New York City Government Services: Services for the Unsheltered

Highlights

- New York City's unsheltered population increased from 3,588 in FY 2019 to 4,504 in FY 2025 — a 26 percent increase from pre-pandemic levels.

- In that time, spending on services for this population has more than tripled, growing from $102 million in FY 2019 to nearly $368 million in FY 2025 (a 262 percent increase). Its share of spending has also increased, from just under 5 percent to nearly 9 percent of total DHS spending.

- Since FY 2017 (the first year of available data), the annual number of HOME-STAT clients placed into "stable settings" (e.g., permanent and transitional housing) has increased more than 400 percent, from 2,146 in FY 2017 to 10,841 in FY 2025.

- In January 2025, the City announced an additional $106 million in the annual baseline budget to open 900 additional Safe Haven beds, bringing the City's total low-barrier bed capacity to 4,900 beds.

- Over the past five years, the average number of clients occupying low-barrier beds has increased by nearly half, growing from roughly 2,100 a month, on average, in FY 2022, to over 3,000 a month through the first quarter of FY 2026.

- As of December 2025, the number of calls to 311 that reported sightings of homeless encampments averaged 4,000 over a 12-month period, compared to 3,576 through December 2024 — a 12 percent increase.

New York City is unique in that it is the sole municipality in the country that is legally mandated to provide emergency shelter to anyone who seeks it (what is often referred to as the Callahan consent decree). Relying primarily on the Department of Homeless Services (DHS) to meet this obligation, this mandate has typically meant that the City has an unusually low rate of unsheltered homeless. About 3 percent of the estimated homeless population in 2024 (the latest data) in New York City was unsheltered, second-lowest out of 48 communities tracked by the U.S. Department of Housing and Urban Development (HUD). This low rate is notable, as New York City has the largest homeless population of the 48 communities tracked by HUD.

As stated in the City's Mayor's Management Report (MMR), DHS has one overarching service goal specific to the unsheltered: "Reduce the number of unsheltered individuals." Part of the City's approach is to undertake constant outreach to those who remain unsheltered (on the street, in the subways or encampments), providing enhanced wraparound services to those who, for a host of reasons, may be resistant to accepting traditional services.

The Office of the New York State Comptroller (OSC) examined fiscal and performance indicators to assess the extent the City is achieving this goal. OSC observes that while the City has increased spending on services for the unsheltered, and that the overall rate of unsheltered homeless remains better than comparison cities, the population remains elevated compared to 2019 and the use of "low-barrier beds" has risen substantially. More data on outcomes can offer insight into how the City can continue to help individuals get into permanent housing in a cost-efficient manner.

Background

In addition to its main role as a shelter provider, DHS is responsible for managing the City's outreach efforts to unsheltered individuals (a.k.a. "street homeless" or "unsheltered homeless"); the City defines "street homeless" as any individual whose nighttime residence is in a place that is not meant for human habitation, such as a car, subway station, abandoned building, park, or sidewalk. The unsheltered population has risen from pre-pandemic levels, from 3,588 in January 2019 to 4,504 in January 2025 — a 26 percent increase. Even so, unsheltered individuals as a share of the total homeless population (including those in shelters) has gone down, from 5 percent in 2019 to 3 percent in 2024 (the latest available data from HUD), while there has been a substantial increase (78 percent) to the total homeless population over that period.

By comparison, in Los Angeles - the city with the next largest total homeless population (about 71,000, or roughly half that of New York City's in 2024) – unsheltered individuals comprise 70 percent of the homeless population. Considering the sheer volume of those in need (around 140,000 people), the City's ability to place nearly all of them in shelter settings (close to 97 percent) is remarkable.

The pandemic and an influx of asylum seekers, which began in Spring of 2022, have affected the composition of those counted as unsheltered. While the issue predominantly continues to affect men, shares of Hispanics, younger people (under 24) and women all have increased since 2019.

