscal 2018 was 402 days.

**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Apr-18	May-18	Jun-18	3-Month Total	Fiscal 2018 YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	725	818	851	2394	4532
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	39	43	35	117	252
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	816	842	783	2441	4571

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Apr-18	May-18	Jun-18		
-Average days in temporary housing	444	446	447		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Apr-18	May-18	Jun-18		
-Average days in temporary housing	563	564	576		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the fourth quarter of Fiscal 2018 was 402 days.



**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Jul-18	Aug-18	Sep-18	3-Month	Fiscal 2019
				Total	YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	747	764	663	2174	2174
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	46	29	40	115	115
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	674	711	619	2004	2004

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Jul-18	Aug-18	Sep-18		
-Average days in temporary housing	466	443	439		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Jul-18	Aug-18	Sep-18		
-Average days in temporary housing	575	582	583		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the first quarter of Fiscal 2019 was 405 days.

**S. 21-311 Quarterly Reporting Requirements**

**NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]**

INDICATOR	Oct-18	Nov-18	Dec-18	3-Month	Fiscal 2019
				Total	YTD
<b>FAMILIES WITH CHILDREN SYSTEM</b>					
- Families Relocated to Permanent Housing	765	688	714	2167	4341
<b>ADULT FAMILIES SYSTEM</b>					
- Families Relocated to Permanent Housing	37	47	41	125	240
<b>SINGLE ADULT SYSTEM</b>					
- Placement of Shelter Clients	735	728	670	2133	4137

[1]Source: DHS CARES

**LENGTH OF STAY (FAMILIES WITH CHILDREN)**

INDICATOR	Oct-18	Nov-18	Dec-18		
-Average days in temporary housing	434	437	443		

**LENGTH OF STAY (ADULT FAMILIES)**

INDICATOR	Oct-18	Nov-18	Dec-18		
-Average days in temporary housing	575	566	564		

**LENGTH OF STAY (SINGLE ADULTS) [1]**

The average length of stay of single adults during the second quarter of Fiscal 2019 was 409 days.

	<b>FY18 Q3</b>	<b>FY18 Q4</b>
A. Total Number of Engagements*	39,466	41,629
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,717	1,614
C. Count for the Last Month of Quarter of Prospective Clients**	1,724	2,091
D. Total Count for Last Monthly of Quarter Clients (B+C)	3,441	3,705
E. Total Number of Clients Placed into Permanent Housing***	126	132
F. Total Number of Clients Placed into Transitional Settings*** †	540	514
G. Total Number of Clients Placed into Other Settings*** ‡	291	185
H. Total Clients Placed***	957	831

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

\*\* Prospective Clients include any person whom an outreach provider has engaged on the streets 1 or 2 times and are not sure if that individual meets the HOME-STAT Client definition. If engaged 3 times and their status is not known, this person becomes a HOME-STAT Client by default and should be added to 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.

	<b>FY19 Q1</b>	<b>FY19 Q2</b>	<b>FY19 Q3</b>
A. Total Number of Engagements*	42,024	43,135	42,057
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,498	1,599	1,705
C. Count for the Last Month of Quarter of Prospective Clients**	2,687	2,423	2,174
D. Total Count for Last Monthly of Quarter Clients (B+C)	4,185	4,022	3,879
E. Total Number of Clients Placed into Permanent Housing***	133	102	120
F. Total Number of Clients Placed into Transitional Settings*** †	446	618	689
G. Total Number of Clients Placed into Other Settings***‡	104	189	188
H. Total Clients Placed***	683	909	997

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

\*\* Prospective Clients include any person whom an outreach provider has engaged on the streets 1 or 2 times and are not sure if that individual meets the HOME-STAT Client definition. If engaged 3 times and their status is not known, this person becomes a HOME-STAT Client by default and should be added to 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 beds, DHS shelter, faith-based beds, such as those within churches, and transitional assisted living/nursing homes.

