



DEPARTMENT OF HOMELESS SERVICES

Seth Diamond, Commissioner

Key Public Service Areas

- ✓ Prevent homelessness.
- ✓ Conduct outreach to street homeless individuals.
- ✓ Provide temporary emergency shelter for eligible homeless people.
- ✓ Assist homeless individuals and families to live independently by supporting their efforts to gain employment and access other appropriate benefits and services.

Critical Objectives

- Increase the number of people prevented from becoming homeless.
- Reduce street homelessness.
- Ensure the availability of temporary shelter for homeless individuals and families.
- Maintain shelter safety and cleanliness.
- Increase client engagement and responsibility in moving to permanent housing.
- Reduce clients' length of stay in shelters.
- Increase placements into permanent housing.
- Reduce re-entries into the shelter services system.
- Increase the number of shelter residents who are working and making progress to independent living.

Scope of Agency Operations

The Department of Homeless Services (DHS) manages 10 City-run and 208 privately-run shelter facilities, consisting of 61 adult facilities and 145 family with children facilities and 14 adult family facilities. DHS also provides outreach services available 24 hours a day, seven days a week, as well as homeless prevention services through community-based programs known as "HomeBase."

Performance Report

✓ Prevent homelessness.

- DHS continues to exceed its prevention targets for all populations by helping more than ninety percent of clients in all populations receiving prevention services stay in their communities and avoid shelter entry. Compared to Fiscal 2010, the rate for adult families increased slightly while the rates for families with children and single adults saw a slight decrease.

Performance Statistics	A c t u a l					T a r g e t Updated	
	FY07	FY08	FY09	FY10	FY11	FY11	FY12
★ Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)	96.3%	96.0%	95.8%	94.6%	91.4%	90.0%	90.0%
★ Adult families receiving preventive services who did not enter the shelter system (%)	97.7%	95.9%	98.6%	94.6%	95.5%	90.0%	90.0%
★ Families with children receiving preventive services who did not enter the shelter system (%)	90.7%	89.8%	91.3%	92.6%	90.7%	90.0%	90.0%

★ Critical Indicator "NA" - means Not Available in this report



✓ **Conduct outreach to street homeless individuals.**

- The Homeless Outreach Population Estimate (HOPE) conducted in Fiscal 2011 estimated 2,648 unsheltered individuals in New York City, a 40 percent decrease from the baseline estimate conducted in 2005 and a 15 percent decrease from the estimate in Fiscal 2010.
- DHS placed 557 chronically homeless individuals from the street into permanent or temporary housing compared with 880 in Fiscal 2010, The number of placements is expected to fluctuate as new Safe Haven beds come on line. No new beds were brought on line in Fiscal 2011 and many of those placed in beds successfully have remained in the program resulting in fewer opportunities for new placements in 2011.
- Each year, street outreach teams respond to approximately 500 calls from citizens who see an individual on the street who may be in need of assistance and alert DHS by calling 311. In Fiscal 2011, DHS and its outreach providers returned calls to 100 percent of citizens who called 311 to assist a street homeless individual and requested a call back. Public involvement is essential to reducing the number of street homeless individuals in New York City, and the agency's success here exhibits the value it places on citizen involvement.

Performance Statistics	A c t u a l					T a r g e t Updated	
	FY07	FY08	FY09	FY10	FY11	FY11	FY12
★ <i>Unsheltered individuals who are estimated to be living on the streets, in parks, under highways, on subways, and in the public transportation stations in New York City (HOPE)</i>	3,755	3,306	2,328	3,111	2,648	*	*
<i>Number of chronically homeless individuals placed into permanent and temporary housing by outreach teams</i>	NA	NA	689	880	577	*	*
<i>Response rate to 311 calls from constituents for homeless person assistance</i>	NA	NA	NA	94.6%	100.0%	*	*

