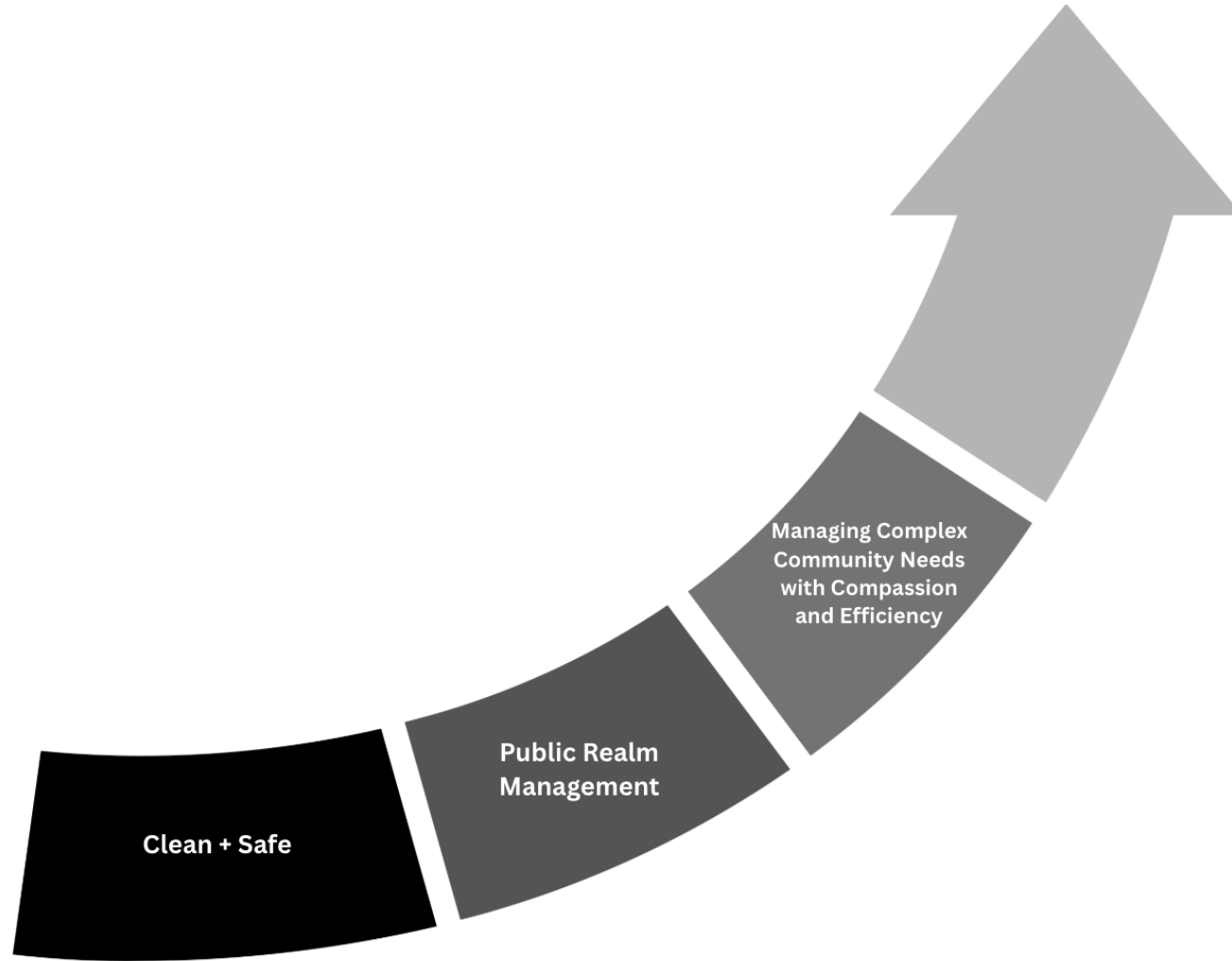




Times Square Street Crisis Pilot Proposal



The Public Space Revolution



Why We Got Involved

- Dramatic increase in individuals living outside in Times Square during COVID
 - Community First initiative in partnership with local social service providers revealed fundamental issues with coordination and communication
 - **Lack of shared data a core issue, leading to inefficiencies, gaps, and ultimately failing our most vulnerable community members**
- BIDs play the role of advocate, connector, service provider, and mediator
- Midtown Street Crisis Pilot grew out of a recognition that the Alliance could supplement the City in new ways
 - Bringing providers, City agencies, and tech partners together into one conversation



Current NYC Challenges:

1. DATA

- **Inadequate Data Infrastructure:** Workers often need to manually update client information across different, disconnected systems that do not provide real time access to up-to-date information on clients
- **Result:** Duplicative work, inconsistent records, and missed opportunities for timely intervention or follow-up.

2. COORDINATION

- **Fragmented Communication:** Teams working in the same areas often have overlapping caseloads but lack a central coordinating system, shared strategy, or designated point-person for an individual client.
- **Result:** Difficult to align efforts, leading to fragmented care and gaps in service for clients.

3. ACCOUNTABILITY

- **Unclear Command Structure & Performance Metrics:** Multiple teams are involved without a designated lead or shared success metrics.
- **Result:** Difficult to align efforts, leading to fragmented care and gaps in service for clients.

4. HOUSING

- **No Direct Pathway:** The process to secure permanent housing from the street is slow, bureaucratic, and burdensome with long wait times, difficult documentation requirements, and a long, involved process with several steps.
- **Result:** Difficult to align efforts, leading to fragmented care and gaps in service for clients.



The system is resource-rich & accountability poor.

In FY2023, DHS spent **\$310 million** on outreach services.

This represents a **1013% increase since 2008**, which far outpaces the increase in the overall DHS budget during the same time period (only 77%).

Despite the increase in spending, during that same time period - HOPE point-in-time estimates of street homelessness actually **increased, rather than decreased, by 22%**.



Proposed Framework

Data-Driven Evaluation Framework for Informed Decision-Making

Integrated Command Structure for Coordinated Care

Clear Mission & Accountability for Strategic Focus and Creative Collaboration

Streamlined Pathway to Housing for Successful Engagement

