

**LOCAL LAWS  
OF  
THE CITY OF NEW YORK  
FOR THE YEAR 2017**

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**No. 217**

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Introduced by Council Members Espinal, Johnson, Levin, Palma, Chin, Cohen, Rosenthal and Menchaca.

**A LOCAL LAW**

**To amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population**

*Be it enacted by the Council as follows:*

Section 1. Chapter 3 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-319 to read as follows:

*§ 21-319 Unsheltered homeless population record. a. Definitions. For the purposes of this section, the following terms have the following meanings:*

*Outreach staff. The term “outreach staff” means department staff or staff contracted by the department to contact and offer services to the unsheltered homeless population.*

*Unsheltered homeless person. The term “unsheltered homeless person” means an individual with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.*

*b. To the extent such information is provided voluntarily, the department shall maintain a record of all unsheltered homeless persons who are receiving services from or have been contacted by outreach staff, which shall be updated in real time and shall contain, to the extent available: first and last name, date of birth, race or ethnicity, and the location where outreach*

*staff engaged the unsheltered homeless person, including but not be limited to, bus shelter, drop-in center, hospital, park, safe haven or subway. No later than September 1, 2018, and quarterly thereafter, the department shall submit to the speaker of the council and post online the total number of unsheltered homeless persons included in the record required pursuant to this subdivision, disaggregated to the extent available by the location where outreach staff first engaged the unsheltered homeless person.*

§ 2. This local law takes effect immediately.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on October 31, 2017 and returned unsigned by the Mayor on December 5, 2017.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 217 of 2017, Council Int. No. 1066-A of 2016) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEVEN LOUIS, Acting Corporation Counsel.

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

<b>HOME-STAT</b>		
<p>Total number of New Yorkers who are —</p> <p>(1) known to HOME-STAT outreach teams; AND</p> <p>(2) confirmed to be experiencing unsheltered homelessness; AND</p> <p>(3) currently being engaged by HOME-STAT outreach teams; AND</p> <p>(4) included in the record, also known as the City’s ‘by-name list’ of street homeless individuals</p> <p>—as of September 30, 2024.</p>	<b>2,867</b>	
	<b>Location of First Engagement</b>	<b>Count</b>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	491
	Bus Shelter	0
	Drop-In Center (DIC)	39
	Hospital	27
	Social service provider office	143
	Park	47
	Phone	48
	Playground	0
	Ferry Terminal	0
	Street	591
	Subway	1360
	Other	121
	<b>Grand Total</b>	<b>2867**</b>

\*Delayed Data Entry or No Entry reflects cases wherein HOME-STAT outreach staff either (1) did not enter point of first engagement OR (2) entered data only after successfully helping an individual off the street and into dedicated transitional housing settings, which include Safe Havens, stabilization beds, or faith-based beds, all of which require referrals from HOME-STAT outreach teams.

\*\*For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.

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	<b>Location of First Engagement</b>	<b>Count</b>
Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—	Delayed Data Entry or No Entry*	507
	Bus Shelter	0
	Drop-In Center (DIC)	33
	Hospital	56
	Social service provider office	153
	Park	58
	Phone	74
	Playground	0
	Ferry Terminal	0
	Street	667
	Subway	1618
	Other	86
	<b>Grand Total</b>	<b>3,252**</b>

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	<b>Location of First Engagement</b>	<b>Count</b>
Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—	Delayed Data Entry or No Entry*	708
	Bus Shelter	1
	Drop-In Center (DIC)	30
	Hospital	36
	Social service provider office	136
	Park	91
	Phone	79
	Playground	0
	Ferry Terminal	0
	Street	821
	Subway	1664
	Other	48
	<b>Grand Total</b>	<b>3,614</b>

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	<b>Location of First Engagement</b>	<b><u>Count</u></b>
Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—	Delayed Data Entry or No Entry*	693
	Bus Shelter	1
	Drop-In Center (DIC)	31
	Hospital	29
	Social service provider office	123
	Park	86
	Phone	84
	Playground	0
	Ferry Terminal	0
	Street	843
	Subway	1580
	Other	57
	<b>Grand Total</b>	<b>3527</b>

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NOTE: For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.

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	<b>Location of First Engagement</b>	<b><u>Count</u></b>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	587
	Bus Shelter	1
	Drop-In Center (DIC)	32
	Hospital	20
	Social service provider office	87
	Park	64
	Phone	77
	Playground	0
	Ferry Terminal	0
	Street	657
	Subway	1240
	Other	40
	<b>Grand Total</b>	<b>2,805**</b>

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<p>Total number of New Yorkers who are—</p> <ul style="list-style-type: none"> <li>(1) known to HOME-STAT outreach teams; <u>AND</u></li> <li>(2) confirmed to be experiencing unsheltered homelessness; <u>AND</u></li> <li>(3) currently being engaged by HOME-STAT outreach teams; <u>AND</u></li> <li>(4) included in the record, also known as the City’s ‘by-name list’ of street homeless individuals</li> </ul> <p>—as of June 30, 2023.</p>	3,151	
	Location of First Engagement	<u>Count</u>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	507
	Bus Shelter	1
	Drop-In Center (DIC)	29
	Hospital	25
	Social service provider office	72



	Park	66
	Phone	73
	Playground	0
	Ferry Terminal	0
	Street	629
	Subway	1711
	Other	38
	<b>Grand Total</b>	<b>3151**</b>

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	<b>Location of First Engagement</b>	<b><u>Count</u></b>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	491
	Bus Shelter	0
	Drop-In Center (DIC)	38
	Hospital	25
	Social service provider office	75

	Park	69
	Phone	83
	Playground	0
	Ferry Terminal	0
	Street	772
	Subway	1549
	Other	40
	<b>Grand Total</b>	<b>3142**</b>

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	Location of First Engagement	<u>Count</u>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	397
	Bus Shelter	0
	Drop-In Center (DIC)	43
	Hospital	31
	Social service provider office	73

	Park	68
	Phone	97
	Playground	0
	Ferry Terminal	0
	Street	618
	Subway	1182
	Other	36
	<b>Grand Total</b>	<b>2545**</b>