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

**DHS Shelter Buildings and Type as of April 10, 2019**

**Shelter Type**

<b>Borough</b>	<b>Adult Family Comm Hotel</b>	<b>Adult Family Shelter</b>	<b>Adult Shelter</b>	<b>Adult Shelter Comm Hotel</b>	<b>FWC Cluster</b>	<b>FWC Comm Hotel</b>	<b>FWC Shelter</b>	<b>Grand Total</b>
<b>Bronx</b>		9	22	2	49	3	72	<b>157</b>
<b>Brooklyn</b>		4	34	11	6	15	53	<b>123</b>
<b>Manhattan</b>		6	38	2	12	18	31	<b>107</b>
<b>Queens</b>	2	3	8	16		19	18	<b>66</b>
<b>Staten Island</b>							1	<b>1</b>
<b>Total</b>	2	22	102	31	67	55	175	<b>454</b>

**I. Permanent Housing Need for Fiscal Year 2018**

Families

In FY2018, DHS expects to place 9,110 families into permanent housing based on actual FY2017 placements as reported in the FY2017 Mayor's Management Report. When available, appropriate families will be referred to NYCHA and Housing Preservation and Development (HPD) housing. Families may also be referred to other rental assistance programs, including LINC, CityFEPS, FEPS, FHEPS A & B, Section 8, SOTA (Special One Time Assistance), and SEPS as appropriate.

Single Adults

In FY2018, DHS expects to place 8,040 single adults into permanent housing based on actual FY2017 placements as reported in the FY2017 Mayor's Management Report. Where appropriate, these individuals will be referred to rental assistance programs such as LINC, SEPS and SOTA, placed in private housing, placed into supportive housing, or will be re-housed with family.

**II. Transitional Housing Need for Fiscal Year 2018**

Families

We expect to need 15,046 units to house homeless families within the system in FY2018, based on the census of families on April 16, 2017.

Single Adults

We expect to need 13,907 beds to house homeless individuals within the system during FY2018, based on the census of single adults on April 16, 2017.

## **I. Permanent Housing Need for Fiscal Year 2019**

### Families

In FY2019, DHS expects to place 9,450 families into permanent housing based on actual FY2018 placements as reported in the FY2018 Mayor's Management Report. When available, appropriate families will be referred to NYCHA and Housing Preservation and Development (HPD) housing. Families may also be referred to other rental assistance programs, including LINC, CityFEPS, CityFHEPS, FHEPS A&B, SOTA (Special One Time Assistance), Section 8, and SEPS as appropriate.

### Single Adults

In FY2019, DHS expects to place 8,600 single adults into permanent housing based on actual FY2018 placements as reported in the FY2018 Mayor's Management Report. Where appropriate, these individuals will be referred to rental assistance programs such as LINC, SEPS, SOTA, and CityFHEPS, placed in private housing, placed into supportive housing, or will be re-housed with family.

## **II. Transitional Housing Need for Fiscal Year 2019**

### Families

We expect to need 14,868 units to house homeless families within the system in FY2019, based on the census of families on April 16, 2018.

### Single Adults

We expect to need 15,425 beds to house homeless individuals within the system during FY2019, based on the census of single adults on April 16, 2018.

## **I. Permanent Housing Need for Fiscal Year 2020**

### Families

In FY2020, DHS expects to place 9,450 families into permanent housing based on actual FY2018 placements as reported in the FY2018 Mayor's Management Report. When available, appropriate families will be referred to NYCHA and Housing Preservation and Development (HPD) housing. Families may also be referred to other rental assistance programs, including CityFHEPS, FHEPS A&B, SOTA (Special One Time Assistance), and Section 8, as appropriate.

### Single Adults

In FY2020, DHS expects to place 8,600 single adults into permanent housing based on actual FY2018 placements as reported in the FY2018 Mayor's Management Report. Where appropriate, these individuals will be referred to rental assistance programs such as SOTA and CityFHEPS, placed in private housing, placed into supportive housing, or will be re-housed with family.

## **II. Transitional Housing for Fiscal Year 2020**

### Families

We expect to need 14,460 units to house homeless families within the system in FY2020, based on the census of families on April 16, 2019.

### Single Adults

We expect to need 16,556 beds to house homeless individuals within the system during FY2020, based on the census of single adults on April 16, 2019.