NYC Finance
Jacques Jiha, Ph.D.
Commissioner

NYC Department of Finance

REPORT ON THE NEW YORK CITY RENT FREEZE PROGRAM:
Identifying and Enrolling Eligible Households

Statement from Commissioner Jacques Jiha, Ph.D.

Executive Summary

The Mayor's housing plan, "Housing New York: A Five-Borough, Ten-Year Plan," has called attention to the affordability crisis many New Yorkers face, particularly senior citizens and people with disabilities. According to the New York City Department of City Planning, the population of senior citizens in New York City will increase by 40 percent to more than 1.4 million people between now and 2040. Today, the number of senior citizens in New York City is already close to 1 million. The escalating costs of rent and growing income inequality cause many of the poorest New Yorkers to pay a greater share of their income on housing, which means they have less money for other important needs. As a result, it has become more critical than ever to increase enrollment in the Senior Citizen Rent Increase Exemption (SCRIE) and the Disability Rent Increase Exemption (DRIE) programs, referred to in this report as "the New York City Rent Freeze Program". This important benefit "freezes the rent" of eligible senior citizens and renters with disabilities at the time of enrollment and provides valuable financial assistance to the City's most vulnerable citizens.

Our research indicates that as many as 155,366 households may qualify for these programs. Of this number, 61,319 already receive the benefit, and as many as 94,047 additional City residents that are not enrolled could be eligible. This suggests that the current enrollment rate is approximately 39% of what it could be. The reasons eligible residents are not enrolled are cultural factors, including language barriers; insufficient public communication through government and the media, and a negative perception of receiving government support. This report is the first step in a targeted effort to better identify SCRIE and DRIE candidates and greatly reduce the perceived and actual barriers affecting enrollment.

To identify additional eligible recipients for these programs, we engaged in the extensive and challenging exercise of creating a dataset to determine how many households in New York City potentially qualify for the NYC Rent Freeze Programs. This report relies on data from the United States Census Bureau's New York City Housing and Vacancy Survey to identify the total number of eligible households citywide for SCRIE and DRIE and the neighborhoods with the largest under-enrolled populations.

KEY POINTS:

- **HISTORY AND ELIGIBILITY:** SCRIE was established by New York State law in 1970 for tenants in rent-controlled and rent-stabilized apartments. In 1976, eligibility was extended to tenants in Mitchell-Lama apartments. DOF began administering the SCRIE program for rent-controlled and rent-stabilized apartments in 2009. The Department of Housing Preservation and Development (HPD) has administered the program for Mitchell-Lama properties since its inception. DRIE was established in New York City in 2005 through an amendment of the SCRIE law. DOF administers DRIE for all qualifying properties. For both of these programs, aside from the requirement to live in rent-controlled, rent-stabilized or Mitchell-Lama apartments, those eligible must have a total household income of less than $50,000 and pay more than one-third of their total household income towards rent. In May

2014, Mayor Bill de Blasio signed a bill passed by the New York City Council increasing the SCRIE income limit to $50,000 from $29,000 after the State Legislature amended the SCRIE law in March 2014. Shortly thereafter, the DRIE Law was also amended by the State to permit the income limit to be increased to $50,000. In August 2014, the Mayor signed a bill passed by the New York City Council that increased the DRIE income limit to $50,000. Both laws stipulated the income increase was effective with applications received on or after July 1, 2014.

- **ACTIVE POPULATION:** Of the 61,319 households currently enrolled in both programs, 19,991 are in Manhattan; 16,633 are in Brooklyn; 12,424 are in Queens; 11,836 are in the Bronx; and, 435 are on Staten Island. The average SCRIE participant has been in the program for 9.1 years, has an average household size of 1.4 persons, and is 76.5 years old with a household income of $16,504. For the DRIE participant, the average time in the program is 4.4 years, with a household size of 1.2 persons. The average age is 58.0 years old and the annual household income averages $13,516.

- **ELIGIBLE POPULATION ESTIMATES:** We estimate that 94,047 households, or 61% of the eligible population of 155,366, may not be taking advantage of the benefit. Only about 10% of these are newly eligible households due to the recent income limit increase of $50,000.

- **UNDER-ENROLLED NEIGHBORHOODS:** This report identifies the top 10 City neighborhoods with the highest number of non-participating eligible households for SCRIE. They are: Stuyvesant Town/Turtle Bay, Coney Island, Kingsbridge Heights/Mosholu, Riverdale/Kingsbridge, Throggs Neck/Co-op City, Upper West Side, Kew Gardens/Woodhaven, Upper East Side, Flushing/Whitestone, and Highbridge/S. Concourse.

- **OUTREACH:** Enrollment numbers have remained more or less constant for the last fifteen years. Therefore, there is a need for a better, targeted outreach approach to inform and enroll eligible New Yorkers. Efforts will include a rebranding of materials, to rename the program The New York City Rent Freeze Program for senior citizens and tenants with disabilities. New materials will be available in English and six additional languages. Outreach efforts will leverage the participation of partners including key elected officials, The Mayor's Office for People with Disabilities, non-profit organizations, and houses of worship.

This report highlights neighborhoods where enrollment is the lowest and outlines the enrollment and outreach strategies needed to further our commitment to communities and individuals in need of the most basic support in maintaining a home.

Jacques Jiha, Ph.D.
Commissioner, NYC Department of Finance

I. INTRODUCTION

In the spring of 2014, New York State amended the law that governs the Senior Citizen Rent Increase Exemption (SCRIE) and the Disability Rent Increase Exemption (DRIE) to increase the qualifying income limits for these programs. This change, along with the Administration's focus on affordable housing, makes it an opportune time for the New York City Department of Finance (DOF) to do a comprehensive analysis to determine how many tenants in New York City could qualify for SCRIE and/or DRIE, and of those, how many are not enrolled.

Since the SCRIE and DRIE programs began, there have been many efforts to increase enrollment, but the location, number, and demographic of non-participating eligible tenants was indiscernible. The objectives of this report are to identify the size of the eligible population and develop an outreach plan to enroll as many eligible candidates as possible. Over the years, the number of applications and recipients has remained relatively stable. Based on available data, we estimate the size of the likely SCRIE eligible population to be 121,729 and the DRIE eligible population to be 33,637, for a total of 155,366. These numbers include the 61,319 households already enrolled in these two programs. According to these estimates, the utilization rate for SCRIE is 43% and for DRIE is 27%, and the overall utilization rate is 39%. Our goal is to increase this utilization rate by ensuring that every eligible household takes part in these valuable programs.

An important component of this analysis is to determine which communities are most in need of outreach for SCRIE and DRIE. DOF's analysis identifies the 10 neighborhoods that would most benefit from increased participation in these important programs: Stuyvesant Town/Turtle Bay, Coney Island, Kingsbridge Heights/Mosholu, Riverdale/Kingsbridge, Throggs Neck/Co-op City, Upper West Side, Kew Gardens/Woodhaven, Upper East Side, Flushing/Whitestone, and Highbridge/S. Concourse. While there have always been outreach efforts for SCRIE and DRIE, it has become clear that it is time for a new, enhanced plan, which targets specific neighborhoods and ethnic communities. This improved outreach program will rely on close partnerships with elected officials, advocacy groups, and community-based organizations.

II. OVERVIEW OF SCRIE AND DRIE PROGRAMS

SCRIE and DRIE were established to protect low-income tenants who reside in rent-regulated units from rent increases. For those who qualify, rent is frozen at the time of application approval, protecting participants from future increases. Participating landlords receive a property tax credit to cover the increase in rent.

A. A Brief History of the Programs

The SCRIE program was established by New York State law in 1970 for tenants residing in rent-controlled and rent-stabilized apartments with the option for municipalities throughout the State to elect whether or not to implement the program. That same year, the New York City Council and the Mayor adopted SCRIE in New York City. In 1976, SCRIE was extended to eligible tenants in certain rental and cooperative apartments in buildings subject to Articles II, IV, V or XI of the New York State Private Housing Finance Law or subject to a federally insured mortgage pursuant to Section 213 of the National Housing Act. This latter category will be referred to as "Mitchell-Lama" apartments.

In the City, the SCRIE program was first administered by the Department of Housing Preservation and Development (HPD). Later, the administration of SCRIE for rent-controlled and rent-stabilized apartments was transferred to the Department for the Aging (DFTA) while the administration of SCRIE for Mitchell-Lama units remained with HPD. On September 18, 2009, through legislation passed by the City Council, DFTA transferred the administration of SCRIE for rent-controlled and rent-stabilized units to the Department of Finance (DOF).

The DRIE program was established in New York State through an amendment of the SCRIE law and applies to tenants residing in rent-controlled, rent-stabilized, and Mitchell-Lama apartments. In October 2005, the New York City Council and the Mayor adopted DRIE in New York City. DOF has administered the DRIE program for all apartment types since its inception.

B. SCRIE and DRIE Requirements

The programs have similar requirements:

- Applicants must rent an apartment that is rent-controlled, rent-stabilized, or is part of a Mitchell-Lama development;
- Applicants must have a total annual household income of $50,000 or less; and
- Applicants must pay more than one-third of the household's total monthly income for rent.

In addition, for SCRIE, the applicant must be at least 62 years old, while for DRIE, the applicant must be at least 18 years old and receive one of four Federal disability benefits:

- Federal Supplemental Security Income (SSI);
- Federal Social Security Disability Insurance (SSDI);
- U.S. Department of Veteran's Affairs disability pension or compensation (must be military service-related disability pension); or
- Disability-related Medicaid (if the applicant has received either SSI or SSDI in the past).

Recent Legislative Changes

In May 2014, Mayor Bill de Blasio signed a bill passed by the New York City Council increasing the SCRIE income limit to $50,000 from $29,000 after the State Legislature amended the SCRIE law in March 2014. Shortly thereafter, the DRIE Law was also amended by the State to permit the income limit to be increased to $50,000. In August 2014, the Mayor signed a bill passed by the New York City Council that increased the DRIE income limit to $50,000. Both laws stipulated the income increase was effective with applications received on or after July 1, 2014.

The changes to the income limits not only allowed more tenants to qualify for the programs but also brought parity between the two programs. Prior to the law change, the SCRIE income limit had been $29,000 per household since 2009; in contrast, the DRIE income limit had been $20,412 for single-person households and $29,484 for households with more than two people in residence. In addition, the DRIE income limits were previously tied to cost of living adjustments issued by the Social Security Administration rather than strictly tied to an amount in the city and state laws.

C. SCRIE/DRIE Active Participant Demographics

Citywide SCRIE/DRIE Distribution

Over 61,000 households are currently enrolled in SCRIE/DRIE. Table 1 and Figure 1 demonstrate that benefit utilization is dispersed throughout most of the City, with some areas more densely utilized than others. Of the approximately 2.1 million renter occupied households throughout the city, about 1.1 million are under a SCRIE/DRIE eligible apartment type. Table 2 highlights the enrollment rate for these households.

Demographics of income and age, as well as eligibility criteria influence the number of participants and explain why concentrations of households receiving the SCRIE/DRIE benefit are clustered in specific areas around the City. Because living in a rent-regulated apartment is a key component of eligibility, any area’s potential density is directly related to its number of regulated apartments.

