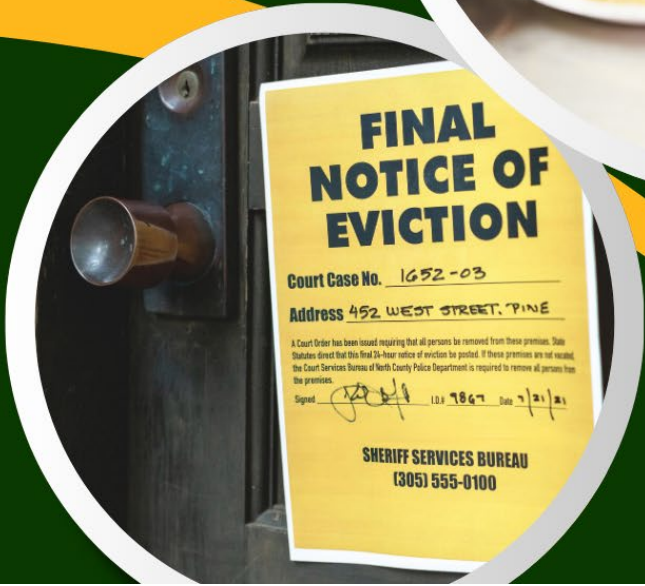




Monroe County
Department of Human Services

HOUSING AND HOMELESS SERVICES ANNUAL REPORT 2025





**MONROE COUNTY
DEPARTMENT OF HUMAN SERVICES**

Mission

The Department of Human Services delivers strengths-based, comprehensive, responsive, and coordinated services guided by measurable results.

Vision

The Department of Human Services empowers residents to achieve their highest level of self-sufficiency and independence and promotes safety, and physical and emotional well-being.



Requested by:	Denise Read and Rebecca Miglioratti
To support:	MCDHS Housing Unit
Prepared by:	Martin Williams, Senior Human Services Planner
Data sources:	Housing database reports
Data as of:	February 2026 for 2025

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Services Overview

The Housing Unit meets the emergency needs of individuals who are homeless or who are imminently approaching homelessness and is responsible for:

- **Preventing Homelessness**
 - Operates a “Landlord Hotline” (585-753-6034) to answer questions and resolve concerns quickly so, in some instances, evictions can be prevented and additional services are unnecessary
 - Via the Intake Unit, provides emergency payments to financially eligible homeowners to prevent tax or mortgage foreclosures or to assist with necessary repairs that prevent homelessness
- **Performing Intake and Screening**
 - Acts as the central point of entry for placement into temporary housing for DHS-contracted shelter beds
 - Operates an after-hours placement line (585-442-1742) to assist individuals who face housing emergencies outside of regular business hours
 - Screens all unhoused individuals and families to determine eligibility for Temporary Housing Assistance (THA) placements
 - Helps with applications for personal needs allowances and assistance with first month’s rent, when appropriate
- **Promoting Safety**
 - Conducts inspections as required by New York State Department of Shelter Oversight and Compliance of facilities used by THA program participants to ensure that these individuals and families are provided safe and sanitary housing
 - Oversees the Rent Withholding Program, which works to ensure that buildings with open health and safety violations are brought up to code when occupied by residents who receive Temporary Assistance benefits
- **Linking Participants’ Needs to Services**
 - Works with contracted shelter providers to assist residents in securing financial assistance, locating housing, providing relocation services such as moving, utility turn-on, and acquiring essential furniture and appliances
 - Provides unhoused individuals and families with housing assistance and linkages to other County-provided services, including adult protective, child protective, financial assistance, and mental health programs as well as to a variety of community-based agencies

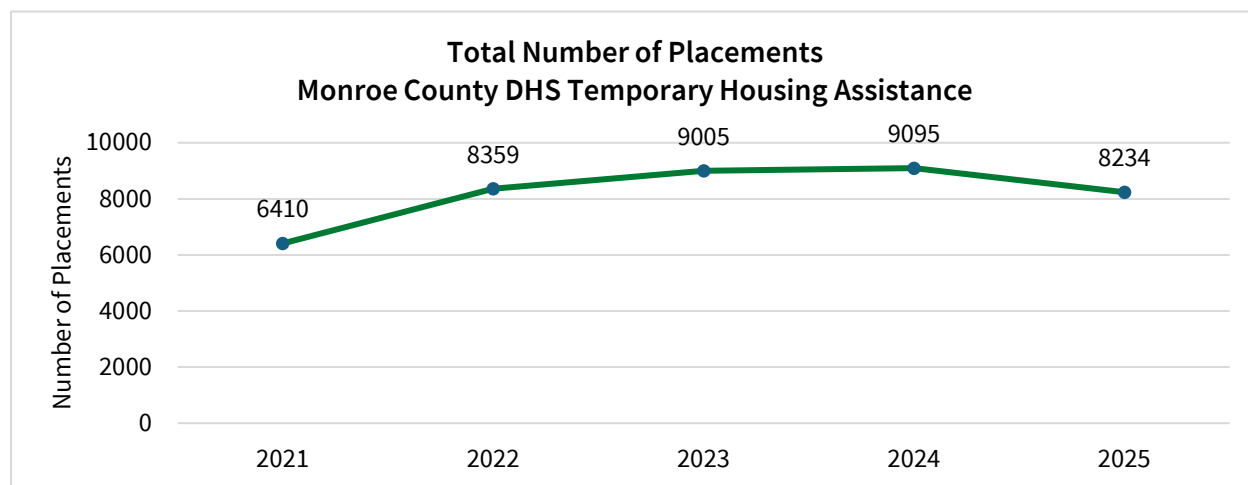
2025 Statistics

Temporary Housing Assistance Placements

The Housing Unit made a total of 8,234 Temporary Housing Assistance (THA) placements in 2025, a slight decrease from 2024. This number represents placements, not the actual number of people served. One placement may contain only one adult (an “individual” placement) or one/two adults and any number of children (a “family” placement).