This report focuses on DHS's programs for unsheltered individuals, overseen by the "Street Homeless Solutions" (SHS) division. Spending for them has more than tripled since FY 2019, growing by $266 million to nearly $368 million in FY 2025, and is expected to increase to $456 million in FY 2026 (see Figure 1). However, planned spending declines to $442 million by FY 2029. While the decline is partially due to the

FIGURE 1
Street Homeless Expenditures
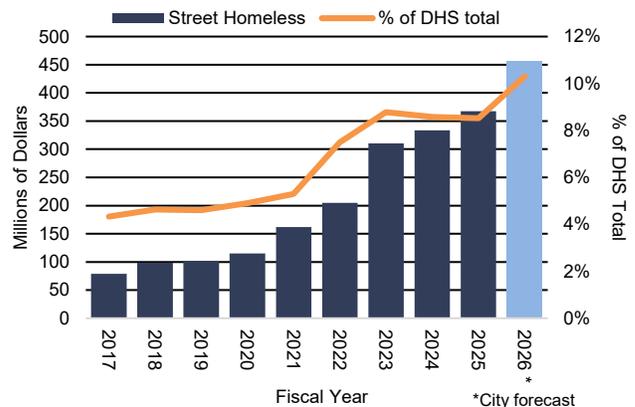
Sources: NYC Mayor's Management Report; NYC Financial Management System; OSC analysis.

City not assuming certain types of federal aid will be made available until grant funding has been appropriated, it also suggests substantial additional city-funded spending toward the issue is not currently anticipated in the coming years, highlighting the importance of directing limited funds to services that achieve the City's desired goals.

Funding added in recent years generally supported outreach efforts, drop-in centers and the expansion of "low-barrier beds" (designed to be more appealing to those who are reluctant to enter the shelter system) through the Subway Safety Plan. The Subway Safety Plan launched in February 2022 to address public safety concerns on the subways, with an initial investment of $171.3 million in FY 2023, and further expansions added in January 2025.

Unsheltered individuals encountered by the City's outreach teams are given the option of entering the shelter system but, as mentioned above, for numerous reasons, are often resistant to accepting traditional services such as congregate shelters, where residents share a common sleeping area. Many face challenges like untreated severe mental illness (SMI), substance use disorders and other serious chronic physical illnesses or disabilities.

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To appeal to such individuals, DHS offers less restrictive and relaxed low-barrier settings, managed by nonprofit providers, like Safe Havens (single, double, and some dormitory-style rooms with beds, which offer clients a more flexible intake process and do not impose curfews, stabilization beds (rented rooms in apartments, hotels and other types of facilities, usually without on-site services — a less-intensive option for clients seeking and needing less supervision and structure) and drop-in centers, with basic services like showers and chairs in which a client can spend the night. Ideally, these environments are supposed to serve as steps to stable, independent living situations in permanent, affordable housing.

Greater provision of drop-in center services and low-barrier beds has increased associated spending. However, it is difficult to isolate these costs with the published financial information. DHS has consolidated, in some cases, the costs of low-barrier beds with drop-in centers and outreach. When looking at all costs that DHS identifies as potentially containing costs for low-barrier beds, the City spent $72.3 million in FY 2019 and $285 million in FY 2025.

A portion of the City's spending on services to unsheltered individuals is outside of DHS's budget, which OSC did not examine for this report or include as part of total spending. This includes co-response teams and other mental health and behavioral health services aimed at addressing some of the challenges faced by this population, including SMI, where services and related expenses have also risen in recent years.[1] Additionally, for those with considerable challenges to independent living, obtaining "supportive housing" — where affordable housing is paired with support services tailored to the needs of individual residents — is often considered the ultimate goal.[2] OSC estimates that the City has budgeted nearly $500 million in FY 2026 for supportive housing programs, which is not assessed as part of this analysis. The City's

Supportive Housing

For unsheltered individuals, the supportive housing model — where affordable housing is paired with support services tailored to serve those who have experienced homelessness, with SMI and/or substance abuse issues — has achieved results in helping reduce street homelessness per the City Comptroller's "Review of the New York City Department of Homeless Services' Programs and Services" report (released in 2023), leading it to conclude that "street homeless clients rely most heavily on supportive housing when exiting the shelter system," accounting for 75 percent of subsidized exits from shelter from FY 2021 to FY 2022.

The report suggests that the share of clients in low-barrier shelters who are able to obtain supportive housing is usually quite small, however OSC was unable to verify these figures as applicable data is not publicly available.

