

# Homeless Assistance Fund Connect to Care Initiative

Overall Impact Since Program Launch (October 2022-October 2023)

116

Placements in shelter or  
housing

4,580

Tickets submitted  
by member company  
employees

6,895

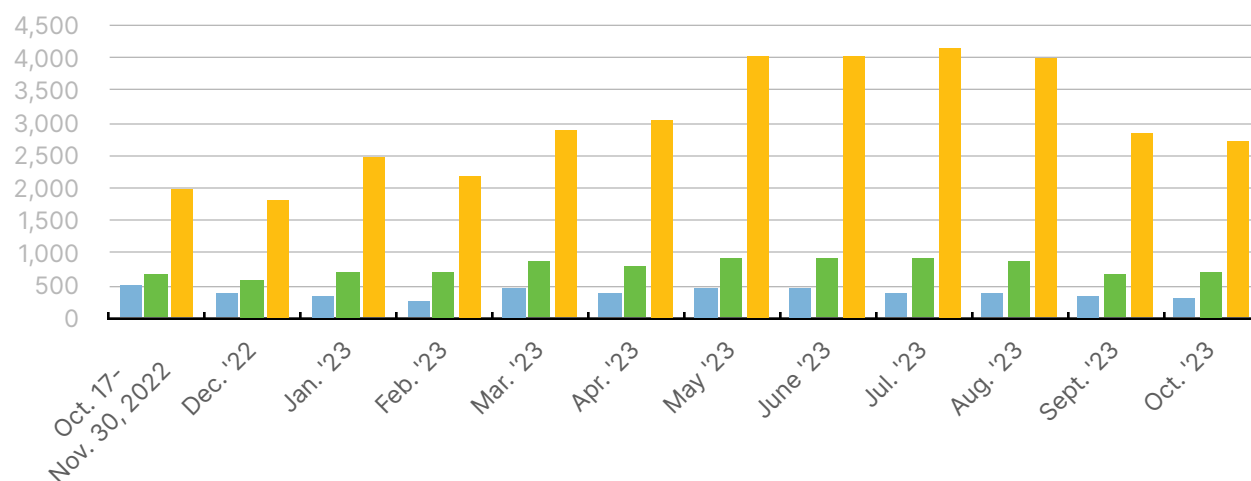
Unique individuals engaged

## Success Story

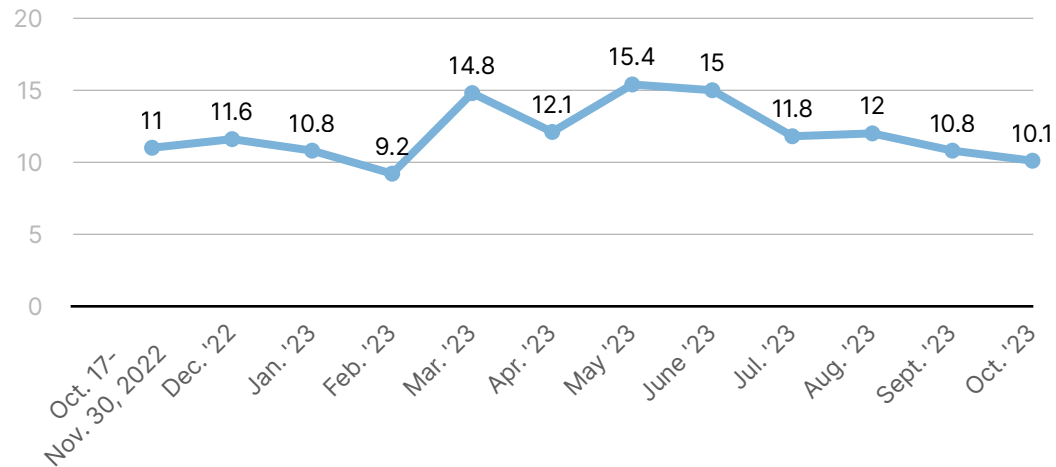
In October, the Brooklyn outreach team secured a safe haven placement for a U.S. veteran the team has engaged with since November 2022 who consistently stated he is not interested in moving off the streets. The outreach team successfully referred him to a single shelter bed where he has been staying most nights and is now working with a specialist to secure a permanent housing placement opportunity with a program focused on U.S. veterans.

## Ticket Submissions, Individuals Engaged, and Interactions

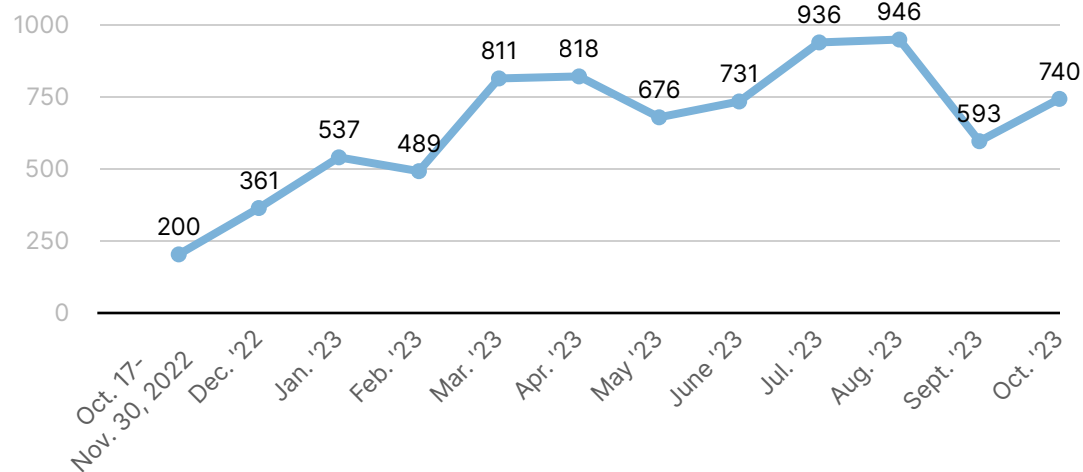
■ Ticket Submissions ■ Unique Individuals Engaged ■ Total Interactions with Individuals



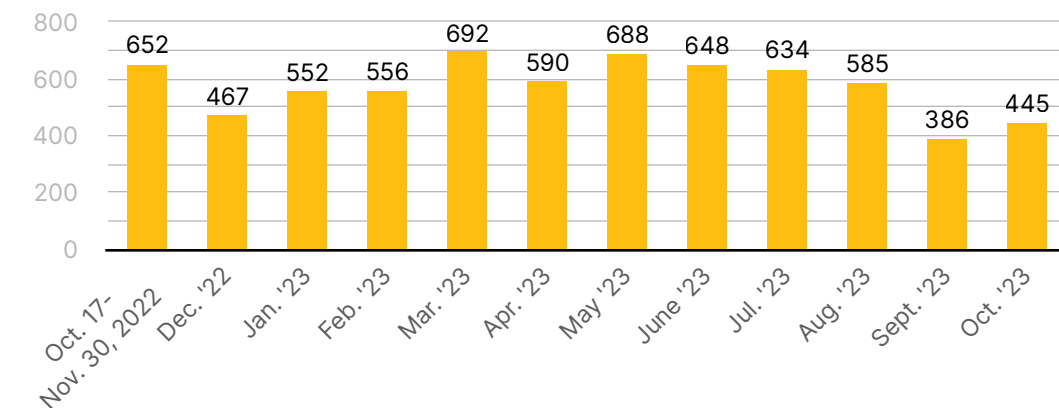
## Average Daily Ticket Submissions



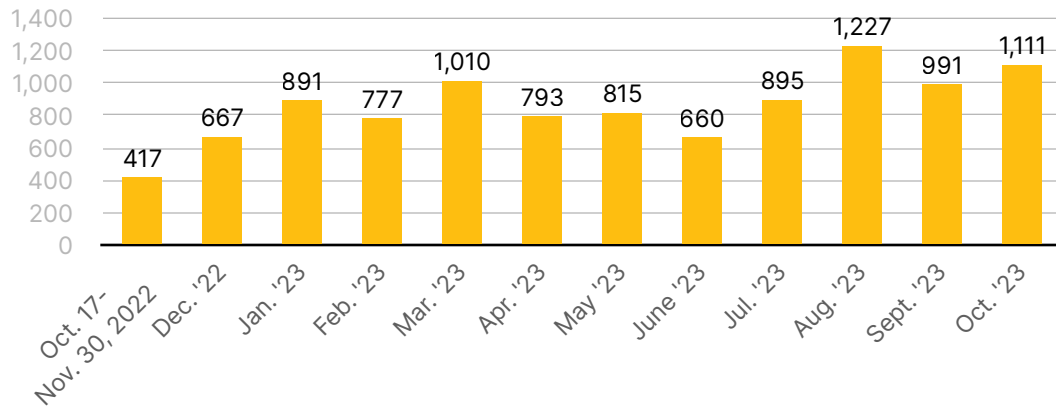
## Referrals to Supportive Services



## Individuals New to Cluster Teams

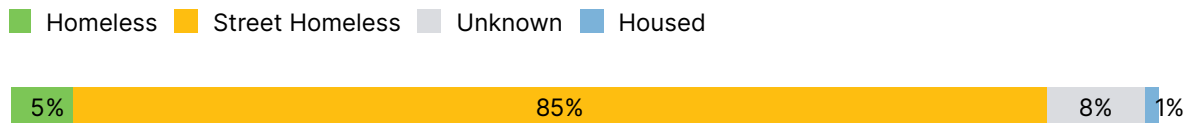


## Outreach Teams Deployed But Unable to Locate Individual(s)

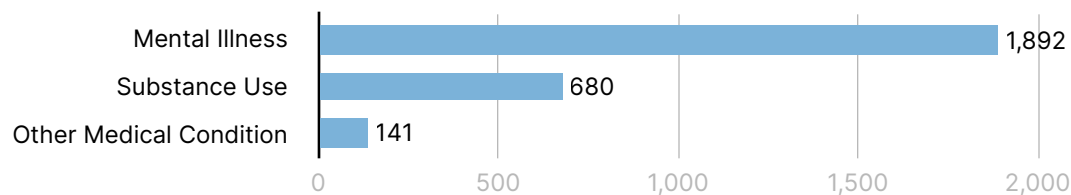


## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

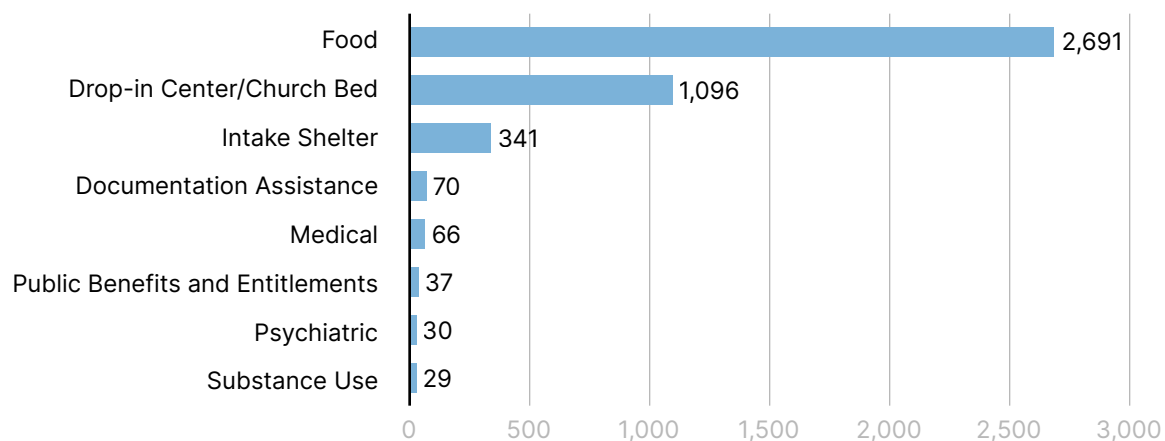
### Interactions, by Housing Status of Individual



## Individuals With Observed Medical Condition

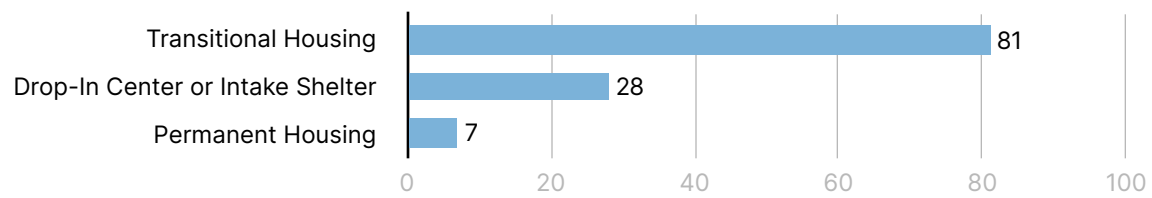


## Referrals, by Type

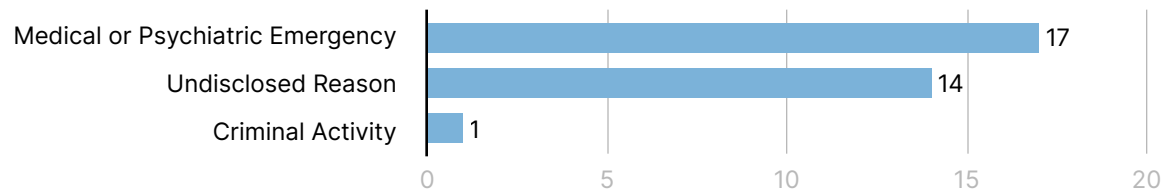


Note: Outreach teams completed 3,641 additional "other" referrals between October 17, 2022 and October 31, 2023, primarily for distribution of information packets, hygiene supplies, clothing, and food and water.