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	Location of First Engagement	<u>Count</u>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	449
	Bus Shelter	0
	Drop-In Center (DIC)	26
	Hospital	32
	Social service provider office	71

	Park	68
	Phone	71
	Playground	0
	Ferry Terminal	0
	Street	758
	Subway	1045
	Other	38
	<b>Grand Total</b>	<b>2558**</b>

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	Location of First Engagement	<u>Count</u>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	306
	Bus Shelter	1
	Drop-In Center (DIC)	17
	Hospital	27
	Social service provider office	66



	Park	79
	Phone	59
	Playground	0
	Ferry Terminal	0
	Street	800
	Subway	572
	Other	28
	<b>Grand Total</b>	<b>1955**</b>

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**December 2021 Report (reflecting July, August, and September of 2021)**

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

In 2017, we announced our Turning the Tide (TtT) *on Homelessness in New York City* plan to transform the City's approach to providing shelter, by putting people and communities first. Our plan accomplishes this goal by ending decades-old stop-gap measures like the 21-year use of ineffective cluster shelter sites and the practice of renting commercial hotel rooms, which dates back, on and off, to the 1960s. Instead, through our plan, we are opening a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life – such as schools, jobs, health care, families and houses of worship – as they get back on their feet.

With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter guaranteed in New York City.

DHS's transformative plan is built on four core pillars: preventing homelessness in the first place whenever we can; **bringing people in from the streets and subways 24/7**; rehousing people experiencing homelessness; and transforming the haphazard approach to providing shelter and services that has built up over the past four decades.

As we have testified previously, the average monthly census for DHS shelters increased 115 percent from 1994 into 2014 – rising from 23,868 men, women, and children in January 1994, to 31,009 in January 2002, and 50,869 on January 1, 2014. But after nearly four decades of an ever-increasing homeless population in NYC, the de Blasio administration has finally broken the trajectory of growth in homelessness; and, while we know we have more work to do, with the new programs, reforms, and investments we are implementing, we are headed in the right direction, holding the DHS census essentially flat year over year in 2017, 2018, and 2019 for the first time in a decade. Today, the NYC DHS census is approximately 46,000 – and without these initiatives, early projections indicated that the current DHS census would be in excess of 71,000, instead of where it is today, which is actually below the number of individuals in DHS shelter when Mayor de Blasio took office.

To that end, during the pandemic period, we have seen trends continue which preceded the pandemic, as the number of families with children residing in shelter had decreased significantly before the pandemic and continued decreasing more significantly during the pandemic, thanks to comprehensive strategies we developed and the extraordinary work staff have done and continue doing throughout this crisis to help families get back on their feet (homelessness prevention, rehousing and rental assistance programs); with the eviction moratorium (which built on our pre-pandemic progress driving down evictions by more than 40% through our first-in-the-nation right-to-counsel initiative) preventing additional families from needing to seek shelter, our staff and essential provider partners through their round-the-clock supportive efforts and successful strategies to relocate families to permanent housing have been able to drive down the census significantly.

As a result, the peak number of individuals across those families has declined by approximately 17,000 between 2014 and today, below 2012 levels.

At the same time, through the shelter transformation initiatives outlined above, we've already shrunk the NYCDHS shelter footprint by approximately 45 percent—already hitting our 2017 Turning the Tide plan goal—by closing more than 290 locations that do not meet our standards while siting a smaller number of borough-based shelters.

### **Addressing Unsheltered Homelessness – Bringing People Inside from the Streets and Subways**

As indicated above, addressing unsheltered homelessness by bringing people in from the streets and subways and connecting them with the services they need to get back on their feet is one of the four core pillars of this Administration's work to address the citywide challenge of homelessness. To that end, this Administration has invested significantly in outreach programs, outreach providers, and outreach resources, dramatically expanding and intensifying this work over the past several years.

#### **HOME-STAT: 24/7/365 Outreach**

HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) encapsulates all of New York City's expanded and ongoing street homeless outreach efforts, from 24/7/365 in-field/on-streets outreach and engagement across the five boroughs, to case management, to dedicated facilities and tailored services – representing the most comprehensive outreach program in the nation. Through these efforts, City staff and 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, encourage them to accept services, and ultimately help them transition off the streets.

At the same time, we have strengthened and expanded outreach programs citywide over the past several years, and continue to redouble our efforts. Between 2016 and 2019, we tripled the number of low-barrier beds dedicated to better serving our individuals experiencing unsheltered homelessness, increasing the citywide total from 600 beds in 2014 to more than 1800 as of December 2019.

In December 2019, we also announced our “Journey Home” action plan to double down on the progress we’ve made through HOME-STAT and help more New Yorkers experiencing unsheltered homelessness get back on their feet. Since the launch of “Journey Home” plan, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before seen, including: opening more than 1,300 specialized new beds in 2020 and 2021 dedicated to serving New Yorkers who have lived unsheltered, such as Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with hundreds more opening in the coming months and years.

Through these investments, programs, and enhanced efforts, including our more-than-tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to more than 600 citywide, our City has helped more than 4,250 New Yorkers experiencing unsheltered homelessness come in off the streets and subways into transitional programs or permanent housing. This includes outreach teams’ positive progress engaging and helping unsheltered New Yorkers come off the subways through the enhanced, intensified subway outreach that NYC DHS implemented in response to the MTA’s shutdown of overnight subway service during the COVID-19 pandemic. Through this intensified subway outreach, outreach teams were deployed every night to end-of-line subway stations citywide to engage any unsheltered individuals who were utilizing the subways and departing the subways when they closed – on the subway trains, on the subway platforms, and outside of the subway stations. As a result, hundreds of individuals accepted referrals to shelter services and are in shelter now, rather than on the subways. (Clients interested in receiving services go through an abbreviated assessment and are transported to shelter services/placement. Throughout this outreach process, we are ensuring placements are expedited.) This intensive end-of-line work has continued even after 24-hour MTA service has resumed.