Figure 1: New York City SCRIE & DRIE Household Density
Current SCRIE/DRIE Enrolled Units as a Percentage of Renter-Occupied Units by Census Tract
Population of 61,319 Enrolled Units and 2,072,784 Rental Units
(Rental Household Counts From U.S. Census Bureau, 2008-2012 American Community Survey; Table B25003 by Census Tract)

SCRIE and DRIE enrolled households are located throughout the City. Darker shaded areas indicate that higher rates of rental units are enrolled in the programs.

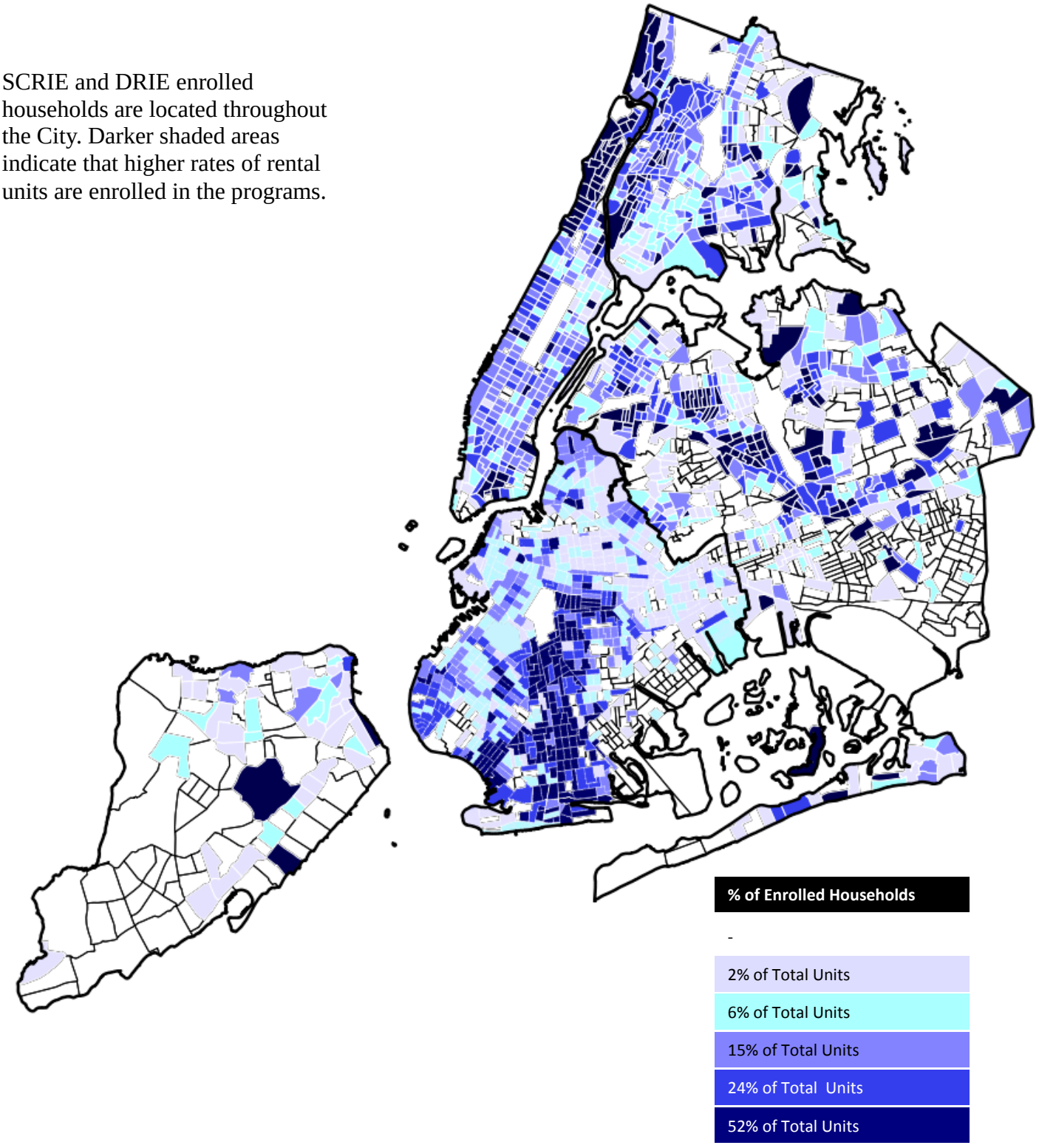


Table 1: Benefit Type by Borough

		Benefit Type		Total
		SCRIE	DRIE	
Borough	Bronx	9,015	2,821	11,836
	Brooklyn	14,582	2,051	16,633
	Manhattan	17,212	2,779	19,991
	Queens	10,995	1,429	12,424
	Staten Island	367	68	435
Total		52,171	9,148	61,319

Table 2: SCRIE/DRIE Program Households (HH) as Percent of Regulated HH*

		Program HH as Percent of Rent Regulated HH		
		Program Households	# of Rent Regulated HH	% Program Households
Borough	Bronx	11,836	253,686	4.7%
	Brooklyn	16,633	327,599	5.1%
	Manhattan	19,991	304,897	6.6%
	Queens	12,424	201,562	6.2%
	Staten Island	435	8,420	5.2%
Total		61,319	1,096,164	5.6%

*Regulated Households Displayed are Program Eligible Types (Rent Controlled, Rent Stabilized, and Mitchell Lama Rentals &Co-ops); Counts From NYC Housing and Vacancy Survey 2011

Active Participant Demographics

Households receiving the SCRIE/DRIE benefit tend to be one-person households and have annual incomes below the prior ($29,000) income threshold. As demonstrated in Table 3, below, the aggregated benefit indicators are similar for both SCRIE and DRIE participants.

Table 3: SCRIE* and DRIE Key Program Indicators

		Years in Program	Household Size	Householder Age	Annual Household Income	Legal Rent	Frozen Rent	Monthly Benefit Amount
SCRIE	Average	9.1	1.4	76.5	$16,504	$1,005	$755	$250
	Median	8.0	1.0	76.0	$14,423	$929	$690	$213
DRIE	Average	4.4	1.2	58.0	$13,516	$990	$802	$189
	Median	5.0	1.0	59.0	$12,144	$933	$753	$176

* Detailed information on SCRIE recipients does not include Mitchell Lama

Time Value of the Benefit

Because both programs effectively "freeze" the rent of the benefit recipient, the value of the program to the beneficiary increases over time. Chart 2 and Chart 3 illustrate the average benefit to the tenant by his/her length of time in the program. Chart 4 and Chart 5 display the growth of the benefit as a percent of total rent paid over time. Average SCRIE benefits are higher because of the program's longer existence; hence, participants have been enrolled for a longer amount of time. Although DRIE is a newer program, it is expected to follow a similar pattern.

Chart 2: SCRIE Active Participants
Average Monthly Benefit Amount* by Years in Program

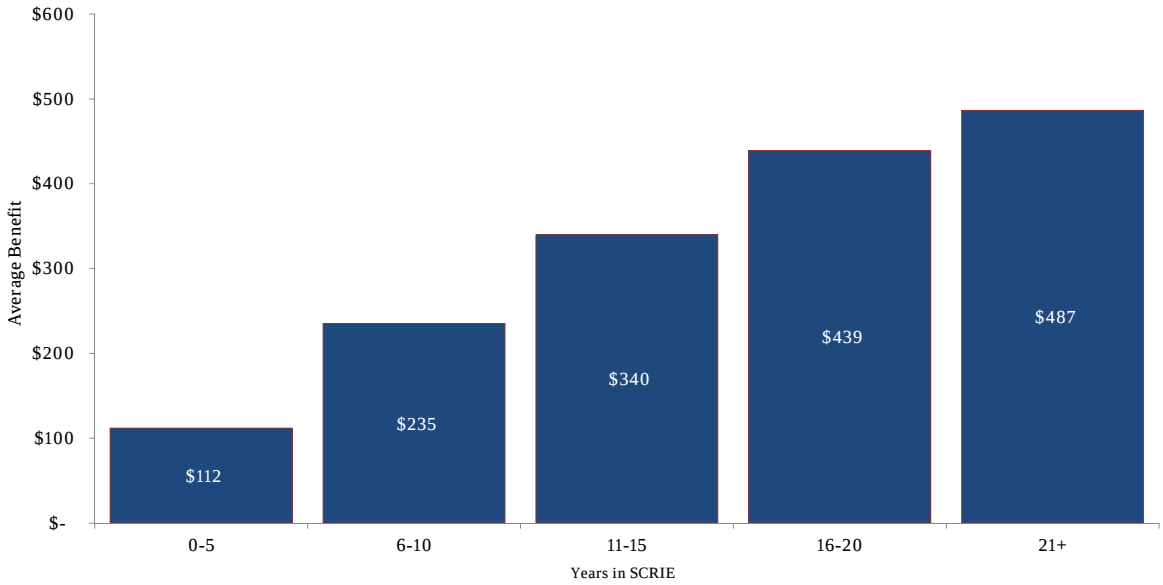
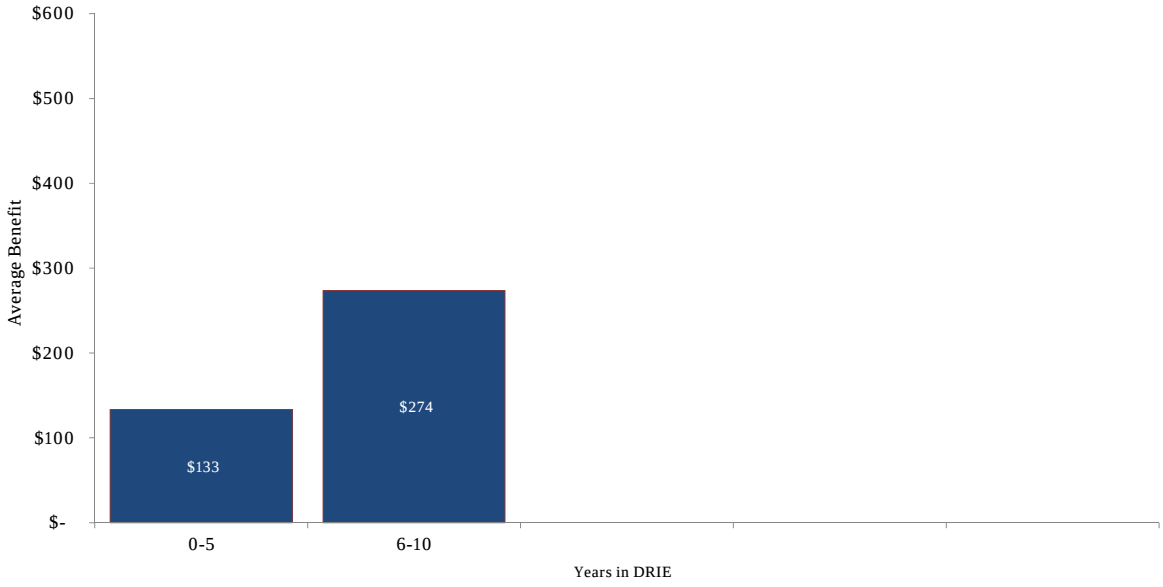


Chart 3: DRIE Active Participants
Average Monthly Benefit Amount* by Years in Program



*Average monthly benefit reflects the average dollar amount a tenant's rent is reduced by the program.

