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**RUSH TRANSCRIPT: MAYOR DE BLASIO ANNOUNCES HOME-STAT PROGRAM  
FULLY OPERATIONAL**

**Mayor Bill de Blasio:** Good afternoon, everyone. The big picture of our city right now includes many very positive elements. We're very proud of the fact that this is a safer city than ever. It's a city with more jobs than ever. It's a city where our kids are graduating from our schools at a higher rate than ever. There are a lot of things to be proud of – but there are also problems that we haven't solved that we need to do more on. And homelessness, and particularly street homelessness, remains one of the core challenges that we need to address.

Last December, we announced a very different approach. We announced something that had never been tried before on the scale you will now see in this city. We announced NYC Homeless Outreach and Mobile Engagement Street Action Team – otherwise known as HOME-STAT. You can clap for that, that's good.

[Applause]

And there has never been anything like HOME-STAT previously, in this city or in any other major city in the country – an absolutely comprehensive approach where we're going to use all the tools of government, working with our non-profit partners to reach folks who are living on our streets. Not only some of the time, but on a very, very consistent basis. And to reach people in a way that will make a real change in their lives and the lives of our communities. We are proud to say that HOME-STAT is now up and running. It's still building out, but we have a very robust effort underway now, and it's already starting to make an impact, and today we're going to explain how HOME-STAT is working, how it will build out further, and what it's going to mean for the lives of our communities and for people who are homeless and in need.

Let me just thank – there's a lot of people with us because such a huge effort, such a big initiative requires a lot of different leaders in a lot of different elements. I want to thank a number of the people who are here, and you'll hear from some others who will speak after me.

I want to thank our Deputy Mayor for Health and Human Services, Dr. Herminia Palacio; our Chief of Department, FDNY, Jim Leonard – I have to see who else is around me here. Dan, you are here. Our Chief – Commissioner for the FDNY, Dan Nigro; our Commissioner for the Department of Sanitation, Kathryn Garcia; President of the Health and Hospitals Corporation,

Ram Raju; Executive Director of 3-1-1, Joseph Morissroe; Mindy Tarlow, the Director of the Mayor's Office of Operations; Dr. George Askew, Deputy Commissioner for the Department of Health; and Chief Bill Morris of the NYPD.

And I want to thank officers from the Homeless Outreach Unit of the NYPD who are here with us today. Also a number of other outreach workers who are part of the HOME-STAT effort are here with us. I want to thank them for the great work they do. You'll be seeing these distinctive vests a lot more around the city, and when you see those vests it means that someone who is highly trained in how to help the homeless and help them off the streets is on the job and addressing the situation at the front. So I want to thank all the folks who do this important homeless outreach work – including folks who come from organizations such as the Goddard Riverside Community Center, Bronx Works, the Bowery Residence Committee, Project Hospitality, and Breaking Ground. I also want to thank – because we're in her community board district – the District Manager for Community Board 3, Susan Stetzer.

People are working together to make HOME-STAT a reality because we're talking about a complicated problem, a problem that's been going on in this city for decades. It needs a different approach. It needs something much bigger and more comprehensive, and that's what HOME-STAT will be.

Now, at the outset we have to be clear – we see people on the streets, and a lot of times we assume if someone's panhandling, if someone's on the street, that they are homeless. As Commissioner Bratton has often said, there are people who are on our streets during daytime hours who are not homeless. There are some people who panhandle for whatever reason, but that's not because they're homeless. That's a separate challenge that we need to address. But when it comes to folks who are permanently homeless, folks who literally spend 24 hours on the streets – that's a group of people who need a very special kind of help and a very focused kind of help.

We know that all over the country, this challenge has been one that local governments have taken on, but no one's cracked the code, no one's come up with the perfect solution. That's why we had to try something different and bigger and more substantial to try and really change the course of this reality. HOME-STAT is based on the notion that we have to have a plan for each and every person who is homeless on our streets.

We literally have to understand each person's situation, and what it's going to take to change that situation. Each and every one of the folks living on our streets had a path from a better life to the streets – we need to find them a path from the streets to a better life. We have to help them back to normalcy. We have to help them get back on their feet. And the way to do that is to go out to the homeless, to engage them consistently, to understand what they need, to really drill down and be there every single day to make a difference. And that begins with knowing where people are, understanding the shape of the problem, and measuring literally every single day what's going on, on our streets.