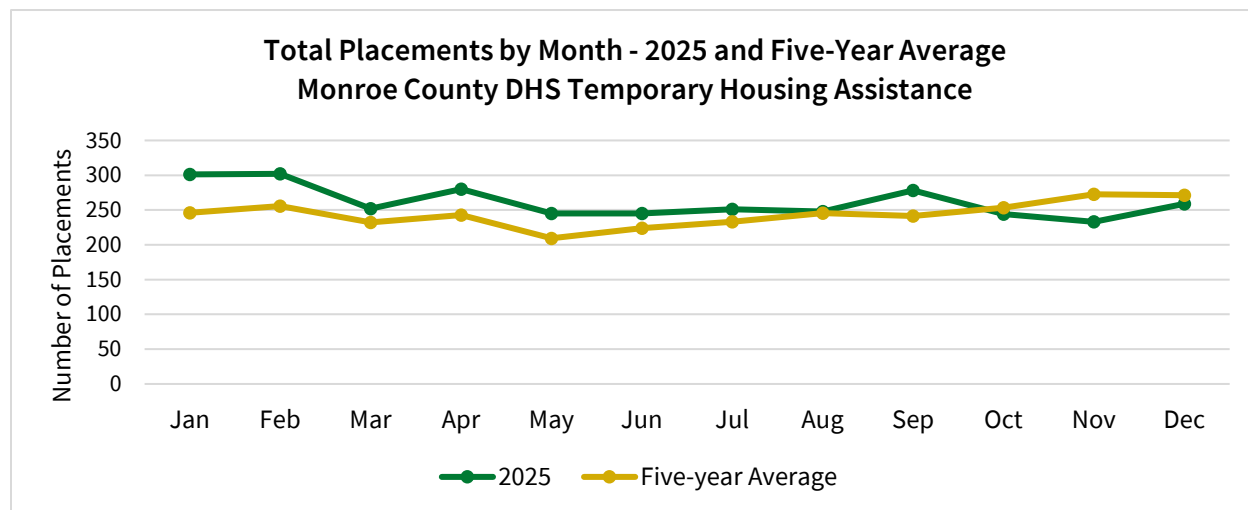
Placements have rebounded since the COVID pandemic in 2020 and 2021 and although three of the last four years have shown increases in placements, levels have not reached the highs of the pre-COVID years of 2018 (11,186) and 2019 (10,104).

Figure 1. Five-year trend: Total THA placements



While housing assistance is generally thought to be a need that happens mostly in the colder months of the year, this is not the case. The demand for temporary housing assistance is fairly consistent year-round. A monthly breakdown of placements is shown in Figure 2.

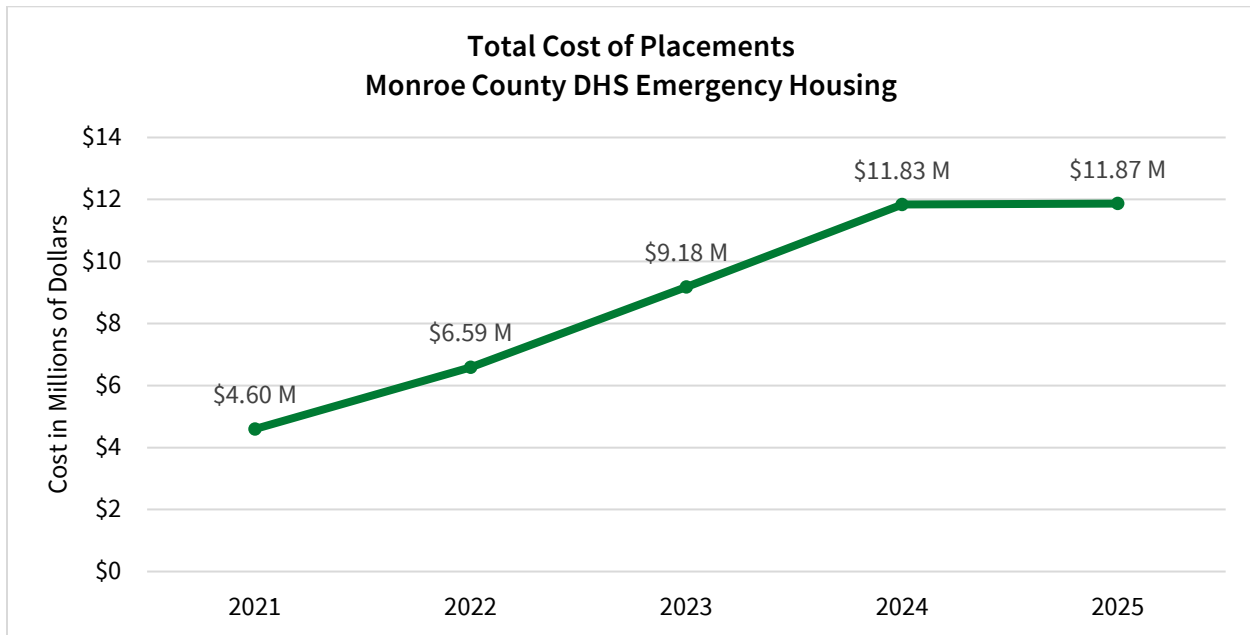
Figure 2. Total placements by month: 2025 and five-year average



