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CALL FOR VOLUNTEERS TO JOIN NYC'S 20TH HOPE SURVEY EFFORT

The NYC Department of Social Services Holding Annual Survey to Estimate Number of New Yorkers Experiencing Unsheltered Homelessness on January 28

Since Start of Adams Administration, 2,800 New Yorkers Living Unsheltered on Subways and Streets Connected to Permanent Housing

24X7 Outreach Connected Thousands of Vulnerable New Yorkers to Shelter Services

NEW YORK – The NYC Department of Social Services (DSS) is calling on New Yorkers to volunteer for the 20th annual Homeless Outreach Population Estimate (HOPE) survey to help the city estimate the number of individuals experiencing unsheltered homelessness at a point in time. The survey effort will take place from 10pm to 4am on the night of January 28 into the early morning hours of January 29, 2025. New Yorkers can register to volunteer online at nyc.gov/hope.

During the survey effort, volunteers and outreach workers fan out across the five boroughs to determine how many individuals are living unsheltered in public spaces, including city streets, subways, and parks. HOPE 2025 will help build on the city's progress strengthening pathways to stable housing for vulnerable New Yorkers, including some of the hardest-to-reach individuals facing complex challenges. The Adams administration's historic investments in dedicated resources, including outreach, targeted initiatives, and specialized beds, have helped connect more than 2,800 such New Yorkers to permanent homes. As evidenced by the 2024 HOPE estimate, NYC continues to have one of the lowest rates of unsheltered homelessness of any major U.S. city. More than 95% of New Yorkers experiencing homelessness are sheltered in NYC.

“When I took office back in 2022, I made it my mission to walk the streets, visit encampments, and talk to New Yorkers living unsheltered on the streets so that I could hear directly from those experiencing homelessness. The HOPE survey is another opportunity to hear from those living on our streets and properly estimate the number of homeless New Yorkers who need our help,” said **New York City Mayor Eric Adams**. “I urge any New Yorker who cares about our city to volunteer their time for the 20th annual HOPE survey and aid us in finding those who need help finding stable housing. Our administration is focused on supporting our unhoused population and that's why we're investing \$650 million to tackle homelessness head on — by moving people off our streets and subways and into shelters, by addressing the severe mental illness we're seeing in our unhoused population, and by helping families take their next steps out of shelters. We're making New York City a safer, more affordable city, for families and for all New Yorkers.”

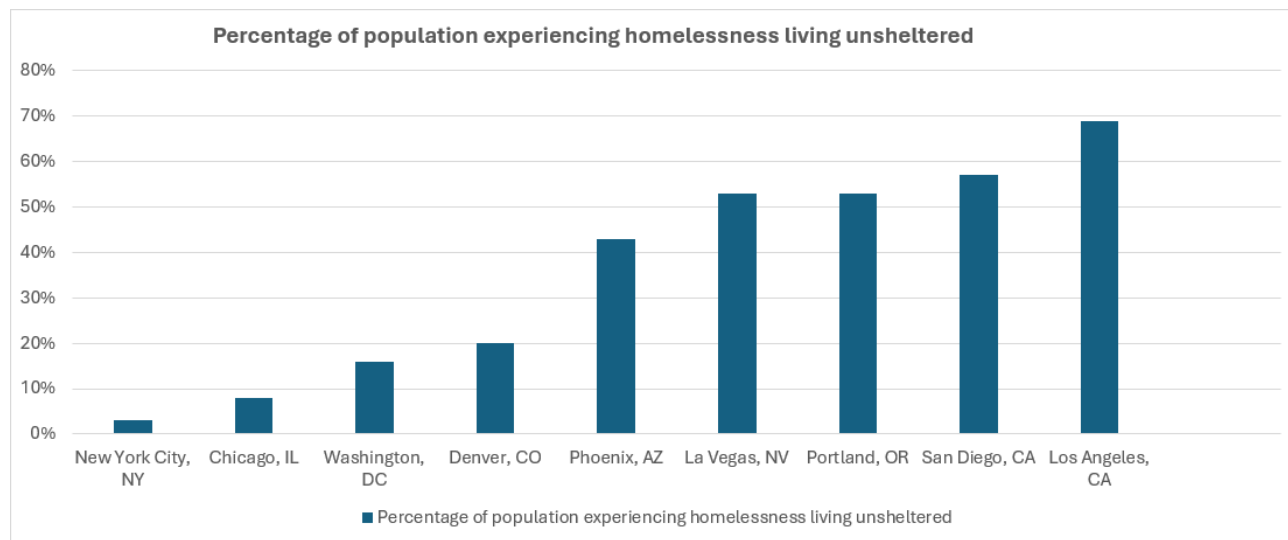
“As we mark the 20th year of NYC's annual HOPE survey, we encourage New Yorkers from all walks of life to join us on this special night when the city comes together to help build on the critical work our outreach teams do 24X7 to reach and support vulnerable New Yorkers and connect them to the quality care they need and deserve,” said **NYC Department of Social Services Commissioner Molly Wasow Park**. “This administration continues to bolster historic investments in vital solutions that are delivering for New Yorkers experiencing unsheltered homelessness. With increased outreach and the expansion of Safe Haven and stabilization beds we've made important progress strengthening access to permanent housing for New Yorkers experiencing unsheltered homelessness. Since the start of this administration, the city has connected 2,800 New Yorkers who were living unsheltered on city streets and subways to permanent homes. We are squarely focused

on building on these outcomes as we double down on outreach and work to open 900 new Safe Haven beds, and the HOPE survey estimate will help us better allocate these resources based on need across the city.”