You know, previously, there was an annual count of the homeless taken one day in winter at night. This is very, very different. This is a daily count every day, looking for where the problems and challenges are, and looking for where there's people in need.

Each day, 32 City workers – this is already happening – are walking every single block from Canal Street to 145th Street in Manhattan. Literally every block from Canal up to 145th – that's 307 street miles a day, over 2,000 miles a week right there at the grassroots, looking for the homeless, looking for what their needs are, looking at how we can address the situation. In addition, we have teams that focus on 18 hotspots in outer-borough areas. It's a moment where I want to note there used to be for decades in this town, homeless encampments – literally places that were villages in effect where people lived. We ended that practice last year. We don't accept the notion that any homeless person should be living in an encampment. It's not fair to them. It's not fair to our communities. We've ended the homeless encampments, and we'll make sure they don't reassert. But there still are hotspots, meaning places where some folks who are homeless 24-7 congregate, and that's a place where we can gather to support them and serve them.

Now, starting on May 2nd, these teams that we've trained to do the counting and to figure out the best ways we can support the homeless will fan out all over the City to do nighttime counts as well. We will do those three times a year. So, we're going to do nighttime counts, which give us a different look at what's happening. But we don't want to just do one annual count – we want to start to do those more often. And all of this information will be made public. The public will be able to see this data at [nyc.gov/homestat](https://nyc.gov/homestat). In fact, you can visit the site today, and it will show you what our outreach workers have seen most recently, and the site is constantly going to be updated to show more information as it comes in.

The key to this, once we've identified consistently where people are, is to figure out what they need individually. Some people might accept service the first time it's offered. They might accept a warm bed. They might accept medical attention, food. They might accept mental health services or substance abuse services the very first time, but we know that's not typically the case. For a lot of folks, it'll take 10 times, 20 times, 50 times of being engaged before they'll agree to the help they need. And that's where we take all the tools of government and combine them to help people. Some people will need to access social security benefits, or veterans benefits that they haven't gotten. We'll help them do it. Some, again, as I said, may need mental health support – we'll get it for them – or a doctor's visit – we'll arrange it for them. Some people may need to be reconnected with their families, and it'll be our job to find their family members and see if we can reunify them in a productive way. But it all comes down to knowing each individual and what they need. Over 500 staff from City agencies and nonprofits will gather together in this effort. This is a really extraordinary effort to send people out and provide that support.

As many of you know, we have been engaged over the last few months in a reevaluation of all our efforts to address homelessness. There was a 90-day review period, and, as a result of the 90-day review period, one of the determinations we made was that the HOME-STAT initiative needed a very seasoned leader to bring all the strands together, to take a brand new approach and make it work. We're going to have more to say on other elements of the 90-day review next week and beyond.

But today, I'm proud to announce that the leadership for the HOME-STAT effort will be provided by our new Senior HOME-STAT Advisor Dr. Michael Jacobson. Michael is a colleague who many of us have served with in government over the years. He has the distinction of being both an extraordinary public servant whose run big agencies, run big nonprofits, served with distinction in both the Giuliani and Dinkins administrations as both Probation Commissioner and Corrections Commissioner – so, someone who knows how to deal with very big challenges and knows how to get results. And you'll hear from Michael in just a moment.

I want to emphasize, that it's not just a leader like Michael, and the 500 men and women who will be doing the outreach effort, and the members of the NYPD Homeless Outreach Team – all of these people are part of this solution, but every New Yorker can also be part of this solution, because every New Yorker can report what they see, and we want people to call into 3-1-1. If you see a homeless person in distress, if you know someone has been at the same corner, if you know something that that person needs, call it in – call it in. We want to find each homeless person and address their needs. So, everyone can be eyes and ears in this process. They can call 3-1-1 with the information they have.

Just a few words in Spanish –

[Mayor de Blasio speaks in Spanish]

With that, I want to bring forward Michael Jacobson – again, an extraordinary career in public service, a great sense of how to move both government and the nonprofit sector in common cause. I want to thank him for stepping up for the City in which he was born and bred, a true New Yorker, answering the call to duty, and helping us to innovate what will be a brand new and exciting approach to addressing this problem.

Dr. Michael Jacobson.