Chart 4: SCRIE Active Participants
Average Monthly Benefit Amount as Percentage of Total Rent*
by Years in SCRIE

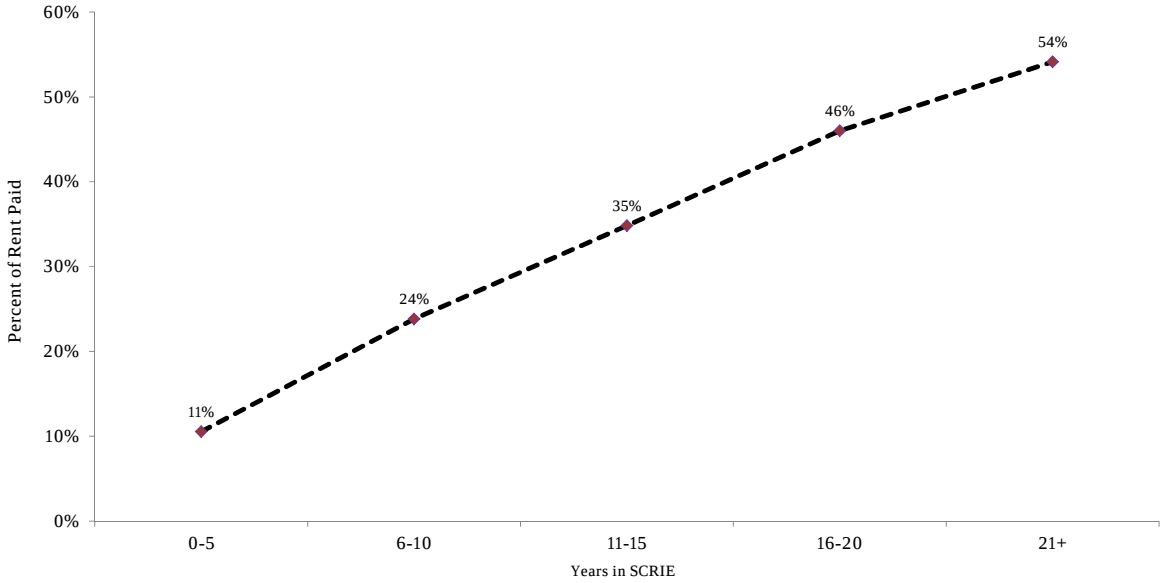
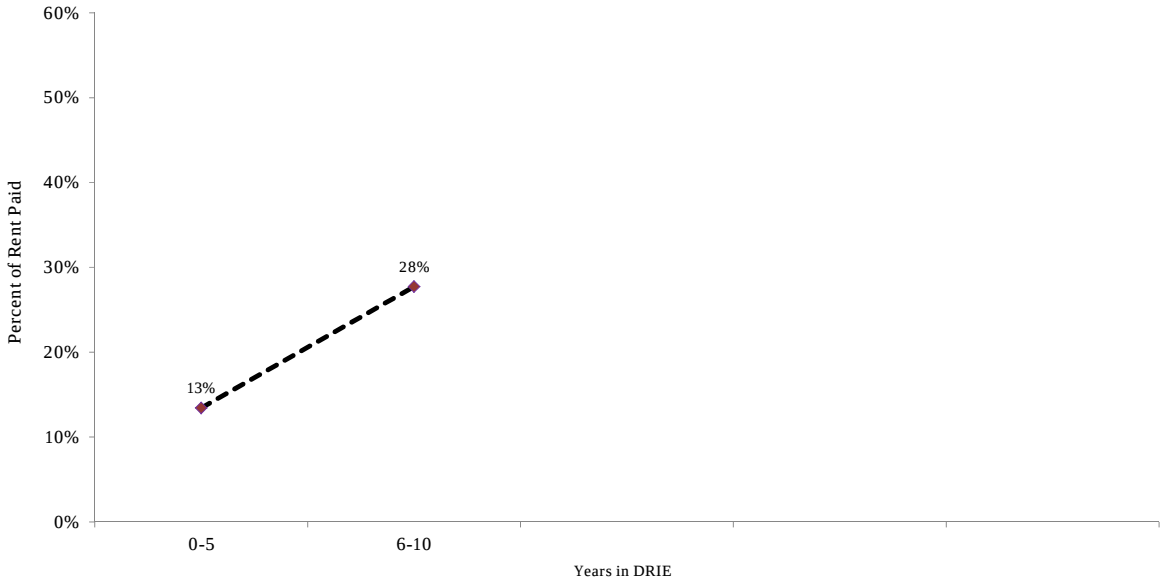


Chart 5: DRIE Active Participants
Average Monthly Benefit Amount as Percentage of Total Rent*
by Years in DRIE



*Total Rent reflects the portion of a tenants rent reduced by the program (example: Tenants rent = $1,000; Benefit Amount = $100; Tenant Pays $900; Percent of Total Rent = 10.0%)

III. METHODOLOGY

For years, there has been a dearth of information on the actual size of the eligible SCRIE and DRIE universe. We set out to locate an existing dataset that would allow us to determine the exact number of households that qualify for SCRIE or DRIE and, of those, to identify the specific units that do not receive the benefit.

After an extensive search for an existing dataset, including various efforts and conversations with other government agencies such as the New York State Division of Housing & Community Renewal (DHCR), which regulates the majority of the units that qualify for SCRIE and DRIE, it was eventually concluded that there is no one dataset that has individual level data that illustrates whether a household meets the multiple criteria to qualify for the SCRIE or DRIE programs.

Acquiring a Dataset

DOF then embarked on a project to increase its knowledge of eligible tenants by creating such a dataset. Unfortunately, many of the datasets that could be used to piece together a list of this kind are legally inaccessible. For example, state law prohibits the use of DHCR's rent-regulated housing roster for any outreach related purposes. We were able to use the list of rent-regulated buildings from DHCR for this analysis, but could not utilize unit specific information.

Given the limitations of acquiring new datasets for the study, DOF examined linking publicly accessible datasets with the City's SCRIE and DRIE data in order to identify potentially eligible households. The following includes some of the datasets studied:

- Active DOF SCRIE and DRIE participants per property;
- Active HPD SCRIE (Mitchell-Lama) participants per property;
- City properties with their corresponding census tract for geographical matching;
- Counts of rent-stabilized units in buildings calculated using publically available tax data;
- Demographic information from the U.S. Census Bureau's American Community Survey (ACS); and
- Survey Data from the U.S. Census Bureau's New York City Housing and Vacancy Survey (HVS).

Although the ACS could be used for estimates on Citywide SCRIE/DRIE eligible households, its lack of detailed information on the rent regulation status of New York City apartments meant that it could not work for our purposes. Therefore, DOF decided the best dataset to use for estimates was the HVS. The information on demographics related to potentially eligible populations shown in this report was derived primarily from the 2011 HVS. The U.S. Census Bureau administers this survey every three years. A full download of the Housing and Vacancy Survey Report is available on HPD's website (http://www.nyc.gov/html/hpd/html/pr/vacancy.shtml). Likewise, the dataset used for population estimates in this report is available for download on the U.S. Census Bureau's website (https://www.census.gov/housing/nychvs/data/2011/userinfo2.html).

DOF consulted with other City agencies (DFTA, Office of Management and Budget (OMB), and HPD) as well as New York City Council economists, who all agreed the HVS was the best data source for DOF to use for its analysis.

Key Strengths of the HVS

The HVS's New York City centric design made it the best resource for a Citywide estimate on SCRIE and DRIE eligible populations. The survey's information on regulated housing types as well as household demographics provided the best mix of criteria to assess eligibility. Additionally, the HVS breaks the City down into sub-boroughs, which can then be matched at the census tract level to other datasets for additional analysis. The HVS's accessibility allows for the methodology used here to be replicated, expanded upon, and tweaked based on user or future outreach needs. Because this dataset is publicly available, it allows for others to duplicate our analysis independently.

Limitations of the HVS

The HVS occupied household and person data files that were used to complete our estimates contain a sample of approximately 16,000 households. While this is a large sample size, when drilling down to criteria as specific as SCRIE/DRIE eligibility at the sub-borough (or neighborhood) level, the numbers become much smaller. The HVS advises that as numbers reduce in size, more caution should be taken with their interpretation. For example, even though two sub-boroughs currently have approximately 350 active SCRIE or DRIE recipients, our analysis predicted that those same two sub-boroughs would have no eligible households.

Of the two programs, the HVS better predicts SCRIE eligibility than DRIE eligibility. The reason for this is that while the HVS survey includes questions that identify a respondent's age, household income, apartment type, and household income to rent ratio, which are the eligibility criteria for SCRIE, the survey does not include a question asking whether a tenant is receiving one of the four Federal disability benefits required to receive DRIE. Therefore, DOF used responses to various income-related questions as a proxy for DRIE eligibility. In addition, there is some anecdotal evidence to support the HVS may overstate the total number of units eligible for SCRIE and DRIE within Mitchell-Lama buildings. Many of the potentially qualifying households in Mitchell-Lama developments are already in receipt of other housing benefits such as the Rent Assistance or Capital Grant Programs, which would deem any SCRIE/DRIE applicant ineligible. It is possible that these non-compatible programs were not flagged by the HVS. Given these limitations, we will closely monitor Mitchell-Lama enrollment rates and outreach efforts in partnership with HPD.

Despite these limitations, combining the HVS with other data from the U.S Census Bureau, DOF, HPD, and other sources provides a strong starting point for establishing the eligible populations for SCRIE and DRIE.

Breaking out SCRIE and DRIE by Age

Given the eligibility criteria overlap between the two programs and our desire to avoid double counting eligible populations for the purposes of this report, we have counted all potentially eligible recipients who were 62 years of age and older as SCRIE eligible. Potentially eligible recipients who were

61 years of age and younger who were thought to meet the additional DRIE disability criteria were classified as DRIE eligible.

Estimating SCRIE/DRIE Populations

The outline below demonstrates the methodology DOF used to project SCRIE/DRIE eligibility using the HVS. The methodology includes a 10% income increase to allow for deductible income sources such as federal, state and local income taxes, as well as Social Security and Medicare taxes. This means that, rather than using $50,000 as the income threshold, we used $55,000 to account for allowable deductions that are subtracted from the total household income when calculating SCRIE or DRIE eligibility. The 10% figure is derived from current deductible income averages.

1) **SCRIE Eligibility**

To be selected as a potential recipient of SCRIE the following criteria were used:

a. Householder age of 62 or older;
b. A total household income of 10% over the maximum income threshold of $50,000;
c. A monthly gross rent as a percent of household income greater than one-third;
d. Household residing in an eligible unit type: rent-stabilized, rent-controlled, Mitchell-Lama rental or Mitchell-Lama coop; and
e. Household must not have a Federal Section 8 voucher.

2) **DRIE Eligibility**

To be selected as a potential recipient of DRIE, households would need to meet requirements b through e from the SCRIE eligibility criteria listed above and have answered additional income questions from the HVS :

a. Householder age of 61 or younger; and
b. Householder has “Income From Social Security or Railroad Retirement Payments;”
    i. This was used as an indicator of SSDI. Reported monthly income for the individual would have to be less than $1,071 to be flagged.
c. Householder has “Income from SSI, TANF (Temporary Assistance for Needy Families), Family Assistance, Safety Net, or Other Public Assistance or Public Welfare Payments (including shelter allowance)”and, at the household level reported “Supplemental Security Income (SSI);”
    i. This was used as an indicator of SSI. Reported monthly income for the individual would have to be less than $1,528 for single householders and $2,250 for non-single householders to be flagged.
d. Householder has ”Income From Retirement, Survivor, or Disability Pensions (not including Social Security).”
    i. This was used as an indicator of Veteran's Affairs disability pension.