“We are proud of the progress we’ve made connecting thousands of New Yorkers experiencing unsheltered homelessness to safe shelter and permanent housing, and this is only possible because of the dedication of the hundreds of outreach workers and frontline staff who work closely with these individuals every step of the way to help them stabilize their lives,” said **NYC Department of Homeless Services Administrator Joslyn Carter**. “On HOPE night, we welcome New Yorkers from every community to do their part in helping us address this citywide crisis. As we push forward with our ongoing efforts and continue to raise the bar by building on innovative models to enhance supports for some of our most vulnerable neighbors, we remain steadfast in our efforts to reach every New Yorker in need to connect them to shelter services and lifesaving supports.”

“Stable housing is a prerequisite for health and wellness,” said **Acting health Commissioner Dr. Michelle Morse**. “Coming together each year for the HOPE survey is a valuable part of the city's ongoing effort to connect our neighbors to housing that meets their needs. I'm thankful for the unwavering commitment of our partners in government who see this as our responsibility as public servants and look forward to continuing this important work together.”

This U.S. Department of Housing and Urban Development (HUD) requires jurisdictions nationwide to conduct the survey every other year on what is anticipated to be one of the coldest nights during winter. NYC has conducted the survey every year with 2025 marking the 20th year of HOPE. The city’s robust survey methodology is regarded as a gold standard by HUD. As the city has worked to modernize the survey, volunteers can now access [trainings online](#) and conduct the survey on a mobile app.



NYC Progress Addressing Crisis of Unsheltered Homelessness:

Aggressive expansion of outreach services and specialized beds: Since the start of this administration, DHS has opened more than 1,400 high-quality Safe Haven and stabilization beds and expanded outreach capacity with 400 outreach workers providing 24X7 coverage citywide. These focused efforts and investments have helped connect thousands of New Yorkers to shelter services, and in CY24, 1,100 New Yorkers were connected to permanent housing from Safe Haven and stabilization beds. The Adams Administration just announced another \$600 million to further

expand and enhance supports for New Yorkers experiencing unsheltered homelessness, including 900 new Safe Haven and stabilization beds to help even more New Yorkers take the first step toward stabilizing their lives. Through the [Subway Safety Plan](#) (SSP), the city has intensified outreach efforts and clinical services by relying on interagency coordination across end-of-line subway stations. The city has connected more than 750 New Yorkers to permanent housing through this initiative.

Enhancing and intensifying outreach through targeted interagency initiatives: Recognizing the critical role of healthcare and hospitals in the city’s continuum of care, this administration has bolstered critical interventions to support some of the hardest-to-reach individuals, including those who are experiencing compounding mental health and substance use challenges on city streets and subways. The Administration recently announced the ground-breaking [Bridge to Home](#) initiative to open 100 beds which will offer a supportive, home-like environment to patients with severe mental health challenges who are ready for discharge from the hospital but do not have a place to go. By offering patients intensive treatment and comprehensive support, Bridge to Home aims to keep patients on a path toward sustained success, reducing unnecessary emergency room visits and inpatient hospitalizations, decreasing street homelessness and reliance on shelters.

Even as the city’s shelter census hit record highs because of a national humanitarian crisis, this administration ensured critical supports for more than 220,000 newly-arrived migrants while effectively averting the crisis of an anticipated increase in post-pandemic housing insecurity through prevention-based services helping tens of thousands of long-term New Yorkers avoid shelter and stay stably-housed. DSS also helped a [record number](#) of New Yorkers move from shelter to subsidized permanent housing last year.

New Yorkers who see individuals they believe to be experiencing unsheltered homelessness and in need of assistance should contact 3-1-1 via phone or mobile app and request outreach assistance for the most immediate response.

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About the New York City Department of Social Services: DSS, comprised of the Department of Homeless Services (DHS) and the Human Resources Administration (HRA), serves millions of New Yorkers annually through a broad range of services that aim to address poverty and prevent homelessness. DHS oversees a broad network of shelters, re-housing solutions, and outreach programs designed to help New Yorkers experiencing homelessness get back on their feet. HRA serves over three million New Yorkers through the administration of more than 15 major public assistance programs. DSS is central to the City’s mission to expand opportunity for New Yorkers in need, address housing insecurity, and ensure that low-income New Yorkers receive the benefits and assistance for which they may be eligible.