### **Creative Interventions: No One-Size-Fits-All**

There is no one-size-fits-all approach to ending homelessness. With a dedicated not-for-profit provider for each borough (the Manhattan Outreach Consortium, led by CUCS working with Goddard Riverside and Breaking Ground, in Manhattan; Breaking Ground in Brooklyn and Queens; BronxWorks in the Bronx; and Project Hospitality on Staten Island; and Bowery Residents Committee (BRC) on the subways), HOME-STAT outreach teams work around the clock across the five boroughs by making regular contact with street homeless New Yorkers: getting to know them, developing trust, and sharing information about the resources available to them.

HOME-STAT outreach teams consist of multi-disciplinary teams working around the clock to seek out individuals living in public spaces, engage them about the resources and supports available to them, and link them to services with the goal of bringing them indoors, always focused on building relationships with individuals who over time have historically rejected services. Outreach teams are also focused on reaching, engaging, and assisting the most vulnerable of those living outside to ensure they are safe and/or not at risk of injury or death. This health-protection aspect of their role becomes heightened during

times of extreme weather and/or emergency circumstances, such as the unprecedented COVID-19 pandemic. Outreach teams also perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services, which includes connecting clients to medical benefits as they continue to work with these individuals throughout their journey back to permanency/stability. The outreach teams meet people “where they are” both literally and figuratively—whether that means conducting a psychiatric evaluation on a street corner or sending an outreach worker who can speak to a client in his or her native language.

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.

### **HOME-STAT: Compassionate Individualized Engagement, and the By-Name List of Known and Prospective Clients**

Central to the HOME-STAT effort, HOME-STAT outreach teams continue to build the City’s first-ever by-name list of individuals known to be experiencing homelessness and residing on the streets, more effectively enabling the teams to directly and repeatedly engage New Yorkers in need where they are, continually offering supports and case management resources while developing the trust and relationships that will ultimately encourage these individuals to accept services and transition off the streets. This tool allows outreach staff to update client and case information in real time, which may include the client’s first and last name, date of birth, race or ethnicity, the location where outreach staff engaged the unsheltered homeless person, including but not limited to, a bus shelter, drop-in center, hospital, park, safe haven, or subway, and information about the factors that may have contributed to their homelessness.

As part of that by-name list, HOME-STAT outreach teams now know and are actively engaged with approximately 2,000 individuals by name who are confirmed to be experiencing homelessness and living on the streets (“known” “by name”). HOME-STAT outreach teams are also continuing to engage another over 500 individuals encountered on the streets to evaluate their living situations, determine whether they are experiencing homelessness, and assess what specific supports they may need (“prospective clients”).

To this end, pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

**HOME-STAT**

Total number of New Yorkers who are—

- (1) known to HOME-STAT outreach teams; AND
- (2) confirmed to be experiencing unsheltered homelessness; AND
- (3) currently being engaged by HOME-STAT outreach teams; AND
- (4) included in the record, also known as the City's 'by-name list' of street homeless individuals

—as of: September 30, 2021.

**1,974**

**Location of First Engagement**

**Count**

Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—

Delayed Data Entry or No Entry*	319
Bus Shelter	0
Drop-In Center (DIC)	27
Hospital	32
Social service provider office	57
Park	87
Phone	62
Playground	0
Ferry Terminal	0
Street	824

	Subway	533
	Other	33
	<b>Grand Total</b>	<b>1,974**</b>

\*Delayed Data Entry or No Entry reflects cases wherein HOME-STAT outreach staff either (1) did not enter point of first engagement OR (2) entered data only after successfully helping an individual off the street and into dedicated transitional housing settings, which include Safe Havens, stabilization beds, or faith-based beds, all of which require referrals from HOME-STAT outreach teams.

\*\* For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.

**September 2021 Report (reflecting April, May, and June of 2021)**

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

In 2017, we announced our Turning the Tide (TtT) *on Homelessness in New York City* plan to transform the City's approach to providing shelter, by putting people and communities first. Our plan accomplishes this goal by ending decades-old stop-gap measures like the 21-year use of ineffective cluster shelter sites and the practice of renting commercial hotel rooms, which dates back, on and off, to the 1960s. Instead, through our plan, we are opening a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life – such as schools, jobs, health care, families and houses of worship – as they get back on their feet.

With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter guaranteed in New York City.

DHS's transformative plan is built on four core pillars: preventing homelessness in the first place whenever we can; **bringing people in from the streets and subways 24/7**; rehousing people experiencing homelessness; and transforming the haphazard approach to providing shelter and services that has built up over the past four decades.

As we have testified previously, the average monthly census for DHS shelters increased 115 percent from 1994 into 2014 – rising from 23,868 men, women, and children in January 1994, to 31,009 in January 2002, and 50,869 on January 1, 2014. But after nearly four decades of an ever-increasing homeless population in NYC, the de Blasio administration has finally broken the trajectory of growth in homelessness; and, while we know we have more work to do, with the new programs, reforms, and investments we are implementing, we are headed in the right direction, holding the DHS census essentially flat year over year in 2017, 2018, and 2019 for the first time in a decade. Today, the NYC DHS census is approximately 45,000 – and without these initiatives, early projections indicated that the current DHS census would be in excess of 71,000, instead of where it is today, which is actually below the number of individuals in DHS shelter when Mayor de Blasio took office.



To that end, during the pandemic period, we have seen trends continue which preceded the pandemic, as the number of families with children residing in shelter had decreased significantly before the pandemic and continued decreasing more significantly during the pandemic, thanks to comprehensive strategies we developed and the extraordinary work staff have done and continue doing throughout this crisis to help families get back on their feet (homelessness prevention, rehousing and rental assistance programs); with the eviction moratorium (which built on our pre-pandemic progress driving down evictions by more than 40% through our first-in-the-nation right-to-counsel initiative) preventing additional families from needing to seek shelter, our staff and essential provider partners through their round-the-clock supportive efforts and successful strategies to relocate families to permanent housing have been able to drive down the census significantly.

As a result, the peak number of individuals across those families has declined by more than 18,000 between 2014 and today, below 2012 levels.

At the same time, through the shelter transformation initiatives outlined above, we've already shrunk the NYCDHS shelter footprint by approximately more than 40 percent—well on our way towards our goal of shrinking the footprint by 45 percent overall—by closing more than 270 locations that do not meet our standards while siting a smaller number of borough-based shelters.