Cost

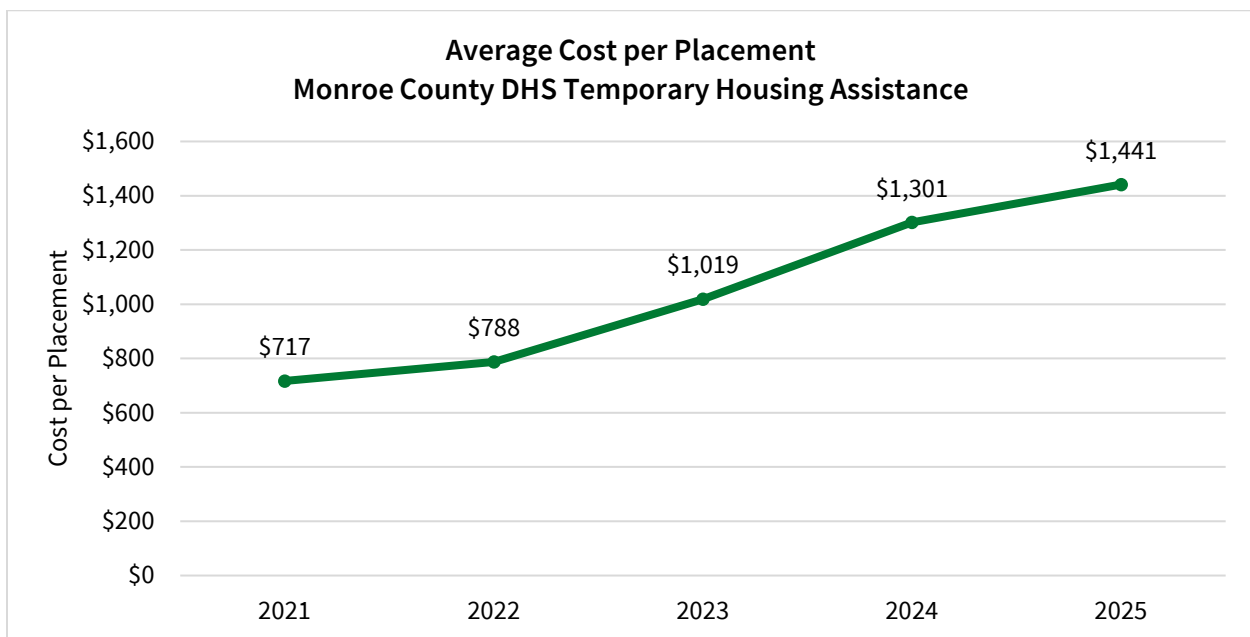
The cost of THA placements has increased by 158% since 2021, partly due to an increase in the number of individuals and families placed and partly due to an increase in the rates charged by providers. The total cost of THA placements in 2025 was \$11.87 million and the average cost per placement was \$1,441.

Figure 3. Five-year trend: Total cost of placements



*Minor corrections to the total cost of placements for years 2021-2024 were made in this report.

