

FY2020 Q3 Outreach data and placements provided for stated quarter Quarterly Report submitted by the Department of Social Services/Department of Homeless Services pursuant to Local Law 19 of 1999 June 3, 2020

§ 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. These strategies are showing important results: since the launch in 2016 of the City's unprecedented HOME-STAT program, the most comprehensive homeless outreach effort in the nation, HOME-STAT outreach teams have helped more than 2,450 homeless New Yorkers come in off the streets citywide and remain off the streets since April 2016, thanks to new investments, including a tripling – and next a quadrupling – of the number of specialized safe haven beds that outreach teams can offer unsheltered New Yorkers citywide and a near-tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to nearly 600.

In December, we announced our "Journey Home" action plan to double down on the progress we've made through HOME-STAT and end long-term street homelessness as we know it within five years. This "Journey Home" action plan calls for new permanent housing, more new safe havens, new outreach staff, and new cross-agency collaborative intervention to ensure the HOME-STAT solutions that have helped more than 2,500 unsheltered New Yorkers off the streets into transitional and permanent settings since 2016 also start to work for those unsheltered New Yorkers who've been the toughest to reach. With new collaborative approaches and creative interventions, we intend to achieve the breakthroughs and find the unique pathways off the streets that each of these individuals requires, in partnership with the dedicated, experienced outreach providers who've spent time getting to know them, building the trust and relationships that will ultimately change their lives. To learn more about this Administration's bold, unprecedented, historic plan to take action, visit nyc.gov/journeyhome.

Central to the HOME-STAT effort, and key to our outreach teams successes helping more than 2,500 unsheltered New Yorkers come off the streets and into shelter and housing, is the City's effort to get to know each individual experiencing homelessness and living on the streets, 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.

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.

FY2020 Q3 –Outreach data and placements provided for stated quarter

S. 21-311 Quarterly Reporting Requirements		FY20 Q1			
NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]					
INDICATOR	Jul-19	Aug-19	Sep-19	3-Month Total	Fiscal 2020 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	696	735	668	2,099	2,099
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	48	46	44	138	138
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	795	843	737	2,375	2,375
[1]Source: DHS CARES					
LENGTH OF STAY (FAMILIES WITH CHILDREN)					
INDICATOR	Jul-19	Aug-19	Sep-19		
-Average days in temporary housing	447	438	428		
LENGTH OF STAY (ADULT FAMILIES)					
INDICATOR	Jul-19	Aug-19	Sep-19		
-Average days in temporary housing	601	616	615		
LENGTH OF STAY (SINGLE ADULTS) [1]					
The average length of stay of single adults during the first quarter of Fiscal 2020 was 424 days.					

S. 21-311 Quarterly Reporting Requirements

FY20 Q2

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	Oct-19	Nov-19	Dec-19	3-Month Total	Fiscal 2020 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	664	658	725	2,047	4,146
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	35	54	41	130	268
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	818	694	726	2,238	4,613

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	Oct-19	Nov-19	Dec-19		
-Average days in temporary housing	427	431	432		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	Oct-19	Nov-19	Dec-19		
-Average days in temporary housing	611	623	629		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the second quarter of Fiscal 2020 was 427 days.

S. 21-311 Quarterly Reporting Requirements

FY20 Q3

NUMBER AND TYPE OF PERMANENT HOUSING PLACEMENTS [1]

INDICATOR	20-Jan	20-Feb	20-Mar	3-Month Total	Fiscal 2020 YTD
FAMILIES WITH CHILDREN SYSTEM					
- Families Relocated to Permanent Housing	786	855	595	2,236	6,382
ADULT FAMILIES SYSTEM					
- Families Relocated to Permanent Housing	54	35	32	121	389
SINGLE ADULT SYSTEM					
- Placement of Shelter Clients	711	672	645	2,028	6,641

[1]Source: DHS CARES

LENGTH OF STAY (FAMILIES WITH CHILDREN)

INDICATOR	20-Jan	20-Feb	20-Mar		
-Average days in temporary housing	429	431	441		

LENGTH OF STAY (ADULT FAMILIES)

INDICATOR	20-Jan	20-Feb	20-Mar		
-Average days in temporary housing	627	622	629		

LENGTH OF STAY (SINGLE ADULTS) [1]

The average length of stay of single adults during the third quarter of Fiscal Year 2020 was 428 days.

	FY20 Q1	FY20 Q2	FY20 Q3
A. Total Number of Engagements*	39,078	35,924	34,974
B. Count for the Last Month of Quarter of Clients Living On-Street, in Subway or in Other Settings	1,843	2,505	2,692
C. Count for the Last Month of Quarter of Prospective Clients**	1,989	1,628	1,907
D. Total Count for Last Monthly of Quarter Clients (B+C)	3,832	4,133	4,599
E. Total Number of Clients Placed into Permanent Housing***	81	101	139
F. Total Number of Clients Placed into Transitional Settings*** †	742	950	1,588
G. Total Number of Clients Placed into Other Settings*** ‡	148	274	371
H. Total Clients Placed***	971	1,325	2,098

* 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

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

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