Co-Response Teams

To better address the needs of people with SMI, the City has created "co-response" teams — which pair clinicians with police officers during outreach engagements — a linchpin of its multi-agency approach to assisting those who may be especially resistant to traditional services, launching programs like the Behavioral Health Emergency Assistance Response Division (B-HEARD), the Subway Co-Response Outreach Team (SCOUT) and the Partnership Assistance with Transit Homelessness (PATH).

supportive housing portfolio is managed through a collaboration between the NYC Human Resources Administration (HRA), the Department of Health and Mental Hygiene (DOHMH), the Department of Housing Preservation and Development and New York State.

## Trends in the Unsheltered Census and Related Programs

Managing and supporting the unsheltered population is a process that extends beyond the requirements of the Callahan consent decree. DHS not only provides shelter to those who seek it, but also utilizes trend analyses (e.g., of NYC311 service request calls) and canvassing of streets and other public areas, to identify those experiencing unsheltered homelessness in New York City. The City uses this data to help direct resources to those in need.

The next step is outreach, which can often be ongoing and repeated until an individual is comfortable and willing to accept services. Outreach efforts may ultimately result in an individual choosing to request services offered, including transportation to a drop-in, shelter intake or detox center. Once there, they may receive (depending on their specific needs) services like food, showers, clothing, detoxification, low-barrier shelters, congregate shelter and ultimately a path toward permanent housing such as supportive housing. (See Appendix A for details on the process of moving unsheltered homeless into permanent housing beginning with outreach.)

Estimating Unsheltered Individuals

To track the size of the population, the City conducts an annual survey of unhoused individuals in the five boroughs, known as the Homeless Outreach Population Estimate (HOPE). This point-in-time survey is required by HUD for Continuum of Care funding, which promotes community-wide planning and strategic use of resources to address homelessness. HOPE

FIGURE 2
HOME-STAT Encounters
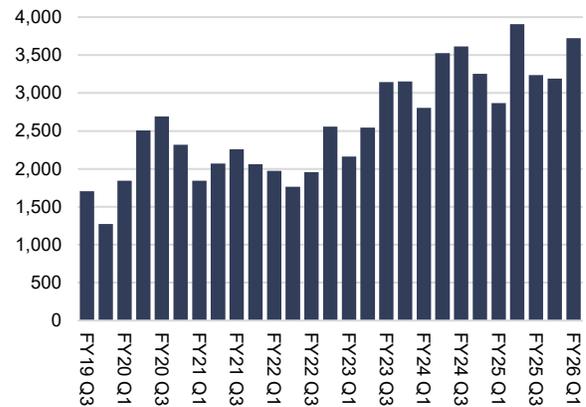
Sources: NYC Department of Homeless Services; OSC analysis

entails sending outreach workers and volunteers to areas across the five boroughs — places that unsheltered individuals are known to frequent, as well as those with lower levels of activity — based on ongoing data collected by outreach teams. DHS anticipates $4.5 million of Continuum of Care funding for outreach in FY 2026, which is predominantly allocated to SHS's programs.

The results of the 2025 HOPE count (carried out on January 28, 2025) were released in July 2025, yielding a total estimate of 4,504 individuals experiencing homelessness on that night — a 9 percent increase from the prior year's estimate, and the third consecutive year in which the unsheltered homeless census exceeded 4,000. While the share of unsheltered individuals of the total homeless population was lower than the previous year (3.1 percent compared to 4.6 percent), this indicates that service demand for the unsheltered population is still elevated, even as the City has expanded the services it provides to shelter those in need.

Per Local Law 217, DHS also reports quarterly on the number of unsheltered homeless individuals who are engaged for the first time by Homeless Outreach and Mobile Engagement Street Action (HOME-STAT) outreach teams (it is helpful to remember that these counts may be affected by seasonality and multiple encounters which are not counted). This number has also trended upward since FY 2022 following additional funding made available through the Subway Safety Plan (see Figure 2). The number of engaged clients averaged 2,063 in FY 2022, compared to 3,300 for both FY 2024 and FY 2025. In the first quarter of FY 2026 (which includes September 2025), the HOME-STAT team reported 3,724 clients.

Engaging Unsheltered Individuals

To engage with the unsheltered population, DHS contracts with nonprofit vendors to deploy outreach teams both in response to NYC311 service requests, which can be used to report the presence of: a potentially homeless person in need of assistance (which is then assigned to an appropriate nonprofit outreach provider) or an encampment (defined by the City as an "outdoor location with a fixed, visible structure where two or more individuals gather, often under bridges or in remote areas"), in which case the call is referred to the New York Police Department (NYPD).