Figure 4. Five-year trend: Average cost per placement



Selected Demographics

Figure 5. Family status, 2025

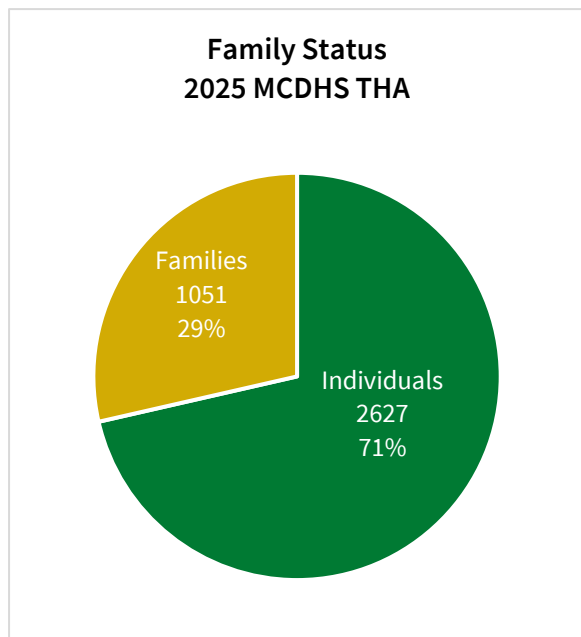


Figure 6. Males and females, 2025

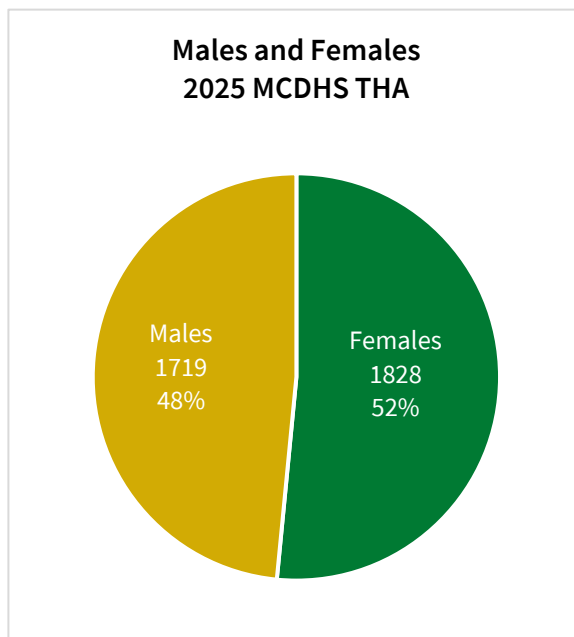


Figure 7. Number of children in families with children, 2025

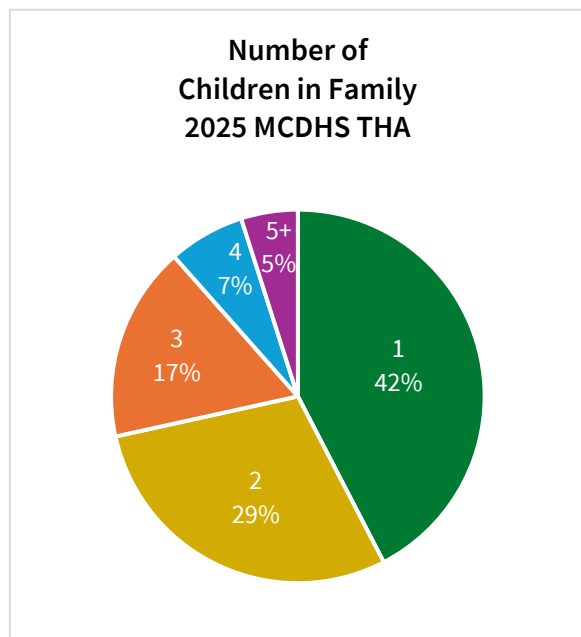
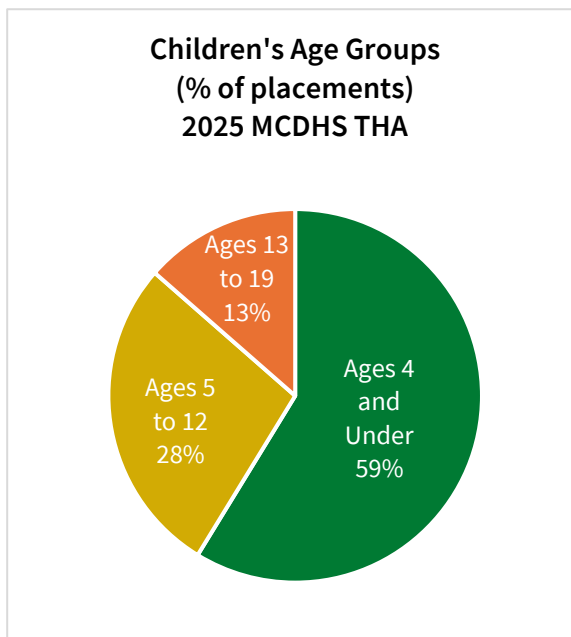


Figure 8. Children's age groups in placements with children, 2025



Individuals and Families Served

The number of individual and family placements dropped slightly in 2025 as did the number of individuals and families seeking services (unduplicated count). An unduplicated count is counting one person one time for any given service, regardless of the number of times they received that service. An individual who spends one night in a shelter and never returns and an individual who requires multiple placements at multiple times throughout the year are both counted once.

Figure 9. Five-year trend in individual placements

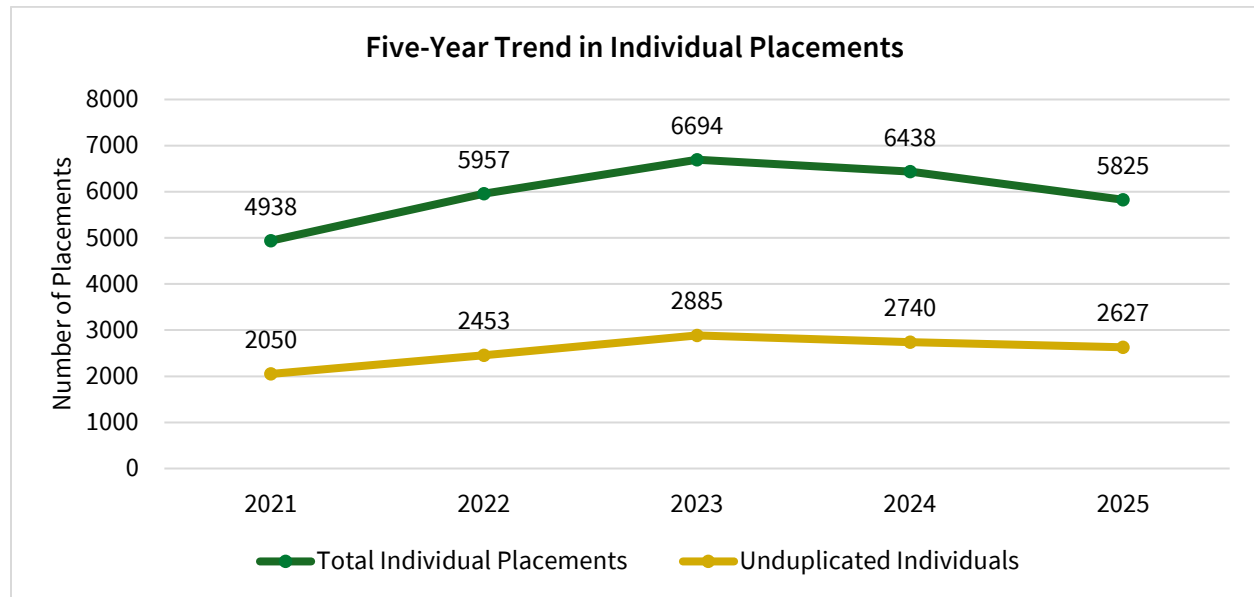
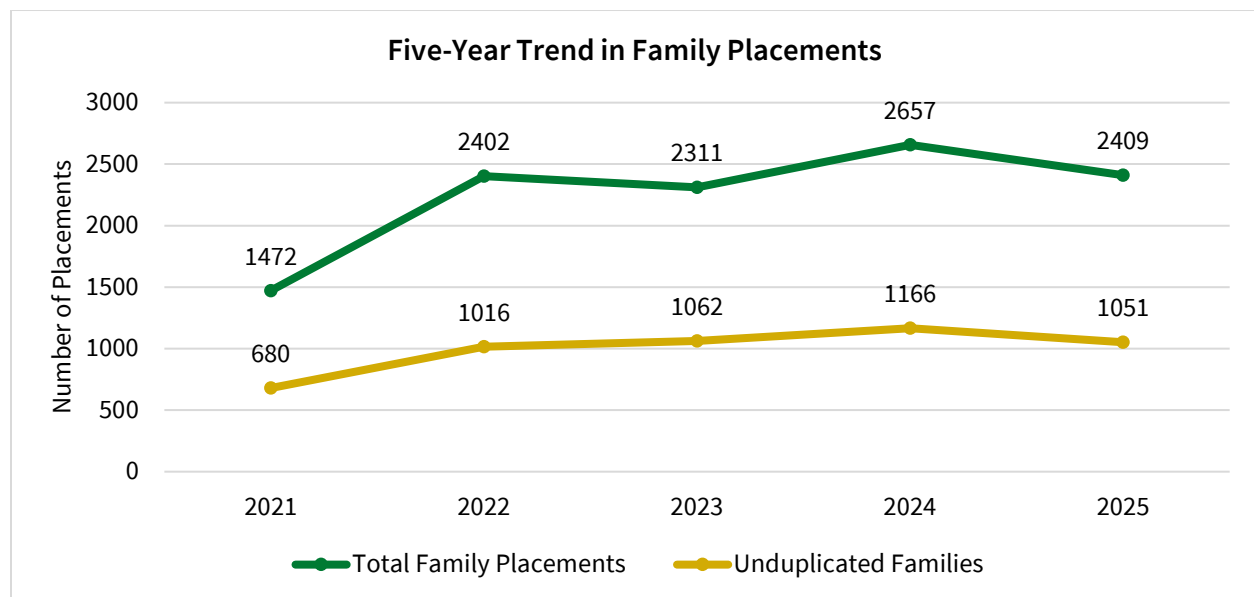


Figure 10. Five-year trend: Family placements

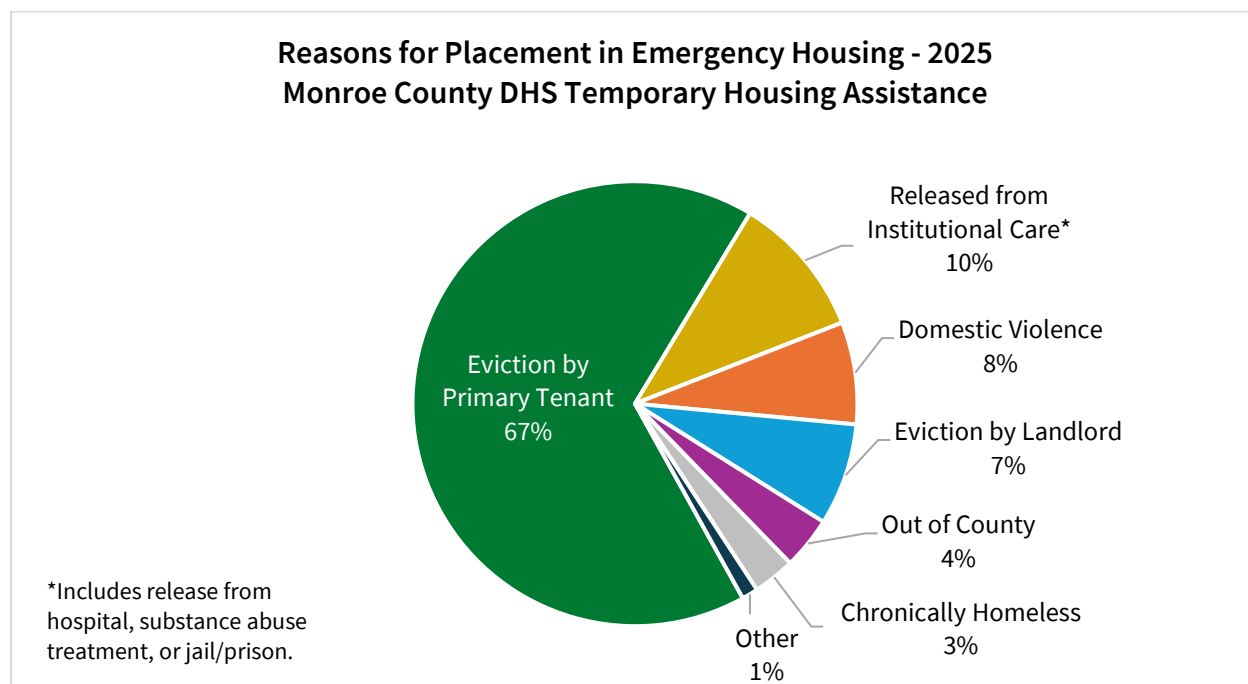


Placement Reasons

The most common cause of homelessness that the Housing Unit sees is eviction by primary tenant – when individuals and families who reside with friends and relatives are asked to leave due to overcrowded conditions, substance use, domestic disputes, family breakups, and failed relationships. Eviction by primary tenant was the cause of 5,493 (67%) of THA placements in 2025, a similar percentage to previous years.

The second most common cause of requesting temporary housing assistance is “Released from Institutional Care,” a combined grouping of releases from hospitals, substance abuse treatment facilities, and jails or prisons. This is followed closely by “Eviction by Landlord,” which has decreased for a second year in a row: 611 in 2025 from a high of 936 in 2023. This is attributed to the COVID-era eviction moratorium that was lifted in 2022 with a subsequent surge in evictions in 2022 and 2023.