### **Addressing Unsheltered Homelessness – Bringing People Inside from the Streets and Subways**

As indicated above, addressing unsheltered homelessness by bringing people in from the streets and subways and connecting them with the services they need to get back on their feet is one of the four core pillars of this Administration's work to address the citywide challenge of homelessness. To that end, this Administration has significantly invested in outreach programs, outreach providers, and outreach resources, dramatically expanding and intensifying this work over the past several years.

#### **HOME-STAT: 24/7/365 Outreach**

HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) encapsulates all of New York City's expanded and ongoing street homeless outreach efforts, from 24/7/365 in-field/on-streets outreach and engagement across the five boroughs, to case management, to dedicated facilities and tailored services – representing the most comprehensive outreach program in the nation. Through these efforts, City staff and 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, encourage them to accept services, and ultimately help them transition off the streets.

At the same time, we have strengthened and expanded outreach programs citywide over the past several years, and continue to redouble our efforts. Between 2016 and 2019, we tripled the number of low-barrier beds dedicated to better serving our individuals experiencing unsheltered homelessness, increasing the citywide total from 600 beds in 2014 to more than 1800 as of December 2019.

In December 2019, we also announced our "Journey Home" action plan to double down on the progress we've made through HOME-STAT and help more New Yorkers experiencing unsheltered homelessness

get back on their feet. Since the launch of “Journey Home” plan, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before seen, including: opening more than 1,300 specialized new beds in 2020 and 2021 dedicated to serving New Yorkers who have lived unsheltered, such as Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with hundreds more opening in the coming months and years.

Through these investments, programs, and enhanced efforts, including our more-than-tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to more than 600 citywide, our City has helped more than 4,250 New Yorkers experiencing unsheltered homelessness come in off the streets and subways into transitional programs or permanent housing. This includes outreach teams’ positive progress engaging and helping unsheltered New Yorkers come off the subways through the enhanced, intensified subway outreach that NYC DHS implemented in response to the MTA’s shutdown of overnight subway service during the COVID-19 pandemic. Through this intensified subway outreach, outreach teams were deployed every night to end-of-line subway stations citywide to engage any unsheltered individuals who were utilizing the subways and departing the subways when they closed – on the subway trains, on the subway platforms, and outside of the subway stations. As a result, hundreds of individuals accepted referrals to shelter services and are in shelter now, rather than on the subways. (Clients interested in receiving services go through an abbreviated assessment and are transported to shelter services/placement. Throughout this outreach process, we are ensuring placements are expedited.) This intensive end-of-line work has continued even after 24-hour MTA service has resumed.

### **Creative Interventions: No One-Size-Fits-All**

There is no one-size-fits-all approach to ending homelessness. With a dedicated not-for-profit provider for each borough (the Manhattan Outreach Consortium, led by CUCS working with Goddard Riverside and Breaking Ground, in Manhattan; Breaking Ground in Brooklyn and Queens; BronxWorks in the Bronx; and Project Hospitality on Staten Island; and Bowery Residents Committee (BRC) on the subways), HOME-STAT outreach teams work around the clock across the five boroughs by making regular contact with street homeless New Yorkers: getting to know them, developing trust, and sharing information about the resources available to them.

HOME-STAT outreach teams consist of multi-disciplinary teams working around the clock to seek out individuals living in public spaces, engage them about the resources and supports available to them, and link them to services with the goal of bringing them indoors, always focused on building relationships with individuals who over time have historically rejected services. Outreach teams are also focused on reaching, engaging, and assisting the most vulnerable of those living outside to ensure they are safe and/or not at risk of injury or death. This health-protection aspect of their role becomes heightened during times of extreme weather and/or emergency circumstances, such as the unprecedented COVID-19 pandemic. Outreach teams also perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services, which includes connecting clients to medical benefits as they continue to work with these individuals throughout their journey back to permanency/stability. The outreach teams meet people “where they are” both literally and

figuratively—whether that means conducting a psychiatric evaluation on a street corner or sending an outreach worker who can speak to a client in his or her native language.

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.

### **HOME-STAT: Compassionate Individualized Engagement, and the By-Name List of Known and Prospective Clients**

Central to the HOME-STAT effort, HOME-STAT outreach teams continue to build the City's first-ever by-name list of individuals known to be experiencing homelessness and residing on the streets, more effectively enabling the teams to directly and repeatedly engage New Yorkers in need where they are, continually offering supports and case management resources while developing the trust and relationships that will ultimately encourage these individuals to accept services and transition off the streets. This tool allows outreach staff to update client and case information in real time, which may include the client's first and last name, date of birth, race or ethnicity, the location where outreach staff engaged the unsheltered homeless person, including but not limited to, a bus shelter, drop-in center, hospital, park, safe haven, or subway, and information about the factors that may have contributed to their homelessness.

As part of that by-name list, HOME-STAT outreach teams now know and are actively engaged with approximately 2,100 individuals by name who are confirmed to be experiencing homelessness and living on the streets ("known" "by name"). HOME-STAT outreach teams are also continuing to engage another approximately 700 individuals encountered on the streets to evaluate their living situations, determine whether they are experiencing homelessness, and assess what specific supports they may need ("prospective clients").

To this end, pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

**HOME-STAT**

Total number of New Yorkers who are—

- (1) known to HOME-STAT outreach teams; AND
- (2) confirmed to be experiencing unsheltered homelessness; AND
- (3) currently being engaged by HOME-STAT outreach teams; AND
- (4) included in the record, also known as the City's 'by-name list' of street homeless individuals

—as of: June 31, 2021.

**2,063**

**Location of First Engagement**

**Count**

Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—

Delayed Data Entry or No Entry*	335
Bus Shelter	0
Drop-In Center (DIC)	13
Hospital	26
Social service provider office	44
Park	79
Phone	35
Playground	0
Ferry Terminal	0
Street	721
Subway	771
Other	39

	<b>Grand Total</b>	<b>2,063**</b>
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\*Delayed Data Entry or No Entry reflects cases wherein HOME-STAT outreach staff either (1) did not enter point of first engagement OR (2) entered data only after successfully helping an individual off the street and into dedicated transitional housing settings, which include Safe Havens, stabilization beds, or faith-based beds, all of which require referrals from HOME-STAT outreach teams.