[Dr. Michael Jacobson delivers remarks]

**Mayor:** He's a very honest and sincere and believable guy except for, he does look a little different.

[Laughter]

Other than that, perfect. I want to note, I want to bring up Commissioner Steve Banks in a moment, just want to note that over these last months, there's been extraordinary work done, even as HOME-STAT was being created. You know, we had some really bitter nights over the course of the winter. And so many of our public employees went out to help the homeless – folks from FDNY, our firefighters, our EMTs, went out, brought people in, NYPD, Department of Health, Department of Homeless Services. So many of our first responders and our health workers all saw it as their common responsibility to look for folks in need. And you remember during the Code Blue days, we would tell you about the numbers each day of folks who we had brought in, gotten the help they need, gotten the medical care they need. That is something that

every day this city does, looking out for people, but with HOME-STAT we're going to be able to do something much more systemic and much deeper, and really get to the root of the problem. I just want to take another moment to thank everyone – everyone from FDNY, everyone from PD, Health, DHS, all of our non-profit partners – because, you know, they every single time made lives – peoples' lives better. They convinced people to come in, they made a real difference time and time again, and we don't thank them enough for that, so I want to take this opportunity to say a profound thank you to each and every one of them.

[Applause]

Now it's my pleasure to introduce the Commissioner for HRA, and Steve has been doing an outstanding job helping to develop these new strategies. And for us, although we know it's a big challenge, we know that we are putting the right tools on the table to make a difference, HRA Commissioner Steve Banks.

**Commissioner Steven Banks, Human Resources Administration:** It's good to see everybody out here in this beautiful weather, but it's important to remember when we're out here in this beautiful weather that we have the team that the Mayor described. Department of Homeless Services, FDNY, EMS, Police Department, and our terrific not-for-profit partners helping 27 people come in off the streets last night in particularly cold weather. We're not used to seeing that in April all the time, but, nonetheless, people were out last night doing the work that is so important.

HOME-STAT is something that no city has tried before. There have been outreach efforts going back over decades, but no city has tried to put together this kind of team effort that joins together front-line not-for-profit staff who are out there night after night trying to bring people in with Department of Homeless Services staff, with the other agencies' staff to look at each person individually, but also to look at the systemic things that we can learn from each case through a city-wide case management system – that's what's going to make the difference. And I'm so happy to have Michael with us with all of his experience and all of his wisdom, and to be working with the Mayor's Office of Operations under Mindy Tarlow's leadership to bring together all of the agencies in one team to address homelessness.

As many of you know, I've been working with homeless people in this City for more than three decades, and I have never seen this kind of city-wide effort to address this problem. The 25 people that were able to be brought into placements last week when the weather was nicer are a testament to what has been going on over these last weeks as we have been implementing HOME-STAT. It starts with you, the public, calling 3-1-1, or it starts with a City worker who sees somebody. And I encourage you to call 3-1-1 because that's how help starts if we don't see the person. But these are human beings, and the 3-1-1 calls matter, the canvassing by City staff to identify people matters. That results in an evaluation about whether it's a law enforcement job matters, in which case the police should be deployed, or whether it's a situation in which we want to try to give somebody a helping hand. And the partnership between Department of Homeless Services and the Police Department's Homeless Outreach Team is another important element. The Mayor announced this back in December – that instead of having different approaches in the Police Department, it would have a special unit. That is really helping us. It

helped us this winter to have that kind of an approach. And once that call comes in, either the Police Department goes out, or our outreach workers go out, and then the process of engagement begins.

The road to get to the street, the path to get to the street is not a linear one for people, and it's not easy to get them off. But the kind of sustained attention, the sustained focus that HOME-STAT is bringing to bear is so critical. And when we succeed, every person we can bring in is a success, but we want to succeed to keep people off the street on an ongoing basis, and that's where the case management effort that Michael is going to be helping us put together is so critical – because that's what's going to make the difference in people who thus far has resisted help. Our outreach workers try repeatedly to bring people in, and they succeed. But where they don't succeed, we want to bring to bear all the resources of the City for individuals who have resisted help to get them the help that matches what their needs are and bring them in. And we're going to keep after this case by case, case by case as we proceed forward.

Thank you very much.

**Mayor:** Thank you very much, Steve.

[...]

