

NYC Department of Homeless Services (DHS)
Outreach Programs and Use of Homeless Services Quarterly Report
August 30, 2019

As required by the New York City Charter: §612 Powers and Duties quarterly report. Pursuant to Local Law 19/1999.

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 more than 2,240 homeless New Yorkers come in off the streets citywide and remain off the streets since April 2016, 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.

FY2019 Q4 – Street outreach data and placements provided for stated quarter

Note: The count provided in the Street Outreach report for FY Q4 (contained on the second worksheet titled, “FY19-Street”) for “B. The Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings”, is significantly lower than the same category of data provided for Q3. This fluctuation is due to an extensive project that took place during the May and June Outreach efforts. The findings of this project revealed that the on-street number was affected by providers not accurately placing clients in Safe Haven’s in DHS’ Street Outreach StreetSmart database. This has been corrected and now the on-street number should better reflect the count of on-street clients.

S. 21-311 Quarterly Reporting Requirements

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Jul-18	Aug-18	Sep-18	3-Month Total	Fiscal 2019 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	747	764	663	2174	2174
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	46	29	40	115	115
SINGLE ADULT SYSTEM					
- 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 Total	Fiscal 2019 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	765	688	714	2167	4341
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	37	47	41	125	240
SINGLE ADULT SYSTEM					
- 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.

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
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	703	742	783	2228	6569
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	48	57	64	169	409
SINGLE ADULT SYSTEM					
- 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.

S. 21-311 Quarterly Reporting Requirements

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Apr-19	May-19	Jun-19	3-Month Total	Fiscal 2019 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	1,121	771	684	2,576	9,137
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	35	48	34	117	543
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	762	842	777	2,381	8,912

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Apr-19	May-19	Jun-19		
-Average days in temporary housing	450	449	449		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Apr-19	May-19	Jun-19		
-Average days in temporary housing	591	599	602		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the fourth quarter of Fiscal 2019 was 424 days.