

# FY 2018 Borough Budget Consultations

## Manhattan - Department of Homeless Services

Meeting Date 9/6/2016

### AGENDA ITEM 1 : Staffing

DHS has a decrease of 79 positions for \$38 million in savings from FY 16 to fy 17. It seems reasonable that there is a duplication of positions in HRA and DHS, but at the same time there will be a significant increase in work for HRA employees now responsible for both DHS and HRA. How can DHS be sure that the costs savings implemented by removing duplication of services will not result in inability to perform services? Specifically what positions have been eliminated and what positions are planned to be eliminated. Are staff reassigned within DHS or HRA?

#### AGENCY RESPONSE:

- DHS HC has a net decrease of 72 positions for \$38 million in savings from FY16 to FY17. 483 were reduced in Homeless Services. Of these positions, 411 will be transferred to HRA with a net difference of 72. The 411 transferred positions will support the initiative to create shared administrative services in the Department of Social Services in the areas of shared service areas related to Human Resources, Finance, Legal, and External Affairs. At this point we are not anticipating duplication of positions across HRA and DHS. Service models are being evaluated to address social needs of the Homeless population.
- The integration is being implemented in phases and some shared services categorized as Phase 1 have already been integrated and staff reassigned to HRA.

#### MEETING NOTES:

##### COMMENTS:

Some folks in the community have called for security to monitor inside and outside the facility. DHS peace officers do not currently monitor beyond the front steps of the building, why?

##### NOTES:

DHS peace officers are required to monitor only inside and immediate outside of building they are assigned, they are not allowed to monitor block or immediate area. DHS/NYPD/CB to follow up on best way forward, status quo put a lot of pressure on NYPD.

### AGENDA ITEM 2 : Shelter Beds

What is increase in number of shelter beds in Manhattan from fy 16 to fy 17 and what is planned for fy18? Please also describe increase and decrease in types of beds-i.e. family, adult female, etc.

#### AGENCY RESPONSE:

- There was an increase of 161 Families with Children beds in F16 to FY17.

#### MEETING NOTES:

##### COMMENTS:

What other budget line items CB need to be advocating for to help reduce consequences of homelessness (i.e., poor school attendance, inadequate healthcare, social wellbeing)

##### NOTES:

Agency response: no specific program, but more collaboration with the DOE to bring a number of services for folks in shelter, one example is a literacy program.

## AGENDA ITEM 3 : Safe Haven Beds

What is increase in safe haven beds in Manhattan from fy 16 to fy 17 and what is planned for fy 18? Are there new facilities planned? Are there currently ever waiting lists for safe haven beds?

### AGENCY RESPONSE:

- In FY16, DHS brought on 118 Safe Haven beds across the City. In FY17 and FY18 we anticipate bringing on 270 and 175, respectively. These beds are geared specifically toward unsheltered homeless individuals who refuse to come into traditional shelter with an aim to ensure they are connected to services and moved into permanent housing. This represents the number of formal safe haven beds however, our outreach teams use other types of beds including stabilization beds and respite beds to bring homeless individuals off the streets both of which the City is expanding.
- Yes, there are often waiting lists for the city's Safe Haven beds. The City is working hard to expand the number of Safe Havens to bring more people off the streets.

### MEETING NOTES:

#### COMMENTS:

Who is funding "stabilization" beds, is it different from safe haven beds.

Respite beds,

#### NOTES:

## AGENDA ITEM 4 : Transient/Seasonal Homeless

What is funding and plans for transient, seasonal street homeless? This population has more substance abuse, and often accompanied by pets. Are there any nonprofits being contracted for outreach and shelter? If so, what is current funding, who are providers, and what are plans, funding for fy 17 and fy 18. (there were rumors of shelters that would accept animals, but we have not yet seen this)

### AGENCY RESPONSE:

- In January 2016, the City implemented the HOME-STAT initiative. Historically, outreach teams were focused on case managing chronic street homeless individuals, but under HOME-STAT, they have expanded their client case load base to include non-chronic individuals including transient, newly homeless or panhandlers.
- DHS partners with the Mayor's Office of Animal Alliance when a street client presents with a pet. They assist in providing pet foster care while the person is in transitional housing, until they can reunite when placed in permanent housing. Unfortunately, there are limited transitional options where people can come into with pets.
- During the past State legislative session, DSS supported a bill, now law (Chap.584 of 2015) amending SSL authorizing service animals or therapy dogs to accompany survivors of domestic violence at residential programs. If the survivor of domestic violence has a service animal or therapy dog as such terms are defined in section 123-b and section 108 of the agriculture and markets law, respectively, such service animal or therapy dog will be allowed to accompany the survivor at the residential program authorized pursuant to this section.
- There is one non-profit that DHS contracts with to conduct outreach in Manhattan: Goddard Riverside. They also subcontract with CUCS and Breaking Ground on portions of the borough. Additionally, BRC covers the subway system citywide. The street outreach contracts come to an end as of 6/30/17, however DHS will be issuing a competitive RFP in October to contract for these services starting 7/1/17 and ensure continuity of services.