## Placements, by Type

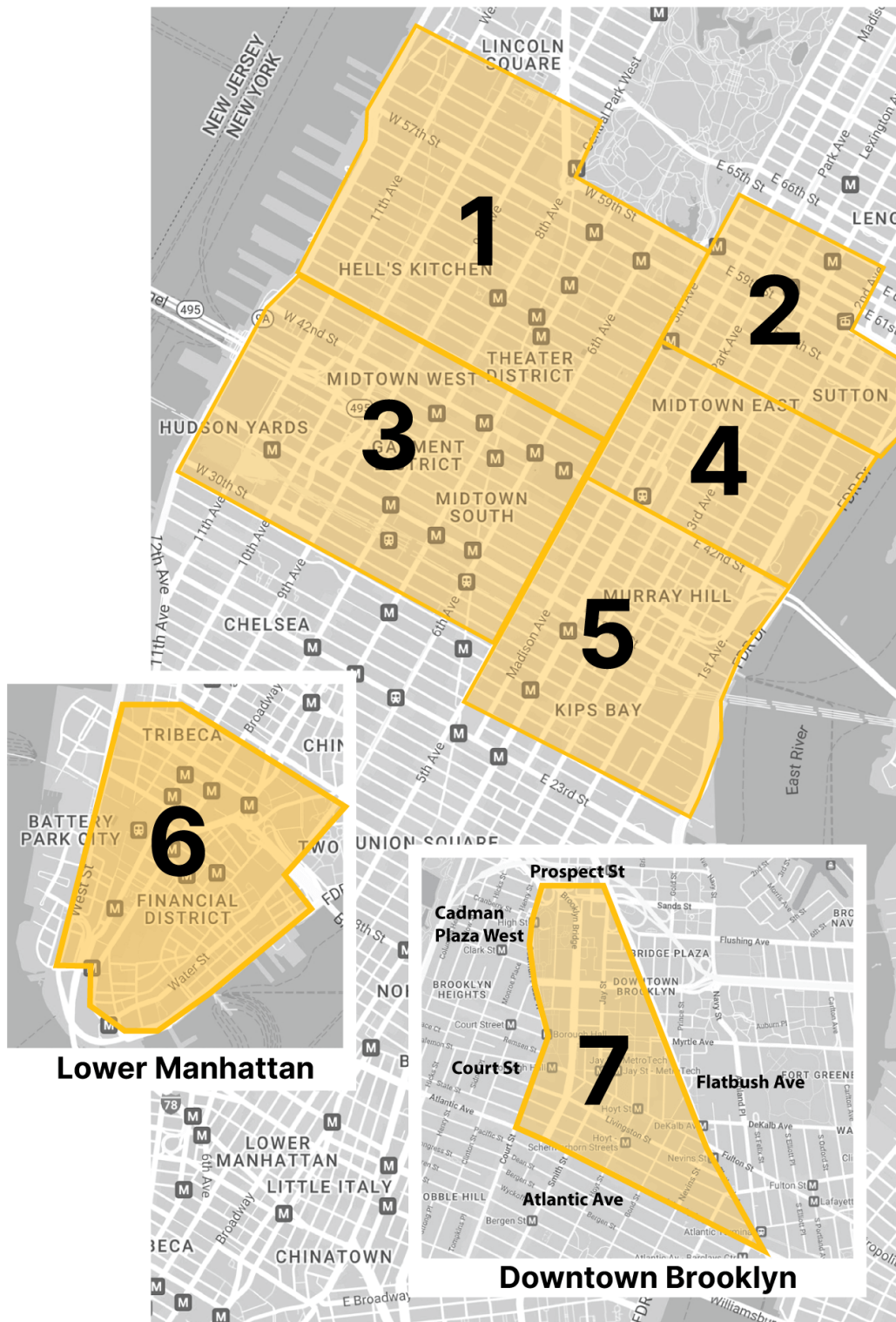


## 911 Calls



The remainder of this report includes detailed data and success stories by cluster since the program launched on October 17, 2022, through October 31, 2023. See p.5 for a map of the area covered by each cluster and p.27 for a glossary of terms relating to the initiative.

# Cluster Map



# Cluster 1

Overall Impact Since Program Launch (October 2022-October 2023)

1,098

Tickets submitted  
by member company  
employees

513

Unique individuals engaged

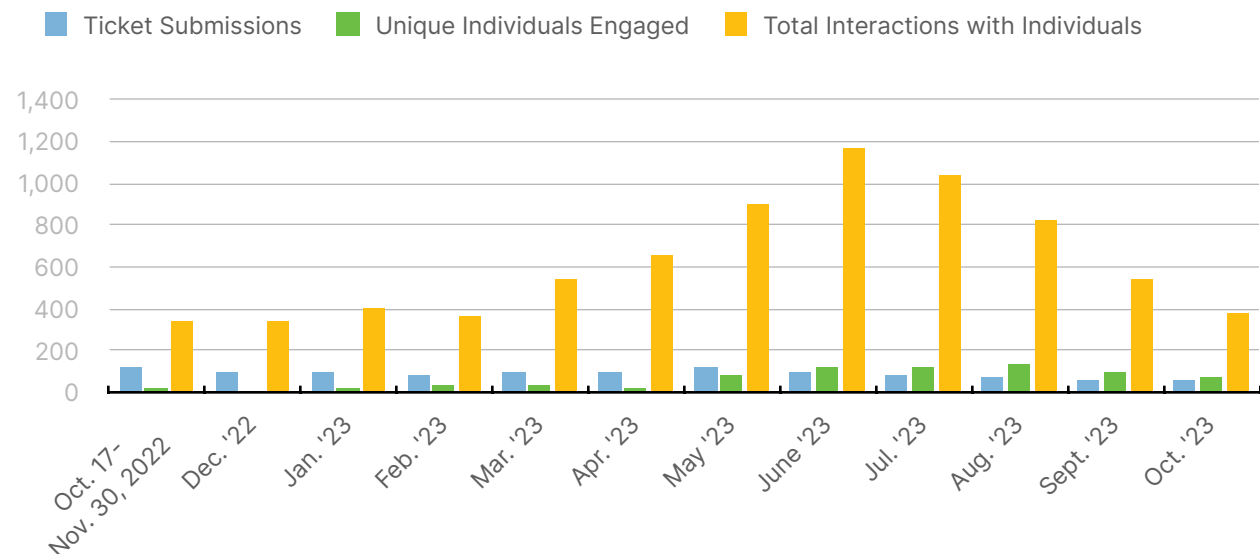
7,493

Interactions with individuals

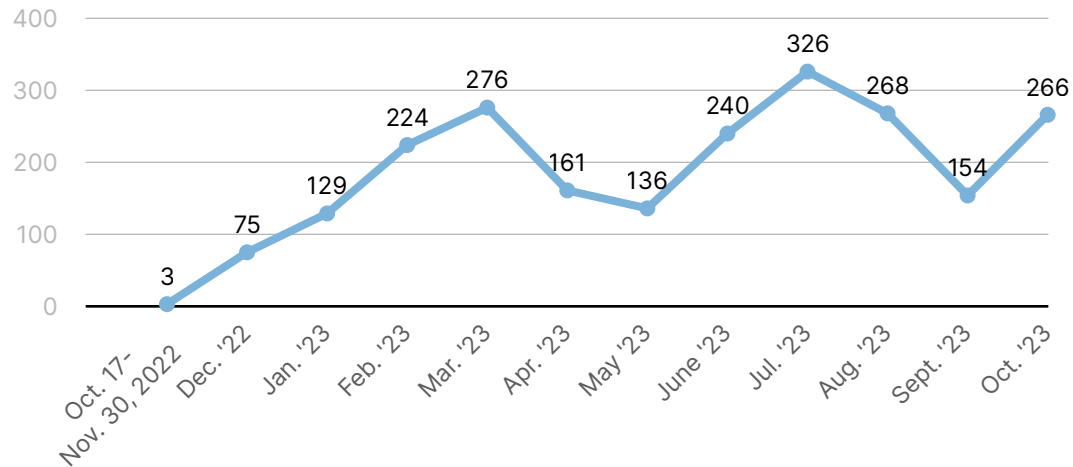
## Success Story

Two individuals were placed in safe haven facilities in October. The team also made more referrals in October compared to September, including 12 referrals to job training programs for individuals who expressed interest in finding work. The team also made referrals to drop-in centers and shelters and distributed MetroCards to individuals in need. Breaking Ground also made referrals to LinkNYC kiosks, local libraries, clothing donation centers, and shower programs.

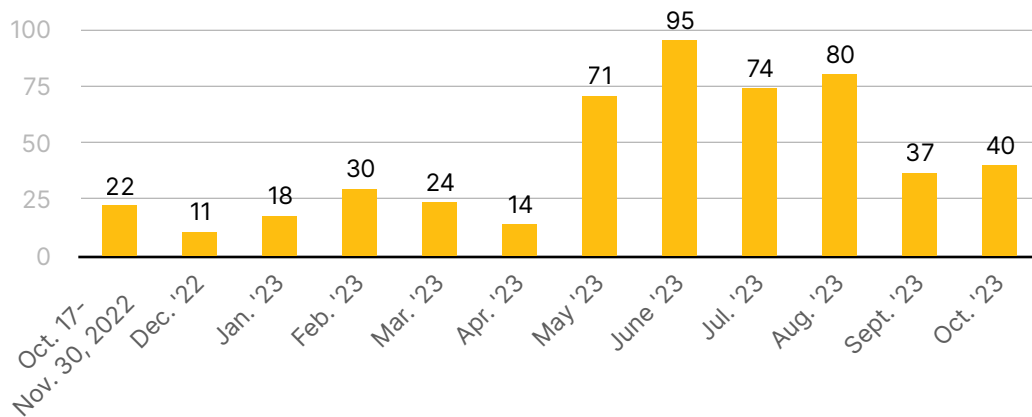
## Ticket Submissions, Individuals Engaged, and Interactions



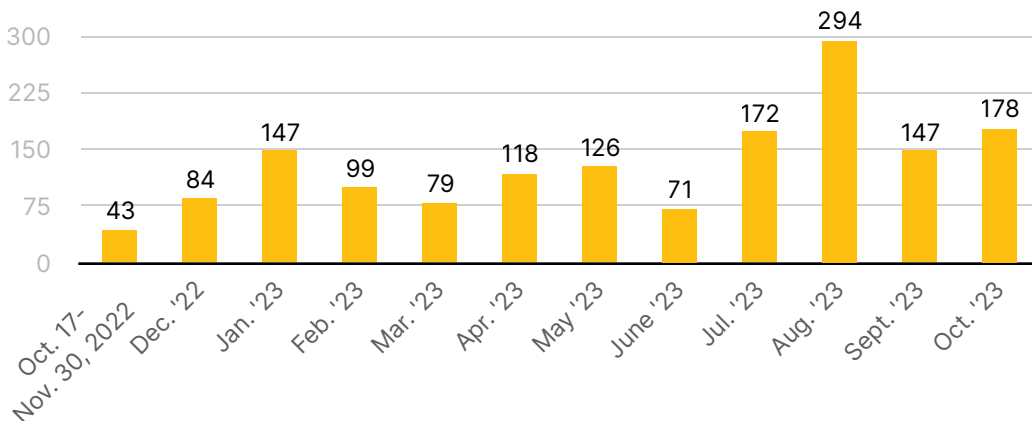
## Referrals to Supportive Services



## Individuals New to Cluster Teams



## Outreach Teams Deployed But Unable to Locate Individual(s)



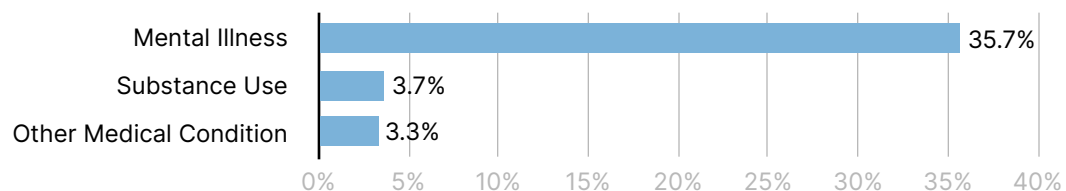
## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

