



# TOP TEN CATEGORY DEFINITIONS

Indicator Name	Description	Source	Year To Date Calculation
<i>Name of the indicator exactly as it appears on the complete Monthly Report</i>	<i>Explanation of what the indicator includes and/or what is being counted</i>	<i>The source of the data (database or report name)</i>	<i>Brief description of the formula used to calculate year to date numbers</i>
<b>INCREASE THE NUMBER OF PEOPLE PREVENTED/DIVERTED FROM HOMELESSNESS</b>			
Number of new single adults	Number of single adults entering the shelter system who have no record of prior shelter use	Shelter Care Information Management System	Sum of new single adults for all months during current fiscal year
Number of new eligible families with children	The number of families found eligible who have no previous history of being determined eligible at PATH, and prior to PATH's establishment, any history of being determined eligible. (All stays in the family shelter system that occurred prior to the establishment of the EAU are treated as eligible stays.)	Client Tracking System database	Sum of new eligible families with children for all months during current fiscal year
Number of new eligible adult families	The number of families found eligible who have no previous history of being determined eligible at AFIC, and prior to AFIC's establishment, any history of being determined eligible. (All stays in the family shelter system that occurred prior to the establishment of the EAU are treated as eligible stays.)	Client Tracking System database	Sum of new eligible adult families for all months during current fiscal year
Repeat single adults	The number of single adults entering the shelter system who had last exited the shelter system 10 or more days prior to reentry	Shelter Care Information Management System	The number of single adults with a shelter entrance in the year minus the number of new single adults for the year to date



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Repeat families with children	The number of families found eligible in the month who have been determined eligible in the past	Client Tracking System Database	The number of families found eligible in the year minus the total number of new eligible families for the year to date
Repeat adult families	The number of families found eligible in the month who have been determined eligible in the past	Client Tracking System Database	The number of families found eligible in the year minus the total number of new eligible families for the year to date
Average Daily Census of Individuals	The average daily census of single adults, adults in families and children in families for the month	Intake/Vacancy Control unit database and Noon Census	Average
Average Daily Single Adult Census	Average daily census for the month	Intake/Vacancy Control unit database	Average
Average Daily Family Census	The average daily census of families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon.	Noon Census	Average



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<b>REDUCE STREET HOMELESSNESS</b>			
Placements by outreach in housing, shelters, drop-in centers or treatment programs (duplicated)	Duplicated monthly count of adults placed in detox, rehabilitation, hospital beds, drop-in centers, housing, or the shelter system by outreach teams	DHS Adult Services Outreach Monthly Report	Sum of placements by outreach teams in housing, shelters, drop-in centers or treatment programs during current fiscal year (duplicated)
<b>Homeless Outreach Population Estimate</b>			
Brooklyn Surface Area Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space) in Brooklyn. Subway cars, subway stations, abandoned buildings, and private establishments are not included in the surface area estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.
Manhattan Surface Area Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space) in Manhattan. Subway cars, subway stations, abandoned buildings, and private establishments are not included in the surface area estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.



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Staten Island Surface Area Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space) in Staten Island. Subway cars, subway stations, abandoned buildings, and private establishments are not included in the surface area estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.
Queens Surface Area Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space) in Queens. Subway cars, subway stations, abandoned buildings, and private establishments are not included in the surface area estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.
Bronx Surface Area Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space) in the Bronx. Subway cars, subway stations, abandoned buildings, and private establishments are not included in the surface area estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.
Subway Estimate	The number of street homeless individuals estimated at a point in time in subway stations and subway cars.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.



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Total NYC Estimate	The number of street homeless individuals estimated at a point in time in surface areas (streets, parks, transportation hubs, and other above ground public space), and in subway stations and subway cars. Abandoned buildings and private establishments are excluded from this estimate.	Homeless Outreach Population Estimate results	As HOPE is a point in time estimate, year to date calculations are not made.
<b>INCREASE CLIENT ENGAGEMENT AND RESPONSIBILITY</b>			
<b>Transfers</b>			
Percent of single adults with more than one facility transfer	Of single adults who spend at least one night in the DHS shelter services system, the percentage that change facilities after placement from an assessment bed into a program or general bed during the fiscal year (to date at the end of this month)	Shelter Care Information Management System	Unduplicated percent of single adults with more than one facility transfer during current fiscal year
Percent of families with more than one facility transfer	Of families who spend at least one night in the DHS shelter services system during the month, the percentage that change facilities after placement more than once in the fiscal year (to date at the end of this month)	Client Tracking System database	Unduplicated percent of families placed into permanent housing during current fiscal year
<b>REDUCE SHELTER LENGTH OF STAY (LOS)</b>			
Average LOS for adults (in days)	The average number of days of shelter used per person during the month	Intake/Vacancy Control unit database and Shelter Care Information Management System	Average daily census multiplied by days in year and divided by unduplicated clients



