

HUMAN RESOURCES ADMINISTRATION

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WHAT WE DO

The Human Resources Administration (HRA) administers major benefit programs that provide economic support to New Yorkers in need and works to prevent homelessness before it occurs by providing rental assistance, rehousing programs, legal services, and other services for those facing housing instability. HRA also promotes opportunity through employment programs and provides essential resources to vulnerable New Yorkers, including persons with disabilities, immigrants, survivors of domestic violence, New Yorkers living with HIV/AIDS, and seniors. In this role connecting millions of families and individuals with vital lifelines, HRA is at the forefront of addressing poverty citywide, statewide, and nationwide.

FOCUS ON EQUITY

The Human Resources Administration (HRA), integrated with the Department of Homeless Services (DHS) in 2017 under the management structure of the Department of Social Services (DSS), serves over three million New Yorkers annually through programs that address poverty and income inequality, including cash assistance, food assistance, and Medicaid public health insurance. DSS/HRA also prevents homelessness by providing rental assistance, rehousing programs, and legal services programs to families and individuals. DSS/HRA administers the Fair Fares transit discount program and the City's municipal identification program (IDNYC) in conjunction with the Mayor's Office of Immigrant Affairs (MOIA).

In New York City, as in the rest of the United States, persistent racial inequity is manifested in higher poverty rates, greater housing insecurity, and less access to health care for Black and Latinx residents. DSS/HRA provides an array of anti-poverty programs and initiatives that serve low-income New Yorkers, a disproportionate number of whom are people of color. HRA has implemented client-centered reforms to reduce barriers to benefits and services that address poverty and inequity. HRA developed technology to modernize and simplify access to benefits, increased anti-eviction and immigration-related legal services, and expanded rental assistance and other affordable housing and social services programs. HRA continues to expand opportunities for New Yorkers, addressing income inequality through economic empowerment services to achieve financial security and conducting outreach to underserved groups who may be eligible for Agency services.

OUR SERVICES AND GOALS

SERVICE 1 Improve access to assistance that provides economic stability to support the basic needs of all eligible children and adults.

- Goal 1a Provide access to cash assistance benefits for all eligible children and adults.
 - Goal 1b Provide access to Supplemental Nutrition Assistance Program benefits for all eligible children and adults.
 - Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.
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SERVICE 2 Increase financial independence and upward mobility out of poverty through employment, education, skills enhancement, job search, job placement, wellness services and other supports.

- Goal 2a Increase the proportion of cash assistance recipients who obtain and retain paid employment.
 - Goal 2b Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.
 - Goal 2c Provide access to child support services for eligible parents and their children.
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SERVICE 3 Reduce homelessness among children and adults.

- Goal 3a Provide homelessness prevention benefits and services to eligible children and adults.
 - Goal 3b Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.
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SERVICE 4 Provide support services for eligible vulnerable and/or frail children and adults and for children and adults with disabilities.

- Goal 4a Ensure that all eligible vulnerable and/or frail children and adults, and children and adults with disabilities receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

HOW WE PERFORMED IN FISCAL 2022

SERVICE 1 Improve access to assistance that provides economic stability to support the basic needs of all eligible children and adults.

Goal 1a Provide access to cash assistance benefits for all eligible children and adults.

The 12-month unduplicated number of Cash Assistance (CA) recipients—the true measure of the total clients served in a year—increased in Fiscal 2022. The increase was due to growth in the number of recurring assistance recipients stemming from the economic impact of the COVID-19 pandemic, with the unduplicated number of persons receiving recurring assistance at its highest since HRA started reporting this indicator. During the pandemic, access also increased due to technology improvements that allowed for online CA applications and telephonic interviews.

The 12-month unduplicated number of persons receiving one-time emergency assistance decreased by 41.6 percent in Fiscal 2022. The decline in emergency assistance was due to the pandemic-related eviction moratorium and prohibition on utility shut-offs for non-payment, as well as the availability of the federal Emergency Rental Assistance Program (ERAP). Since the eviction moratorium ended in January 2022, there has been an uptick in emergency assistance cases. As of June 2022, there were 5,600 persons receiving emergency cash assistance, 143.5 percent more than June 2021.