**Mayor:** We're going to take questions on this topic, but I also want to say – you see such a range of agencies here – Kathryn Garcia is here because Sanitation places a crucial role in helping us keep, of course, all communities clean. It also plays a role when we make sure that if people have left stuff behind, that is going to take away from the quality-of-life of a community – Sanitation is there to clean it up. Our Parks Department plays a role – we work closely with them. We want to thank everyone here from the Parks Department including the folks who do enforcement for the parks and the officers who patrol the parks. We thank all of them for the good work they do. We look at this as an effort across all our agencies. HOME-STAT is going to bring all that energy and all that capacity together. I, again, want to thank Mike Jacobson for stepping up and bringing his leadership and his experience to this effort.

Alright, happy to take questions on this topic.

**Question:** Can Dr. Jacobson step up to the mic? I have a quick question for you.

Your former boss, Mayor Giuliani, has been fairly critical of this mayor. What do you make of his criticism?

**Dr. Michael Jacobson:** You know, I make of it that it's political. And my job here is not to – you know, take apart the sort of politics of this or the sort of critical political arguments that go on. There's a real social issue here. That's been apparent for every mayor, right? I started with Koch, and homelessness was a key issue back then, and it's been for every single mayor that's had this job. And this is probably the most focused and resource-intensive attention that's been paid to it. And as a result of that, it's fair for the public and for the Mayor to expect results.

Those kinds of criticisms, I'll let the big dogs handle. My job is to work with Mindy, and her staff, and the agency heads to try and get something done.

**Question:** Mayor Giuliani says the approach is wrong. He says that – I think his words were that 'tough love' is required. Do you agree with him on that?

**Jacobson:** You know, I don't even know what that means exactly. I think what's required is understanding exactly why some of these – especially the thousands of chronic homelessness – are on the streets, and what you have to do to get them off into safer, better places. If tough love is in their somewhere – again, I don't know how to operationalize that – then fine. I don't go into this at all with any sort of political lens. It's a social problem. It's going to require hugely complicated solutions and a lot of dedication. And then I'll leave it to others to describe what those solutions are.

**Question:** Hi, I'm a local resident, and I supported you.

**Mayor:** Thank you. We're going to do media questions. Can I see you afterwards? This is a press conference for media, but I'll see you afterwards.

**Question:** So the HOME-STAT teams have already been out on the streets, right?

**Mayor:** Yes, the teams have been out on the streets. They're not at full strength. They'll be at full strength by the end of the month – meaning, we will have hired up the entire personnel complement. But over the last few weeks they have been out and operational.

**Question:** Does that mean you have a sense at this point of what the current street homeless population is?

**Mayor:** Online you can see what the folks who have been doing the daily canvass have been seeing, but we're not saying that's the same thing as a full citywide count or a nighttime count.

This is an important point – daytime and nighttime, two very different realities. The public understandably focuses often on the daytime reality. That's what they see on the way to work or coming home or during the day when they're in their neighborhood. And that again is certainly – one part of that – is folks who are homeless 24-7. That's what the focus of HOME-STAT is – the folks who are chronically homeless, permanently homeless – getting them off the street.

But during the daytime you see people who do have shelter for example but are still out on the streets during the daytime hours. Even in the case of some panhandlers, we see people who actually have a home, but for whatever reason are panhandling. So the daytime reality is a little different. We're tracking that every single day with the workers. The nighttime reality, we're going to be doing on a regular basis as well, but we have not done that yet. So we'll be portraying different elements of the problems, but we'll be putting it all online as we see it.

**Question:** Any sense of – you said that what you participated in, the HOPE Count, earlier. When are we going to know the numbers from that?

**Mayor:** Steve, what do you know?

**Commissioner Banks:** As you know, the HOPE Count is a national count required by HUD, and we expect that in the coming weeks that we'll have our usual submission to HUD, and the number will be there. But I think one of the things that we certainly saw when the Mayor announced HOME-STAT and with the 90-day review procedures – that we wanted to do more than what the HOPE Count has been, which is that one time, point-in-time count across the country – that's why the count that's going to begin in May for our own three times a year count will add to our knowledge and help us direct services.

The daytime count help counts, our own nighttime counts will help, and the HUD count helps. It's all part of assembling the puzzle, working with Mike, and we're working with all the agencies to be able to focus on each individual. So the more information we have about where people are, the more effective we're ultimately going to be, and the public will see the numbers as we put them up.