### Interactions, by Housing Status of Individual

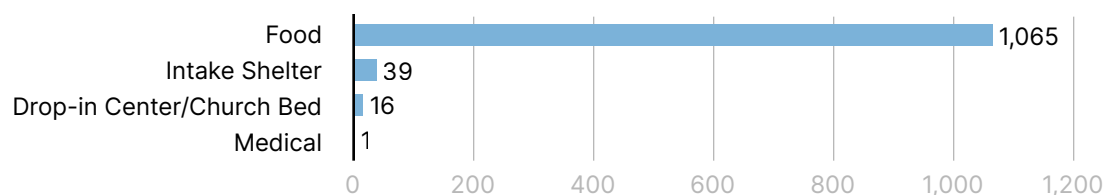
Homeless Street Homeless Unknown Housed



### Individuals With Observed Medical Condition

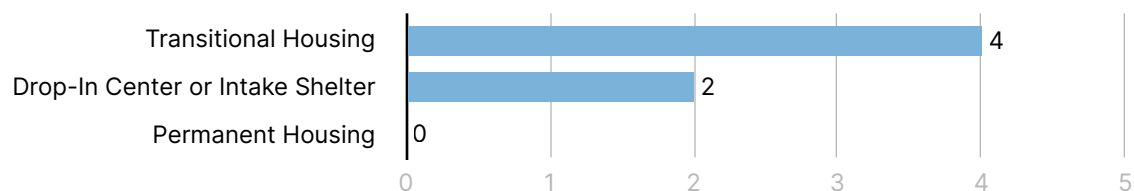


### Referrals, by Type

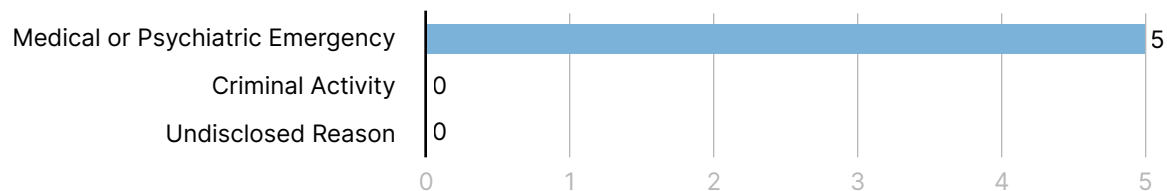


Note: Outreach teams completed 1,151 additional "other" referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls





## Cluster 2

Overall Impact Since Program Launch (October 2022-October 2023)

221

Tickets submitted by member  
company employees

506

Unique individuals engaged

1,910

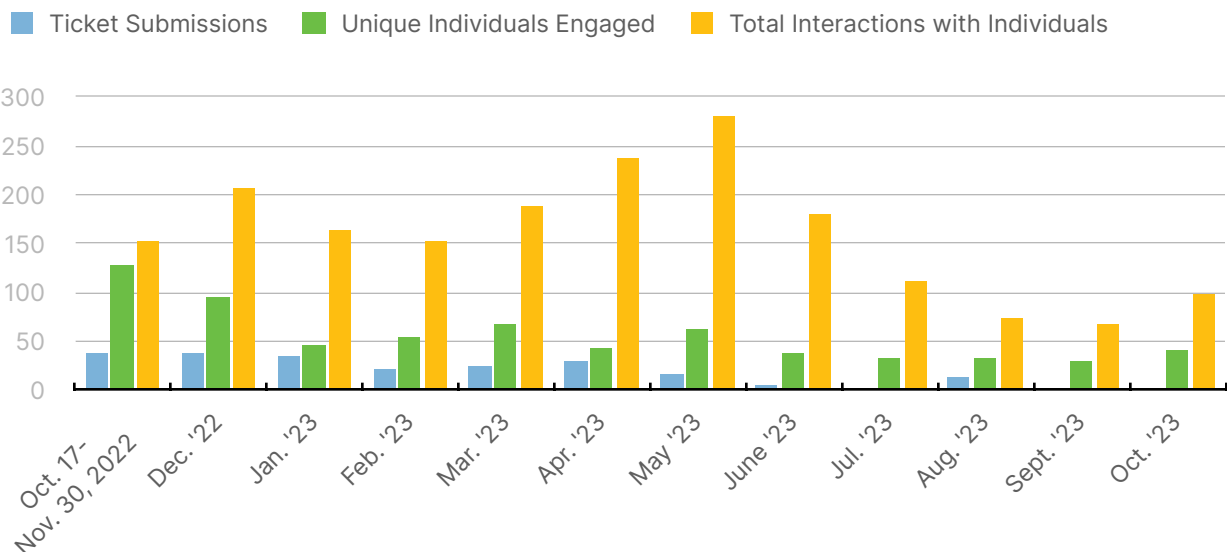
Interactions with individuals

### Success Stories

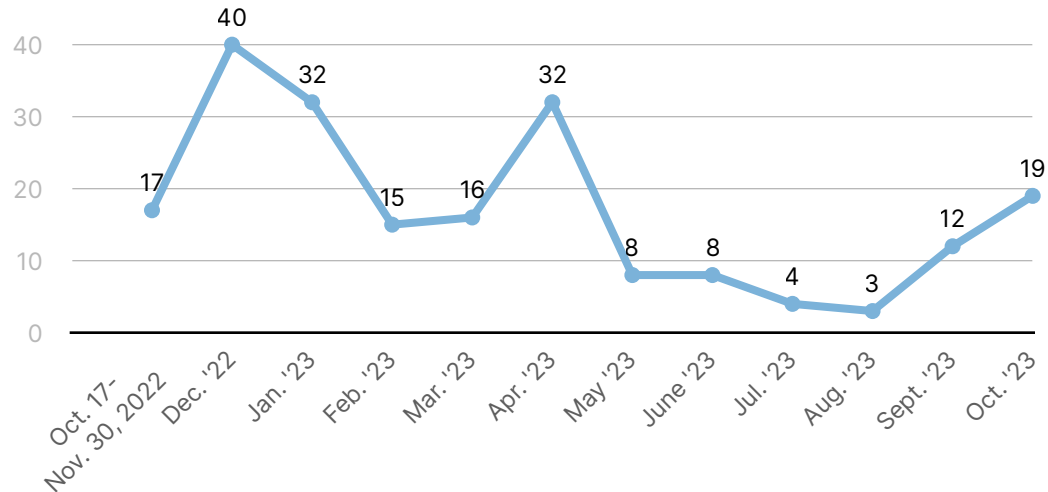
Following a meeting between the outreach team and an employer partner, the team focused on prioritized individuals in September and October. Among these individuals was a pregnant woman in the area of 59th Street and 3rd Avenue. The collaborative effort enabled Breaking Ground to confirm the individual had given birth and obtain her contact information. The outreach team continues to monitor locations she frequents in hopes of connecting her and her newborn to services.

The team helped another individual obtain his identification paperwork in September, and in October, placed him in a shelter bed. Breaking Ground's housing specialist is in regular contact with this individual to inquire about his status and pursue housing opportunities.

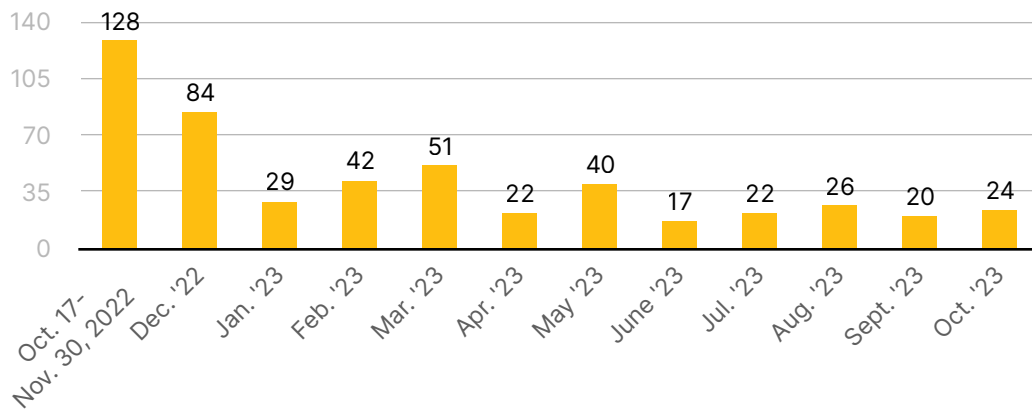
### Ticket Submissions, Individuals Engaged, and Interactions



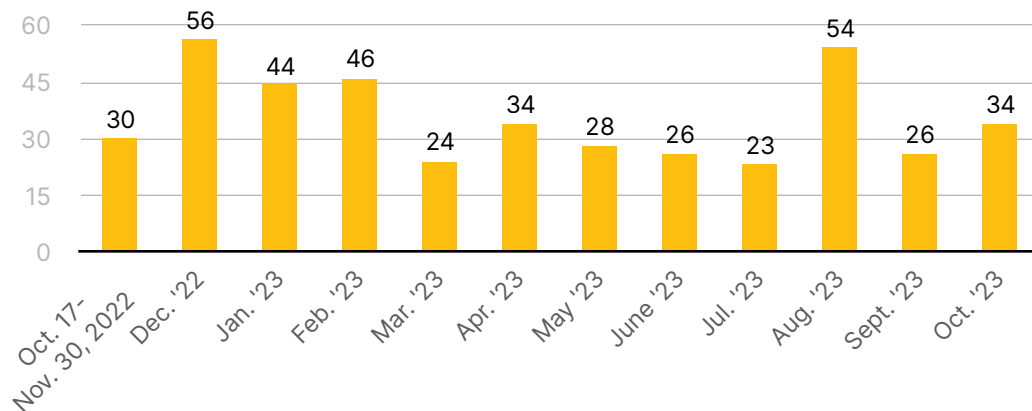
## Referrals to Supportive Services



## Individuals New to Cluster Teams



## Outreach Teams Deployed But Unable to Locate Individual(s)



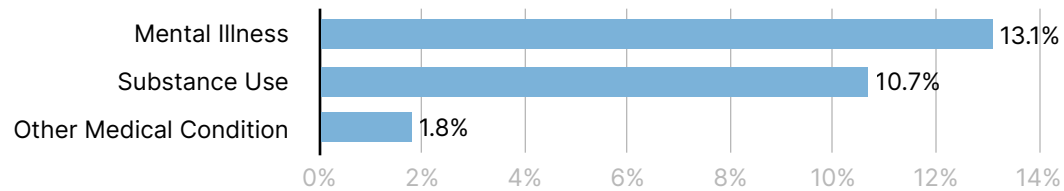
## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

