



# Office of Temporary and Disability Assistance

KATHY HOCHUL

Governor

BARBARA C. GUINN

Commissioner

RAJNI CHAWLA

Executive Deputy Commissioner

November 17, 2025

By email to: [nmorrell@osc.ny.gov](mailto:nmorrell@osc.ny.gov)

Nadine Morrell  
Audit Director  
Office of the State Comptroller  
110 State Street  
Albany, NY 12236

Re: Monitoring Homeless Data (2023-S-038)

Dear Nadine Morrell:

The New York State Office of Temporary and Disability Assistance (OTDA) respectfully submits this 180-day response to the Office of the State Comptroller's (OSC) final report regarding the audit of Monitoring Homeless Data (Report 2023-S-38) issued on May 20, 2025. The purpose of this letter is to provide an update on OTDA's implementation of the recommendations made by the OSC. Pursuant to Section 170 of the Executive Law, copies of this response will be sent separately to the Governor, the State Comptroller, and leaders of the Legislature as well as fiscal committees.

In response to the specific recommendations in OSC's report, OTDA responds as outlined below.

## OTDA's responses to OSC Recommendations

### **1. Take steps to obtain access to homeless client-level data for OTDA and Local Districts.**

Since the issuance of the Monitoring Homeless Data (Report 2023-S-38), OTDA has been working with the NYS Office of Information Technology Systems (ITS) to scope a Homeless Data Case Management System. A new system could allow social services districts and homeless shelter providers to enter data on individuals and families placed in temporary housing, including homeless shelters and hotel/motel facility placements that are regulated by OTDA. The data collected could include demographic information as well as information on the length of stay in temporary housing and outcomes if known.

**2. Analyze homeless client-level data to help monitor and manage the statewide homeless shelter system, the services it provides, and the outcomes of those services.**

OTDA will continue to evaluate the feasibility, and appropriateness, of how client level data can be used to monitor the statewide homeless shelter system, such as the system being contemplated and scoped with ITS as referenced above. A new system could also include case management functionality that organizes and tracks information for individual cases and allows communication and information sharing within and between social services districts and/or shelter providers. We envision that such a new system also could have robust reporting capabilities.

**3. Pursue a comprehensive data warehouse as stated in the initial goals of the NYSHADE initiative.**

OTDA has and will continue to pursue the goals of the New York State Homeless Assistance Datawarehouse Environment (NYSHADE) initiative. Since the issuance of the Monitoring Homeless Data (Report 2023-S-38), an additional six Continuum of Cares (CoC), which includes 12 counties, have agreed to participate in NYSHADE. We anticipate that this will allow OTDA to better understand the nature and scope of homelessness. OTDA has also reached out again to the remaining CoCs, to pursue additional uploads to NYSHADE.

In addition to NYSHADE, OTDA has been working with ITS to scope a Homeless Data Case Management System.

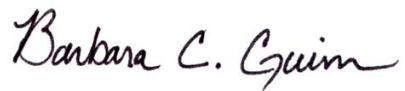
It is important to note the difference of each data platform and initiative. NYSHADE collects data from the CoC, as required by the US Department of Housing and Urban Development (HUD), for homeless individuals involved in HUD funded programs. A new OTDA Homeless Data Case Management System could potentially collect data from local social service districts and individuals placed in emergency housing settings. OTDA is cognizant of the need to limit the administrative burden associated with data entry requirements.

**4. Survey Local Districts to determine best practices for managing client-level data and employ these strategies statewide where appropriate.**

OTDA continues to work closely with Social Services Districts on how they manage client-level information and how their data can be used to address homelessness. The Homeless Data Case Management System could assist with providing valuable data and provide a reliable, uniform system for the Social Services Districts and OTDA.

If you have questions or comments about our 180-day response to the audit, please contact Thomas Cooper, Deputy Commissioner of Audit and Quality Improvement, at (518) 473-6035.

Sincerely,

A handwritten signature in black ink that reads "Barbara C. Guinn". The signature is fluid and cursive, with "Barbara" and "C." on the first line and "Guinn" on the second line.

Barbara C. Guinn  
Commissioner

cc: Rajni Chawla  
Richard Umholtz