### MEETING NOTES:

#### COMMENTS:

**NOTES:**

## **AGENDA ITEM 5 : Drop In Centers**

What is the increase in budget for drop in centers from fy 16 to 17? what is planned for fy 18? What centers have been created or expanded in Manhattan in last year and what are planned? What is staffing and is this new staff or from another division? Is staff from agency or contracted? Describe services offered in drop in centers.

**AGENCY RESPONSE:**

- DHS currently runs 4 drop-ins across the City. DHS has committed to funding one new site in Queens, Brooklyn, and the Bronx, each for \$2 million, as well as one new site in Manhattan for \$2.5 million. We are in the process of exploring viable site options for each location.
- Drop-in centers are operated by contracted non-profit providers. Clients can access services such as a meal, showers and clothing. There is a clinical team of case managers and supervisors as well as a housing or benefits specialist at sites. Operations teams oversee facility and security for drop-in center programs.

**MEETING NOTES:**

**COMMENTS:**

There is a commitment for a drop-in center in Manhattan, location tbd...

What factors are considered when determining when and where to open a drop-in center (are existing services taken into account)

**NOTES:**

## **AGENDA ITEM 6 : Police Training**

Is funding for NYPD training of DHS peace officers coming from PD or DHS budget? Will this be ongoing training? Has there been increase in number of peace officers from fy 16 to fy 17 and what is planned for fy 18? What is the current assignment of peace officers to shelters in Manhattan? For shelters being run by nonprofits—has there been increase to current contracts to provide funding for private security? How is private security monitored for performance?

**AGENCY RESPONSE:**

A. Is funding for NYPD training of DHS peace officers coming from PD or DHS budget? Will this be ongoing training?

- The training for DHS Officers at the NYPD Police Academy is being funded by DHS; this will be an ongoing training until all DHS personnel have been trained. Lieutenants and Sergeants have been trained. Supervisor training consisted of 5 days. Currently DHS Peace Officers are being trained for 4 days at the Police Academy on an ongoing basis until all of them are trained.

B. Has there been increase in number of peace officers from FY16 to FY17 and what is planned for FY18?

- DHS Officers have increased from 750 in FY16, to 870 in FY17.

C. What is the current assignment of peace officers to shelters in Manhattan?

- DHS peace officers are assigned to nine facilities in Manhattan.

D. For shelters being run by nonprofits—has there been increase to current contracts to provide funding for private security?

- DHS has approved the new needs for additional security staff and equipment in our nonprofit facilities.

E. How is private security monitored for performance?

- The Division of Security & Emergency Operations works closely with our program staff and service providers to address security issues that occur in shelter. Priority 1 reports are reviewed daily and corrective action is taken when needed.

## **MEETING NOTES:**

**COMMENTS:**

**NOTES:**

## **AGENDA ITEM 7 : Outreach, Drop-In, Reception**

DHS received increase of \$22.9 million in FY 17 for Outreach, drop-in, and reception services. According to fy 17 City Council briefing paper for executive budget, this can be attributed to increases in funding for Homestat as well as augmented drop-in center capacity, safe haven beds. Please clarify funding for each of these separately: Homestat (and exactly what services this includes), drop in centers, safe haven beds.

## **AGENCY RESPONSE:**

- In FY17, DHS received \$25 million for enhancement funding. Approximately \$8 million was for outreach enhancements/HOME-STAT, \$8.5 million for drop-in centers and the remainder for transitional housing and safe havens. This was in addition to an earlier investment for new safe havens in the amount of \$16 million.

## **MEETING NOTES:**

**COMMENTS:**

**NOTES:**

## **AGENDA ITEM 8 : Outreach**

For street outreach to homeless, what is the case management load for outreach workers. How many times per week is optimal engagement? How many homeless in Manhattan are on case management and how many are estimated to be on street but not on case management? What is percentage of street homeless that accept services and shelter. What is percentage of these people who return to street? What is average time of case management to have those who accept shelter to do so. What is average time on street for homeless before they are assigned to case management?

## **AGENCY RESPONSE:**

A. For street outreach to homeless, what is the case management load for outreach workers? How many times per week is optimal engagement?

