



Homeless Outreach Programs Quarterly Report
FY2022 Q3 –Outreach data and placements provided for stated quarter
Pursuant to Local Law 19 of 1999

October 31, 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 in strengthened and enhanced outreach. These investments 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 and subways 24/7/365 from fewer than 200 staff in 2013 to approximately 600.

Earlier this year, Mayor Adams also announced unprecedented investments in high-quality services and resources dedicated to helping unsheltered New Yorkers transition off the streets and out of the subway system and move into more stable housing. As part of the Administration's focus to help those experiencing unsheltered homelessness, an additional \$171.3 million a year was included in the Executive Budget for DHS to aggressively expand and enhance outreach efforts and specialized resources, including Safe Havens, stabilization beds, and Drop-in Centers, the largest investment made by any city administration in street outreach and targeted low-barrier programs.

Through these efforts, our 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 into more stable settings. Additionally, coordinating across Agencies, including DSNY, Parks, DOT, and PD, 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 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 New Yorkers experiencing unsheltered homelessness 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, which includes to determining their housing situations and identifying their 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.

FY2022 Q3 –Outreach data and placements provided for stated quarter

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

Note: This report includes engagements and placements reflecting outreach work conducted by contracted not-for-profit provider-partners as part of DSS-DHS’s comprehensive HOME-STAT outreach program. These numbers do not include outcomes resulting from outreach work conducted by some DSS-DHS outreach staff (in addition to the agency’s robust provider-partner network) or data reflecting outcomes of special initiatives, which complement the agency's existing HOME-STAT outreach efforts.

S. 21-311 Quarterly Reporting Requirements	FY 22 Q1
---	-----------------

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Jul-21	Aug-21	Sep-21	3-Month Total	Fiscal 2022 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	438	412	339	1,189	1,189
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	39	29	34	102	102
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	568	527	456	1,551	1,551

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Jul-21	Aug-21	Sep-21		
-Average days in temporary housing	554	554	573		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Jul-21	Aug-21	Sep-21		
-Average days in temporary housing	857	857	878		

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.

FY 22 Q2

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Oct-21	Nov-21	Dec-21	3-Month Total	Fiscal 2022 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	414	411	489	1,314	2,503
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	35	39	65	139	241
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	481	546	692	1,719	3,270

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Oct-21	Nov-21	Dec-21		
-Average days in temporary housing	547	545	541		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Oct-21	Nov-21	Dec-21		
-Average days in temporary housing	867	870	868		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the second quarter of Fiscal Year 2022 was 514 days.

FY 22 Q3

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Jan-22	Feb-22	Mar-22	3-Month Total	Fiscal 2022 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	503	407	529	1,439	3,942
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	54	48	41	143	384
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	516	569	745	1,830	5,100

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Jan-22	Feb-22	Mar-22		
-Average days in temporary housing	546	543	525		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Jan-22	Feb-22	Mar-22		
-Average days in temporary housing	864	859	864		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the third quarter of Fiscal Year 2022 was 508 days.

	FY22 Q1	FY22 Q2	FY22 Q3
A. Total Number of Engagements*	21,460	23,468	25,975
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,974	1,927	1,839
C. Count for the Last Month of Quarter of Prospective Clients**	513	613	1,008
D. Total Count for Last Monthly of Quarter Clients (B+C)	2,487	2,540	2,847
E. Total Number of Clients Placed into Permanent Housing***	88	113	96
F. Total Number of Clients Placed into Transitional Settings*** †	751	989	982
G. Total Number of Clients Placed into Other Settings*** ‡	192	216	318
H. Total Clients Placed***	1,031	1,318	1,396

This data includes engagements and placements reflecting outreach work conducted by contracted not-for-profit provider-partners as part of DSS-DHS's comprehensive HOME-STAT outreach program. These numbers do not represent/include outcomes resulting from outreach work conducted by DSS-DHS outreach staff (in addition to the agency's robust provider-partner network) or data reflecting outcomes of special initiatives, which complement the agency's existing HOME-STAT outreach efforts.

* 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 months of the quarter.

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

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