The Cash Assistance application acceptance rate increased 8.0 percentage points in Fiscal 2022. As pandemic-related financial supports ended, more New Yorkers began applying for assistance and more applicants are becoming eligible, with rates returning closer to pre-pandemic levels. Additionally, the percentage of cases in the sanction process and in sanction status remained at nearly zero due to the suspension of employment-related requirements during the pandemic. In Fiscal Year 2022, the CA application timeliness rate declined by 13.1 percentage points, largely as a result of an unprecedented increase in applications and the expiration of New York State waivers that suspended recertifications and other requirements during Fiscal Years 2020 and 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Cash assistance unduplicated number of persons (12-month) (000)	593.9	578.6	583.3	556.6	585.5	*	*	Neutral	*
Cash assistance unduplicated number of persons receiving recurring assistance (12-month) (000)	488.7	467.0	488.5	482.0	541.9	*	*	Up	*
Cash assistance unduplicated number of persons receiving emergency assistance (12-month) (000)	105.3	111.6	94.8	74.6	43.6	*	*	Down	*
★ ● Persons receiving cash assistance (000)	356.3	331.7	378.3	371.4	425.0	*	*	Up	*
Persons receiving recurring assistance (000)	349.8	324.2	374.3	369.0	419.5	*	*	Up	*
Persons receiving emergency assistance (000)	6.5	7.4	4.0	2.3	5.6	*	*	Down	*
★ Cash assistance caseload (point in time)(000)	190.5	181.0	208.3	203.6	235.5	*	*	Up	*
Cash assistance applications (000)	331.3	310.3	316.6	305.5	374.6	*	*	Up	*
Cash assistance application acceptance rate (%)	50.5%	53.6%	54.5%	36.1%	44.1%	*	*	Down	*
Cash assistance cases in sanction process (%)	5.3%	5.0%	3.0%	0.4%	0.3%	*	*	Down	*
Cash assistance cases in sanction status (%)	0.2%	0.9%	2.4%	0.5%	0.1%	*	*	Down	*
★ Cash assistance application timeliness rate (%)	96.2%	95.3%	91.9%	95.4%	82.3%	96.0%	96.0%	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1b Provide access to Supplemental Nutrition Assistance Program benefits for all eligible children and adults.

As of June 2022, the overall number of individuals and households receiving SNAP benefits decreased by 1.2 and 0.1 percent, respectively, compared to June 2021, after reaching a historic five-year high in Fiscal 2021 during the pandemic. Despite the slight decrease, the overall SNAP caseload remains at the highest level in recent years due to the economic impact of the COVID-19 pandemic. SNAP average household benefit levels increased by 26.7 percent for CA households and by 26.4 percent for non-CA households in Fiscal 2022 as a result of pandemic emergency payments and increases in maximum benefit levels.

Benefits access reforms have resulted in steady increases in the submission of online applications and telephone interviews for SNAP benefits since 2015. These reforms enabled SNAP clients to conduct business with HRA from the safety of their homes during the COVID-19 pandemic, driving a 1.6 percentage point increase in applications filed electronically compared to Fiscal 2021. SNAP application timeliness was 60.1 percent, a decrease of 30 percentage points compared to the prior year due to continued unprecedented increases in applications and the end of federal waivers that had delayed recertifications during Fiscal 2021.

Due to the COVID-19 pandemic, New York State SNAP payment quality control reviews were suspended for most of Federal Fiscal Year 2021 (October 2020 through June 2021). Due to incomplete data, a national payment rate was not established for Federal Fiscal Year 2021. HRA continues to implement system improvements designed to prevent errors, including targeted training and increased management oversight.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ ● Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,607.5	1,523.5	1,642.3	1,734.2	1,713.4	*	*	Up	*
– Cash assistance persons receiving SNAP benefits (000)	383.1	364.4	405.1	406.1	446.1	*	*	Up	*
– Non-cash assistance persons receiving SNAP benefits (000)	964.8	908.2	987.2	1,084.7	1,038.6	*	*	Up	*
– SSI persons receiving SNAP benefits (000)	259.6	250.9	250.0	243.4	228.8	*	*	Down	*
Total SNAP households (000)	923.2	887.1	961.9	1,021.4	1,011.0	*	*	Up	*
– Cash assistance households receiving SNAP benefits (000)	190.0	182.6	207.2	209.6	232.5	*	*	Up	*
– Non-cash assistance households receiving SNAP benefits (000)	493.4	472.5	523.2	585.8	565.3	*	*	Up	*
– SSI households receiving SNAP benefits (000)	239.8	232.1	231.6	226.1	213.2	*	*	Neutral	*
Supplemental Nutritional Assistance Program (SNAP) Payment Error Rate (federal fiscal year) (%)	8.39%	6.52%	9.81%	NA	NA	6.00%	6.00%	NA	Down
★ SNAP application timeliness rate (%)	89.4%	92.7%	74.5%	91.9%	60.1%	90.6%	90.6%	Down	Up
SNAP applications filed electronically (%)	78.0%	86.1%	93.9%	95.3%	96.9%	*	*	Up	*
Average monthly benefit for Cash Assistance households receiving SNAP benefits	\$148	\$149	\$158	\$207	\$263	*	*	Up	*
Average monthly benefit for non-Cash Assistance households receiving SNAP benefits	\$144	\$145	\$157	\$214	\$270	*	*	Up	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.