It is important to note that some clients require extensive and repeat interactions to build trust before further services are accepted. Once the client reaches the placement site, shelter and supportive services (including mental health and substance abuse treatment) will conduct varying degrees of follow-up, depending on the setting.

When outreach teams encounter individuals from certain vulnerable populations, those who so choose can receive specialized services offered by the City, including those designated for: veterans; LGBTQI+ people; domestic violence survivors and people living with HIV/AIDS; and

Outreach Teams

In response to NYC311 service requests, HOME-STAT coordinates with outreach teams and canvassers from nonprofit organizations on a 24/7 basis citywide (including public transit) to engage with unsheltered individuals.

Outreach includes asking unsheltered clients a series of questions to make a recommendation for an appropriate facility placement (Safe Haven, drop-in center, stabilization bed, or shelter). After its been determined that a client needs a placement, the outreach team contacts DHS with a placement request. then checks internal records from DHS's case management system (CARES) and mobile app (StreetSmart) to determine if the client has a documented history of significant health, mental health and substance use/abuse issues, which is used to make an appropriate referral to the outreach team. The outreach team then offers the referral to the client. Once the client agrees to accept services, DHS will secure the bed and the outreach team will coordinate transportation for the client to the placement site.

asylum seekers, which may be provided outside of DHS.

However, despite this increased outreach effort, data on unsheltered engagement does not approach nearly the detail of those who enter shelters. For example, data on how often a person has been engaged, demogaphic characteristics, whether services were accepted and if so, which types of services, are not publicly available. Even so, OSC recognizes the challenges inherent to data collection when engaging with the unsheltered, people with whom the City seeks to build trust — a process that often requires time.

Encampments

As noted above, the City responds to NYC311 reports of encampments, forwarding them to the NYPD or DHS, as needed. Once the encampment's existence is verified, DHS then works to assess and address the condition with agency partners like the Department of Sanitation and the Parks Department, by performing what have come to be known as "encampment sweeps," where partner agencies clear tents or cardboard boxes; as part of this process, DHS performs outreach, offering services to homeless people on site, including protecting and safekeeping valuable belongings.

In the 12-month period leading up to December 2024, the City received 3,576 encampment-related service requests each month, on average, compared to 4,000 such requests through December 2025. However, since service requests are forwarded to both DHS and NYPD, there is a lack of clarity surrounding the potential for overlap, since multiple service requests may exist for the same site.

Encampment sweeps are considered controversial by some homeless advocates, who allege that people's belongings are typically thrown in the trash. A 2023 City Comptroller audit found that only three of the 2,308 people removed during such sweeps were connected to permanent housing during the audited period. In February 2026, the City added funding that will rise to more than $30 million annually to allow DHS to work more closely with individuals bedding down in encampment structures.

Drop-In Centers and Low-Barrier Beds

Although it is difficult to fully isolate the cost, the City has invested money to expand its low-barrier bed capacity. Individuals who receive outreach services may choose to go into congregate shelter. However, this form of shelter has various rules which may discourage some individuals from entering the system. As an alternative, DHS operates a number of drop-in centers, that provide: chairs that clients can sleep in (instead of beds); three meals a day; showers; and clothing referrals. DHS lists nine sites on its website as of January 2026, with at least one in each borough.

The City also established a number of low-barrier shelter beds (i.e., Safe Haven and stabilization beds). In January 2025, the City announced an additional $106 million in the annual baseline budget, to open 900 additional Safe Haven beds, bringing the City's total low-barrier bed capacity to 4,900 beds. From FY 2023 to FY 2025, the average monthly low-barrier census has increased by 484 people, or 18 percent (annual data begins in FY 2021). Such low-barrier facilities are considered transitional housing and, ultimately, the City seeks to secure permanent, affordable housing for all of its clients.
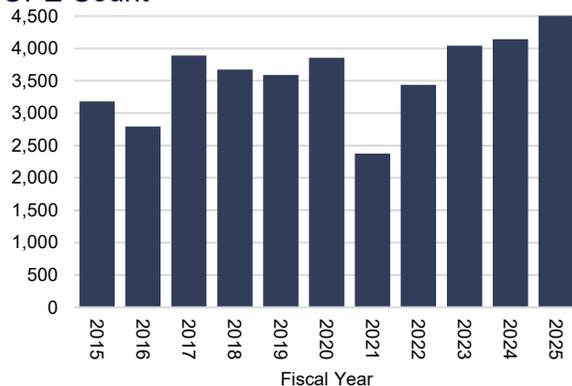
Service Outcome Assessment