**Question:** Do you have – just one more – do you have sense at this point, given the work that's been done in HOME-STAT and trying to get this fuller picture of the street homeless population, whether or not – well, what the number actually might be and whether or not it has grown from last year?

**Commissioner Banks:** I think we're going to just have to leave that to see all the numbers put together. I know what the tendency is – to see one number and say that's the number, but we're very consciously looking at multiple numbers. As Michael said, it's a complex problem. We're looking at the day number to see what kind of services we can deliver during the day. We're going to look at the HOPE number as indicative of what was going on in the winter. We're going to look at the May number as indicative of what's going on that night. And we're going to use all of these numbers to ensure that we're the most effective in our delivery of services to clients, which is the reason why the Mayor wanted the 90-day review, to ensure that our delivery of services are timely and effective to clients. And we'll be putting up the information so that everybody can see what we're learning, and you can learn it along with us.

**Mayor:** But the simplest – to your question – I think the simplest way to think about it is – obviously hard to get a perfect number at any given point in time. But what we can say is if we can identify where any individual is on a regular basis – this is why we really want people to call in and we want to show people what we're seeing, and encourage more calls – if we can identify where an individual is who is homeless, and we can engage them consistently enough, that opens up the door to actually achieving our long-term goal for that person which is to first get them off the street to a safe haven or to a shelter, and then ultimately get them to some kind of permanent housing.

Therefore the best measure, on one level, is person by person. We're literally going to be able to say – and this is what Michael's going to organize – we're going to be able to say, here's the first person, and with this person we eventually got that person off the street after three months, four months – and then now they're in this shelter, and now we're trying to get them to permanent



housing. We're going to be able to track each person's trajectory, and we'll be able to measure success by seeing how many people we get off the streets, and how long they stay off the streets, and how many people actually don't come back to the streets. That, of course, will take months to be able to really see how much success is having.

But in some ways, to your question, that's going to be the truest measure – it's when we can look at individual cases, and see that there was a different kind of outcome than what happened before.

Yes?

**Question:** Mr. Mayor, right before you started speaking, a gentleman who was sitting over there who appeared to be homeless, was escorted away by two NYPD officers. Just wondering if you could give us a sense of what kind of outreach that person might get and if that, sort of, interaction speaks to some of the difficulty that –

**Mayor:** I don't know what happened in the interaction but we can talk about the kind of support anyone would get.

**Commissioner Banks:** I mean the interactions between the homeless outreach team from the Police Department, and the not for profit teams are complex. I'll give you an example – in this very park, there are a number of individuals that the outreach teams are working with. One of them – I'll call him Mr. A – is someone that the outreach teams work with. They were able to convince him to come in and he's in a safe haven. On the other hand, he is familiar with this particular location, and he comes back here periodically. But what's important about this sustained effort by the outreach teams and the canvassers through HOME-STAT is that we know where he is, and if problems develop we can help connect him back. But we're very happy that that particular individual is in a safe place overnight, although he is, of course, free to do whatever any New Yorker can do during the day.

But it's that kind of individualized approach that we have been bringing to bear. We have always said, however that [inaudible] in two elements. One is a law enforcement element – to ensure that the laws are being complied with. And the other is the helping-hand element to ensure that we offer a helping hand to people who need help to get off the streets.

**Mayor:** Chief, why don't you talk a little about the work PD is doing.

**Chief Bill Morris, NYPD:** I'm Chief Bill Morris. I'm the chief of Manhattan South. Just to echo what the Commissioner and the Mayor were speaking about before – what the Police Department is doing now, is we're taking more than just the law enforcement approach to the challenge. Many police officers now are trained in crisis intervention training. In fact, the officers who patrol in this park on a regular basis have received that crisis intervention training. Recent graduates of the Academy have received that crisis intervention training. It gives us another tool in the tool box – not just law enforcement but also to begin the process of offering people assistance. And I think the Commissioner said it well before, when he said that just the initial

encounter many not always be positive. The challenge is to keep going, not to be defeated, to keep going beyond that, and to get an eventual positive solution regarding it.

**Question:** Off-topic questions?

**Mayor:** We're just doing on-topic right now. Behind you, yes?

**Question:** Is your expectation that every unsheltered individual have a case worker assigned to them, or will there not be enough resources [inaudible]?