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Average LOS for all families (in days)	The average length of stay for families in the system on the last day of the month. This number excludes those in conditional placements.	CTS Monthly Report	Average length of stay for all families during current fiscal year
Percent of adults that are long term stayers	The percentage of single adults in shelter each month who, as of their last day in shelter in the month, have spent the equivalent of two of the last four years in shelter	Shelter Care Information Management System	Average
Percent of families that are long term stayers	The percentage of families in shelter each month who, as of their last day in shelter in the month, have a length of stay of 18 months or more	CTS Monthly Report	Average
<b>INCREASE PLACEMENT OF DHS CLIENTS INTO PERMANENT HOUSING</b>			
Percent of single adults placed in permanent housing of those served	The percentage of adults who were placed in permanent housing in that month out of the total number of adults in the system in that month	PHP; Shelter Care Information Management System	Sum of individuals placed in permanent housing during current fiscal year as percentage of unduplicated clients served during the fiscal year
Percent of families placed in permanent housing of those served	The percentage of families who were placed in permanent housing in that month out of the total number of families in the system in that month	Client Tracking System database	Sum of families placed in permanent housing during current fiscal year as percentage of unduplicated clients served during the fiscal year



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Total single adults placed in permanent housing	The total number of single adults placed in supported housing, subsidized housing, residential rehabilitation, or who returned to family or independent living during the month	Permanent Housing Placement Database	Sum of single adults placed into permanent housing with supportive services during current fiscal year
Total families placed in permanent housing	Total number of families placed in permanent housing	Client Tracking System database	Sum of all families placed in permanent housing during current fiscal year
<b>REDUCE RE-ENTRIES INTO THE SHELTER SYSTEM</b>			
Percent placed into housing who returned to DHS within a year	Percentage of the single adults placed into permanent housing in the prior fiscal year who returned to the shelter system within one year.	PHP; Shelter Care Information Management System	Sum of all individuals placed in the previous fiscal year who return to shelter in the current fiscal year as a percentage of the total placed in the previous fiscal year
Percent of families placed in permanent housing who returned to DHS within one year	Families placed in permanent housing in the prior fiscal year who returned to the DHS system for an eligible stay within one year, as a percentage of the total number of placements in the previous fiscal year	Client Tracking System database	Unduplicated percent of families placed in permanent housing who returned to DHS within one year during current fiscal year



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Percent of families placed in permanent housing who returned to DHS within two years	Families placed in permanent housing who returned to the DHS system for an eligible stay within two years, as a percentage of the total number of placements two fiscal years ago	Client Tracking System database	Unduplicated percent of families placed in permanent housing who returned to DHS years during the last two fiscal years
<b>IMPROVE ADMINISTRATIVE EFFICIENCIES AND REVENUE MAXIMIZATION TO SUPPORT SERVICES</b>			
Percent of families on Public Assistance	The number of families in the shelter system who currently have active or single issue public assistance cases divided by the number of families eligible for public assistance	Monthly match between DHS' Client Tracking System (CTS) and HRA's Welfare Management System (WMS)	Average of % of families on PA for all months during the current fiscal year
Average RFP cycle time (in days)	The average number of days between the release of Request for Proposals (RFP) and new contract submission to the Comptroller's office for the Fiscal Year	RFP report	Average cycle time is an annual number recording information on all activity during the fiscal year
<b>INCREASE THE NUMBER OF TRAINED AND QUALIFIED STAFF</b>			
Percent of vacancies agency-wide	The percent of positions agency-wide that are currently vacant. Positions that are currently in the pipeline are not considered vacant.	DHS Vacancy Rate Report	Last month of the current fiscal year
<b>MAINTAIN SHELTER SAFETY AND CLEANLINESS</b>			
External inspections			

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Average number of Callahan deficiencies per site	Average number of deficiencies noted on Callahan inspections at all male adult shelters. Callahan inspections are carried out by a court-appointed inspection team to ensure shelters meet court-mandated standards. Callahan inspections take place in adult shelters semi-annually; data is reported only in November and May.	DHS Facilities Maintenance and Development Callahan report	Average number of Callahan deficiencies per site for each reporting period for the current fiscal year
<b>INCREASE INTERAGENCY COORDINATION AND CROSS SYSTEM COLLABORATION</b>			
Number of joint projects with other public agencies	Projects, including research and data matches, for which DHS collaborates with other public agencies through the use of shared resources, experience, and data. Agencies with which DHS frequently coordinates include the Administration for Children's Services (ACS), Human Resources Administration (HRA), Department of Health, Department of Probation, New York City Housing Authority (NYCHA), and Housing Preservation and Development (HPD).	Reported by each division on a monthly basis	Average of the number of projects for each month during the current fiscal year