OSC reviewed a number of fiscal and performance indicators to assess the existing indicators the City uses to measure progress toward its stated service goal of reducing the number of unsheltered individuals. DHS reports on three performance indicators in the City's MMR to assess its progress toward this goal: 1) unsheltered individuals who are estimated to be living on the streets, in parks, under highways, on subways, and in public transportation stations in New York City; 2) HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings, and 3) average number of clients in low-barrier beds.

HOPE Count

As noted earlier, the annual HOPE count, which the City has been conducting since FY 2005, is the primary method for tracking the size of the unsheltered population. In FY 2021, after the pandemic had begun, the count yielded an estimate of 2,376 people, the lowest since FY 2009 (2,328 people). At the time, DHS had temporarily moved its shelter population into rented hotels, to utilize social distancing techniques and slow the spread of the virus — measures which likely contributed to that year's unusually low count. Since then, the estimate has increased each year, with FY 2025's count of 4,504 nearly doubling FY 2021's estimate, for a 90 percent increase (see Figure 3).

The HOPE count's reported figures would appear to indicate that, in recent years, the City has struggled to meet its service goal of reducing street homelessness. In that time, however, the shelter census also increased significantly (65 percent), driven by the influx of asylum seekers, who, at times, have comprised nearly 40 percent of DHS's shelter population. As the number of sheltered individuals also rose in this period, the unsheltered census alone does not fully take into account service demand or the outcomes of services provided in this period.

The City does not currently provide additional context for this indicator, including the figure as a rate of the total homeless population and demographic indicators (which are already required by HUD) including sex, language spoken or LGBTQI+ characteristics, which may help guide resources based on changes to demand. Information on the prior services provided to individuals who have receved support in the past will also help the City understand whether the population is new and growing or are recurring, which may lead the City to adjust the services it provides.

Additionally, advocates like the Coalition for the Homeless often criticize the results of the annual survey, maintaining that it underestimates the population's true size. They question, for example, the efficacy of a point-in-time survey in capturing something as dynamic as unsheltered homelessness. The Coalition also asserts that a flaw in this survey approach is that it does not capture "…homeless people sleeping in non-visible locations, which researchers say make up some 40 percent of the unsheltered homeless population."[3] An approach that more broadly captures the population, identifies geographic areas by count, while remaining reasonable from a cost perspective, would ultimately help properly size outreach and placement choices.

FIGURE 4
HOME-STAT Placements

Sources: NYC Department of Homeless Services; OSC analysis

FIGURE 3
Estimated Unsheltered Individuals-
HOPE Count
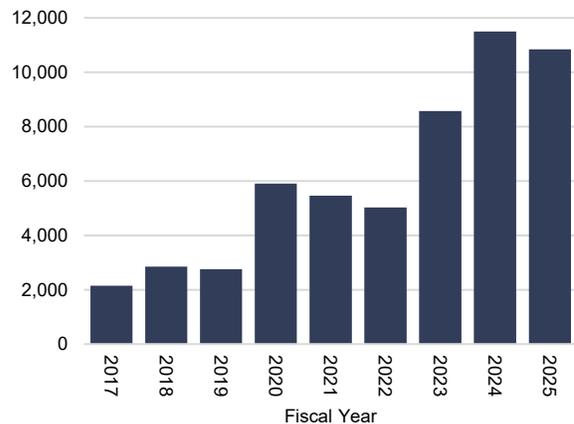
Sources: NYC Department of Homeless Services; OSC analysis

HOME-STAT Placements

The MMR also measures outreach and engagement of the unsheltered population by providing the number of HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings.