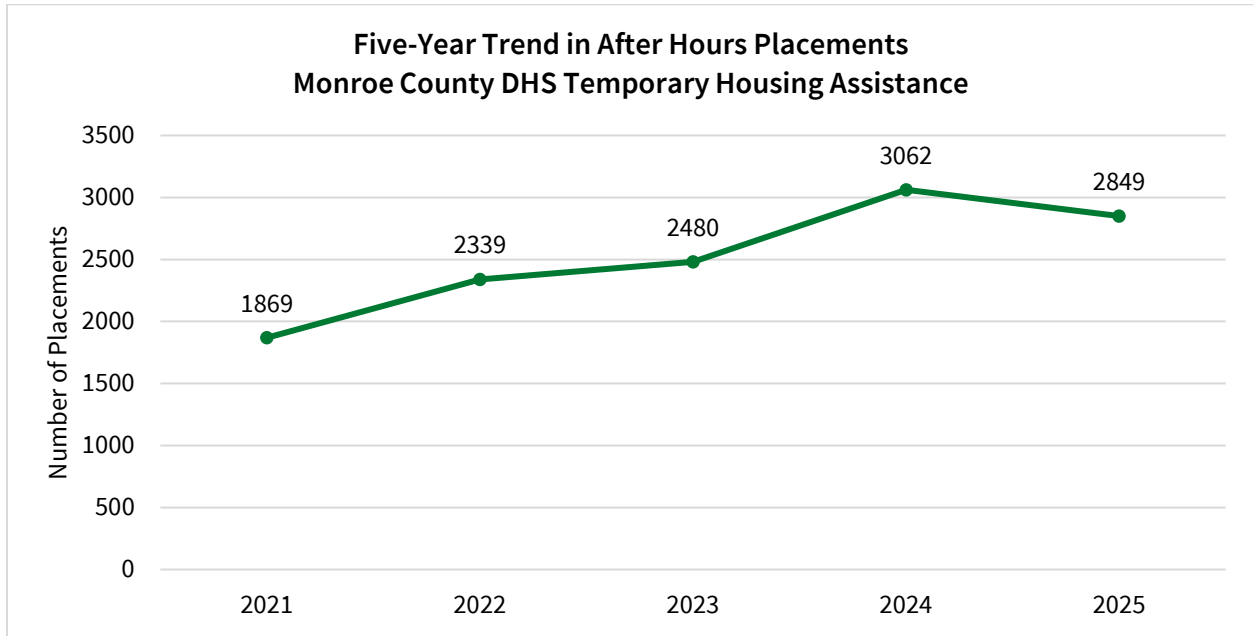
Figure 11. Reasons for placement, 2025



After Hours Placements

Requests for THA services occur 24 hours a day. Placements made outside of regular business hours are coded as “after hours.” In 2025, one-third of placements occurred after regular business hours. Although the graph shows an increasing trend in after-hours placements, all of these yearly totals are less than what was seen prior to COVID: 3,819 (2018) and 4,902 (2019).

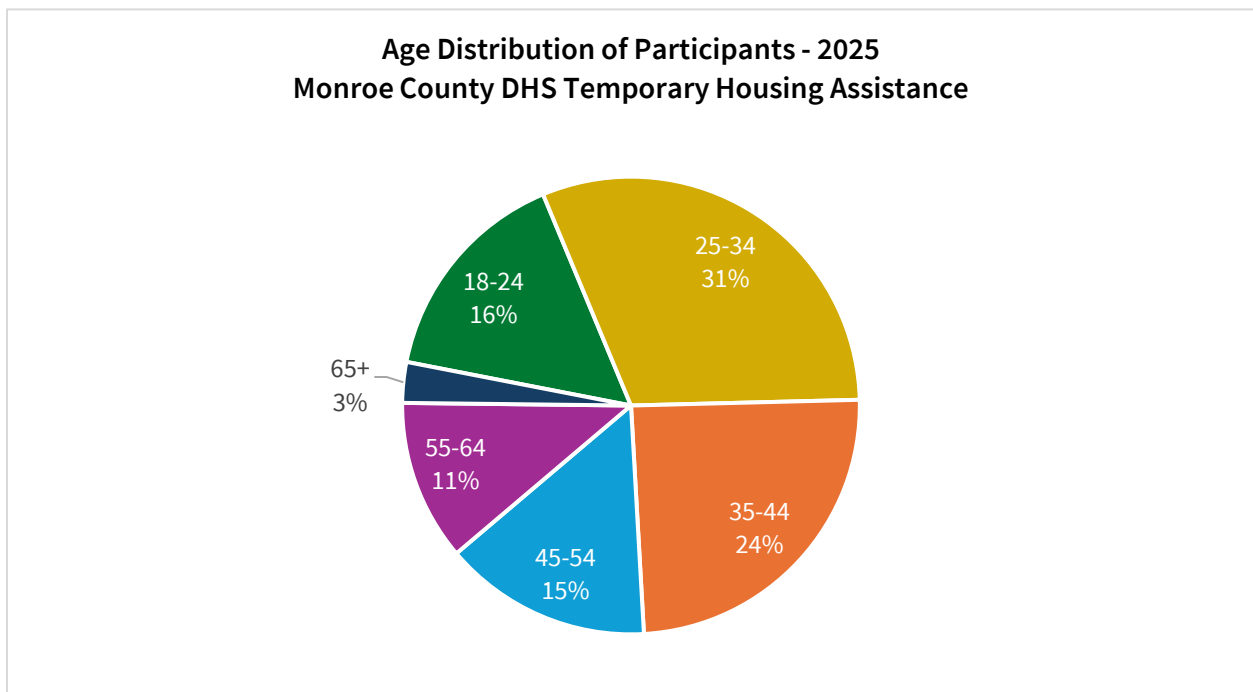
Figure 12. Five-year trend: After hours placements



Placements by Age Group

Age distribution in the categories shown in Figure 13 has remained fairly steady over the past five years with some minor annual fluctuations.

Figure 13. Participant age distribution, 2025



Facilities

Three types of facilities are utilized in the THA program: shelters, hotels, and leased houses. Placement decisions are based on the details present in each situation, but in most circumstances, shelters are utilized first, leased houses are reserved for families, and hotels are used when space at a shelter or leased house is not available. Case management services are provided at shelters and leased houses. These services assist residents with determining barriers to stable, permanent housing; addressing and meeting other needs; reducing the current length of stay in the shelter system; and decreasing the likelihood of additional THA stays in the future.