\*\* For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.

## **June 2021 Report (reflecting January, February, and March of 2021)**

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

In 2017, we announced our Turning the Tide (TtT) *on Homelessness in New York City* plan to transform the City's approach to providing shelter, by putting people and communities first. Our plan accomplishes this goal by ending decades-old stop-gap measures like the 21-year use of ineffective cluster shelter sites and the practice of renting commercial hotel rooms, which dates back, on and off, to the 1960s. Instead, through our plan, we are opening a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life – such as schools, jobs, health care, families and houses of worship – as they get back on their feet.

With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter guaranteed in New York City.

DHS's transformative plan is built on four core pillars: preventing homelessness in the first place whenever we can; **bringing people in from the streets and subways 24/7**; rehousing people experiencing homelessness; and transforming the haphazard approach to providing shelter and services that has built up over the past four decades.

As we have testified previously, the average monthly census for DHS shelters increased 115 percent from 1994 into 2014 – rising from 23,868 men, women, and children in January 1994, to 31,009 in January 2002, and 50,869 on January 1, 2014. But after nearly four decades of an ever-increasing homeless population in NYC, the de Blasio administration has finally broken the trajectory of growth in homelessness; and, while we know we have more work to do, with the new programs, reforms, and investments we are implementing, we are headed in the right direction, holding the DHS census essentially flat year over year in 2017, 2018, and 2019 for the first time in a decade. Today, the NYC DHS census is below 49,000 and without these initiatives, early projections indicated that the current DHS census would be in excess of 71,000, instead of where it is today, which is actually below the number of individuals in DHS shelter when Mayor de Blasio took office.

To that end, during the pandemic period, we have seen trends continue which preceded the pandemic, as the number of families with children residing in shelter had decreased significantly before the pandemic and continued decreasing more significantly during the pandemic, thanks to comprehensive strategies we developed and the extraordinary work staff have done and continue doing throughout this crisis to help families get back on their feet (homelessness prevention, rehousing and rental assistance programs); since the eviction moratorium (which built on our pre-pandemic progress driving down evictions by more than 40% through our first-in-the-nation right-to-counsel initiative) has prevented a lot of families from needing to seek shelter, our staff and essential provider partners through their round-the-clock supportive efforts and successful strategies have been able to drive down the census significantly.

As a result, the peak number of individuals across those families has declined by more than 16,000 between 2014 and today, below 2012 levels.

At the same time, through the shelter transformation initiatives outlined above, we've already shrunk the NYCDHS shelter footprint by approximately more than 40 percent—well on our way towards our goal of shrinking the footprint by 45 percent overall—by closing more than 300 locations that do not meet our standards while siting a smaller number of borough-based shelters (in fact, we have already gotten out of more than 260 locations).

### **Addressing Street Homelessness – Bringing People Inside**

As indicated above, addressing unsheltered homelessness by bringing people in from the streets and subways and connecting them with the services they need to get back on their feet is one of the four core pillars of this Administration's work to address the citywide challenge of homelessness. To that end, this Administration has significantly invested in outreach programs, outreach providers, and outreach resources, dramatically expanding and intensifying this work over the past several years.

### **HOME-STAT: 24/7/365 Outreach**

HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) encapsulates all of New York City's expanded and ongoing street homeless outreach efforts, from 24/7/365 in-field/on-streets outreach and engagement across the five boroughs, to case management, to dedicated facilities and tailored services – representing the most comprehensive outreach program in the nation. Through these efforts, City staff and 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, encourage them to accept services, and ultimately help them transition off the streets.

At the same time, we have strengthened and expanded outreach programs citywide over the past several years, and continue to redouble our efforts. Between 2016 and 2019, we tripled the number of low-barrier beds dedicated to better serving our individuals experiencing unsheltered homelessness, increasing the citywide total from 600 beds in 2014 to more than 1800 as of December 2019.

In December 2019, we also announced our “Journey Home” action plan to double down on the progress we’ve made through HOME-STAT and help more New Yorkers experiencing unsheltered homelessness get back on their feet. Since the launch of “Journey Home” plan, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before seen, including: opening more than 1,300 specialized new beds in 2020 and 2021 dedicated to serving New Yorkers who have lived unsheltered, such as Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with hundreds more opening in the coming months and years.

Through these investments, programs, and enhanced efforts, including our more-than-tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to more than 600 citywide, our City has helped more than 4,250 New Yorkers experiencing unsheltered homelessness come in off the streets and subways into transitional programs or permanent housing. This includes outreach teams’ positive progress engaging and helping unsheltered New Yorkers come off the subways through the enhanced, intensified subway outreach that NYC DHS implemented in response to the MTA’s shutdown of overnight subway service during the COVID-19 pandemic. Through this intensified subway outreach, outreach teams were deployed every night to end-of-line subway stations citywide to engage any unsheltered individuals who were utilizing the subways and departing the subways when they closed – both on the subway trains, on the subway platforms, and outside of the subway stations. As a result, hundreds of individuals have accepted referrals to shelter services and are in shelter now, rather than on the subways. (Clients interested in receiving services go through an abbreviated assessment and are transported to shelter services/placement. Throughout this outreach process, we are ensuring placements are expedited.) This intensive end-of-line work has continued even after 24-hour MTA service has resumed.

### **Creative Interventions: No One-Size-Fits-All**

There is no one-size-fits-all approach to ending homelessness. With a dedicated not-for-profit provider for each borough (the Manhattan Outreach Consortium, led by CUCS working with Goddard Riverside and Breaking Ground, in Manhattan; Breaking Ground in Brooklyn and Queens; BronxWorks in the Bronx; and Project Hospitality on Staten Island; and Bowery Residents Committee (BRC) on the subways), HOME-STAT outreach teams work around the clock across the five boroughs by making regular contact with street homeless New Yorkers: getting to know them, developing trust, and sharing information about the resources available to them.