### Interactions, by Housing Status of Individual

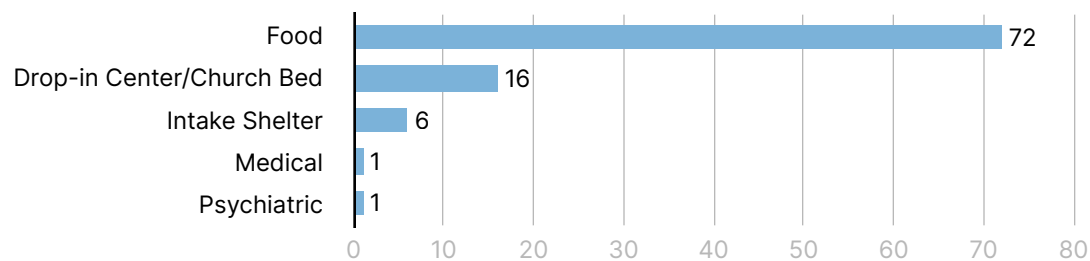
Homeless Street Homeless Unknown Housed



### Individuals With Observed Medical Condition

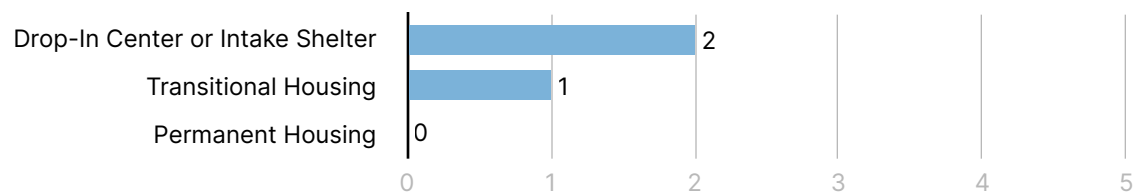


### Referrals, by Type

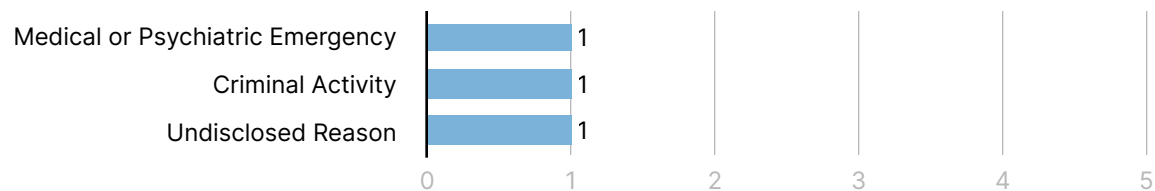


Note: Outreach teams completed 110 additional "other" referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



## Cluster 3

Overall Impact Since Program Launch (October 2022-October 2023)

583

Unique individuals engaged

8,207

Interactions with individuals

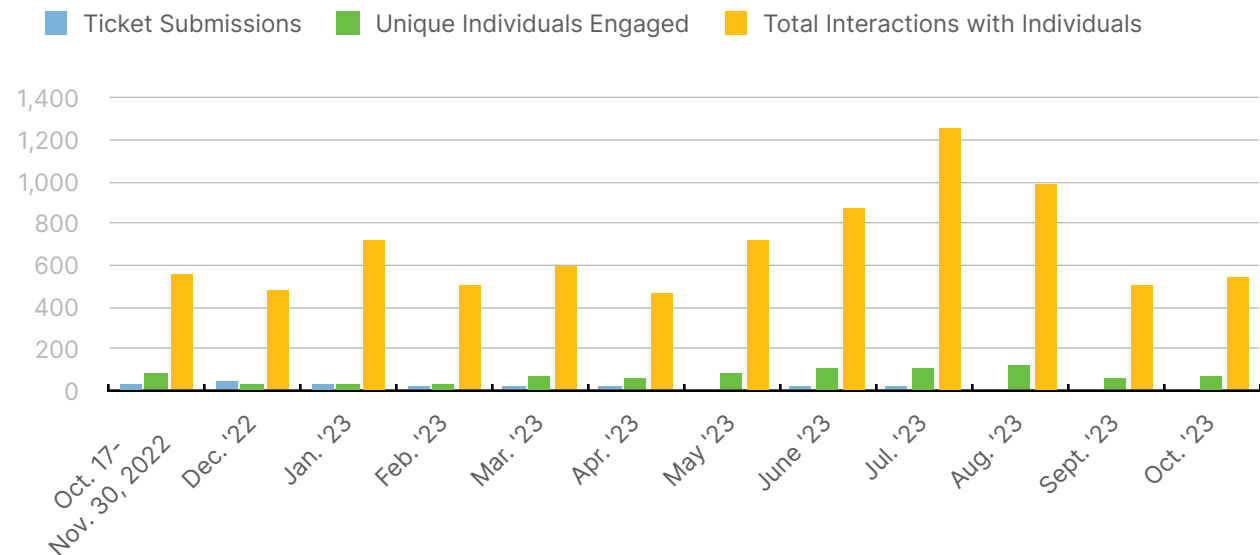
24

Placements in transitional or permanent housing

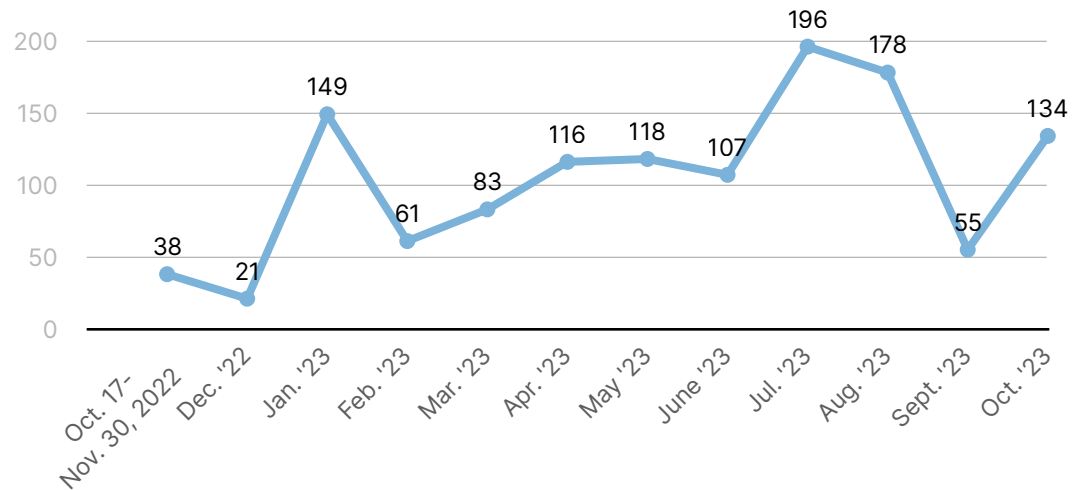
### Success Story

The cluster team completed six safe haven facility placements and one church bed placement in October. Three of these placements included individuals that the team has known for an extended period who have previously declined services. The team's consistent engagement, motivational interviewing, and consideration of individuals' placement preferences encouraged these individuals to accept placements. The team connected one of these individuals to a detox program after he expressed interest in substance use treatment and is helping another obtain her benefits to help pay for her meals. The team continues to provide MetroCards to individuals to help them travel to shelters and referred eight individuals to drop-in centers in October.

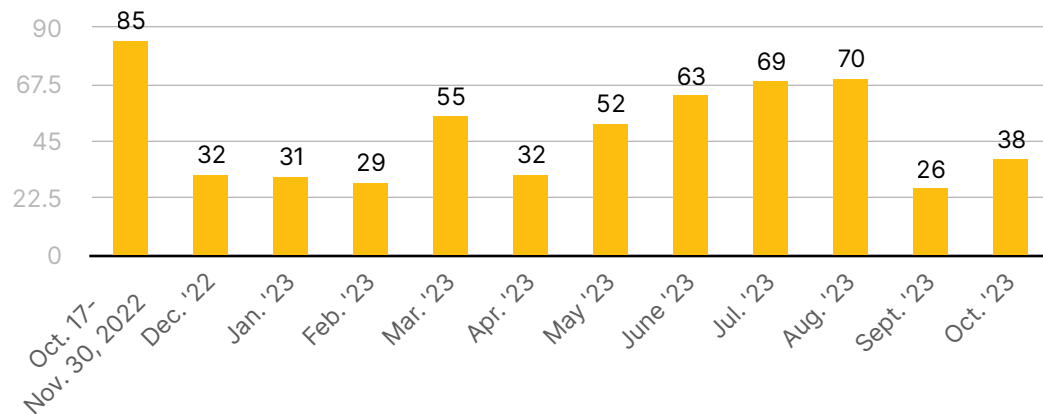
### Ticket Submissions, Individuals Engaged, and Interactions



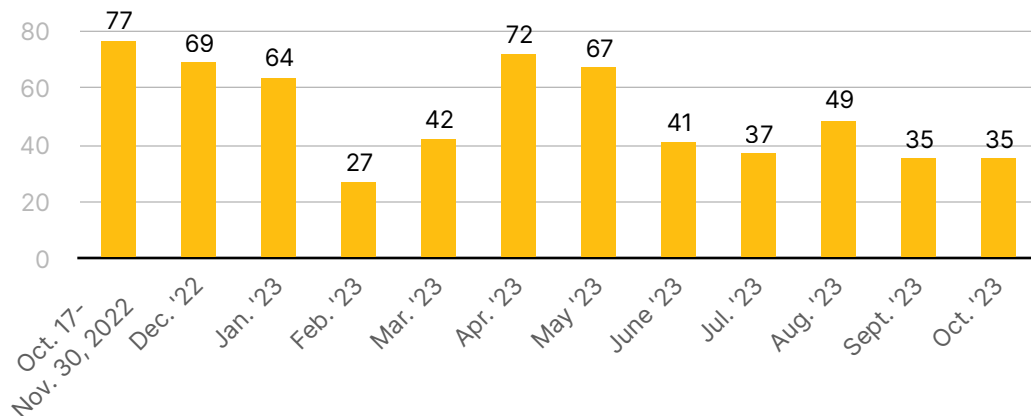
## Referrals to Supportive Services



## Individuals New to Cluster Teams

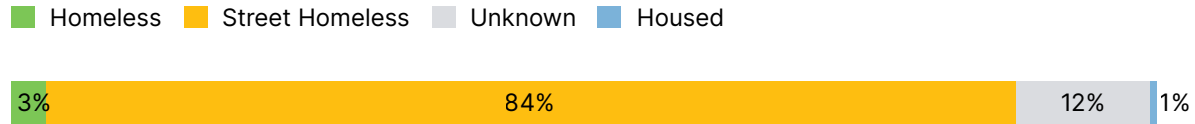


## Outreach Teams Deployed But Unable to Locate Individual(s)

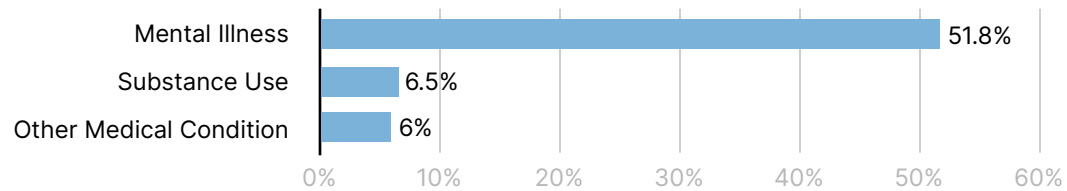


## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

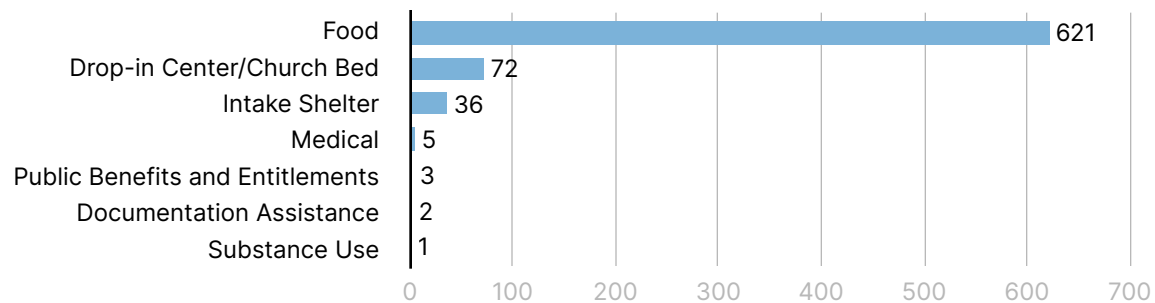
### Interactions, by Housing Status of Individual