Figure 14. Placements by facility type, 2025

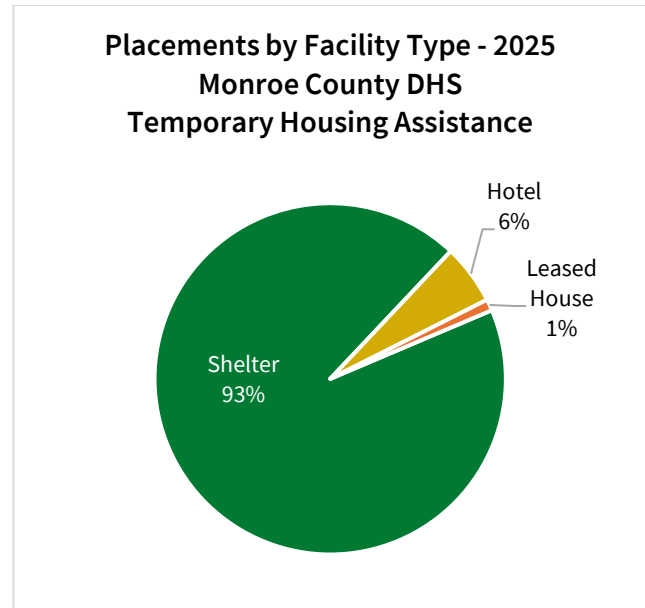
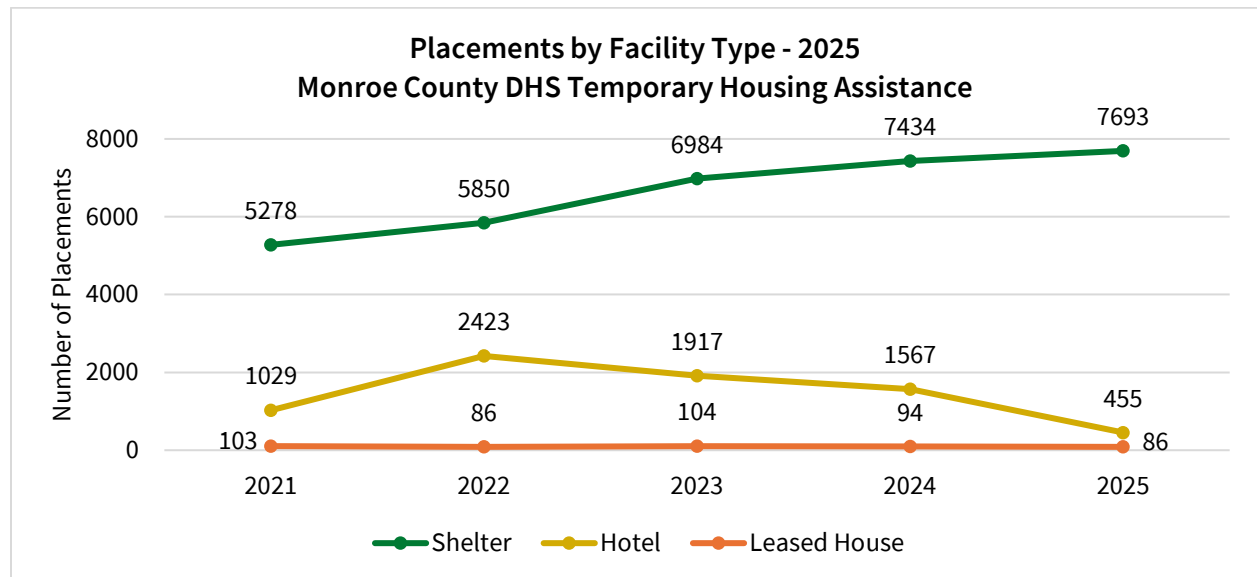
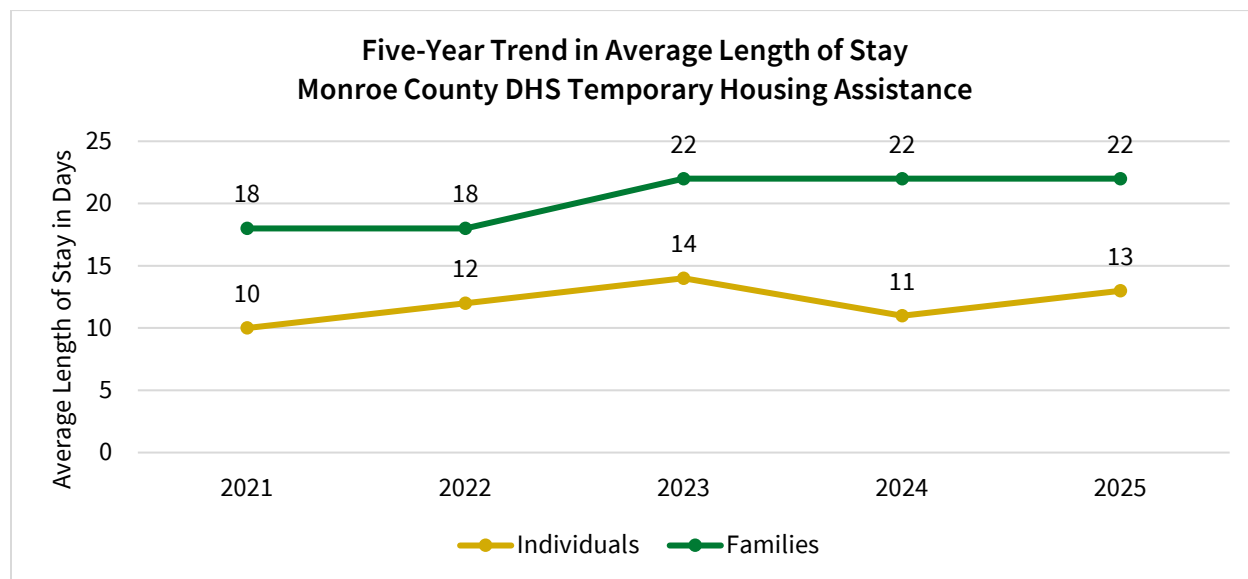