HOME-STAT outreach teams consist of multi-disciplinary teams working around the clock to seek out individuals living in public spaces, engage them about the resources and supports available to them, and link them to services with the goal of bringing them indoors, always focused on building relationships with individuals who over time have historically rejected services. Outreach teams are also focused on reaching, engaging, and assisting the most vulnerable of those living outside to ensure they are safe and/or not at risk of injury or death. This health-protection aspect of their role becomes heightened during times of extreme weather and/or emergency circumstances, such as the unprecedented COVID-19 pandemic. Outreach teams also perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services, which includes connecting clients to medical benefits as they continue to work with these individuals throughout their journey back



to permanency/stability. The outreach teams meet people “where they are” both literally and figuratively—whether that means conducting a psychiatric evaluation on a street corner or sending an outreach worker who can speak to a client in his or her native language.

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.

### **HOME-STAT: Compassionate Individualized Engagement, and the By-Name List of Known and Prospective Clients**

Central to the HOME-STAT effort, HOME-STAT outreach teams continue to build the City’s first-ever by-name list of individuals known to be homeless and residing on the streets, more effectively enabling the teams to directly and repeatedly engage New Yorkers in need where they are, continually offering supports and case management resources while developing the trust and relationships that will ultimately encourage these individuals to accept services and transition off the streets. This tool allows outreach staff to update client and case information in real time, which may include the client’s first and last name, date of birth, race or ethnicity, the location where outreach staff engaged the unsheltered homeless person, including but not limited to, a bus shelter, drop-in center, hospital, park, safe haven, or subway, and information about the factors that may have contributed to their homelessness.

As part of that by-name list, HOME-STAT outreach teams now know and are actively engaged with approximately 2,300 individuals by name who are confirmed to be homeless and living on the streets. HOME-STAT outreach teams are also continuing to engage another approximately 900 individuals encountered on the streets to evaluate their living situations, determine whether they are homeless, and assess what specific supports they may need.

To this end, pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

**HOME-STAT**

Total number of New Yorkers who are—

- (1) known to HOME-STAT outreach teams; AND
- (2) confirmed to be experiencing unsheltered homelessness; AND
- (3) currently being engaged by HOME-STAT outreach teams; AND
- (4) included in the record, also known as the City's 'by-name list' of street homeless individuals

—as of: March 31, 2021.

**2,259**

**Location of First Engagement**

**Count**

Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—

Delayed Data Entry or No Entry*	383
Bus Shelter	0
Drop-In Center (DIC)	13
Hospital	28
Social service provider office	52
Park	68
Phone	23
Playground	0
Ferry Terminal	0
Street	682
Subway	974
Other	36

	<b>Grand Total</b>	<b>2,259**</b>
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\*Delayed Data Entry or No Entry reflects cases wherein HOME-STAT outreach staff either (1) did not enter point of first engagement OR (2) entered data only after successfully helping an individual off the street and into dedicated transitional housing settings, which include Safe Havens, stabilization beds, or faith-based beds, all of which require referrals from HOME-STAT outreach teams.

\*\* For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.

### **March 2021 Report (reflecting October, November, and December of 2020)**

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

In 2017, we announced our Turning the Tide (TtT) plan to transform the City’s approach to providing shelter, by putting people and communities first. Our plan accomplishes this goal by ending decades-old stop-gap measures like the 21-year use of ineffective cluster shelter sites and the practice of renting commercial hotel rooms, which dates back, on and off, to the 1960s. Instead, through our plan, we are opening a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life – such as schools, jobs, health care, families and houses of worship – as they get back on their feet.

With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter guaranteed in New York City.

DHS’s transformative plan is built on four core pillars: preventing homelessness in the first place whenever we can; **bringing people in from the streets and subways 24/7**; rehousing people experiencing homelessness; and transforming the haphazard approach to providing shelter and services that has built up over the past four decades.

As we have testified previously, the average monthly census for DHS shelters increased 115 percent from 1994 into 2014 – rising from 23,868 men, women, and children in January 1994, to 31,009 in January 2002, and 51,470 in January 2014. But after nearly four decades of an ever-increasing homeless population in NYC, the de Blasio administration has finally broken the trajectory of growth in homelessness; and, while we know we have more work to do, with the new programs, reforms, and investments we are implementing, we are headed in the right direction, holding the DHS census essentially flat year over year in 2017, 2018, and 2019 for the first time in a decade. Today, the NYC DHS census is approximately 52,000.

Without the initiatives that we have been implementing, we projected that the current DHS census would be in excess of 71,000 instead of below the 53,000 level where it is today. We’ve also made progress driving down the number of families experiencing homelessness and residing in shelter on any given night, with the peak number of individuals across those families declining by more than 10,000 between 2014 and today to below 2012 levels. At the same time, through the initiatives outlined below, we’ve already shrunk the NYCDHS shelter footprint by approximately 30 percent—well on our way towards our goal of

shrinking the footprint by 45 percent overall—by getting out of more than 200 locations that did not meet our standards and siting a smaller number of borough-based shelters, down to approximately 450 locations from the 647 reported in TtT.

## **Addressing Street Homelessness – Bringing People Inside**

### **HOME-STAT: 24/7/365 Outreach**

The most comprehensive outreach program in the nation, HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) encapsulates all of New York City’s street homeless outreach efforts, from 24/7/365 in-field/on-streets outreach and engagement across the five boroughs, to case management, to dedicated facilities and tailored services.

Overall, we have quintupled the City’s investment in street homeless programs, increasing from approximately \$45 million in FY14 to more than \$240 million.

At the same time, we have made unprecedented investments in strengthening and expanding outreach programs citywide over the past several years. Between 2016 and 2019, we tripled the number of low-barrier beds dedicated to better serving our individuals experiencing unsheltered homelessness, increasing the citywide total from 600 beds in 2014 to more than 1800 as of December 2019.

One year ago, we also announced our “Journey Home” action plan to double down on the progress we’ve made through HOME-STAT and help more New Yorkers experiencing unsheltered homelessness get back on their feet. Since the launch of “Journey Home” plan, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before seen, including: opening more than 1,200 specialized new beds in 2020 alone dedicated to serving New Yorkers who have lived unsheltered, including Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with hundreds more opening in the coming months and years.