★ Critical Indicator "NA" - means Not Available in this report

✓ **Provide temporary emergency shelter for eligible homeless people.**

- The number of single adults entering shelter increased by 5 percent in Fiscal 2011 compared to Fiscal 2010. New York and other cities utilized federal stimulus funding to expand services to help families and individuals find suitable alternatives to entering shelter and rapidly re-house those who do. Thanks, in part, to this additional funding, the number of adult families and families with children entering shelter decreased by 9 percent and 15 percent, respectively, from Fiscal 2010 to Fiscal 2011.
- The average number of families with children in shelter per day decreased by 5 percent, from 8,629 in Fiscal 2010 to 8,165 in Fiscal 2011. This is a direct result of the reduction in the number of families entering the shelter system.
- While the overall average daily census for single adults increased in Fiscal 2011 by 17 percent, it began to decline in the last quarter of the Fiscal Year and has continued into Fiscal 2012. This recent decline is a result of strong placements of single adults into permanent housing in Fiscal 2011, 16 percent over Fiscal 2010 levels.
- The number of critical incidents per 1,000 residents in the Families with Children and Adult Family shelter systems has increased since Fiscal 2010 due to an expansion of the definition of critical incidents. In keeping with the City's commitment to combat domestic violence (DV), DHS retrained shelter staff to identify domestic violence and now classifies any DV incident in the family shelter system as critical.

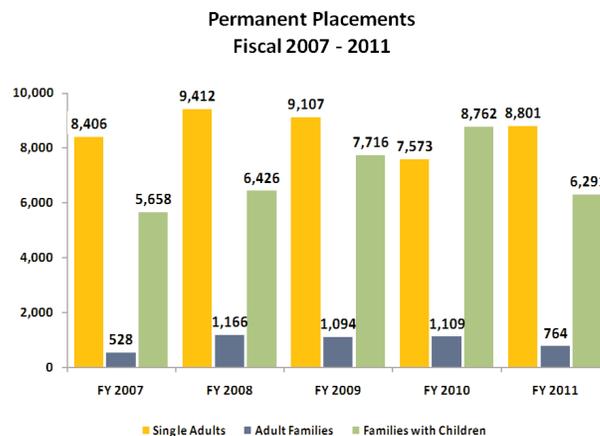


Performance Statistics	Actual					Target Updated	
	FY07	FY08	FY09	FY10	FY11	FY11	FY12
★ Single adults entering the DHS shelter services system	17,635	18,277	18,480	19,607	20,615	*	*
★ Adult families entering the DHS shelter services system	1,071	1,040	1,278	1,208	1,096	*	*
★ Families with children entering the DHS shelter services system	10,733	9,664	12,959	14,586	12,444	*	*
★ Average number of single adults in shelter per day	7,260	6,737	6,526	7,167	8,387	*	*
★ Average number of adult families in shelters per day	1,403	1,294	1,276	1,309	1,315	*	*
★ Average number of families with children in shelters per day	7,392	7,548	7,948	8,629	8,165	*	*
Cost per day for shelter facilities - Single adult facilities (\$)	\$63.75	\$72.38	\$70.18	\$69.25	\$73.58	*	*
- Family facilities (\$)	\$94.97	\$99.81	\$105.22	\$100.49	\$100.12	*	*
VENDEX evaluations for human services contracts completed on time, as compared to the goal (%)	NA	NA	NA	NA	93.6%	*	*
Families suitably placed in the shelter services system within 10 days (%)	99.2%	99.9%	100.0%	100.0%	100.0%	95.0%	95.0%
Average school attendance rate for children in the DHS shelter services system (%)	79.7%	79.7%	81.0%	82.0%	81.2%	*	*
Families placed in the shelter services system according to their youngest school-aged child's school address (%)	82.6%	82.9%	81.3%	84.3%	83.3%	85.0%	85.0%
★ Safety, maintenance, and cleanliness deficiencies noted on independent inspections of adult shelters	79	93	54	39	29	*	*
★ Critical incidents in the adult shelter system, per 1,000 residents	1.5	0.5	0.4	0.8	0.2	*	*
★ Critical incidents in the adult family shelter system, per 1,000 residents	1.0	1.6	1.6	7.4	8.2	*	*
★ Critical incidents in the families with children shelter system, per 1,000 residents	1.3	0.6	1.2	0.3	1.7	*	*

★ Critical Indicator "NA" - means Not Available in this report

✓ **Assist homeless individuals and families to live independently by supporting their efforts to gain employment and access other appropriate benefits and services.**

- The length of stay in shelter for all populations remains at historically low levels. This success is attributable to DHS's continued emphasis on linking clients to employment, rehabilitative and supportive services to help them exit shelter.
- Cancellation of the Advantage program by the State of New York at the end of March caused a reduction in the number of permanent placements for families. The department has stabilized exits since the program ended.
- The East River Job Center, which is operated by the Human Resources Administration (HRA) and serves homeless individuals and families, exceeded its job placement goals for Fiscal 2011. The Center placed 9,661 homeless individuals and families into jobs, 125 percent of the target. Employment is a cornerstone of DHS's efforts to help homeless New Yorkers move back to independence.





