Actsoft

City of New York

Department of Homeless Services

Population:
8,478,072 (No. 1)

Govt Employees:
285,000

Address:
33 Beaver Street
17th Floor
New York, NY 10004

Phone:
(212) 361-7963

Capabilities Statement:
Link

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474

FedRAMP

Site:

https://www.nyc.gov/site/dhs/index.page

Mission:

Together with our not-for-profit partners, our mission is to prevent homelessness when possible, address street homelessness, provide safe temporary shelter, and connect New Yorkers experiencing homelessness to suitable housing. We do this with accountability, empathy, and equity.

As an agency comprised of 2,000 employees, with an annual operating budget of over $2 billion, DHS is one of the largest organizations of its kind committed to preventing and addressing homelessness in New York City. As it engages in this mission, DHS employs a variety of innovative strategies to help families and individuals successfully exit shelter and return to self-sufficiency. Collaborating with other public agencies and nonprofit partners, DHS works to prevent homelessness before it occurs, reduce street homelessness, and assist New Yorkers in transitioning from shelter into permanent housing. Furthermore, DHS remains committed to meeting its legal mandate to provide temporary emergency shelter to those experiencing homelessness in a safe and respectful environment.

Contacts and Stakeholders Information:

Molly Park - DSS Commissioner
(929) 221-7315

Karen H. St. Hilaire - DSS Chief of Staff
(929) 221-5277

Joslyn Carter - Administrator
212-361-7963

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized