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Win Applauds DHS Decision to Reduce Administrative Delays in Housing Voucher Process by Allowing Virtual CityFHEPS Inspections

NEW YORK, NY—Christine C. Quinn, President & CEO of Win, the largest provider of housing and supportive services for homeless families with children in New York City and the nation, issued the following statement today in light of the Department of Homeless Services (DHS) decision to enact a rule change allowing CityFHEPS inspections to be completed virtually, reducing delays and getting families into permanent housing sooner.

“Housing vouchers in New York City are crucial to combating homelessness, and the Department of Homeless Services (DHS) decision to allow virtual CityFHEPS inspections is a major step forward in clearing the path to permanent housing for New York families. If we’re going to house more residents in need, we need to cut through the red tape, and this rule change will reduce administrative delays and wait times that prevent voucher holders from moving into available housing sooner.

Allowing CityFHEPS inspections to be completed virtually is a solution that Win and the Real Estate Board of New York (REBNY) called for in our joint [report](#) unveiling systemic issues afflicting the City’s voucher programs and recommended policy proposals. By leveraging our collective insights and experience and advocating for innovative solutions, we’re making real progress in improving the voucher process and helping homeless New Yorkers find stable housing.

We applaud DHS’s decision to enact this rule change, and I’m proud of the role Win and REBNY played in bringing awareness to this important issue. We look forward to continuing to work with DHS and our critical partners to expand access to housing for homeless New Yorkers.”

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About Win

Win is the largest provider of shelter and supportive housing for families experiencing homelessness in New York City and the nation, operating 16 shelters and over 450 units of supportive housing across all five boroughs. For over 40 years, Win has provided safe housing, trauma-informed services, and innovative programs to help families rebuild their lives. In the past year, Win served nearly 12,400 people – including over 6,700 children – and helped almost 1,000 families transition out of shelter into homes of their own.