The HOME-STAT program was launched in FY 2016. Since FY 2017 (the first year of available data), the annual number of clients placed into "stable settings" (e.g., permanent and transitional housing) has increased more than 400 percent, from 2,146 in FY 2017 to 10,841 in FY 2025, which is more closely aligned with the City's overall increase in spending (see Figure 4). Additional funding for outreach and low-barrier beds noted earlier have supported a 102 percent increase in HOME-STAT engagements (roughly 1,900) between the first quarter of FY 2020 (prior to the pandemic) and the first quarter of FY 2026.

The number of referrals to placement increased notably after the expansion of outreach programs in FY 2023. While the average number of engaged HOME-STAT clients rose by a third between FY 2022 and FY 2023, the number of HOME-STAT placements increased by 70 percent, from 5,021 in FY 2022 to 8,569 in FY 2023. Total spending on unsheltered programs rose by 52 percent in this period.

The reported number of HOME-STAT placements, while useful, does not distinguish referrals to permanent housing vs. transitional housing, and does not include follow up information to indicate how long the client remains in the setting after placement. These data points would allow for a more complete assessment of service outcomes.

Clients in Low-Barrier Beds

Following additional spending directed toward low-barrier beds, the average number of clients occupying these beds has increased by nearly half (44 percent), growing from roughly 2,100 a

month, on average, in FY 2022, to just over 3,000 a month through the first quarter of FY 2026 (see Figure 5) — a sign that demand for this service has grown along with utilization. While the City currently provides this data going back to to FY 2022, making information prior to the uptick in the unsheltered census available to the public would enable better long-term tracking of expansion efforts and the utilization of these resources.

The number of service requests concerning encampments also grew in this period. As of December 2025, the number of calls to 311 that reported sightings of homeless encampments averaged 4,000 over a 12-month period, compared to 3,576 through December 2024. (See OSC's NYC311 Monitoring Tool for details.)

Additionally, while the City Council through its Terms and Conditions reporting requires that DHS reports capacity and usage datapoints, including monthly placements into low-barrier beds, the average monthly census for low-barrier beds and the City's overall drop-in capacity, this data does not make it possible to evaluate long-term outcome information for individuals.

FIGURE 5
Low-Barrier Clients vs. SHS Spending

*No. of clients through Sept. 2025; spending figure is planned, year-end total
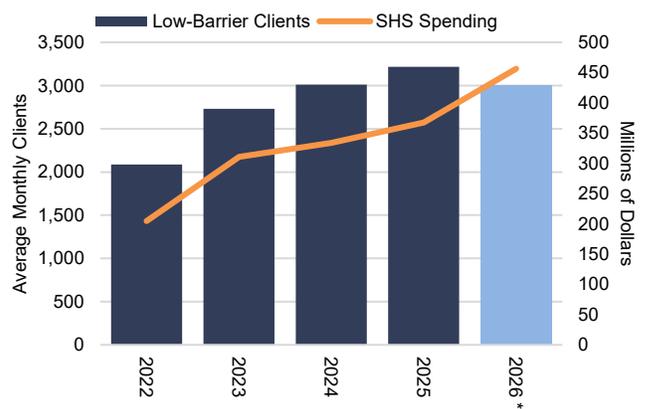
Sources: NYC MMR; NYC FMS; OSC analysis

Conclusion and Recommendations

New York City has bolstered spending on services for the unsheltered considerably over the past decade (nearly 500 percent), from just under $62 million in FY 2016 to nearly $368 million in FY 2025. Spending has increased as demand for services continues to grow, but the increase also reflects an expansion of resources to move individuals into shelter and eventually, more permanent housing. The City's data shows that it is serving more clients than it has in recent years, most notably showing an uptick in HOME-STAT placements, and that low-barrier bed options have expanded significantly. But this has not reduced the overall unsheltered population, as demand has continued to grow, fueled by larger migration patterns that were not under the City's control. While the City collects a vast amount of data on those served and the services provided, it can use this data more effectively to explain whether these programs are sucessful at getting people into shelter and eventually permanent housing, and whether and how groups with certain needs respond better to services that are aligned with those needs.

There has been some recognition of the need to understand where resources are going, including data added in recent years for average monthly low-barrier bed placements (14 percent); average monthly low-barrier census (17 percent); and total drop-in capacity (35 percent). While this data is helpful in showing the size of the City's expansion effort, it does not provide information on how those services are affecting outcomes including, most importantly, the pathways to permanent housing. In addition, DHS currently does not publicly report details on expenses in a way that would allow for clear analysis of unit costs, cost effectiveness or the impact of programs. As such, it is difficult to assess the use of funds.