In June 2022, approximately 5.675 million New York City residents were enrolled in Medicaid. This includes 1.475 million enrolled in Medicaid administered by HRA, pursuant to State rules, and another approximately 4.2 million enrolled in Medicaid through the New York State Health Care Exchange. To protect the health and safety of clients during the COVID-19 pandemic, Medicaid cases were automatically extended, without the need for clients to recertify. The HRA caseload has declined steadily since 2012 as a result of the State takeover of the program, with the number of Medicaid-only enrollees administered by HRA decreasing by 17 percent compared to Fiscal 2021 and by 26.5 percent compared to Fiscal 2018. The overall enrollment in the portion of the Medicaid program administered by HRA, which includes persons enrolled through Cash Assistance and SSI, decreased by 7.3 percent. Application timeliness increased by 9.4 percentage points, returning to pre-pandemic levels, as a result of an extended renewal timeline and system improvements.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Medicaid enrollees administered by HRA (000)	1,725.5	1,593.5	1,541.2	1,591.1	1,474.5	*	*	Down	*
– Medicaid-only enrollees administered by HRA (000)	979.5	874.9	780.6	867.2	719.9	*	*	Down	*
★ Application timeliness rate for Medicaid administered by HRA (%)	95.8%	93.5%	80.5%	87.4%	96.8%	99.4%	99.4%	Neutral	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

SERVICE 2 Increase financial independence and upward mobility out of poverty through employment, education, skills enhancement, job search, job placement, wellness services and other supports.

Goal 2a

Increase the proportion of cash assistance recipients who obtain and retain paid employment.

HRA Employment Services helps CA applicants, recipients and non-custodial parent child support clients obtain and retain employment. HRA provides services through contracts, training and education referrals, and placement in transitional subsidized jobs in the public and private sectors. HRA programs focus on the individual needs of clients, providing assessments and specialized services, including programs for youth and sector-specific training. In April 2020, HRA suspended in-person employment programs in compliance with New York State's stay-at-home order which, coupled with reduced job opportunities, significantly impacted HRA's ability to connect clients with employment. In addition, NY State waived engagement requirements and made all education, training, and employment requirements voluntary for CA clients.

In Fiscal 2022, HRA helped 9,213 clients obtain jobs, a 95.7 percent increase from Fiscal 2021. While connections to employment have begun to rebound from the pandemic low, placements remain below the pre-pandemic range. Although CA employment requirements remained suspended in 2022, HRA continued to support clients in connecting to employment through voluntary virtual and in-person employment services.

Due to the continued economic impact of the COVID-19 pandemic, more clients who had previously obtained employment returned to HRA for assistance. In Fiscal 2022, 70.5 percent of clients who obtained a job either retained it or did not return to CA after 180 days, roughly the same as Fiscal 2020 and Fiscal 2021; however, 56.7 percent of employed clients either retained their jobs or did not return to CA after 12 months, 3.7 percentage points lower than in Fiscal 2021. HRA's Employment Services vendors continue to assist clients to help them return to the labor force if they lose their job within a year of employment.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Clients whom HRA helped obtain employment (000)	39.8	39.9	32.1	4.7	9.2	↑	↑	Down	Up
★ HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	73.8%	74.1%	70.7%	70.2%	70.5%	80.0%	80.0%	Neutral	Up
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	63.3%	64.7%	61.6%	60.4%	56.7%	*	*	Down	Up
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	29.9%	28.0%	NA	NA	NA	↑	↑	NA	Up
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	28.3%	29.0%	NA	NA	NA	↑	↑	NA	Up
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	25.5%	22.1%	18.5%	10.6%	NA	34.0%	34.0%	NA	Up
★ Critical Indicator	● Equity Indicator	"NA" Not Available			↑↓ Directional Target	* None			

Goal 2b

Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.

HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment program (WeCARE) supports CA clients with barriers to employment to achieve self-sufficiency in the workforce and helps those who have disabilities apply for federal disability assistance. As of June 2022, there were 26,944 recipients participating in the WeCARE program, 18.2 percent fewer than in June 2021. The decrease is the result of a pause in mandatory engagement requirements due to COVID-19, which reduced the number of referrals to WeCARE. A slowdown in the federal review process for previously submitted applications significantly reduced WeCARE vendors' ability to complete federal disability benefit applications, leading to a 21.5 percent decline in the number of federal disability awards in Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Total WeCARE recipients	35,164	39,433	42,608	32,937	26,944	*	*	Down	*
★ Number of WeCARE federal disability awards	3,565	3,214	2,612	1,519	1,193	*	*	Down	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕↔ Directional Target	* None					

Goal 2c Provide access to child support services for eligible parents and their children.

New York Family Court stopped accepting new filings for child support in March 2020, leading to an overall decrease in new child support orders and in the number of cases with active support orders. In June 2020, the court started to hear previously scheduled cases again, and in summer 2021, new filings were scheduled. While this resulted in a 3.7 percent increase in new child support orders obtained in Fiscal 2022 compared to the prior year, new orders continue to be much lower than they were prior to the pandemic, and cases with active orders continued to decline as a residual lag, largely attributable to the Court not accepting petitions to establish new orders for more than a year.

The percentage of child support cases with orders of support increased by 1.9 percentage points; however, child support collections on behalf of custodial parents and their children decreased by \$152.2 million, or 17.7 percent over the prior period. This decline in 2022 was the result of a decrease in collections related to the expiration of enhanced unemployment benefits and stimulus payments in Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Total new child support orders obtained	14,832	12,758	8,948	3,610	3,742	*	*	Down	Up
Total child support cases with active orders (end of period)	269,761	261,073	248,488	225,512	209,544	*	*	Down	Up
★ Child support cases with orders of support (%)	79.8%	79.2%	79.0%	82.3%	84.2%	80.0%	80.0%	Neutral	Up
Child support collected (\$000,000)	\$763.9	\$780.8	\$811.1	\$857.5	\$705.3	\$784.4	\$784.4	Neutral	Up
★ Support cases with active orders receiving current payments (%)	59.8%	60.5%	61.5%	70.2%	62.0%	↕	↕	Neutral	Up
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕↔ Directional Target	* None					

SERVICE 3 Reduce homelessness among children and adults.

Goal 3a Provide homelessness prevention benefits and services to eligible children and adults.

HRA provides homelessness prevention assistance to families and individuals with housing emergencies and to those seeking shelter. HRA offers access to emergency rental arrears payments and ongoing rental assistance at Benefit Access Centers, Housing Courts, and DHS shelter intake and HomeBase locations. The percentage of clients successfully diverted at the Prevention Assistance and Temporary Housing intake center (PATH), the DHS shelter intake location for families with children, remained at a similar level in Fiscal 2022 compared to Fiscal 2021. The number of families entering shelter was significantly lower during the height of the pandemic and a smaller percentage were able to be diverted. HRA exceeded its 85 percent target for shelter avoidance for all clients who received homelessness prevention services through its HomeBase contracts by 10 percentage points. The number of clients who avoided entering shelter within the 12 months following receipt of services increased by 3.8 percentage points for single adults, 1.8 percentage points for adult families, and remained stable for families with children.

With the introduction of the federally funded Emergency Rental Assistance Program (ERAP) in June 2021, the number of clients seeking assistance with paying rent arrears through HRA's Rent Arrears Unit (RAU) decreased by 57.6 percent in Fiscal 2022. The percentage of emergency assistance requests approved increased by 5.0 percentage points to 67.9 percent in Fiscal 2022, but remains below the approval rates prior to the pandemic. The overall decrease in approvals can be attributed to fewer applicants meeting income eligibility due to the availability of pandemic-related income supports as well as the introduction of the ERAP program.