### Individuals With Observed Medical Condition

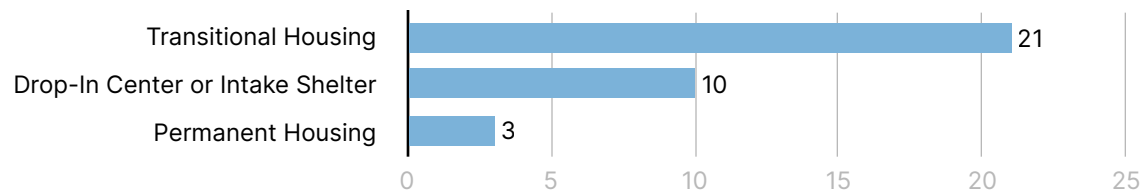


### Referrals, by Type

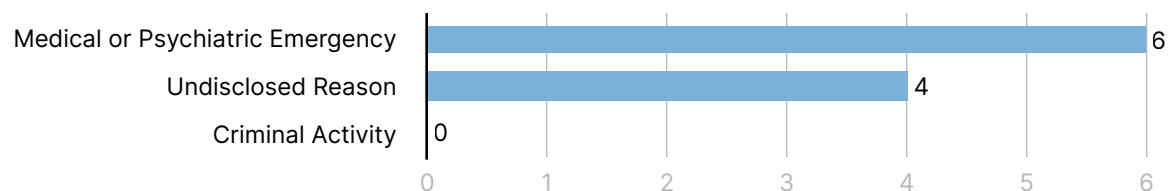


Note: Outreach teams completed 657 additional "other" referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



## Cluster 4

Overall Impact Since Program Launch (October 2022-October 2023)

375

Tickets submitted by member  
company employees

1,486

Unique individuals engaged

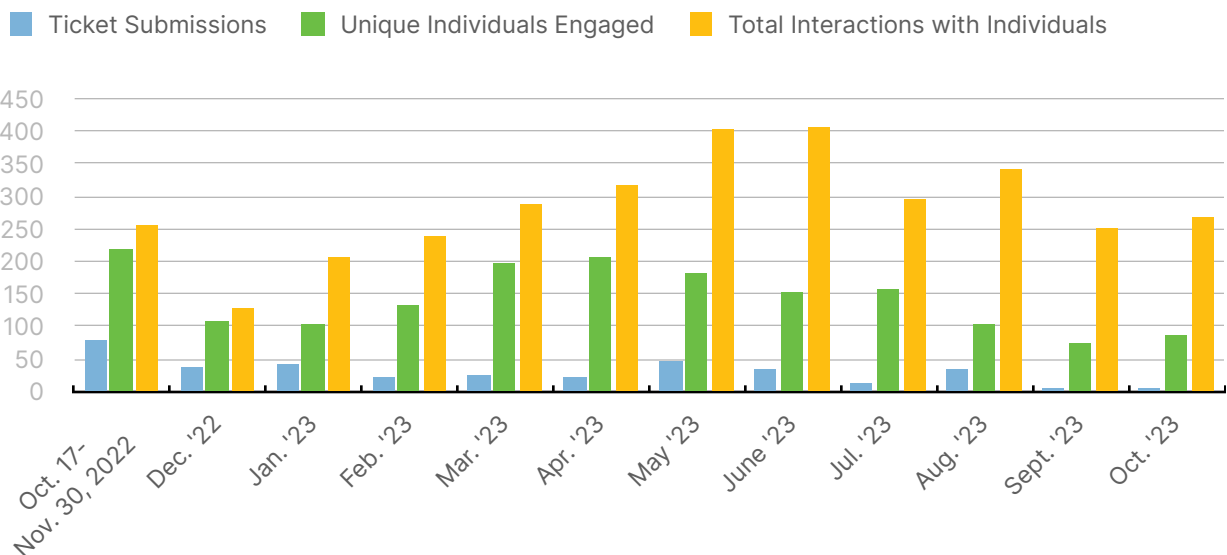
3,408

Interactions with individuals

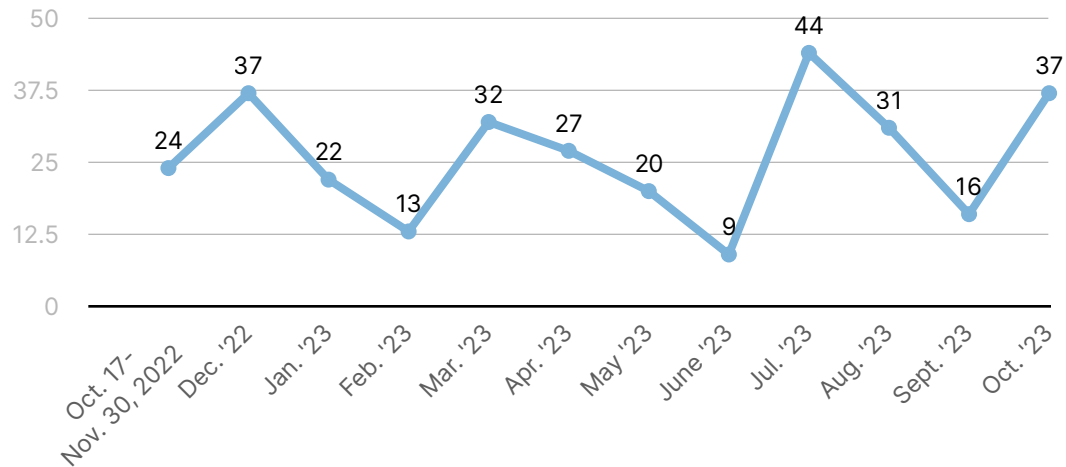
### Success Story

The outreach team performed daily wellness checks to monitor a vulnerable individual for a possible \$9.58 removal—an involuntary removal performed only when a person appears to be mentally ill and is conducting themselves in a manner likely to result in serious harm to the person or others. (The cluster team relies on a psychiatrist for a full assessment to help make this determination.) Additionally, the outreach team successfully built rapport with a woman who is reluctant to go into a shelter, safe haven, or church bed. After the outreach team explained the mental health services Breaking Ground offers, she has become receptive to providing the necessary information to apply for identification to start her housing process.

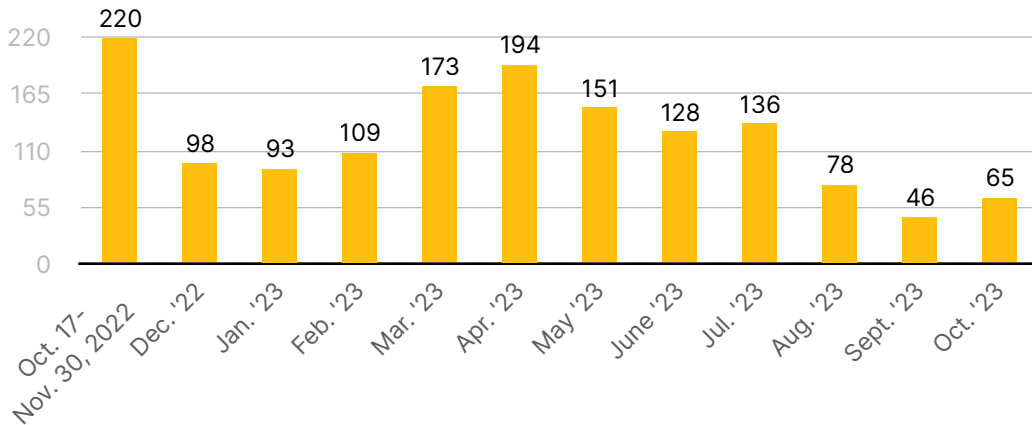
### Ticket Submissions, Individuals Engaged, and Interactions



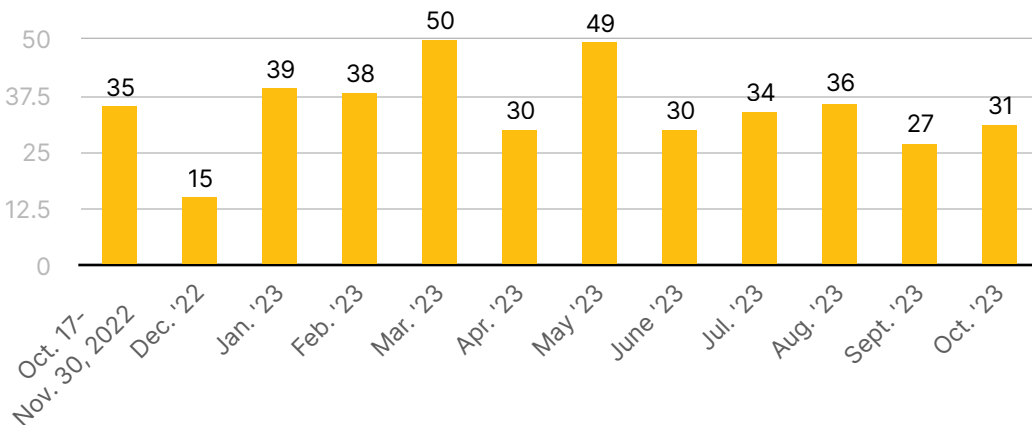
## Referrals to Supportive Services



## Individuals New to Cluster Teams



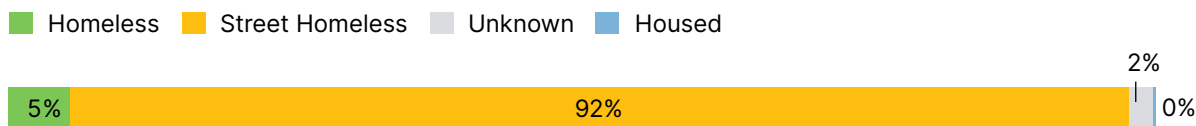
## Outreach Teams Deployed But Unable to Locate Individual(s)



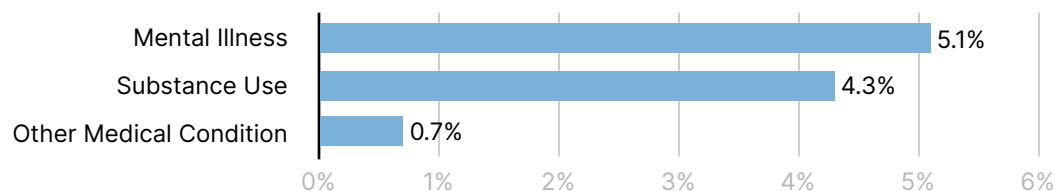


## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

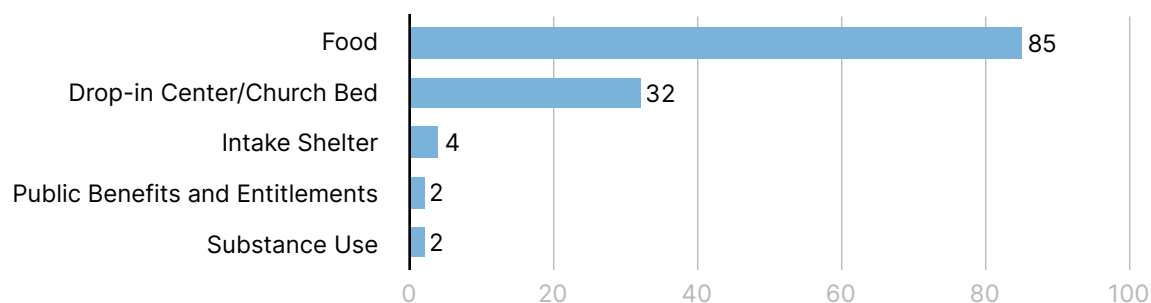
### Interactions, by Housing Status of Individual



### Individuals With Observed Medical Condition

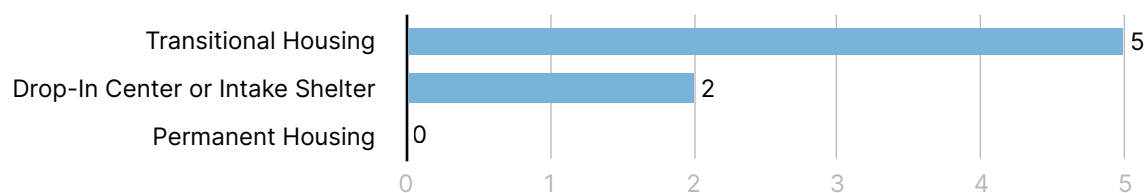


### Referrals, by Type



Note: Outreach teams completed 187 additional "other" referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



## Cluster 5

Overall Impact Since Program Launch (October 2022-October 2023)