The assessment of outcomes takes on greater importance in the current budget environment, as growing demands compete for limited resources.

Recommendations

- Utilize tools such as StreetSmart to provide greater tracking of long-term outcomes for unsheltered individuals who accept a referral and transition off the streets, including how long the client remains in the setting after placement and the share of unsheltered individuals who transition to permanent housing and remain housed over a period of time (e.g., two years, three years and five years).

  Notably, the City includes a service goal in its MMR that seeks to "minimize re-entries into the shelter services system," along with a number of relevant outcome indicators (i.e., single adults, adult families and families with children who exited to permanent housing and returned to the DHS shelter services system within one year). Similar efforts to track those who end up back on the street, *after* residing in transitional or subsidized housing, would better inform decisions to marshal resources for targeted and effective policy strategies.

- More information on the share of people engaged by outreach each quarter who refused service; would provide a better understanding of the nature of outreach work (which sometimes requires relationship-building through multiple encounters) as well as the effectiveness of particular outreach strategies.

- Performance metrics and the standards to which the nonprofit providers who staff the outreach teams are held; the MMR lacks any metrics relating to contract performance, impairing the public's ability to assess how well the vendors are doing and the strength of agency oversight. Metrics may include, but are not limited to: amount paid to contracted organizations each fiscal year; percent/dollar amounts of

such payments returned due to improper use or noncompliance with the contract terms; number of contracts terminated due to non-compliance; percentage or number of contracts reviewed for compliance; timeliness to engage with clients after a request for service is received (e.g., percent of clients engaged by the vendor within one hour after the service is requested).

- While the City invested significant amounts in its services for the unsheltered homeless population, it is difficult to assess the cost effectiveness of this spending. The MMR publishes unit cost data that is a blended rate of different congregate shelter types. The City should show unit costs for hotels, low-barrier beds, drop-in centers and other options.

  Similarly, two of the MMR performance indicators tied to services for the unsheltered would also benefit from a greater level of detail — "HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings" should specify the types of housing into which these clients were placed (rather than combining them all into an annual total), while "Average number of clients in low barrier beds" should break out the types of low-barrier beds (Safe Haven vs. stabilization) in use, along with related utilization and capacity data.
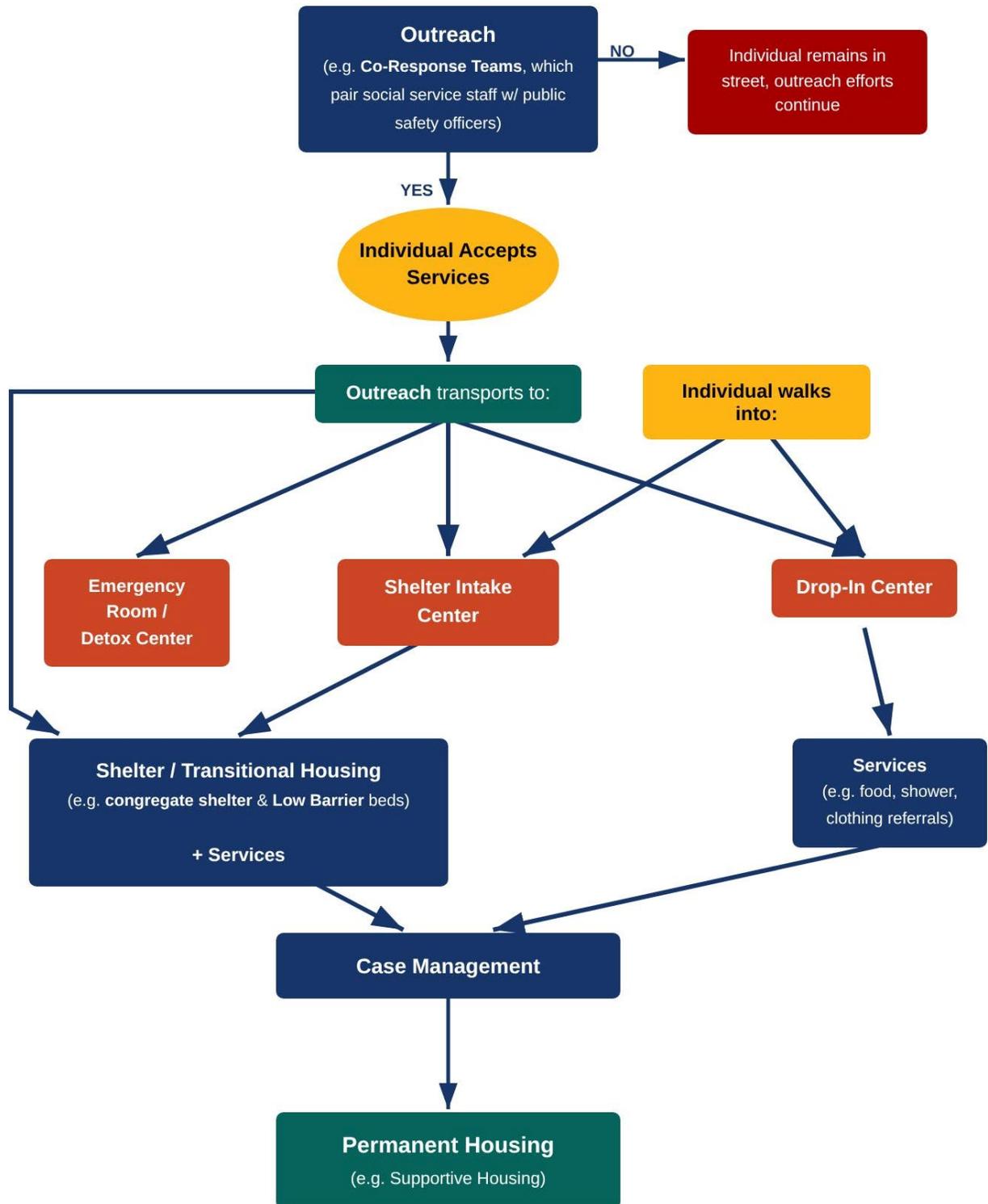
- Additionally, DHS should make a better use of budget codes to provide transparent reporting of functions. This would allow for a more complete assessment of resources directed toward the unsheltered population.