IV. STUDY RESULTS

Eligible Population Estimates

DOF estimates that there are approximately 155,000 households currently eligible for either SCRIE or DRIE Citywide. Of that total, 78% are eligible for SCRIE and 22% for DRIE. Combining these numbers with existing datasets on active SCRIE and DRIE populations allows us to create a profile of what utilization looks like throughout the City. Also, we can see what parts of the City are taking advantage of the SCRIE/DRIE benefit at the neighborhood level.

New $50,000 Income Limit

The estimates demonstrate the impact of recent legislative changes that increased income thresholds. Both programs increased their potentially eligible populations by an aggregate of approximately 10%. SCRIE went up by 9% and DRIE by 10%. The increased number of eligible tenants resulting from a $21,000 income limit increase was not as significant as DOF anticipated largely because of the one-third rent-to-income ratio program requirement. The higher the household income, the less likely it is that a tenant will spend that high a portion of her or his income on rent and qualify for the benefit.

Prior Income Limits

Although the new legislation increased the eligible population, the majority of eligible households remain at lower income levels. About 90% of all eligible households have a total household income of $29,000 or less. The tables below display the total number of eligible households that qualified under the old income threshold and those that qualify based on the new income threshold. These numbers include households that are already enrolled in the programs. The total number of eligible households is 155,366.

Table 4: SCRIE Total Eligible Estimates (Enrolled and Not Enrolled)

SCRIE		Total Income Categories		Total
		<=29,000	>29,000 & <=50,000	
Borough	Bronx	18,783	2,398	21,181
	Brooklyn	32,082	2,988	35,070
	Manhattan	32,833	2,802	35,635
	Queens	26,919	2,129	29,048
	Staten Island	795	-	795
Total		111,412	10,317	121,729

Table 5: DRIE Total Eligible Estimates (Enrolled and Not Enrolled)

DRIE		Total Income Categories		Total
		<=29,000	>29,000 & <=50,000	
Borough	Bronx	8,722	1,677	10,399
	Brooklyn	11,266	370	11,636
	Manhattan	7,248	152	7,400
	Queens	2,917	887	3,804
	Staten Island	398	-	398
Total		30,551	3,086	33,637

Table 6: SCRIE / DRIE Total Eligible Estimates (Enrolled and Not Enrolled)

SCRIE/DRIE Total		Total Income Categories		Total
		<=29,000	>29,000 & <=50,000	
Borough	Bronx	27,505	4,075	31,580
	Brooklyn	43,348	3,358	46,706
	Manhattan	40,081	2,954	43,035
	Queens	29,836	3,016	32,852
	Staten Island	1,193	-	1,193
Total		141,963	13,403	155,366

Citywide Utilization Rates

When the total eligible SCRIE and DRIE population estimate is compared against the current 61,319 households receiving the benefit, the utilization rate for these programs stands at 39%. As many as 94,047 eligible households, or 61% of all those eligible, are not taking advantage of the benefit. The vast majority of non-participating apartments falls within the original income threshold for both programs and therefore may have been eligible prior to the income threshold increase adopted this year. Table 7 shows the counts of estimated eligible households not enrolled.

Table 7: Eligible Households Not Enrolled by Borough

		Benefit Type		Total
		SCRIE	DRIE	
Borough	Bronx	12,166	7,578	19,744
	Brooklyn	20,488	9,585	30,073
	Manhattan	18,423	4,621	23,044
	Queens	18,053	2,375	20,428
	Staten Island	428	330	758
Total		69,558	24,489	94,047

There is a notable difference when the enrollment rates are broken down by program. Overall, the actual SCRIE enrollment rate is estimated to be at about 43%, while the enrollment rate for DRIE is about 27%. Two reasons may explain the difference: 1) the DRIE program has been in effect for far fewer years; and 2) tenants with disabilities may be more difficult to reach because they are more spread out throughout the City, whereas seniors are more likely to live in particular neighborhoods.

Table 8: Percent Eligible Households Not Enrolled by Borough

		Benefit Type		Total
		SCRIE	DRIE	
Borough	Bronx	57%	73%	63%
	Brooklyn	58%	82%	64%
	Manhattan	52%	62%	54%
	Queens	62%	62%	62%
	Staten Island	54%	83%	64%
Total		57%	73%	61%

Understanding the Enrollment Numbers

Since enrollment numbers have remained consistent since these programs began, DOF did not anticipate such a high number of potentially eligible households that are not enrolled. With a current enrollment rate of 39%, DOF needs to refocus its outreach efforts to reach every qualifying tenant.

There may be several factors contributing to a low utilization rate:

- Outreach efforts may not have reached certain ethnic populations due to issues of language access and cultural barriers.
- In recent years, these programs have not received much media attention, particularly in the ethnic media, and the names of the programs are not user-friendly for citizens unfamiliar with the programs.
- Some households may not be interested in obtaining benefits from the government because of their perceptions associated with acquiring assistance from such programs, even if they believe they might qualify.

The increase to the SCRIE and DRIE qualifying income threshold provides us with a new opportunity for outreach. In addition, the de Blasio administration is fully committed to ensuring that as many qualifying households as possible enroll in the programs.

V. OUTREACH PLAN

Although DOF has made an effort to provide substantial outreach to increase SCRIE and DRIE enrollment in the past, our data analysis shows that there are many eligible households that are not benefiting from these valuable programs. Therefore, we must approach outreach in a different way to yield greater results. In addition, the population that qualifies for SCRIE is very different than that of DRIE. Seniors tend to live in particular neighborhoods, whereas people with disabilities are spread out throughout New York City. Therefore, it is crucial that the outreach to seniors and people with disabilities be split into two separate efforts.

Another key aspect to our outreach plan for both programs is our partnership with the City Council and other elected officials. We are eager to build on existing relationships with elected officials to sponsor events and distribute information regarding these programs. Council Members' relationships within communities will help access eligible households that we might not be able to reach otherwise. In addition, Council Members can help educate organizations regarding these programs so that they can provide proactive outreach and have the capability to enroll tenants into these programs themselves. We will also count on the help and support of elected officials when legislation is needed to further our outreach agenda for these programs.

Outreach for SCRIE

We will work with all of our partner agencies to distribute newly developed SCRIE palm-sized information cards and posters to the senior citizens they serve in their facilities, at their events, and to their public-facing vendors. The following are among our collaboration partners:

- DFTA
- Human Resources Administration
- Parks & Recreation
- Department of Health and Mental Hygiene
- Health and Hospitals Corporation
- Mayor's Office for Immigrant Affairs
- New York City Public Libraries
- Mayor's Community Affairs Unit

Targeting Neighborhoods for SCRIE

One of the keys to enrolling new SCRIE households is targeting specific neighborhoods, where data demonstrates there is a high volume of potential tenants based on the program's criteria. We are using demographic information from the census and the HVS to determine where outreach materials can be tailored to specific areas or neighborhoods. This analytical approach to outreach tells us where to focus greater resources. The following charts outline the various outreach criteria by displaying the top ten

neighborhoods where SCRIE is most under-utilized. The full table for each chart is contained in the appendices that appear at the end of this report.

We will focus our SCRIE outreach efforts first on the 10 neighborhoods that have the highest number of eligible households. These are displayed in Chart 7. The Top 10 districts are the neighborhoods with the highest percentage of under-enrolled eligible households. However, we excluded districts from this chart if there are fewer than 1,500 under-enrolled units. All rates of utilization by neighborhood are displayed in Appendix 1 at the end of this report. We will provide outreach in areas that are not shown in Chart 7 as well, but will saturate the 10 neighborhoods in the charts below with outreach efforts. We will use them to gauge its effectiveness in reaching people, and will cater the written materials to the language needs based on their demographics.

Outreach Initiatives

In recent months, with the change to the income threshold, our outreach team has participated in more SCRIE-focused events than ever before. In 2013, our outreach team of four people attended approximately 130 outreach events. Of those, approximately 30 events were focused on seniors. In 2014, we will hold more than 170 outreach events. Of these, approximately 70 are focused on seniors. Regardless of whether the event targets seniors, property owners, or small business owners, our outreach staff responds to the needs of the attendees. For example, we often distribute information regarding DRIE at SCRIE events, or respond to questions about property tax exemptions if a homeowner comes to an event that is focused on tenants.

Regardless of current outreach efforts, the number of non-participating but potentially eligible households tells us that not enough people are being reached. Therefore, we will be seeking new partners for outreach, in addition to enhancing the existing relationships with elected officials, other City agencies, senior centers, advocacy groups, and community organizations. We will also develop a train-the-trainer video to teach these partners how to assist people in enrolling for SCRIE and DRIE, leveraging our own efforts by relying on partners throughout the City to help spread the word about SCRIE. In addition, since many of the potentially eligible households may not be interested in visiting a senior center, City agency, or an event focused on senior housing issues, we will seek to reach them in different ways.

Starting with the top 10 neighborhoods listed in the following charts, we will employ the following outreach tools:

- **New SCRIE outreach materials including flyers, posters, and guides.** These will be translated into six languages (Bengali, Chinese, Haitian Creole, Korean, Russian, and Spanish), and more translations will be done upon request. The new materials feature eye-catching design and rebrand the programs as the “NYC Rent Freeze Program,” We held four separate focus groups to ensure that the new materials will be well-received and effective in attracting interest;
- **Website and Social Media:** We are rebuilding the NYC Rent Freeze Program section of our website to make the information about SCRIE and DRIE easier to understand. The new design and social media outreach should also draw the attention of the children and caretakers of seniors, in the case that under-enrolled but qualified tenants do not see the materials themselves;

- **Events:** Outreach staff will hold SCRIE enrollment and information events, in partnership with elected officials and key community partners. SCRIE information and materials will also be provided at relevant events hosted by other agencies or partners;
- **Community Partnerships:**
    - Work extensively with a wide array of community partners who can expand our outreach to their members, constituents, communities, and/or visitors. Work with them on distributing newsletter materials, outreach events, flyers for distribution, and posters for display.
    - Work with key partners to train their staff or leaders to directly assist their members with enrollment. Develop a "train–the-trainer" video, posted to our website, that will offer step by step instructions in how to assist citizens in filling out the SCRIE application and host semi-annual train the trainer events either hosted through teleconference, or in person.
    - Outreach will focus on houses of worship; immigrant, community and tenant organizations; and service and health providers for seniors; which will be reached by working with the Mayor's CAU, MOIA, and DFTA;
- **Ethnic media:** We will work with ethnic publications and radio shows broadcast in the languages most commonly spoken by the under-enrolled but eligible populations to feature stories about SCRIE;
- **Legislation:** We are drafting State legislation that would mandate that landlords of rent-regulated apartments include information about both SCRIE and DRIE in new and renewal leases; and,
- **Phone and Mailing:** We are working with the Mayor's Office to send a mailing to all potentially eligible households. We will also make calls to each of these households for which phone numbers are available to give them information about these programs.