14

Placements in  
transitional housing

3,742

Unique individuals engaged

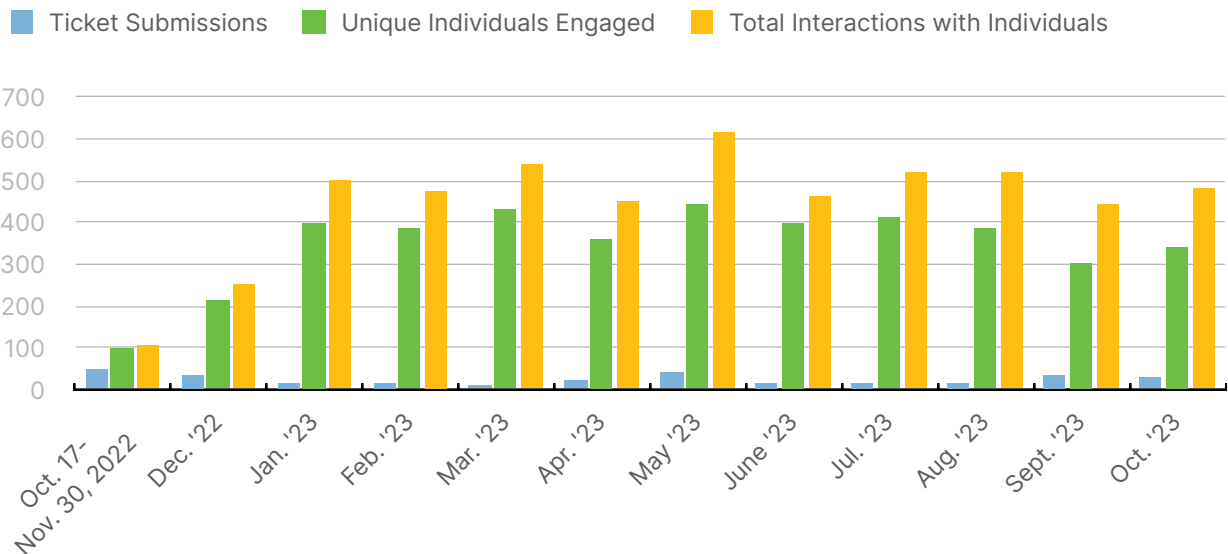
5,380

Interactions with individuals

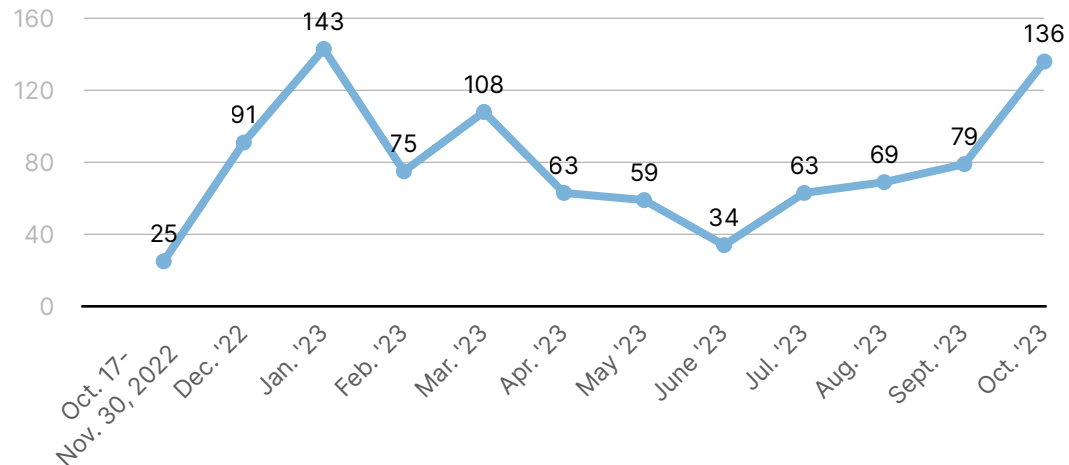
### Success Story

At the beginning of October, a high-priority individual was placed into a safe haven facility and has since been connected to a permanent housing opportunity through his community treatment program. The individual's case managers will continue to stay in touch with him as he gets settled.

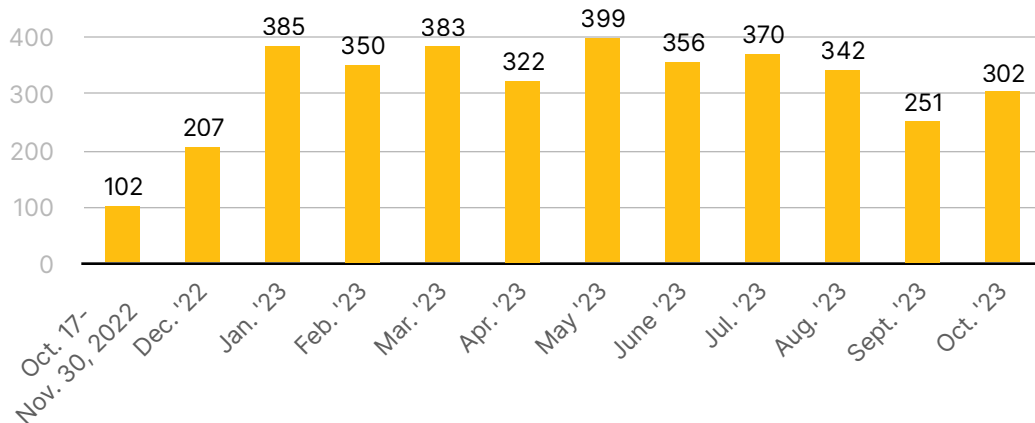
### Ticket Submissions, Individuals Engaged, and Interactions



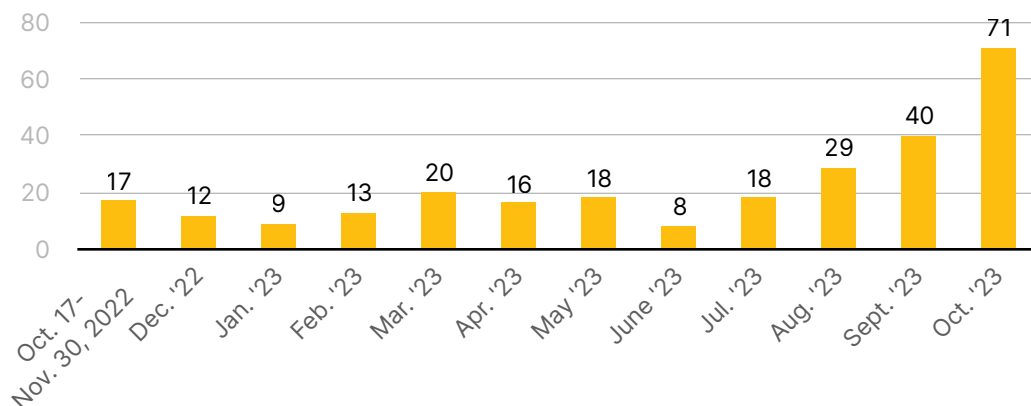
## Referrals to Supportive Services



## Individuals New to Cluster Teams

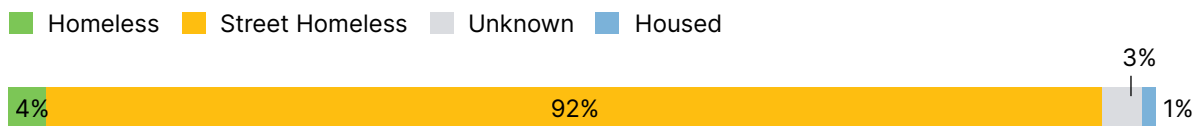


## Outreach Teams Deployed But Unable to Locate Individual(s)

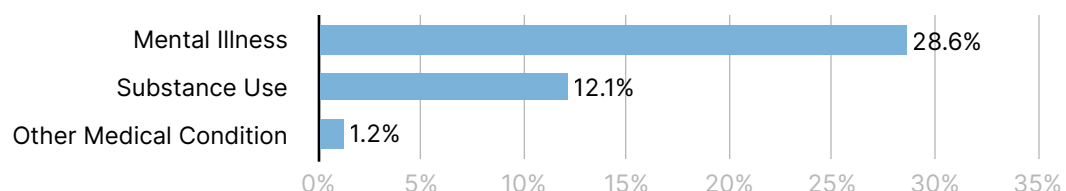


## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

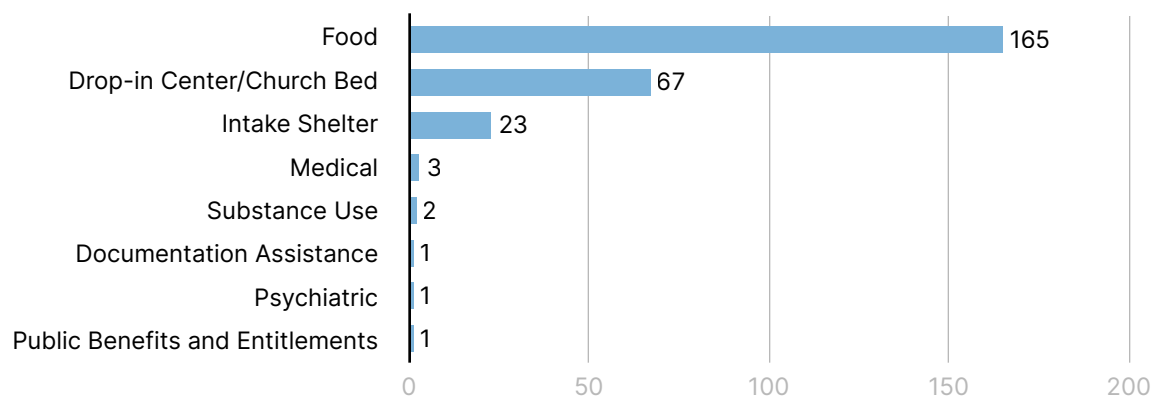
### Interactions, by Housing Status of Individual



### Individuals With Observed Medical Condition

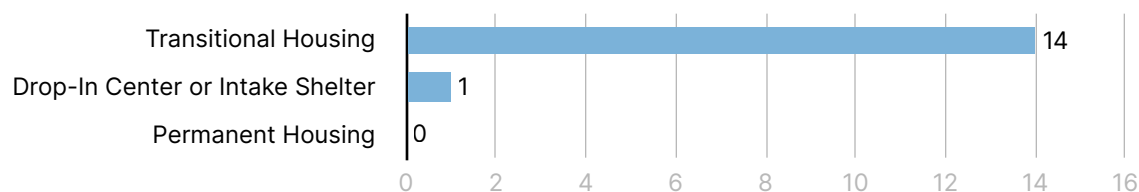


### Referrals, by Type

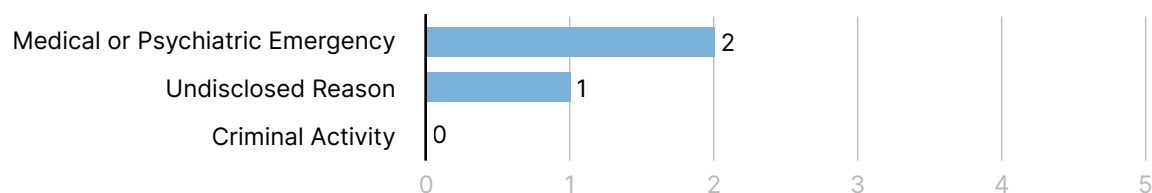


Note: Outreach teams completed 682 additional “other” referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



# Cluster 6

Overall Impact Since Program Launch (October 2022-October 2023)