OSC recognizes the significant challenges associated with serving this population, as well as the City's increased efforts to do so, as reflected in the considerable increase in funding it has allocated for such purposes in recent years. It is clear that the City is now serving a larger unsheltered population, most notably through low-barrier beds. However, in that time, the City has published limited data on outcomes, making it difficult to assess their overall performance.

As part of the solution to provide more options for permanent housing, it is crucial to better understand what other obstacles the City faces in looking to house its unsheltered population, in addition to the physical availability of affordable housing itself. Better understanding of which populations are using services and which services are most effective at moving people into shelter would allow a more complete assessment of the quality and effectiveness of the City's approach to ensure that funding is being optimized and that the clients who are being served are receiving the maximum benefit from such resources.

Conclusion

Appendix A – Outreach to Permanent Housing

Outreach
(e.g. **Co-Response Teams**, which pair social service staff w/ public safety officers)

— NO → Individual remains in street, outreach efforts continue

YES ↓

Individual Accepts Services

↓

Outreach transports to:

Individual walks into:

↓

Emergency Room / Detox Center

Shelter Intake Center

Drop-In Center

Shelter / Transitional Housing
(e.g. **congregate shelter** & **Low Barrier** beds)

+ Services

Services
(e.g. food, shower, clothing referrals)

↓

Case Management

↓

Permanent Housing
(e.g. Supportive Housing)

ENDNOTES

1 Office of the New York City Comptroller, *Overview of Select City Department of Homeless Services And NYC Health Resources*, Claire Salant and Cassandra Stuart, August 2025, https://www.ibo.nyc.gov/assets/ibo/downloads/pdf/health/2025/2025-august-overview-of-select-city-dhs-and-nyc-health-resources.pdf.

2 Office of the New York City Comptroller, *Review of the New York City Department of Homeless Services' Programs and Services,* Maura Hayes Chaffe, August 17, 2023, https://comptroller.nyc.gov/wp-content/uploads/documents/MD22-105S.pdf.

3 Patrick Markee, "No Way to Count Homeless New Yorkers," Coalition for the Homeless, January 28, 2013, https://www.coalitionforthehomeless.org/no-way-to-count-homeless-new-yorkers/.