Performance Statistics	A c t u a l					T a r g e t Updated	
	FY07	FY08	FY09	FY10	FY11	FY11	FY12
★ Average length of stay for single adults in shelter (days)	308	283	261	245	250	*	*
★ Average length of stay for adult families in shelter (days)	516	505	370	325	349	*	*
★ Average length of stay for families with children in shelter (days)	292	324	281	243	258	*	*
★ Single adults placed into permanent housing (Preliminary)	8,406	9,412	9,107	7,573	8,801	8,000	8,000
★ Adult families placed into permanent housing (Preliminary)	528	1,166	1,094	1,109	764	*	*
★ Families with children placed into permanent housing (Preliminary)	5,658	6,426	7,716	8,762	6,291	*	*
★ Single adults placed into permanent housing who return to the DHS shelter services system within one year (%)	14.1%	15.8%	12.9%	12.1%	12.1%	*	*
★ Adult families placed into permanent housing who return to the DHS shelter services system within one year (%)	2.9%	5.3%	2.8%	6.4%	8.3%	*	*
★ Families with children placed into permanent housing who return to the DHS shelter services system within one year (%)	3.1%	4.2%	3.4%	3.8%	2.8%	*	*
East River Job Center cash assistance applicants and recipients placed into jobs as compared to monthly goal (%)	NA	NA	NA	NA	125.0%	*	*

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Agency Customer Service

The Department of Homeless Services serves its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	DHS FY10	Citywide FY10	DHS FY11	Citywide FY11	DHS Change 2010 to 2011	Citywide Change 2010 to 2011
Average response time for email correspondence (days)	11	5	11	7	NA	40%
Average response time for letters/mail correspondence (days)	13	15	11	11	NA	-27%
Average wait time to speak with a customer service agent at a walk-in facility (min:sec)	26:00	28:00	29:00	37:00	12%	32%
Facility Rating by Customers Observing and Reporting Experiences Program (Scale = 0-100)	78	83	80	85	3%	2%
Number of 311 inquiries (to MMR agencies)	159,386	7,489,368	195,441	7,252,869	23%	-3%
Number of agency customers surveyed for overall customer satisfaction	2,067	960,685	2,395	1,021,939	16%	6%
Number of completed customer requests for interpretation	2,378	1,786,715	3,814	1,438,872	60%	-19%

311 Customer Service Center Inquiries

Top DHS-related Inquiries	Total 2010	% of DHS Inquiries in 2010	Rank in # of Calls in 2010	Total 2011	% of DHS Inquiries in 2011	Rank in # of Calls in 2011
Advantage Program - Assistance for Enrolled Tenant	25,286	16%	2	36,949	19%	1
Homeless Shelter Intake for Single Adults	26,836	17%	1	24,701	13%	2
Advantage Program - Assistance for Landlord or Broker After Lease Signing	10,495	7%	5	23,718	12%	3
Homeless Shelter Intake for Families with Children	24,698	15%	3	22,412	11%	4
Budget Cuts to Advantage Program	NA	NA	NA	15,517	8%	5



Agency Resources

Agency Resources	A c t u a l					Preliminary Updated		
	FY07	FY08	FY09	FY10	FY11	FY11 ¹	FY12 ¹	FY12 ²
<i>Expenditures (\$ millions)</i> ³	\$732.6	\$785.5	\$851.3	\$942.0	\$1,047.5	\$1,045.2	\$804.0	\$791.0
<i>Personnel</i>	2,078	2,084	2,027	1,927	1,838	2,012	1,915	1,915
<i>Overtime paid (\$000)</i>	\$8,146	\$9,067	\$9,987	\$9,136	\$5,939	*	*	*
<i>Capital commitments (\$ millions)</i>	\$21.8	\$69.2	\$25.5	\$33.7	\$19.1	\$56.2	\$19.0	\$32.1
<i>Human services contract budget (\$ millions)</i>	\$534.2	\$576.5	\$643.8	\$739.2	\$843.0	\$840.0	\$598.6	\$582.8

¹January 2011 Financial Plan

²Authorized Budget Level

³Expenditures include all funds

"NA" means Not Available in this report

Noteworthy Changes, Additions or Deletions

- Going forward, the Department will report exits from shelter in place of permanent housing placements.

For more information please visit the website at: www.nyc.gov/dhs

