



**Department of
Homeless Services**

**Homeless Outreach Programs Quarterly Report
FY2022 Q2 –Outreach data and placements provided for stated quarter**

March 9, 2022

§ 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 made in strengthened outreach. These investments in recent years 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 24/7/365 from fewer than 200 staff in 2013 to approximately 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 and living unsheltered, encourage them to accept services, and ultimately help them transition off the streets and subways. 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, 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.

Recognizing there is no one-size-fits-all solution to homelessness, our new collaborative approaches and creative interventions are intended to achieve the breakthroughs and find the unique pathways off the streets and subways that address the unique needs of each individual. Through these efforts, and with persistent and compassion, thousands of individuals engaged by our outreach teams on the streets and are now in shelter – a testament to the importance of our teams' approach to encouraging people to accept services so they can get back on their feet.

Central to the HOME-STAT effort, and key to our outreach teams' success helping thousands of unsheltered New Yorkers come off the streets and subways and into transitional or permanent housing

settings, are the City's efforts to get to know each individual experiencing homelessness and living on the streets or subways, 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

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.

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, comprehensive services, and dedicated supports, including low-barrier programs such as Safe Havens and stabilization beds, that will enable them to transition off the streets and subways.

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 and subways to evaluate their living situations, including whether they have a place to sleep at night, in order to determine whether they are experiencing homelessness, and, if so, what specific supports they may need. Individuals who have been encountered on the streets and subways 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.

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

S. 21-311 Quarterly Reporting Requirements		FY 22 Q1					FY 22 Q2						
NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]							NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]						
INDICATOR		Jul-21	Aug-21	Sep-21	3-Month Total	Fiscal 2022 YTD	INDICATOR		Oct-21	Nov-21	Dec-21	3-Month Total	Fiscal 2022 YTD
FAMILIES WITH CHILDREN SYSTEM							FAMILIES WITH CHILDREN SYSTEM						
- Families Relocated to Permanent Housing		438	412	339	1,189	1,189	- Families Relocated to Permanent Housing		414	411	489	1,314	2,503
ADULT FAMILIES SYSTEM							ADULT FAMILIES SYSTEM						
- Families Relocated to Permanent Housing		39	29	34	102	102	- Families Relocated to Permanent Housing		35	39	65	139	241
SINGLE ADULT SYSTEM							SINGLE ADULT SYSTEM						
- Placement of Shelter Clients		568	527	456	1,551	1,551	- Placement of Shelter Clients		481	546	692	1,719	3,270
[1]Source: DHS CARES							[1]Source: DHS CARES						
LENGTH OF STAY (FAMILIES WITH CHILDREN)							LENGTH OF STAY (FAMILIES WITH CHILDREN)						
INDICATOR		Jul-21	Aug-21	Sep-21			INDICATOR		Oct-21	Nov-21	Dec-21		
-Average days in temporary housing		554	554	573			-Average days in temporary housing		547	545	541		
LENGTH OF STAY (ADULT FAMILIES)							LENGTH OF STAY (ADULT FAMILIES)						
INDICATOR		Jul-21	Aug-21	Sep-21			INDICATOR		Oct-21	Nov-21	Dec-21		
-Average days in temporary housing		857	857	878			-Average days in temporary housing		867	870	868		
LENGTH OF STAY (SINGLE ADULTS) [1]							LENGTH OF STAY (SINGLE ADULTS) [1]						
The average length of stay of single adults during the first quarter of Fiscal Year 2022 was 511 days.							The average length of stay of single adults during the second quarter of Fiscal Year 2022 was 514 days.						

	FY22 Q1	FY22 Q2
A. Total Number of Engagements*	21,460	23,468
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,974	1,927
C. Count for the Last Month of Quarter of Prospective Clients**	513	613
D. Total Count for Last Monthly of Quarter Clients (B+C)	2,487	2,540
E. Total Number of Clients Placed into Permanent Housing***	88	113
F. Total Number of Clients Placed into Transitional Settings*** †	751	989
G. Total Number of Clients Placed into Other Settings***‡	192	216
H. Total Clients Placed***	1,031	1,318

* 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 determine 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

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

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

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