- The average caseload size for MOC housing outreach workers at this time is 27 clients. MOC does not differentiate between outreach workers and case managers, so this number also applies to case managers.
- For clients on the street, we consider optimal engagement to be 2-3 times a week. Depending on the client, more

frequent contacts can result in the client cutting off engagement. For clients who are inside, such as at a safe haven, that engagement may decrease.

B. How many homeless in Manhattan are on case management and how many are estimated to be on street but not on case management?

- In Manhattan there are 790 HOMESTAT clients (clients on caseload) and 232 Prospective Clients (clients on the street and not on case management).

C. What is percentage of street homeless that accept services and shelter?

- Since March 2016, through HOME-STAT, outreach workers have made 985 placements of clients off the streets.

D. What is percentage of these people who return to street?

- MOC has a one year retention rate in permanent housing of 92%. Of those 8% who fall out of housing, approximately 4% have returned to the street.

E. What is average time of case management to have those who accept shelter to do so?

- Staff work with clients in order to establish rapport and determine appropriate programs and services for each client.

F. What is average time on street for homeless before they are assigned to case management?

- Once clients are on caseload, they are typically assigned a case manager the same day, or within one business day.

## **MEETING NOTES:**

### **COMMENTS:**

### **NOTES:**

## **AGENDA ITEM 9 : Measure of Effectiveness**

How is effectiveness of Homestat measured? How many people have been identified by Homestat that had not already been identified? Are Homestat staff taken from street outreach staff and therefore would be a loss of outreach engagement while staff is assigned to Homestat reporting?

### **AGENCY RESPONSE:**

A. How is effectiveness of HOME-STAT measured? How many people have been identified by HOME-STAT that had not already been identified?

- Through HOME-STAT, caseloads have already gone up by about 1,000.
- We have dramatically increased case management services. Previously because of a lack of staffing and other resources, case management services were provided solely to the “chronically homeless,” meaning individuals who had been homeless for at least 9 months of the last 2 years.
- In Manhattan, the numbers of chronic homelessness were so high, that DHS actually had to add further restrictive criteria for eligibility: 9 out of the last 24 months AND either 5 years of lifetime homelessness or 2 years of continuous street homelessness.
- Now, using the increased dedicated staff and resources provided by HOME-STAT, we are now providing comprehensive case management services to any homeless individual on the street—allowing us to intervene much

sooner, long before individuals meet the definition of chronic homelessness. In some instances, this may mean actually preventing individuals from becoming chronically homeless.

B. Are HOME-STAT staff taken from street outreach staff and therefore would be a loss of outreach engagement while staff is assigned to HOME-STAT reporting?

- No. Through the Outreach staffing enhancements, Manhattan received an additional 44 staff persons to support their work.

**MEETING NOTES:**

**COMMENTS:**

-would it be better to put funding toward engagement and clean-up rather than identifying homelessness?

**NOTES:**

DHS did not answer question regarding HOME-STAT. However, meeting facilitator had researched with Manhattan Outreach Consortium and reported the following statistics:

1. Since HOME-STAT was implemented, exactly 1 homeless person has been identified by HOME-STAT canvassers that had not been previously identified.
2. Since implementation of HOME-STAT, there have been 0 placements due to canvassers.

Homestat is new and needs time to review figure out what works, and what does not.

**AGENDA ITEM 10 : Voucher Timing**

How long does it take shelter residents who have vouchers for housing to secure housing? What is current funding for assistance and programs for shelter residents to help them secure housing?

**AGENCY RESPONSE:**

- Through our prevention and rental assistance programs, in less than two years, we have helped more than 40,000 homeless and imminently homeless New Yorkers find or keep a home.  
Security

**MEETING NOTES:**

**COMMENTS:**

**NOTES:**

**AGENDA ITEM 11 : Shelter Renovations**

Please list all major renovations or new construction planned for Manhattan shelters or other facilities for fy 17 and currently planned for fy 18. Are any renovations planned for Life Family Shelter?

**AGENCY RESPONSE:**

- Please see attached spreadsheet of Capital plan for details. Specifically, improvements at LIFE there are plans to upgrade the Fire Safety System and begin design work on CCTVs.

**MEETING NOTES:**

**COMMENTS:**

**NOTES:**

**AGENDA ITEM 12 : Budget Priorities**

What budget priorities would DHS like Community Boards to support?

**AGENCY RESPONSE:**

**MEETING NOTES:**

**COMMENTS:**

**NOTES:**

**AGENDA ITEM 13 : Budgeting Process**

Please explain any particular features of your budgeting process that CB's should take into account when formulating their requests.

**AGENCY RESPONSE:**

**MEETING NOTES:**

**COMMENTS:**

**NOTES:**