21

Placements in transitional  
or permanent housing

1,960

Referrals to supportive  
services

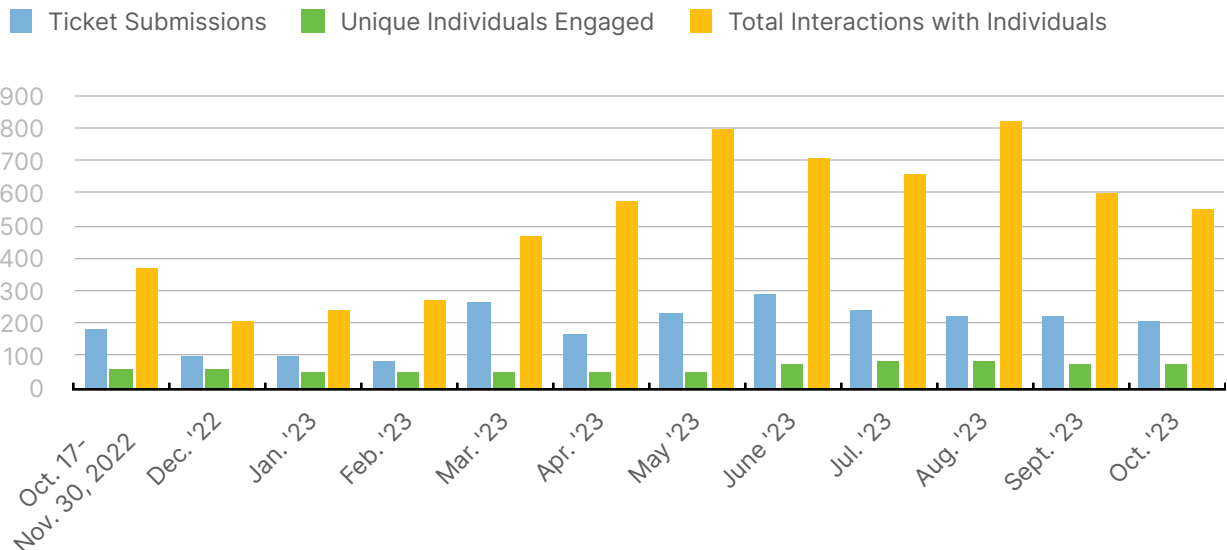
6,271

Interactions with individuals

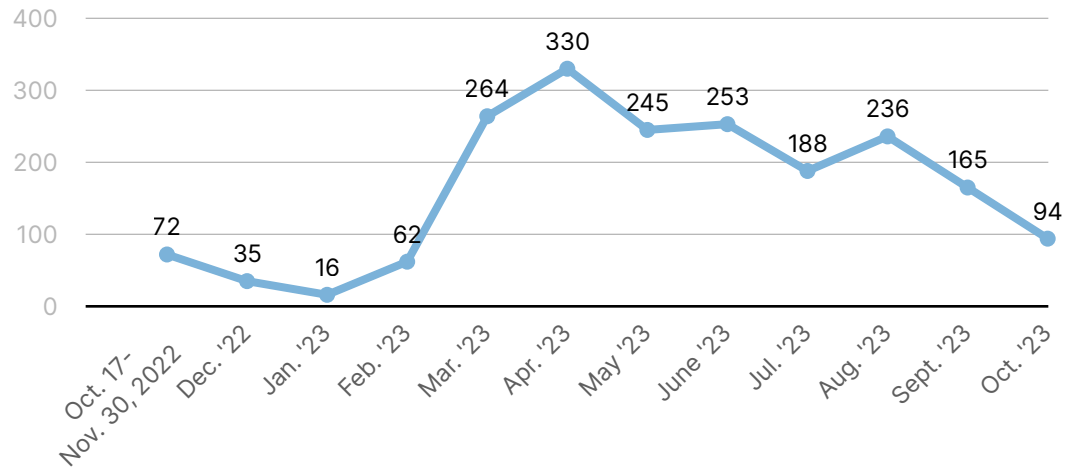
## Success Story

Two individuals moved into permanent housing in October, including an individual the team began working with in December 2022 who had been in and out of shelters for the last 20 years. He is enjoying his new apartment and had his sister over to help decorate. The team helped another individual retain their permanent housing after he had trouble paying his rent on time by reactivating his benefits to avoid future lapses in payment. Breaking Ground also assisted with family reunification by helping an individual return to Louisiana in October to live with his mother and aunt.

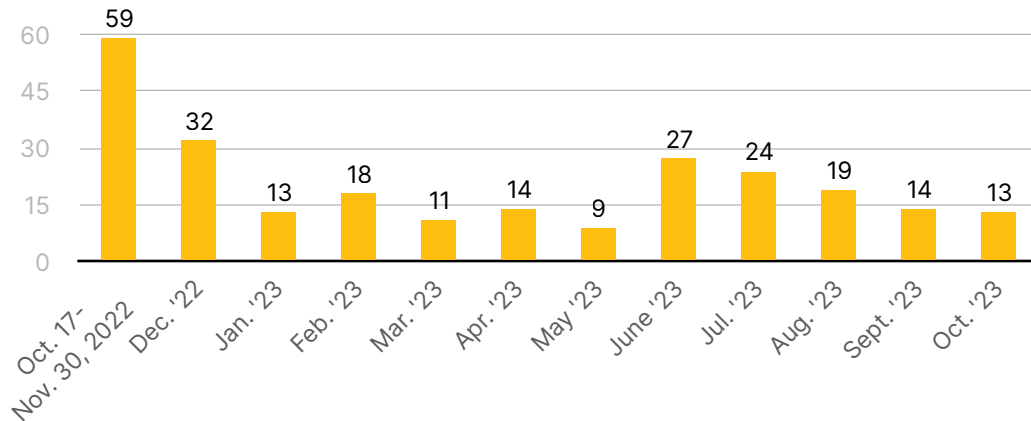
## Ticket Submissions, Individuals Engaged, and Interactions



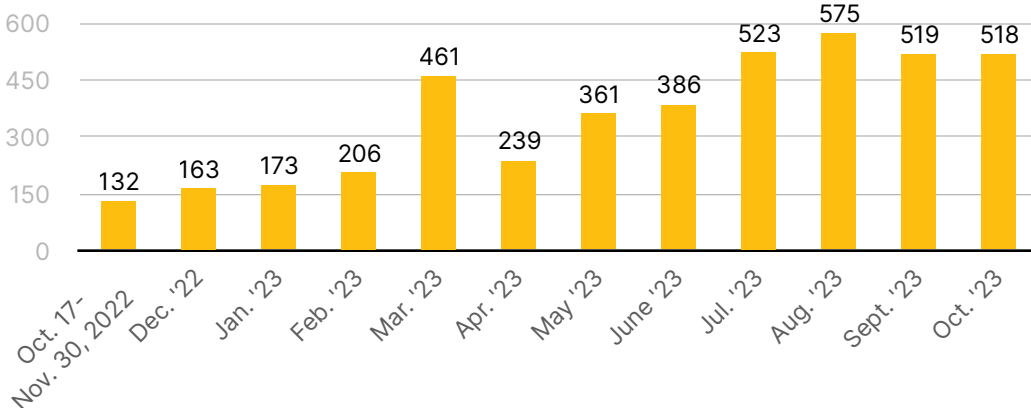
## Referrals to Supportive Services



## Individuals New to Cluster Teams



## Outreach Teams Deployed But Unable to Locate Individual(s)



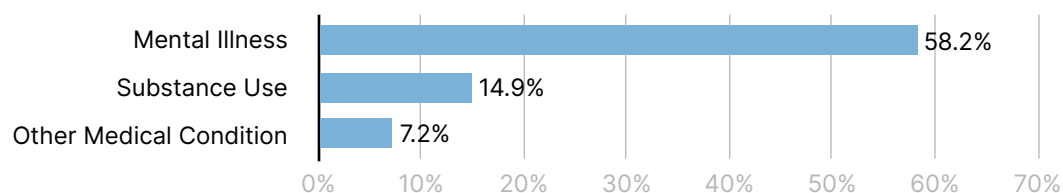
## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

### Interactions, by Housing Status of Individual

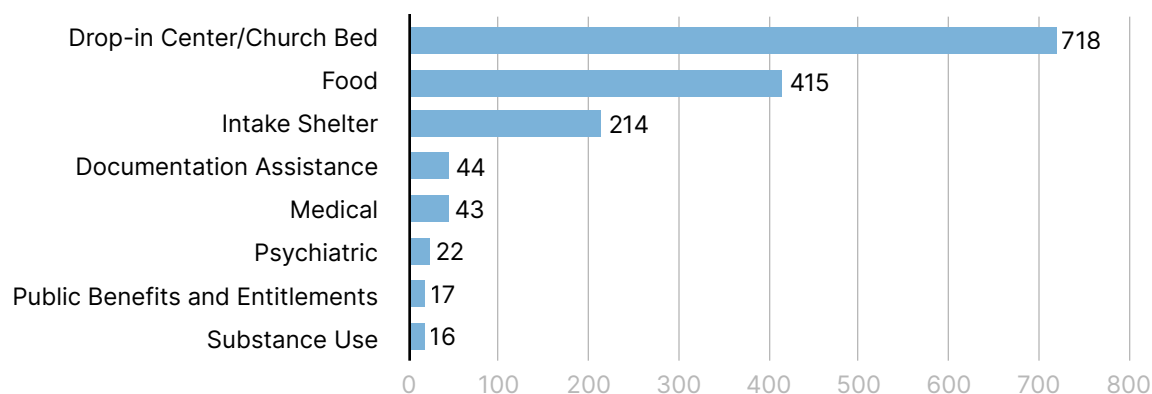
Homeless Street Homeless Unknown Housed



### Individuals With Observed Medical Condition

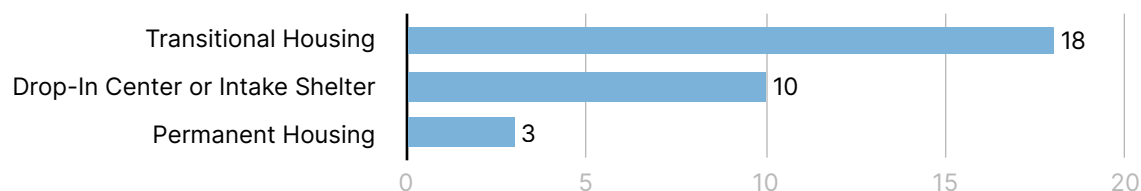


### Referrals, by Type

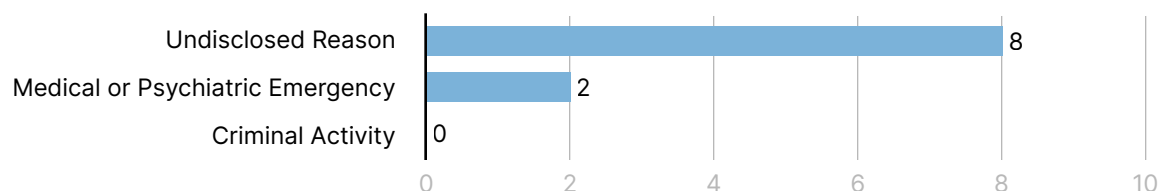


Note: Outreach teams completed 476 additional "other" referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



# Cluster 7

Overall Impact Since Program Launch (October 2022-October 2023)

19

Placements in transitional  
or permanent housing

205

Unique individuals engaged

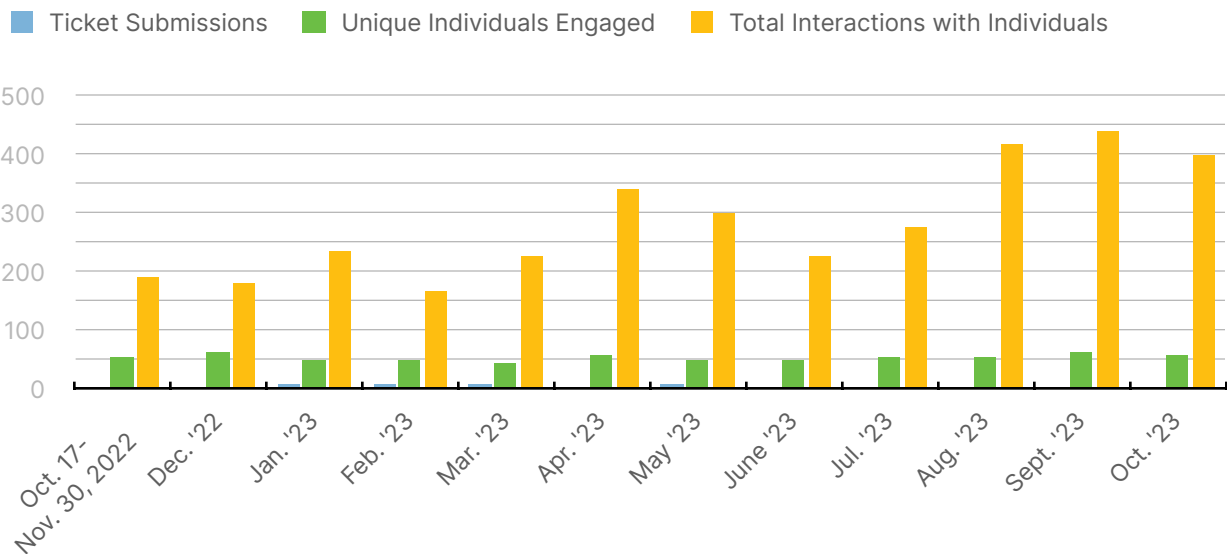
3,401

Interactions with individuals

## Success Story

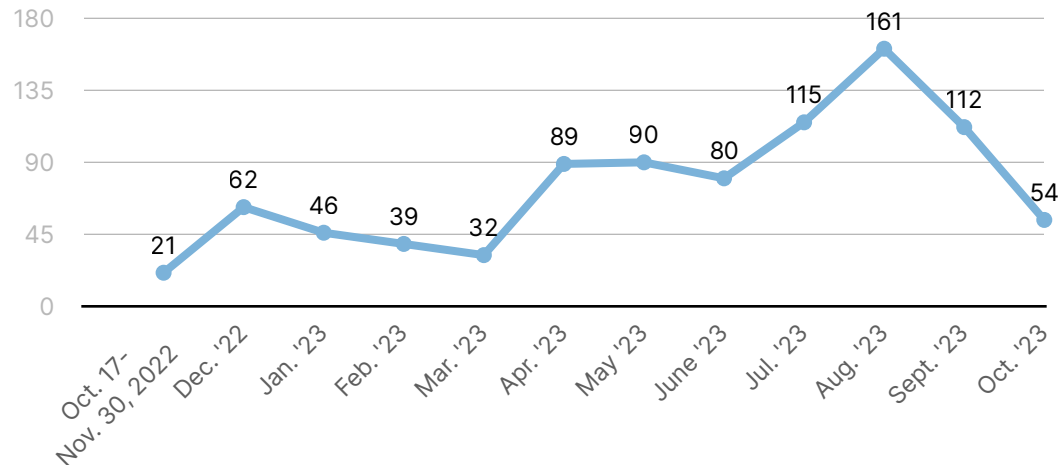
An individual who completed a housing interview in September moved into his permanent apartment in October. He has slept in his new housing every night and has not been seen sleeping on the street since his lease signing. The outreach team recently transferred another individual to a new safe haven shelter; they completed a permanent housing interview and are now awaiting building approval.