Through these investments, programs, and enhanced efforts, including our near-tripling of the number of outreach staff canvassing the streets 24/7/365 from fewer than 200 staff in 2013 to nearly 600 citywide, our City has helped more than 4,000 New Yorkers experiencing unsheltered homelessness come in off the streets and subways into transitional programs or permanent housing. The 4,000 unsheltered New Yorkers helped off the streets includes outreach teams’ positive progress engaging and helping unsheltered New Yorkers come off the subways through the enhanced, intensified subway outreach that NYC DHS implemented in response to the MTA’s shutdown of overnight subway service during the COVID-19 pandemic. Through this intensified subway outreach, outreach teams are deployed every night to end-of-line subway stations citywide to engage any unsheltered individuals who are utilizing the subways and departing the subways when they close – both on the subway trains, on the subway platforms, and outside of the subway stations. As a result, hundreds of individuals have accepted referrals to shelter services and are in shelter now, rather than on the subways. (Clients interested in receiving services go through an abbreviated assessment and are transported to shelter services/placement. Throughout this outreach process, we are ensuring placements are expedited.)

## **Creative Interventions: No One-Size-Fits-All**

There is no one-size-fits-all approach to ending homelessness. With a dedicated not-for-profit provider for each borough (the Manhattan Outreach Consortium, led by CUCS working with Goddard Riverside and Breaking Ground, in Manhattan; Breaking Ground in Brooklyn and Queens; BronxWorks in the Bronx; and Project Hospitality on Staten Island; and Bowery Residents Committee (BRC) on the subways), HOME-STAT outreach teams work around the clock across the five boroughs by making regular contact with New Yorkers experiencing street homelessness: getting to know them, developing trust, and sharing information about the resources available to them.

HOME-STAT outreach teams consist of multi-disciplinary teams working around the clock to seek out individuals living in public spaces, engage them about the resources and supports available to them, and link them to services with the goal of bringing them indoors, always focused on building relationships with individuals who over time have historically rejected services. Outreach teams are also focused on reaching, engaging, and assisting the most vulnerable of those living outside to ensure they are safe and/or not at risk of injury or death. This health-protection aspect of their role becomes heightened during times of extreme weather. Outreach teams also perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services, which includes connecting clients to medical benefits as they continue to work with these individuals throughout their journey back to permanency/stability. The outreach teams meet people “where they are” both literally and figuratively—whether that means conducting a psychiatric evaluation on a street corner or sending an outreach worker who can speak to a client in his or her native language.

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.

## **HOME-STAT: Compassionate Individualized Engagement, and the By-Name List of Known and Prospective Clients**

Central to the HOME-STAT effort, HOME-STAT outreach teams continue to build the City’s first-ever by-name list of individuals known to be homeless and residing on the streets, more effectively enabling the teams to directly and repeatedly engage New Yorkers in need where they are, continually offering supports and case management resources while developing the trust and relationships that will ultimately encourage these individuals to accept services and transition off the streets. This tool allows outreach staff to update client and case information in real time, which may include the client’s first and last name, date of birth, race or ethnicity, the location where outreach staff engaged the unsheltered homeless person, including but not limited to, a bus shelter, drop-in center, hospital, park, safe haven, or subway, and information about the factors that may have contributed to their homelessness.

As part of that by-name list, HOME-STAT outreach teams now know and are actively engaged with approximately 2,100 individuals by name who are confirmed to be homeless and living on the streets. HOME-STAT outreach teams are also continuing to engage another approximately 450 individuals

encountered on the streets to evaluate their living situations, determine whether they are homeless, and assess what specific supports they may need.

To this end, pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

<b>HOME-STAT</b>		
<p>Total number of New Yorkers who are—</p> <ul style="list-style-type: none"> <li>(1) known to HOME-STAT outreach teams; <u>AND</u></li> <li>(2) confirmed to be experiencing unsheltered homelessness; <u>AND</u></li> <li>(3) currently being engaged by HOME-STAT outreach teams; <u>AND</u></li> <li>(4) included in the record, also known as the City’s ‘by-name list’ of street homeless individuals</li> </ul> <p>—as of: December 31, 2020.</p>	<h1>2,069</h1>	
	<b>Location of First Engagement</b>	<b><u>Count</u></b>
<p>Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—</p>	Delayed Data Entry or No Entry*	409
	Bus Shelter	0
	Drop-In Center (DIC)	11
	Hospital	29
	Social service provider office	51
	Park	85
	Phone	15

	Playground	0
	Ferry Terminal	0
	Street	720
	Subway	720
	Other	29
	<b>Grand Total</b>	<b>2,069**</b>

\*Delayed Data Entry or No Entry reflects cases wherein HOME-STAT outreach staff either (1) did not enter point of first engagement OR (2) entered data only after successfully helping an individual off the street and into dedicated transitional housing settings, which include Safe Havens, stabilization beds, or faith-based beds, all of which require referrals from HOME-STAT outreach teams.

\*\* For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.



## **December 2020 Report (reflecting July, August, and September of 2020)**

Pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

In 2017, we announced our Turning the Tide (TtT) plan to transform the City's approach to providing shelter, by putting people and communities first. Our plan accomplishes this goal by ending decades-old stop-gap measures like the 20-year use of ineffective cluster shelter sites and the practice of renting commercial hotel rooms, which dates back, on and off, to the 1960s. Instead, through our plan, we are opening a smaller number of new borough-based shelters to help families and individuals stay connected to the anchors of life – such as schools, jobs, health care, families and houses of worship – as they get back on their feet.

With significant investments, over the past year, we have been implementing our transformation plan – while at the same time making sure in the short-term that we provide shelter each night to the families and individuals who turn to us for help as required by the right to shelter guaranteed in New York City.

DHS's transformative plan is built on four core pillars: preventing homelessness in the first place whenever we can; **bringing people in from the streets and subways 24/7**; rehousing people experiencing homelessness; and transforming the haphazard approach to providing shelter and services that has built up over the past four decades.

As we have testified previously, the average monthly census for DHS shelters increased 115 percent from 1994 into 2014 – rising from 23,868 men, women, and children in January 1994, to 31,009 in January 2002, and 51,470 in January 2014. But after nearly four decades of an ever-increasing homeless population in NYC, the de Blasio administration has finally broken the trajectory of growth in homelessness; and, while we know we have more work to do, with the new programs, reforms, and investments we are implementing, we are headed in the right direction, holding the DHS census essentially flat year over year in 2017, 2018, and 2019 for the first time in a decade and driving down the census over the past year.