Chart 6: Top 10 City Neighborhoods with the Highest Number of Enrolled SCRIE Eligible Households

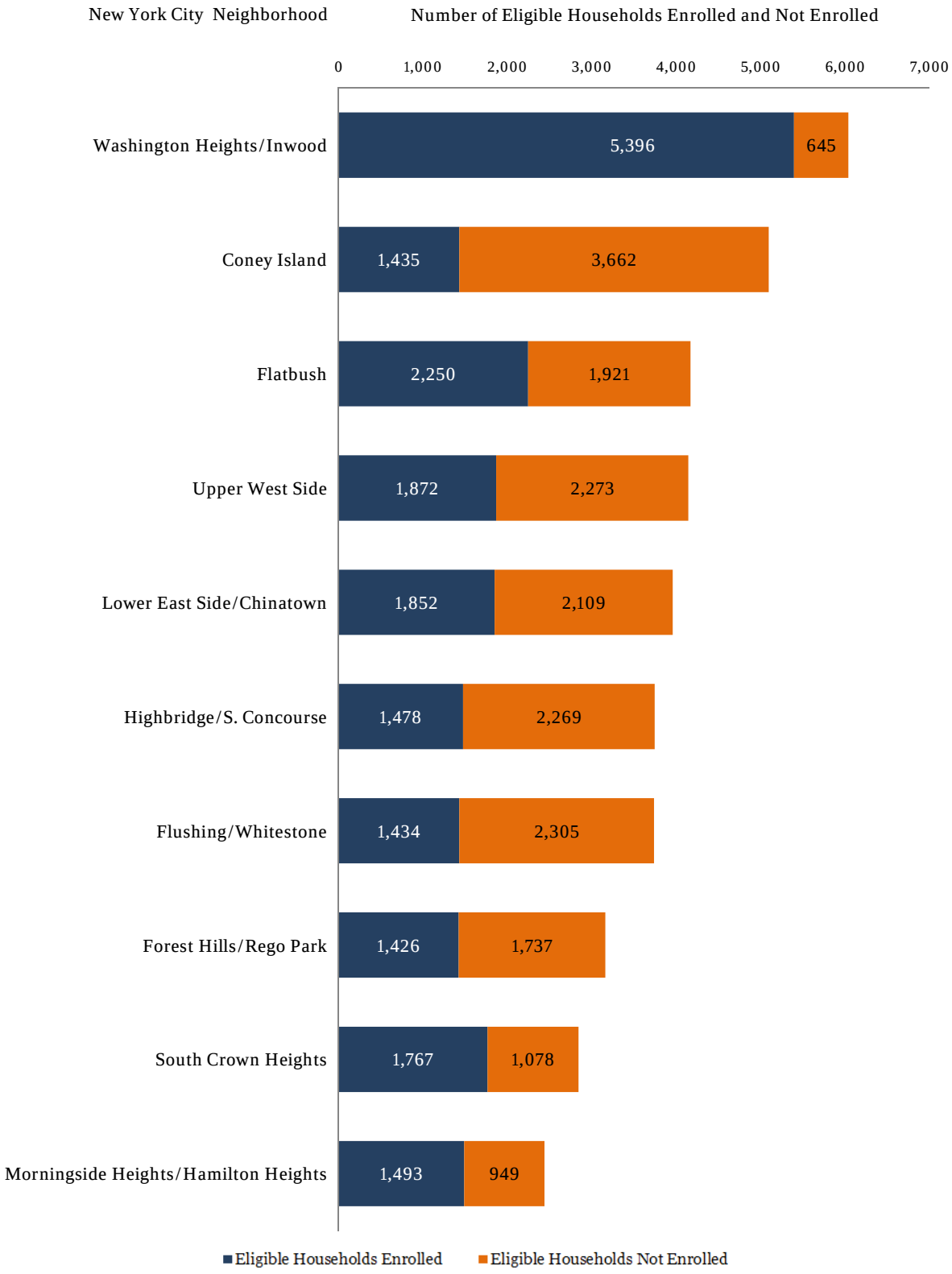


Chart 7: Top 10 Under Enrolled City Neighborhoods

Customizing the Outreach Effort Using Community Specific Demographics:

A key component of our outreach strategy is utilizing demographic data to tailor outreach efforts to meet community needs. Using U.S Census information, DOF's outreach campaign will go beyond the sub-borough level and take a more micro view of neighborhoods at the census tract, block group, or block level. Chart 8 presents a macro view of the HVS eligible population by reported place of birth. Chart 9 takes a more micro view of the non-U.S. born eligible population broken out by neighborhood. By more closely examining the data, differences can be seen across the City's neighborhoods including the likely languages spoken.

Chart 8: SCRIE Eligible Households
Householders that Reported a Place of Birth:
(NYC Housing and Vacancy Survey 2011)

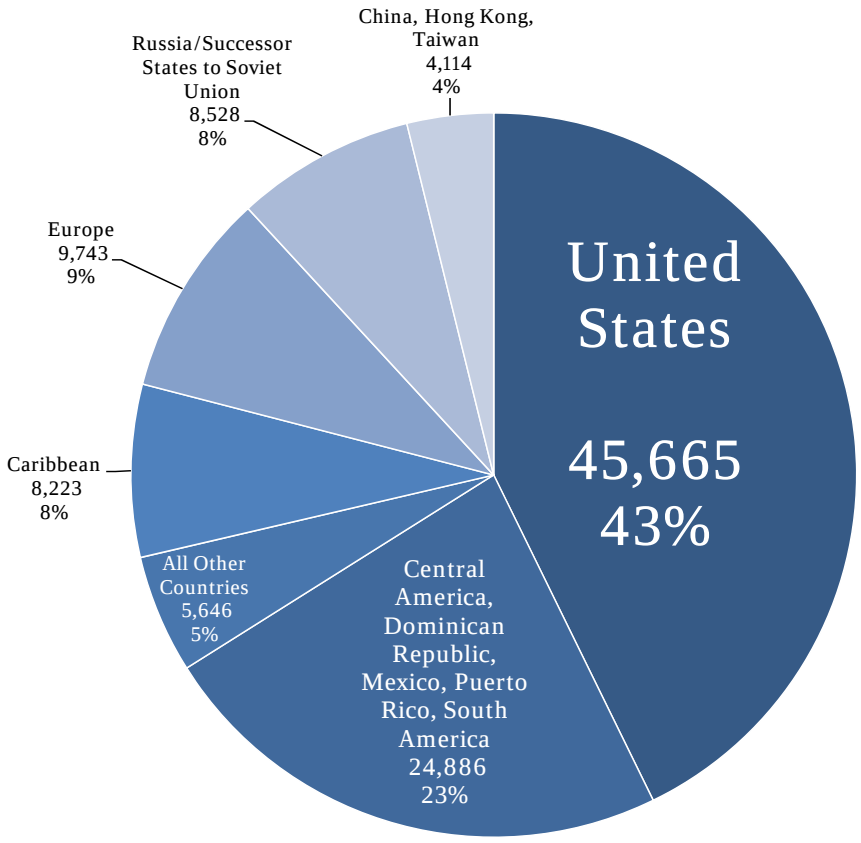


Chart 9: Top 10 SCRIE Target Neighborhoods
SCRIE Eligible Households Non-U.S. Born Reported by Neighborhood
(NYC Housing and Vacancy Survey 2011)

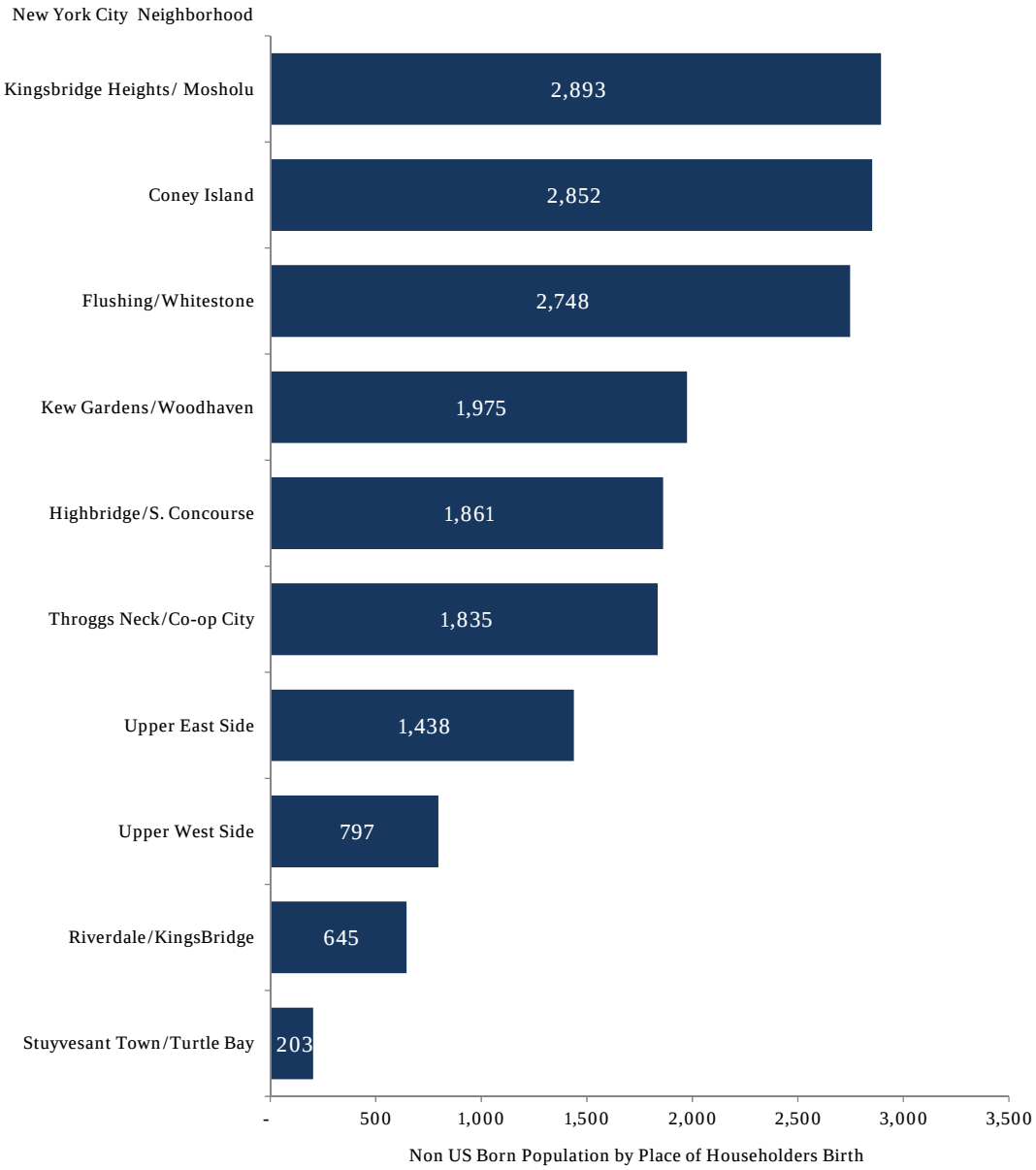


Chart 8 displays data on countries of origin for all SCRIE eligible households, and Chart 10 breaks down country of origin for the ten target neighborhoods for outreach. Chart 11 and 12 demonstrate the number of limited English speaking households by neighborhood as well as the percentage of different language categories spoken. Using this information, DOF is able to identify which neighborhoods most require language specialists, what types of languages they should speak and by examining micro data, where language specialists should be placed. This demographic information indicates that other than English, the top most spoken languages among eligible households are likely to be: Spanish, Russian, Chinese, and Korean. However, DOF closely tracks interpretation requests at all of its Business Centers and in the SCRIE/DRIE Walk-in Center to help determine language needs. In addition, DOF analyzes language needs through outreach events and requests for translation or interpretation. Currently, DOF translates all SCRIE and DRIE outreach materials, including the comprehensive guide to the program, into six languages: Bengali, Chinese, Haitian Creole, Korean, Russian, and Spanish. DOF will translate into other languages as needed.