## Ticket Submissions, Individuals Engaged, and Interactions

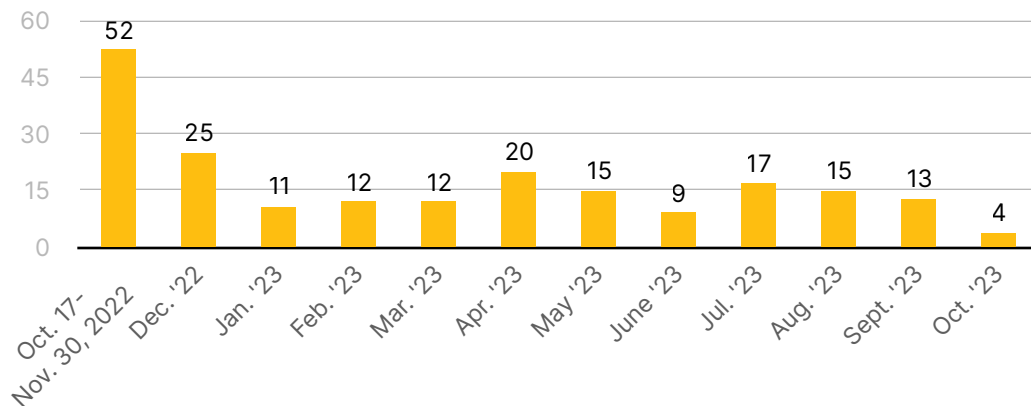




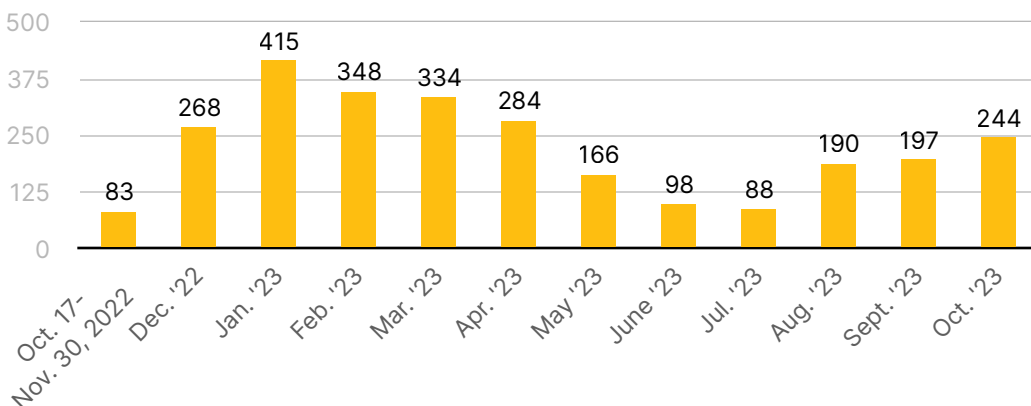
## Referrals to Supportive Services



## Individuals New to Cluster Teams

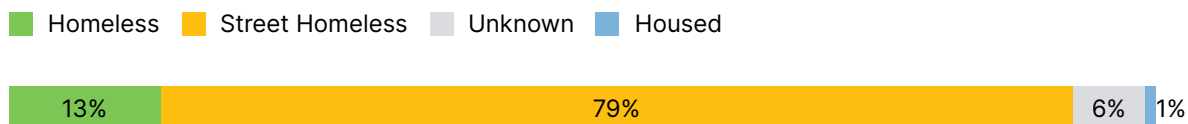


## Outreach Teams Deployed But Unable to Locate Individual(s)

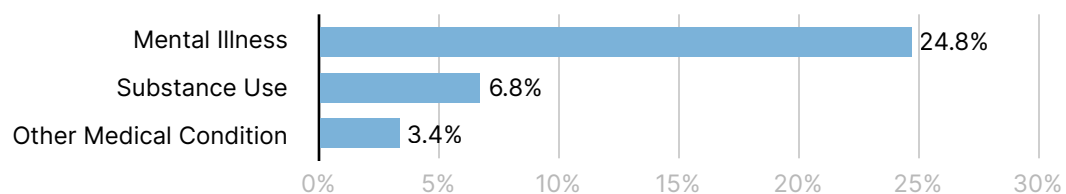


## CUMULATIVE DATA (OCTOBER 2022-OCTOBER 2023)

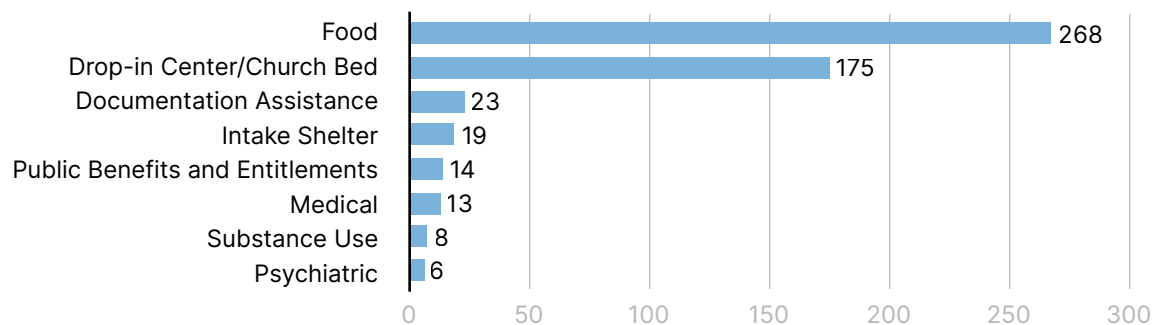
### Interactions, by Housing Status of Individual



### Individuals With Observed Medical Condition

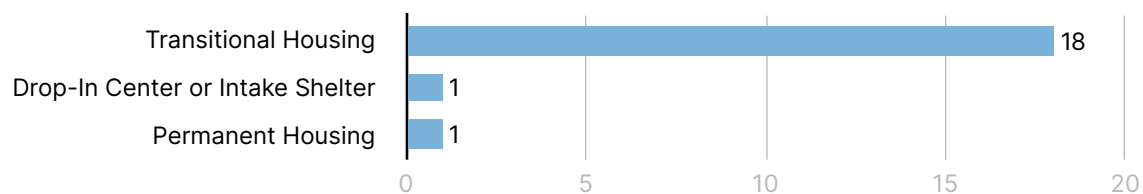


### Referrals, by Type

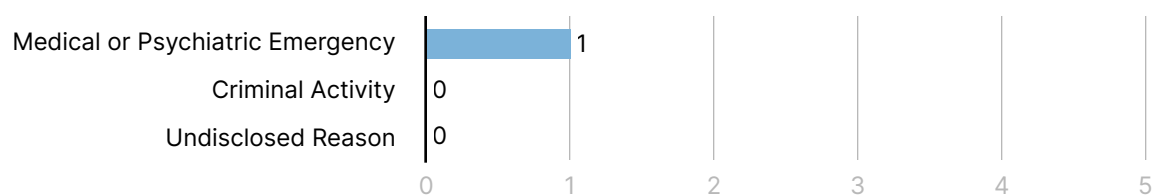


Note: Outreach teams completed 378 additional “other” referrals between October 17, 2022 and October 31, 2023; other referrals primarily consist of distribution of information packets, hygiene supplies, clothing, and food and water.

### Placements, by Type



### 911 Calls



# Glossary

## GENERAL

Individuals Engaged: The number of verified unique individuals the Breaking Ground team has engaged with and registered identifying information

Interaction: An interaction with an individual in which the outreach team completed an assessment and provided referrals or other case management services; teams often have multiple interactions (i.e., engagements or contacts) with a single individual in a reporting period

Tickets Submitted: Submissions received from member company employees through the HAF Outreach Response System; includes only valid ticket submissions within a cluster

Outreach Teams Deployed but Unable to Locate Individual(s): The outreach team canvassed an area in search of at least one individual but was unable to locate them. This includes attempts that resulted from an outreach response system ticket in which a client was not found. Teams will continue to return to an area when the initial outreach attempt does not result in an interaction.

## HOUSING STATUS

Homeless: Individual reported they do not have permanent housing but do have transitional housing, such as a bed in a safe haven (transitional housing with fewer requirements and restrictions than traditional shelters)

Housed: Individual reported having a permanent residence and does not need housing services

Street Homeless: Individual is sleeping outside or in a place not meant for human habitation

Unknown: Individual refused to provide information about and/or outreach teams were unable to determine housing status

## OBSERVED CONDITIONS

Mental Illness: Individual reported or outreach teams observed symptoms of mental illness

Substance Use: Individual reported or outreach teams observed symptoms of substance use

Other Medical Condition: Individual reported or outreach teams observed a medical condition

## REFERRALS

Food Resources: Individual referred to food programs (e.g., food banks, soup kitchen, food pantry, or other meal service)

Medical: Appointment(s) scheduled on behalf of an individual to receive medical care at an outpatient care center or mobile medical services van, individual transported to a medical appointment, and/or team provided general assistance with accessing medical services

Psychiatric: Appointment(s) scheduled on behalf of an individual to receive psychiatric care at an outpatient

care center or mobile psychiatry program, individual transported to a psychiatric appointment, and/or team provided general assistance with accessing psychiatric services

Substance Use: Appointment(s) scheduled on behalf of an individual to receive substance use treatment services at an outpatient care center or mobile psychiatric program, individual transported to a substance use treatment appointment, and/or team provided general assistance with accessing substance use treatment services

Documentation Assistance: Helped individual obtain a birth certificate, photo ID, or Social Security card

Public Benefits and Entitlements: Provided assistance or information that helped individual apply for public benefits, such as SNAP, Medicaid, Medicare, Social Security, and benefits available to veterans

Drop-In Center: Provided information about nearby emergency drop-in facilities, which are open 24 hours a day, seven days a week, and accessible without a referral; drop-in centers only have chairs, no beds

Intake shelter: Provided information about available emergency intake shelters, which are open 24 hours a day, seven days a week, and accessible without a referral. Individual will complete an interview and be assigned a bed in the five boroughs

Other: Assisted individual in addressing any other self-identified need (e.g., clothing, shower, shoes, veterinary services)

## **PLACEMENTS**

Drop-In Center/Intake Shelter: Individual transported to and placed in drop-in center or intake shelter

Transitional Housing: Individual transported to and placed in transitional housing residence, such as a safe haven or shelter. Individuals have an assigned bed or unit, receive onsite case management, and can remain at the residence until they secure permanent housing

Permanent Housing: Individual transported to and placed in a housing unit with a signed lease, moved in with a family member, or secured other permanent housing that they are not required to leave after a predetermined duration

## **EMERGENCY SERVICES**

911 - Medical or Psychiatric: 911 contacted to request emergency transport of an individual to a hospital for medical or psychiatric evaluation

911 - Criminal Activity: 911 contacted to request NYPD assistance