Without the initiatives that we have been implementing, we projected that the current DHS census would be in excess of 71,000 instead of below the 54,000 level where it is today. We've also made progress driving down the number of families experiencing homelessness and residing in shelter on any given night, with the peak number of individuals across those families declining by more than 10,000 between 2014 and today. At the same time, through the initiatives outlined below, we've already shrunk

the NYCDHS shelter footprint by approximately 29 percent—well on our way towards our goal of shrinking the footprint by 45 percent overall—by getting out of more than 200 locations that did not meet our standards and siting a smaller number of borough-based shelters, down to approximately 459 locations from the 647 reported in TtT.

## **Addressing Street Homelessness – Bringing People Inside**

### **HOME-STAT: 24/7/365 Outreach**

The most comprehensive outreach program in the nation, HOME-STAT (Homeless Outreach & Mobile Engagement Street Action Teams) encapsulates all of New York City’s street homeless outreach efforts, from 24/7/365 in-field/on-streets outreach and engagement across the five boroughs, to case management, to dedicated facilities and tailored services.

Overall, we have quintupled the City’s investment in street homeless programs, increasing from approximately \$45 million in FY14 to more than \$240 million.

At the same time, we have made unprecedented investments in strengthening and expanding outreach programs citywide over the past several years. Between 2016 and 2019, we tripled the number of low-barrier beds dedicated to better serving our individuals experiencing unsheltered homelessness, increasing the citywide total from 600 beds in 2014 to more than 1800 as of December 2019.

One year ago, in December 2019, we announced our “Journey Home” action plan to double down on the progress we’ve made through HOME-STAT. Since the launch of Journey Home/ since the start of 2020, we’ve done exactly that and more, especially as our City has responded to the unprecedented and unexpected COVID-19 pandemic aggressively and with urgency at a scale and speed never before seen, including: opening more than 1,200 specialized new beds this year alone dedicated to serving New Yorkers who have lived unsheltered, including Safe Haven beds and stabilization beds, which we have established in commercial hotel settings, with another 100+ opening within the next month ahead of winter – and hundreds more opening in the coming months and years.

Through these investments, programs, and enhanced efforts, including 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 citywide, our City has helped more than 3,000 New Yorkers experiencing unsheltered homelessness come in off the streets and subways from the streets into transitional programs or permanent housing.

There is no one-size-fits-all approach to ending homelessness. With a dedicated not-for-profit provider for each borough (the Manhattan Outreach Consortium, led by CUCS working with Goddard Riverside and Breaking Ground, in Manhattan; Breaking Ground in Brooklyn and Queens; BronxWorks in the Bronx; and Project Hospitality on Staten Island; and Bowery Residents Committee (BRC) on the subways), HOME-STAT outreach teams work around the clock across the five boroughs by making regular contact with street homeless New Yorkers: getting to know them, developing trust, and sharing information about the resources available to them.

HOME-STAT outreach teams consist of multi-disciplinary teams working around the clock to seek out individuals living in public spaces, engage them about the resources and supports available to them, and

link them to services with the goal of bringing them indoors, always focused on building relationships with individuals who over time have historically rejected services. Outreach teams are also focused on reaching, engaging, and assisting the most vulnerable of those living outside to ensure they are safe and/or not at risk of injury or death. This health-protection aspect of their role becomes heightened during times of extreme weather. Outreach teams also perform crisis intervention assessments and work on housing placements through ongoing case management and supportive services, which includes connecting clients to medical benefits as they continue to work with these individuals throughout their journey back to permanency/stability. The outreach teams meet people “where they are” both literally and figuratively—whether that means conducting a psychiatric evaluation on a street corner or sending an outreach worker who can speak to a client in his or her native language.

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.

### **HOME-STAT: Compassionate Individualized Engagement, and the By-Name List of Known and Prospective Clients**

Central to the HOME-STAT effort, HOME-STAT outreach teams continue to build the City’s first-ever by-name list of individuals known to be homeless and residing on the streets, more effectively enabling the teams to directly and repeatedly engage New Yorkers in need where they are, continually offering supports and case management resources while developing the trust and relationships that will ultimately encourage these individuals to accept services and transition off the streets. This tool allows outreach staff to update client and case information in real time, which may include the client’s first and last name, date of birth, race or ethnicity, the location where outreach staff engaged the unsheltered homeless person, including but not limited to, a bus shelter, drop-in center, hospital, park, safe haven, or subway, and information about the factors that may have contributed to their homelessness.

As part of that by-name list, HOME-STAT outreach teams now know and are actively engaged with approximately 1,900 individuals by name who are confirmed to be homeless and living on the streets. HOME-STAT outreach teams are also continuing to engage another approximately 900 individuals encountered on the streets to evaluate their living situations, determine whether they are homeless, and assess what specific supports they may need.

To this end, pursuant to Local Law 217 of 2017 to amend the administrative code of the city of New York, in relation to a record of the unsheltered homeless population, the Department of Homeless Services respectfully submits the report below.

**HOME-STAT**

Total number of New Yorkers who are—

- (1) known to HOME-STAT outreach teams; AND
- (2) confirmed to be experiencing unsheltered homelessness; AND
- (3) currently being engaged by HOME-STAT outreach teams; AND
- (4) included in the record, also known as the City's 'by-name list' of street homeless individuals

—as of: September 30, 2020.

**1,845**

	Location of First Engagement	<u>Count</u>
Location of point of first engagement with HOME-STAT outreach teams, to the extent available, for those New Yorkers in the record referenced above—	Delayed Data Entry or No Entry*	381
	Bus Shelter	0
	Drop-In Center (DIC)	15
	Hospital	28
	Social service provider office	56
	Park	99
	Phone	15
	Playground	0
	Ferry Terminal	0
	Street	767
	Subway	450
	Other	34

	<b>Grand Total</b>	<b>1,845**</b>
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\*\* For the remaining clients, upon engagement, outreach teams determined they were in need of immediate connections to alternative support settings or care, including detox treatment and emergency medical assistance.