Chart 10: Top 10 SCRIE Target Neighborhoods
SCRIE Eligible Households Non-U.S. Born Reported Place of Householder's Birth
(NYC Housing and Vacancy Survey 2011)

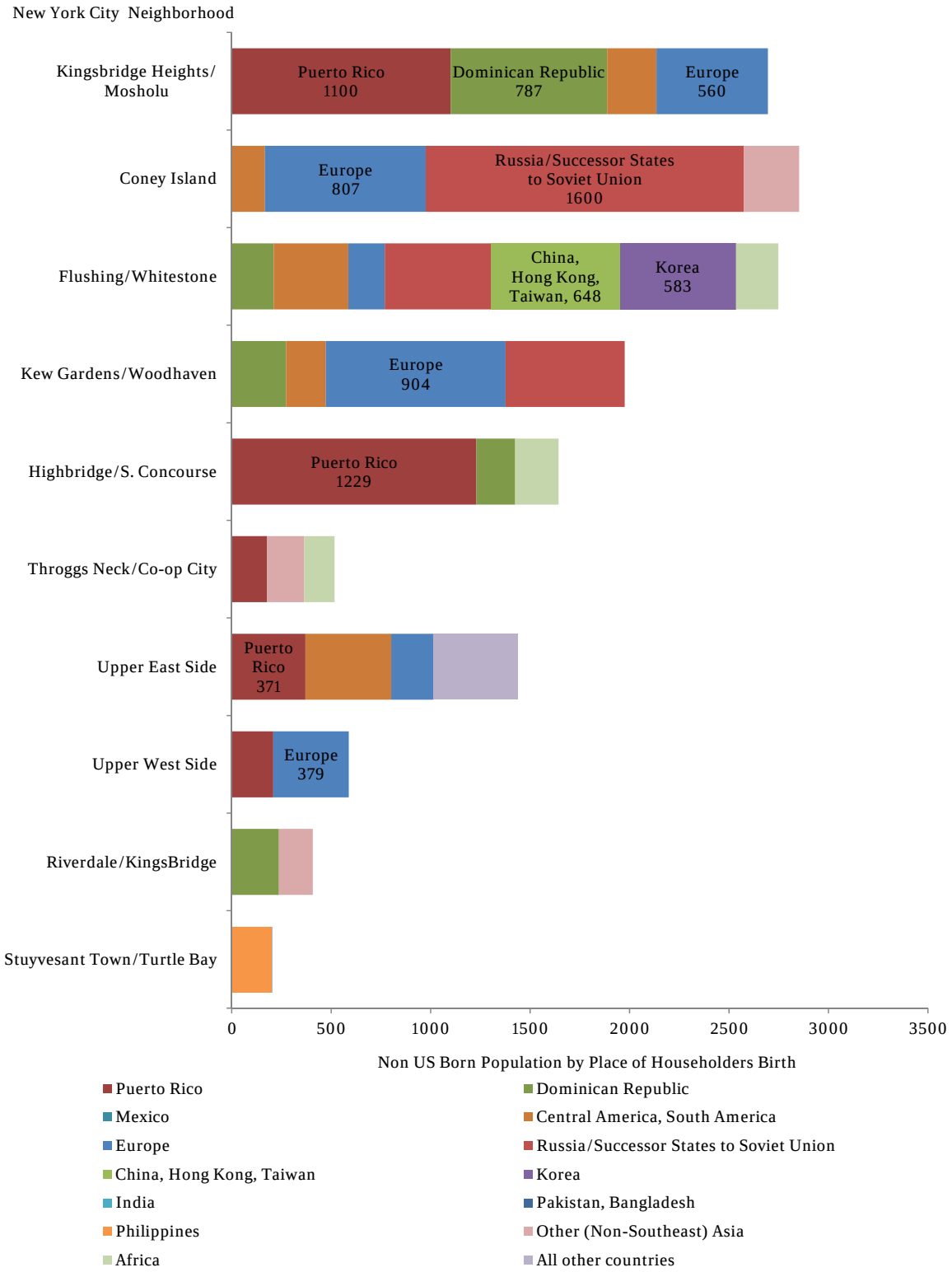


Chart 11: Top 10 SCRIE Target Neighborhoods
Number of Limited English Speaking Households (LESHH)*

(Source: U.S. Census Bureau, 2008-2012 American Community Survey; Table B16002 by Sub Borough)

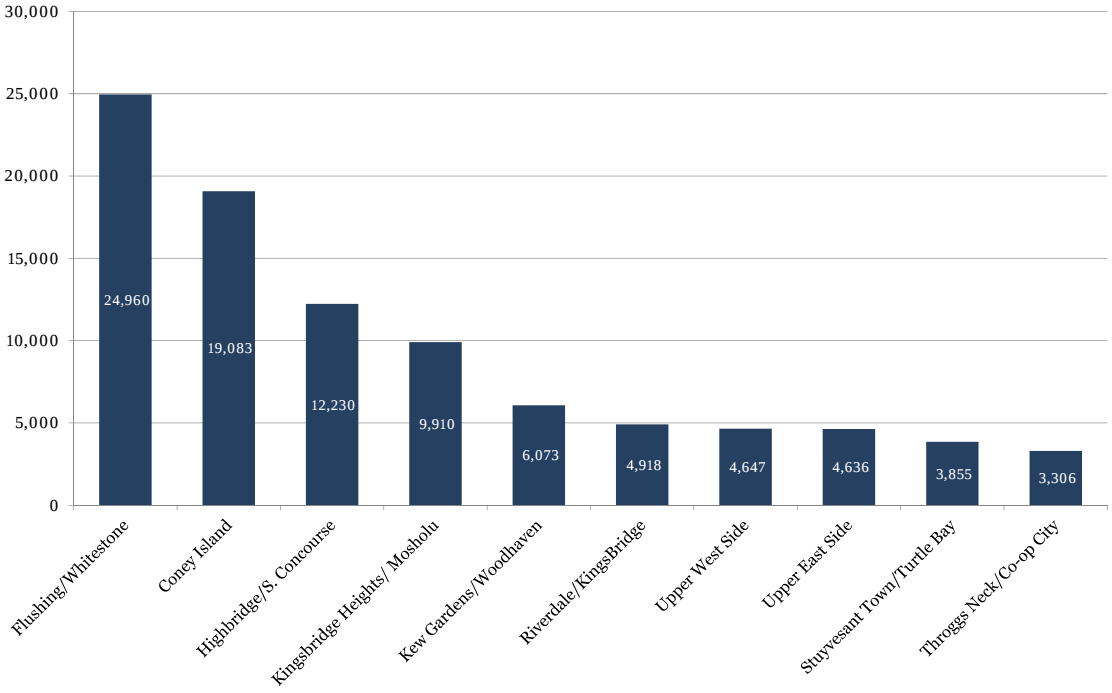
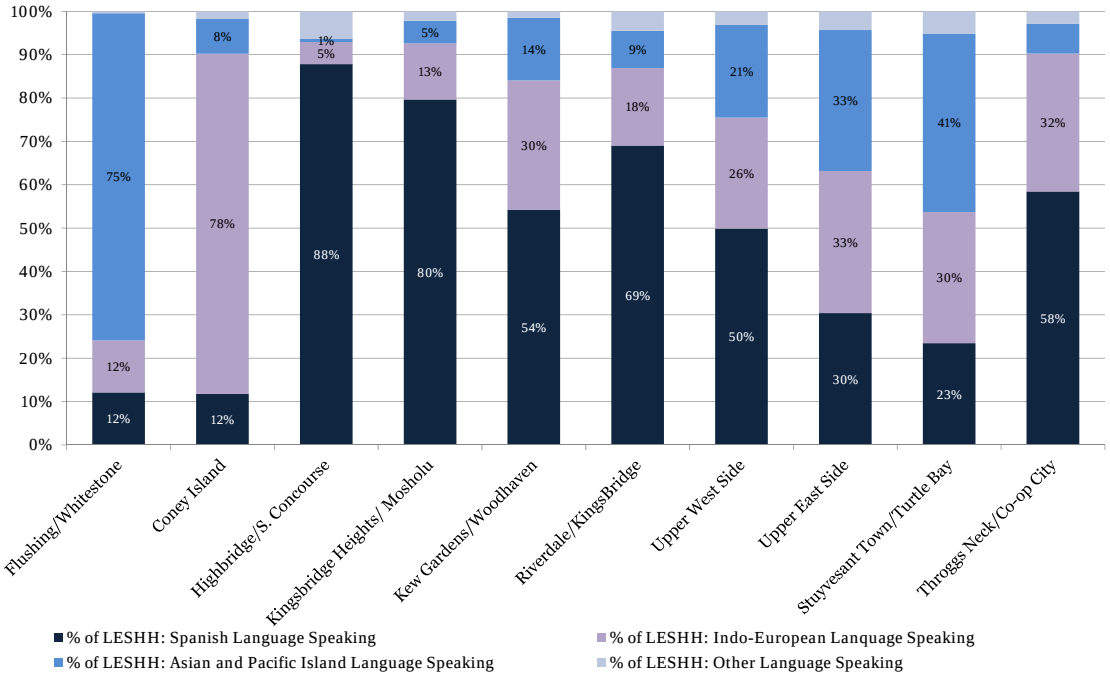


Chart 12: Top 10 SCRIE Target Neighborhoods
Language Spoken In Limited English Speaking Households (LESHH)*

(Source: U.S. Census Bureau, 2008-2012 American Community Survey; Table B16002 by Sub-Borough)



***(LESHH: No one in household 14 years old or older speaks English only or speaks English "very well")**

Outreach for DRIE

It is important to look at the potential DRIE population separately from the potential SCRIE population and cater outreach efforts differently. Unlike SCRIE, it is not appropriate to target specific neighborhoods for DRIE outreach because tenants with disabilities are spread widely throughout New York City. Although we will focus our efforts on districts with higher density of rent-regulated apartments, for DRIE it is important to have a more general approach to reach people with disabilities directly, both through organizations that work with this population as well as service providers. DOF is working closely with the Mayor's Office for People with Disabilities (MOPD) to enhance DRIE outreach efforts.