**Mayor:** So, Steve come forward, Mike – both, either. The expectation is that every single individual will be followed up on. And this important in that each person, there'll be information on what they need, what their challenges are, how often they've been engaged, what seems to be working, what doesn't work, if they've come in off the street for a period of time – all of that needs to be collected for each person. And they're going to be looked at on a regular basis. Talk about – either one of you – how that will work in terms of our personnel.

**Commissioner Banks:** And again it begins with our HOME-STAT canvassers who will be documenting that they observed someone in a particular location, and then it continues with our homeless outreach teams through the not-for-profit organizations, as well as the police homeless outreach team, to gather as much information to determine how we can help somebody.

But imagine the situation that we're confronting across the city. For somebody, we might have the person's name – Joe Smith or Jones Smith – or we may know something. Someone else, we just may know as tall, individual with a red hat – but we're going to keep that information – that tall, individual with the red hat was there. And we're going to work to get that person's name, and get as much as we can to bring that person in. Now, that work has been going on every day before HOME-STAT. But the difference is that HOME-STAT is going to collect it all in one place so that we can bring to bear all the city agencies on helping the tall person with a red hat – to find out who he is, and help get him off the streets. And that's a new approach that hasn't been tried before.

**Question:** [Inaudible] expectation that with the increased resources, that [inaudible] reaching basically everybody [inaudible] –

**Mayor:** Yes. That's the bottom line. And I think your question – just to put in a further point on it. So, this work is done by DHS through a lot of the nonprofits. So, DHS will ultimately have responsibility for everyone who's identified, having a particular case for them – in other words, we'll collect all the information about them. A particular caseworker who's working on that case obviously could be working on a number of people at the same time. But, to your point, I think the simple answer is, yes, it will be a very personal approach in that way. So, there will be responsibility for a caseworker in terms of what happens with their cases, and that will be managed by DHS through the nonprofits.

Yes?

**Question:** I know you guys have said before that a lot of the street homeless population are people who are known – already known to law enforcement, right? Do you have – can you give us some sense – maybe like percentage wise – of how much of this population is static or has been on the streets for a certain period of time? Is it different than the shelter population that's churning, in a way?

**Mayor:** Yes. And so – let me start and then offer my colleagues a chance to come up – very important distinction you make between street homeless and folks in shelter. You're absolutely right, folks in shelter – a lot of folks, as you heard earlier, are working. A lot of families – we're doing everything we can to get them out of shelter. You've heard us talk about the 22,000 folks we've gotten out of shelter and to permanent housing. So, there is a lot of movement in that situation. Unfortunately, on the streets, you do see a number of people who have been on the streets for a long time, and our colleagues can give you a little bit more of the details of that. But to the previous question as well, this is a finite problem. It's a city of 8.5 million people, and, at least according to what we saw from the recent few years with the HOPE Count, the street population is 3,000 or 4,000. It's finite. It's reachable. The goal is literally to identify every single person.

To Steve's point, there are some people on the street right now that the City government doesn't know the name of – that's how it's been done over the years. We don't accept that. We believe we should be able to know each and every person, what their profiles are, what their needs are, because they are reachable if we put enough energy and enough focus into it. And then we could actually make a tangible impact on their lives. But since a lot of them haven't even been identified or engaged systematically, it's not a shock that they didn't come off the streets. In terms of the history and the length of time, can you give some perspective?

**Commissioner Banks:** I mean, my perspective in working with homeless people for three decades – don't speculate. The whole purpose of HOME-STAT is to collect data that's not been collected before so that we can gain a greater understanding of the full range of needs of people that are on the streets. Historically, the focus has been on the numbers of people that have been chronically on the streets, which is a smaller number than the larger number of people who have been on the streets. But as the Mayor has emphasized repeatedly, this is a focus on all of the people that are on the streets. Some are there who are housed, and we want to be able to focus on what's going on there, and some are there who are unsheltered. And so, the information we're collecting is going to allow us to make the kinds of conclusions you're asking about. And the whole reason, I think, why HOME-STAT is such an important initiative is it's, for the first time, going to give us that kind of perspective and that kind of information to solve a problem, which has been here for many, many years.

**Question:** Are you planning to return any of the contributions –

**Mayor:** We're on this topic. We're on this topic, my friend. Anything else on this topic? This is all we're doing today.