Figure 15. Five-year trend: Placements by facility type



Length of Stay

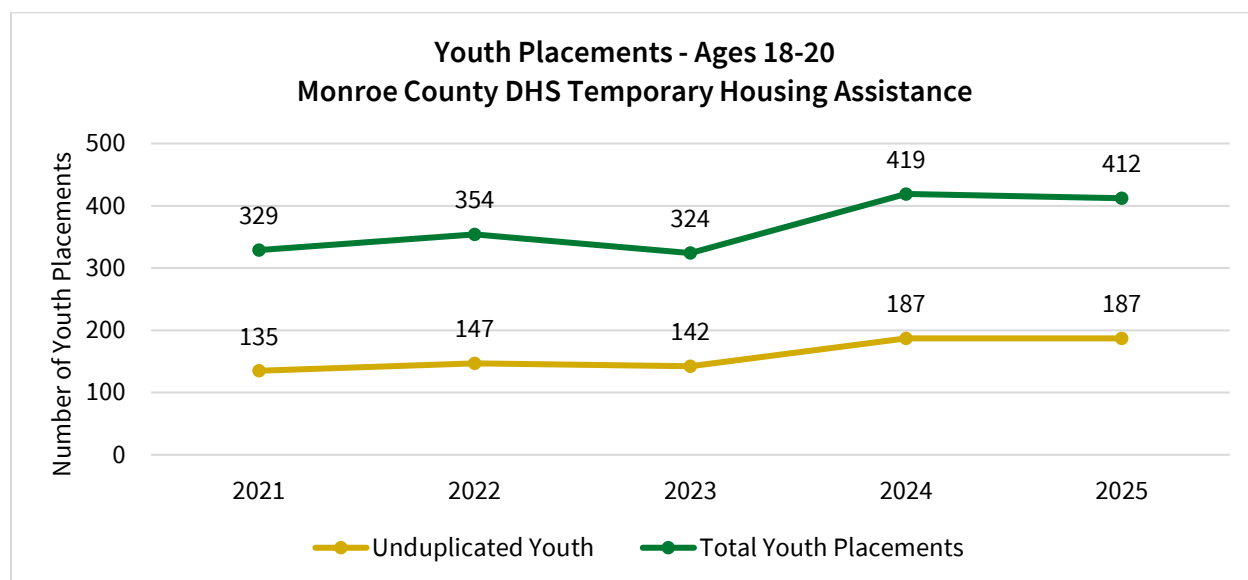
Figure 16. Five-year trend: Average length of stay



Youth Placements

Monroe County's THA program currently assists individuals 18 and older unless those younger than this are part of a family. Recipients of THA services who are ages 18 to 20 are considered to be youth placements. Youth ages 12 to 17 are served by the Center for Youth and although it does not rely on DHS funding, it is a valued community partner that regularly works with DHS for youth placements.

Figure 17. Five-year trend: Youth placements



Community Involvement

Housing Unit staff also participate in several community organizations dedicated to serving the homeless population.

Homeless Services Network: The Homeless Services Network (HSN) meets monthly to discuss strategies to assist the homeless in the Rochester, New York region. This group also serves as the local community's stakeholder group for the Continuum of Care. The HSN is open to any interested persons who want to see the social issue of homelessness addressed in a compassionate, direct, and competent manner and is currently comprised of more than sixty organizations and individuals who are involved in providing services to the homeless.

Coordinated Entry Workgroup: Coordinated Entry is designed to connect people more effectively to permanent housing to end their homelessness. It includes the following elements:

- Standardized tools and practices with consistent processes to identify appropriate housing interventions
- Streamlined access and referral that is fair and equitable
- Continual improvement with data-informed decision-making
- Community-wide prioritization to identify housing for persons with the highest needs

Partners Ending Homelessness Board of Directors: Partners Ending Homelessness is a non-profit organization that is the primary planning and coordinating body for homeless housing and services in Monroe County, NY. The Rochester/Monroe County Homeless Continuum of Care (RMHCoC), also known as CoC NY-500, includes the total geographic area of Monroe County.

Chronically Homeless Workgroup

- **Direct Care Group:** This committee brings direct-care staff and advocates together to review specific client needs and concerns, discuss new locations, and identify barriers in the system that are hindering homeless individuals and families from accessing housing, treatment, and other services.
- **Stakeholders Group:** This committee convenes local officials, lawmakers, community stakeholders, and others to suggest and implement improvements to facilitate homeless persons' access to services to end their homelessness and prevent future homeless situations.

Landlord Engagement Workgroup: The Landlord Engagement Workgroup is a group of homeless service providers, landlords, and property managers who meet regularly to develop strategies to connect clients with permanent, safe, suitable housing options.

Program Staffing
as of December 31, 2025

Administration

Thalia Wright
Commissioner, Department of Human Services

Denise Read
Deputy Commissioner, Department of Human Services

Randy Scott
Director of Financial Assistance

Housing Unit

Rebecca Miglioratti
Community Homeless Coordinator

Jennifer Martinez
Supervising Examiner

C. Pero
Senior Examiner

T. Schaller
Senior Examiner

J. Sulimowicz
Senior Examiner

T. Webb
Senior Examiner

L. Bernstein
Examiner

M. Brown
Examiner

A. DeJesus
Examiner

D. Dominice
Examiner

M. Drexel
Examiner

K. McKinnon
Examiner

D. Miles
Examiner

A. Perez
Per Diem Examiner

P. Quick
Examiner

L. Times
Examiner

C. Palozzi
Emergency Housing
Specialist

R. Dear
Office Clerk II

C. Rose
Contractor

Facilities, Populations Served, and Number of Placements – 2025

Facility Type and Name	Population Served	Number of Placements
Shelters		
Booth Haven (Salvation Army)	Single men	375
Eagle Star Housing	Male veterans	92
Francis Center	Single men	1107
Freedom House (CCFCS)	Single men	55
Grace House	Men recently released from jail or prison	571
Guest House (VOA)	Singles, couples, and families	237
Hope House (Salvation Army)	Single women, single women with children	648
House of Mercy	Single men and women	1676
Jennifer House (Spiritus Christi)	Women recently released from jail or prison	13
Liberty Manor (CCFCS)	Single women, single women with children	15
Moving Forward Family Shelter (VOA)	Families	1396
Neilson House (Spiritus Christi)	Men recently released from jail or prison	1
Persimmon Place	Families	12
Project Haven (REACH Advocacy)	Single men	84
Sanctuary House (CCFCS)	Single women, single women with children	951
Willow Center	Survivors of domestic violence and their children	303
YWCA	Single women, single women with children	157
		7693
Hotels		
Econo Lodge Henrietta		1
Elk Place		270
Holiday Inn Downtown		1
Motel 6		1
Motel 6 - Khan Hospitality		8
Red Roof Inn		173
Super 8 Henrietta		1
		455
Leased Houses		
Tempo Development (11 houses)	Households with three to ten family members	86
		86

*This chart shows the number of placements made at each facility. One placement may represent an individual or a family; it is not the number of persons served.