Outreach Initiatives

DOF has not focused on outreach for DRIE as much as it has for SCRIE in the past. It is clear that we need to foster strong working relationships with new partners to help reach this population. With MOPD as our partner, we will employ these tools for DRIE outreach:

- Coordinate with Access-A-Ride to message about DRIE;
- Work with other City agencies to distribute information about DRIE to their mailing lists – particularly the Health and Hospitals Corporation, Department of Health and Mental Hygiene, New York City Housing Authority (targeting their waiting list), and the CUNY system;
- Work with local private universities and private hospitals to distribute DRIE flyers and display DRIE posters;
- Work with various organizations, service providers, and service coordination agencies that work with people with disabilities such as the Visiting Nurse Association, Independent Living Centers, Independent Care Services, Concepts of Independence, and Wheels of Progress;
- Media campaign to feature stories about DRIE in publications that cater to people with disabilities such as AARP, Able Newspaper, the MS Society, and the United Spinal Association (New Mobility Magazine);
- Informational video on the screens in handicap accessible New York City taxis;
- The same train-the-trainer video for SCRIE that gives step-by-step instructions on how to fill out the SCRIE/DRIE applications; and
- Semi-annual train-the-trainer sessions either in person or via teleconference to help organizations sign people up for DRIE.

VI. CONCLUSION

We are confident that this report and our new outreach plan will go a long way in attracting and enrolling new participants in the New York City Rent Freeze Programs. Our goal is enroll every qualified household into these programs. However, it is important to emphasize that the outreach and recruitment efforts will be taking place over several years, as non-participants will not sign up all at once. There are cultural, language, and geographic barriers that must be overcome to enroll every eligible household in this program. SCRIE and DRIE face the same barriers of enrollment that other governmental social services programs face when attracting new households – especially the perception of some applicants towards accepting government benefits and the fact that applicants must provide documentation with their applications and complete applications in full.

We will be relying on partners in government and non-governmental organizations to achieve our ambitious goal. Some of the people who qualify for these programs may face mobility issues, or have difficulty understanding the application forms and compiling the required documentation. People must be reached where they are located and in the languages they understand. We have the networks in place to do so. Furthermore, once awareness regarding these programs is increased, we will be relying on these same networks to assist people with applications. Together, we will collectively aid them in procuring all necessary documentation such as tax forms or other documents that prove income and residency. Lastly, we will be pushing for State and City legislation to require that landlords of rent-regulated apartments include clear information about New York City's Rent Freeze Programs in all new and renewal leases to ensure that all tenants are aware of these programs and how to apply.

Appendix table 1: SCRIE/DRIE Active Populations and HVS Eligibility Estimates by Sub-Borough

Borough	Sub-Borough	SCRIE/DRIE Enrollement (Summer 2014)				HVS Estimated Eligible Population			% of Eligible Households Enrolled
		Enrolled SCRIE (Non Mitchell Lama)	Enrolled (Mitchell Lama SCRIE)	Enrolled DRIE	Total Active (SCRIE - DRIE Enrolled)	SCRIE Eligble Population (HVS)	DRIE Eligible Population (HVS)	Eligible Population (HVS)	
Bronx	Mott Haven/Hunts Point	395	19	143	557	1198	999	2197	25%
Bronx	Morrisania/East Tremont	489	61	199	749	366	991	1357	55%
Bronx	Highbridge/S. Concourse	1267	211	337	1815	3747	1831	5578	33%
Bronx	University Heights/Fordham	1090	73	335	1498	1378	1628	3006	50%
Bronx	Kingsbridge Heights/ Mosholu	1078	49	290	1417	4151	1735	5886	24%
Bronx	Riverdale/KingsBridge	790	200	179	1169	3521	238	3759	31%
Bronx	Soundview/Parkchester	927	134	189	1250	1618	840	2458	51%
Bronx	Throggs Neck/Co-op City	207	1015	150	1372	3698	1177	4875	28%
Bronx	Pelham Parkway	615	22	168	805	1350	434	1784	45%
Bronx	Williamsbridge/Baychester	319	54	61	434	156	528	684	63%
Brooklyn	Williamsburg/Greenpoint	634	216	150	1000	2756	759	3515	28%
Brooklyn	Brooklyn Heights/Fort Greene	383	82	77	542	1360	0	1360	40%
Brooklyn	Bedford Stuyvesant	199	2	60	261	1181	632	1813	14%
Brooklyn	Bushwick	375	2	178	555	827	195	1022	54%
Brooklyn	East New York/Starret City	149	15	33	197	594	550	1144	17%
Brooklyn	Park Slope/Carroll Gardens	343	4	97	444	453	219	672	66%
Brooklyn	Sunset Park	558	0	148	706	1108	521	1629	43%
Brooklyn	North Crown Heights/Prospect Heights	737	18	129	884	1107	1098	2205	40%
Brooklyn	South Crown Heights	1719	48	199	1966	2845	1107	3952	50%
Brooklyn	Bay Ridge	642	24	129	795	2516	777	3293	24%
Brooklyn	BensonHurst	1274	68	299	1641	2735	1007	3742	44%
Brooklyn	Borough Park	940	0	251	1191	1756	476	2232	53%
Brooklyn	Coney Island	995	440	232	1667	5097	1348	6445	26%
Brooklyn	Flatbush	2237	13	376	2626	4171	914	5085	52%
Brooklyn	Sheepshead Bay/Gravesend	1291	42	235	1568	2864	421	3285	48%
Brooklyn	Brownsville/Ocean Hill	126	73	78	277	1694	523	2217	12%
Brooklyn	East Flatbush	778	0	85	863	1483	954	2437	35%
Brooklyn	Flatlands/Canarsie	149	6	23	178	522	135	657	27%
Manhattan	Greenwich Village/Financial District	1081	71	104	1256	2824	157	2981	42%
Manhattan	Lower East Side/Chinatown	1618	234	245	2097	3961	568	4529	46%
Manhattan	Chelsea/Clinton/Midtown	1196	85	235	1516	2828	510	3338	45%
Manhattan	Stuyvesant Town/Turtle Bay	1308	9	105	1422	5144	360	5504	26%
Manhattan	Upper West Side	1793	79	179	2051	4145	161	4306	48%
Manhattan	Upper East Side	1391	43	129	1563	3750	212	3962	39%
Manhattan	Morningside Heights/Hamilton Heights	1437	56	272	1765	2442	530	2972	59%
Manhattan	Central Harlem	788	127	235	1150	1832	1240	3072	37%
Manhattan	East Harlem	322	178	110	610	2669	829	3498	17%
Manhattan	Washington Heights/Inwood	4928	468	1207	6603	6041	2833	8874	74%
Queens	Astoria	1234	5	148	1387	3233	410	3643	38%
Queens	Sunnyside/Wood	1203	43	112	1358	3373	922	4295	32%
Queens	Jackson Heights	1029	24	123	1176	1922	635	2557	46%
Queens	Elmhurst/Corona	1184	1	156	1341	2095	0	2095	64%
Queens	Middle Village/Ridgewood	415	0	87	502	1594	517	2111	24%
Queens	Forest Hills/Rego Park	1426	0	249	1675	3163	707	3870	43%
Queens	Flushing/Whitestone	1208	226	97	1531	3739	211	3950	39%
Queens	Hillcrest/Fresh Meadows	768	90	143	1001	2493	204	2697	37%
Queens	Kew Gardens/Woodhaven	351	1	71	423	2741	0	2741	15%
Queens	Howard Beach/S. Ozone Park	41	28	5	74	169	0	169	44%
Queens	Bayside/Little Neck	236	16	30	282	0	0	0	-
Queens	Jamaica	566	313	103	982	2650	198	2848	34%
Queens	Bellerose/Rosedale	161	0	12	173	206	0	206	84%
Queens	Rockaways	296	130	93	519	1669	0	1669	31%
Staten Island	North Shore	185	1	37	223	411	398	809	28%
Staten Island	Mid-Island	64	0	7	71	0	0	0	-
Staten Island	South Shore.	117	0	24	141	384	0	384	37%

Appendix Table 2: SCRIE/DRIE HVS Eligibility Estimates by Householder Birth Place and Sub-Borough