**Question:** Can you explain what a HUB client is and how many folks are involuntarily committed in HHC facilities? Perhaps Dr. Raju can address that?

**Mayor:** Well, Dr. Raju can come up, but the point is, this is different from that. So, what we're trying to do here with HOME-STAT is identify folks who are street homeless and get them to the help they need. The HUB is a concept, focusing on folks who have persistent mental health challenges, have treatment plans that in too many cases haven't been followed, and also a history of violence. They're two very, very different things.

Any other questions on this topic?

**Question:** Can you talk just on the street homeless? They say they don't want to go to shelter because they can't bring their stuff, they can't bring their pet, they think it's too dangerous – so, as a tactical perspective – perhaps this is really for an outreach worker – what do you say to that? They don't want to go to shelter – and I know you said you're going to have more to tell us next week about the review, but it has been more than three months. Is the review complete? When should we expect to see –

**Mayor:** Yeah, the review is complete, and we're still finalizing the actions based on the recommendations, and next week you'll hear a lot more. But we can certainly speak to the first part of your question. And maybe you'd like to give some perspective on that as well?

**Bill Hughes:** Sure. Our team has done everything from reach out to the Human Resources Administration to get assistance for a homeless person that needs storage to help get someone inside. We have worked with clients with severe mental illness who hoard belongings, and we've stayed with them on the street and watched their belongings while we take them to look at a shelter. And then when they are agreeing to go inside, we'll help them get their belongings there. So, you know, we think of innovative ways to get people to go inside all the time, and it's just an example of a couple of things we've done.

**Mayor:** Steve, you want to add anything?

**Commissioner Banks:** I think your question, again, highlights the importance of this new approach. By taking a city-wide approach, we will have information about – again, let's say John Smith won't come in because they're afraid of where he or she would put their stuff. And so, there'll be a solution to that. There's a storage grant that we can provide to store the person's belongings. Or someone else might say I won't come in because I'll never store my belongings because that person has mental health challenges and hoards their belongings. So, for each individual, they have individualized reasons why they're on the streets, they have individualized reasons that got them on the streets, and we're going to take an individualized approach to help bring them off the streets.

**Mayor:** Last call, on this topic – this topic?

**Question:** [inaudible]

**Mayor:** I don't think it hurts the effort because, as Steve said, we can – you know, in terms of count, we can do that even if we don't happen to know someone's name. But our goal is to know

their name, know their story, know their reality, and be able to address it very personally and directly.

Last call – yes?

**Question:** I wonder if internally you have any sense of whether the street homelessness number is up or down?

**Mayor:** Again, we're still finalizing the HOPE Count numbers, which give us something, but I've been very clear about the fact that the HOPE Count is a very broad measure. The numbers that you're going to start to see over time from HOME-STAT are going to give us, I think, a lot more. So, you know, let's be real – once a year, a single night sample – a random sample – that's the best we've ever had. This is something entirely different. This is a constant daily canvass, and even the nighttime piece is going to be done more frequently, but it will take, you know, months for us to get a fuller picture. The bottom line is, while we're getting that fuller picture, we're starting the effort in earnest to get each individual off the streets into something better.

**Question:** Do you have sense what the folks in green behind have told you?

**Mayor:** What the folks in green have told me about what?

**Question:** About where the number is going – they say more? Fewer? The same? Less?

**Mayor:** Folks in green, would you like to say anything?

[Laughter]

[Inaudible] you don't have to share the overall numbers because no one's quite clear until we do the count, but anything you want to say about your experience?

**Cesar Vanegas:** Sure. Well, I'm Cesar Venegas, from Goddard Riverside, and what we're seeing in the streets – we have the teams out there 24-7 – we definitely see a lot of individuals when it warms up during the day. They already described that they day numbers are much different than the street number at night – and individuals on the street, sleeping on the street with no place to go. So, until we gather further data and really compile it, I think it's tough to pinpoint on whether it's on the rise or not. During the day, just the climate impacts it a lot, so we're probably going to see a lot more visual homelessness during the day while you're going to work or going home.

**Question:** Can you spell your name for us?

**Vanegas:** C-E-S-A-R V-A-N-E-G-A-S.

**Mayor:** Thank you very much. Thanks, everyone.

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