Borough	Sub-Borough	U.S. Born		Non U.S. Born															Not Reported	Total
		New York City	U.S., outside New York City	Puerto Rico	Dominican Republic	Caribbean (other than Puerto Rico or Dom. Rep.)	Mexico	Central America, South America	Europe	Russia/ Successor States to Soviet Union	China, Hong Kong, Taiwan	Korea	India	Pakistan, Bangladesh	Philippines	Southeast Asia (Burma, Cambodia, Laos, Malaysia, Singapore, Thailand, Vietnam)	Other Asia	Africa	All other countries		
Bronx	Mott Haven/Hunts Point	554	486	552	173	-	-	235	-	-	-	-	-	-	-	-	-	-	195	2,195
Bronx	Morrisania/East Tremont	532	139	149	319	-	-	-	-	-	-	-	-	-	-	-	-	-	217	1,356
Bronx	Highbridge/S. Concourse	1,293	849	1,398	565	218	-	-	-	-	-	-	-	-	-	-	-	218	-	1,038	5,579
Bronx	University Heights/Fordham	995	193	838	346	-	235	399	-	-	-	-	-	-	-	-	-	-	-	-	3,006
Bronx	Kingsbridge Heights/ Mosholu	1,185	-	1,100	787	198	-	431	560	-	-	-	183	-	-	-	-	-	-	1,443	5,887
Bronx	Riverdale/KingsBridge	2,084	693	-	238	238	-	-	-	-	-	-	-	-	-	-	-	169	-	337	3,759
Bronx	Soundview/Parkchester	387	217	1,068	-	217	-	438	-	-	-	-	-	-	-	-	-	-	-	130	2,457
Bronx	Throggs Neck/Co-op City	1,905	562	177	-	1,318	-	-	-	-	-	-	-	-	-	-	-	188	152	574	4,876
Bronx	Pelham Parkway	689	204	-	-	-	169	-	248	-	-	-	-	-	-	-	-	-	-	472	1,782
Bronx	Williamsbridge/Baychester	200	-	164	-	156	-	-	-	-	-	-	-	-	-	-	-	-	-	164	684
Brooklyn	Williamsburg/Greenpoint	1,002	162	730	-	-	182	-	886	-	392	-	-	-	-	-	-	-	-	162	3,516
Brooklyn	Brooklyn Heights/Fort Greene	671	504	184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,359
Brooklyn	Bedford Stuyvesant	822	627	170	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	194	1,813
Brooklyn	Bushwick	-	388	-	439	-	-	195	-	-	-	-	-	-	-	-	-	-	-	-	1,022
Brooklyn	East New York/Starret City	355	-	-	-	204	-	-	-	585	-	-	-	-	-	-	-	-	-	-	1,144
Brooklyn	Park Slope/Carroll Gardens	235	-	436	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	671
Brooklyn	Sunset Park	416	-	186	223	246	-	-	168	168	-	-	223	-	-	-	-	-	-	-	1,630
Brooklyn	North Crown Heights/Prospect Heights	1,043	212	-	-	526	-	210	-	-	-	-	-	-	-	-	-	-	-	214	2,205
Brooklyn	South Crown Heights	664	220	179	-	1,489	-	511	-	-	-	-	-	-	-	-	-	-	223	220	3,952
Brooklyn	Bay Ridge	1,601	214	-	-	-	-	214	-	536	149	-	-	-	-	-	-	-	200	378	3,292
Brooklyn	BensonHurst	1,368	192	585	-	-	-	193	226	1,178	-	-	-	-	-	-	-	-	-	-	3,742
Brooklyn	Borough Park	253	-	-	-	-	-	228	406	936	-	-	-	-	-	-	-	-	253	157	2,233
Brooklyn	Coney Island	1,430	580	-	-	177	-	168	975	2,238	-	-	-	-	-	-	-	277	-	599	6,444
Brooklyn	Flatbush	1,206	384	534	-	1,132	-	142	415	990	-	-	-	142	-	-	142	-	-	-	5,087
Brooklyn	Sheepshead Bay/Gravesend	1,058	-	-	-	-	-	169	508	1,141	-	-	-	-	-	-	-	214	-	196	3,286
Brooklyn	Brownsville/Ocean Hill	193	594	415	185	395	-	145	-	-	-	-	-	-	145	-	-	-	-	145	2,217
Brooklyn	East Flatbush	405	363	-	-	1,106	-	193	-	-	-	-	-	-	-	-	-	-	178	193	2,438
Brooklyn	Flatlands/Canarsie	200	-	188	-	269	-	-	-	-	188	-	-	-	-	-	-	-	-	-	657
Manhattan	Greenwich Village/Financial District	1,130	721	-	-	-	-	-	377	-	2,548	-	-	-	-	-	-	-	-	565	2,981
Manhattan	Lower East Side/Chinatown	1,634	187	-	-	-	-	160	-	-	208	170	-	-	-	-	-	-	-	-	4,529
Manhattan	Chelsea/Clinton/Midtown	1,093	510	340	-	-	-	340	351	-	-	-	-	-	-	-	-	-	-	327	3,339
Manhattan	Stuyvesant Town/Turtle Bay	2,369	1,844	-	-	-	-	-	-	-	-	-	-	-	203	-	-	-	-	1,089	5,505
Manhattan	Upper West Side	1,865	1,088	209	-	209	-	-	379	-	-	-	-	-	-	-	-	-	-	554	4,304
Manhattan	Upper East Side	1,072	1,240	371	-	-	-	431	212	-	-	-	-	-	-	-	-	-	-	212	3,962
Manhattan	Morningside Heights/Hamilton Heights	683	517	184	695	-	-	184	365	-	-	-	-	-	-	-	-	-	-	345	2,973
Manhattan	Central Harlem	1,250	1,046	-	-	361	-	-	-	-	-	-	-	-	-	-	-	-	239	176	3,072
Manhattan	East Harlem	1,841	359	533	-	178	-	-	-	-	-	-	-	-	205	-	-	-	-	382	3,498
Manhattan	Washington Heights/Inwood	1,183	497	1,311	4,118	337	-	339	165	176	-	-	-	-	-	-	-	-	262	487	8,875
Queens	Astoria	972	-	-	-	-	-	1,172	586	-	-	-	-	-	-	-	-	-	-	913	3,643
Queens	Sunnyside/Wood	778	618	-	-	212	-	670	1,290	-	-	212	-	-	-	-	-	-	-	513	4,293
Queens	Jackson Heights	445	-	-	-	-	-	1,455	267	-	-	-	-	-	164	-	-	-	-	227	2,558
Queens	Elmhurst/Corona	510	-	-	255	455	-	422	-	257	196	-	-	-	-	-	-	-	-	-	2,095
Queens	Middle Village/Ridgewood	619	-	554	373	-	-	-	229	-	-	-	-	187	-	-	-	-	-	149	2,111
Queens	Forest Hills/Rego Park	695	-	-	-	-	-	-	548	1,068	211	-	-	-	-	-	-	-	158	1,191	3,871
Queens	Flushing/Whitestone	567	-	-	211	-	-	586	183	534	648	583	-	-	-	-	-	-	214	425	3,951
Queens	Hillcrest/Fresh Meadows	712	227	327	-	-	-	-	-	656	-	-	-	204	-	-	-	-	-	367	2,697
Queens	Kew Gardens/Woodhaven	600	-	-	273	-	-	200	904	598	-	-	-	-	-	-	-	-	-	165	2,740
Queens	Howard Beach/S. Ozone Park	169	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	169
Queens	Bayside/Little Neck																				
Queens	Jamaica	343	740	-	-	224	-	348	-	-	-	-	-	-	-	-	-	-	-	1,193	2,848
Queens	Bellerose/Rosedale	-	-	-	-	-	-	-	206	-	-	-	-	-	-	-	-	-	-	-	206
Queens	Rockaways	533	188	231	-	-	-	-	-	334	-	-	-	-	-	-	-	-	-	383	1,669
Staten Island	North Shore	196	414	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	199	809
Staten Island	Mid-Island																				
Staten Island	South Shore	384	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	384

Appendix Table 3: ACS 2008 - 2012 Limited English Speaking Households (LESHH) by Sub–Borough

Borough	Sub-Borough	Total Households and Percent of LESHH			LESHH Breakouts by Language Type			
		Total Households	LESHH Households	Percent LESHH	Spanish	Indo-European	Asian and Pacific Island	Other
Bronx	Mott Haven/Hunts Point	47,468	14,711	31.0%	95.1%	2.3%	0.7%	1.9%
Bronx	Morrisania/East Tremont	52,247	11,879	22.7%	88.8%	4.1%	1.7%	5.4%
Bronx	Highbridge/S. Concourse	46,849	12,230	26.1%	87.8%	5.1%	0.7%	6.4%
Bronx	University Heights/Fordham	42,497	10,432	24.5%	91.0%	3.0%	0.4%	5.7%
Bronx	Kingsbridge Heights/ Mosholu	43,044	9,910	23.0%	79.7%	13.0%	5.2%	2.2%
Bronx	Riverdale/KingsBridge	40,997	4,918	12.0%	69.1%	17.9%	8.6%	4.5%
Bronx	Soundview/Parkchester	62,730	10,179	16.2%	88.3%	6.1%	3.4%	2.3%
Bronx	Throgs Neck/Co-op City	46,181	3,306	7.2%	58.5%	31.8%	6.9%	2.8%
Bronx	Pelham Parkway	44,207	5,840	13.2%	64.5%	25.5%	6.4%	3.6%
Bronx	Williamsbridge/Baychester	47,061	2,292	4.9%	73.3%	17.3%	3.8%	5.7%
Brooklyn	Williamsburg/Greenpoint	57,483	9,731	16.9%	47.6%	40.6%	10.0%	1.9%
Brooklyn	Brooklyn Heights/Fort Greene	53,060	3,247	6.1%	62.9%	10.9%	18.4%	7.9%
Brooklyn	Bedford Stuyvesant	48,585	3,423	7.0%	74.4%	17.3%	5.3%	3.0%
Brooklyn	Bushwick	43,049	12,618	29.3%	91.8%	2.6%	4.7%	0.9%
Brooklyn	East New York/Starret City	50,783	5,446	10.7%	68.1%	26.6%	3.8%	1.6%
Brooklyn	Park Slope/Carroll Gardens	48,696	2,968	6.1%	69.0%	19.5%	9.6%	2.0%
Brooklyn	Sunset Park	47,088	15,410	32.7%	44.4%	10.7%	43.8%	1.1%
Brooklyn	North Crown Heights/Prospect Heights	50,212	2,534	5.0%	42.3%	38.6%	9.4%	9.7%
Brooklyn	South Crown Heights	40,678	3,121	7.7%	33.8%	46.8%	7.8%	11.6%
Brooklyn	Bay Ridge	49,956	7,908	15.8%	15.3%	39.1%	35.2%	10.4%
Brooklyn	BensonHurst	62,180	23,022	37.0%	13.7%	48.2%	35.7%	2.4%
Brooklyn	Borough Park	46,969	11,271	24.0%	20.6%	55.0%	16.5%	7.9%
Brooklyn	Coney Island	44,073	19,083	43.3%	11.8%	78.5%	8.0%	1.8%
Brooklyn	Flatbush	55,912	11,946	21.4%	20.1%	66.2%	10.0%	3.7%
Brooklyn	Sheepshead Bay/Gravesend	55,527	15,038	27.1%	7.1%	70.6%	15.4%	6.8%
Brooklyn	Brownsville/Ocean Hill	41,843	2,346	5.6%	81.4%	8.5%	4.3%	5.8%
Brooklyn	East Flatbush	48,494	2,468	5.1%	24.9%	67.2%	4.1%	3.8%
Brooklyn	Flatlands/Canarsie	67,407	5,236	7.8%	21.9%	63.5%	8.4%	6.1%
Manhattan	Greenwich Village/Financial District	74,910	3,620	4.8%	17.8%	14.9%	63.3%	4.1%
Manhattan	Lower East Side/Chinatown	70,629	16,000	22.7%	26.5%	6.4%	66.8%	0.3%
Manhattan	Chelsea/Clinton/Midtown	80,297	4,993	6.2%	42.7%	23.3%	32.6%	1.5%
Manhattan	Stuyvesant Town/Turtle Bay	80,625	3,855	4.8%	23.5%	30.2%	41.2%	5.1%
Manhattan	Upper West Side	99,110	4,647	4.7%	49.9%	25.6%	21.4%	3.1%
Manhattan	Upper East Side	115,879	4,636	4.0%	30.4%	32.8%	32.5%	4.3%
Manhattan	Morningside Heights/Hamilton Heights	46,974	6,853	14.6%	85.5%	4.4%	7.7%	2.4%
Manhattan	Central Harlem	51,709	3,706	7.2%	66.2%	20.7%	6.6%	6.5%
Manhattan	East Harlem	45,057	7,443	16.5%	83.5%	3.2%	12.0%	1.3%
Manhattan	Washington Heights/Inwood	72,941	18,654	25.6%	93.7%	4.5%	1.6%	0.2%
Queens	Astoria	73,052	11,925	16.3%	44.1%	36.5%	15.5%	4.0%
Queens	Sunnyside/Wood	51,049	12,780	25.0%	42.1%	19.8%	35.4%	2.6%
Queens	Jackson Heights	54,292	17,459	32.2%	76.4%	12.9%	10.3%	0.5%
Queens	Elmhurst/Corona	43,799	17,257	39.4%	52.0%	14.2%	32.8%	0.9%
Queens	Middle Village/Ridgewood	61,101	9,340	15.3%	36.6%	50.0%	10.1%	3.3%
Queens	Forest Hills/Rego Park	51,226	9,019	17.6%	12.6%	51.7%	29.5%	6.3%
Queens	Flushing/Whitestone	88,320	24,960	28.3%	12.1%	12.0%	75.5%	0.4%
Queens	Hillcrest/Fresh Meadows	54,712	7,806	14.3%	24.9%	32.2%	39.4%	3.5%
Queens	Kew Gardens/Woodhaven	44,733	6,073	13.6%	54.3%	29.8%	14.5%	1.4%
Queens	Howard Beach/S. Ozone Park	40,129	2,573	6.4%	61.6%	31.4%	6.0%	1.0%
Queens	Bayside/Little Neck	44,137	6,749	15.3%	8.0%	19.0%	71.9%	1.1%
Queens	Jamaica	69,211	6,660	9.6%	57.5%	31.8%	6.0%	4.7%
Queens	Bellerose/Rosedale	61,002	2,874	4.7%	25.3%	56.9%	16.9%	0.9%
Queens	Rockaways	39,548	4,428	11.2%	52.5%	41.6%	1.9%	4.0%
Staten Island	North Shore	60,522	4,824	8.0%	54.1%	19.7%	17.9%	8.2%
Staten Island	Mid-Island	46,456	3,713	8.0%	20.9%	47.9%	28.3%	3.0%
Staten Island	South Shore.	56,697	1,853	3.3%	12.7%	67.0%	17.6%	2.8%