The Office of Civil Justice continues to oversee implementation of the City’s Universal Access to Counsel Law, the nation’s first law to ensure access to legal services for every tenant facing eviction in court. In Fiscal 2022, the Agency connected 28,730 households with legal assistance, more than double those assisted in the prior year. As Fiscal 2021 cases reached a low due to the eviction moratorium, the significant increase in Fiscal 2022 was primarily related to the reopening of Housing Court and increases in calendared and filed cases over time.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Clients successfully diverted at PATH from entering a homeless shelter (%)	12.3%	13.0%	12.0%	8.3%	8.1%	*	*	Down	*
★ Adults receiving preventive services who did not enter the shelter system (%)	92.8%	90.8%	89.7%	90.6%	94.4%	85.0%	85.0%	Neutral	Up
★ Adult families receiving preventive services who did not enter the shelter system (%)	96.1%	95.2%	94.5%	96.2%	98.0%	85.0%	85.0%	Neutral	Up
★ Families with children receiving preventive services who did not enter the shelter system (%)	93.4%	93.0%	93.4%	96.7%	97.0%	85.0%	85.0%	Neutral	Up
Rent Assistance Unit Emergency Assistance Requests Approved (%)	75.1%	78.0%	72.2%	62.9%	67.9%	*	*	Down	*
Requests for Emergency Assistance at the Rental Assistance Unit	77,605	77,342	65,234	59,790	25,323	*	*	Down	*
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	25,156	32,171	24,109	13,875	28,730	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 3b Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.

HRA assists individuals and families who are domestic violence (DV) survivors and require DV services within the community or placement in an emergency DV shelter. In Fiscal 2022, the percent of DV-eligible families at PATH entering an HRA DV shelter was 39.0 percent, 17.9 percentage points lower than the prior year but in line with pre-pandemic levels. Placements from PATH became more difficult during Fiscal 2022 because the pool of available emergency beds decreased due to the closing of three DV shelters. HRA, however, is working to bring on additional DV emergency and transitional shelter capacity. The average number of families served per day in emergency domestic violence emergency shelter decreased by 5.4 percent in 2022 as a result of the reduced capacity, while the average number of families served per day in the Tier II shelter program increased by 25.7 percent due to the addition of over 160 Tier II units in Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	39.0%	35.6%	44.9%	56.9%	39.0%	*	*	Up	*
Average number of families served per day in the Emergency Domestic Violence shelter program	827	828	843	794	751	*	*	Neutral	*
Average number of individuals served per day in the Emergency Domestic Violence shelter program	2,065	2,114	2,159	1,990	1,893	*	*	Neutral	*
Number of domestic violence emergency beds (capacity)	2,414	2,414	2,514	2,451	2,375	*	*	Neutral	*
Domestic violence non-residential services programs average monthly caseload	1,618	2,016	1,685	1,717	1,616	*	*	Neutral	*
Average number of families served per day in the Domestic Violence Tier II shelter program	261	259	334	331	416	*	*	Up	*
Average number of individuals served per day in the Domestic Violence Tier II shelter program	727	710	932	909	1,125	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 4 Provide support services for eligible vulnerable and/or frail children and adults and for children and adults with disabilities.

Goal 4a Ensure that all eligible vulnerable and/or frail children and adults and children and adults with disabilities receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

Throughout the COVID-19 pandemic, Adult Protective Services (APS) continued to take referrals directly and provide services, visiting individuals within three days of referral at essentially the same rate as prior to the pandemic, and continuing to make determinations within the State-mandated 60-day time frame 98.6 percent of the time. The number of referrals received by Adult Protective Services (APS) increased by 3.9 percent in Fiscal 2022 compared to Fiscal 2021, due to the resumption of in-person service delivery. While there was an increase compared to the prior year, the overall level of referrals continued to be much lower than prior to the pandemic and average monthly assessment cases were 7.5 percent lower than in Fiscal 2021. The declines in referrals and in assessment cases were primarily due to fewer eviction-related court referrals because of the pandemic-related eviction moratorium. The number of APS cases eligible for services decreased by 11.7 percent compared to the prior period, primarily because of case reviews and subsequent closures for cases no longer requiring APS services undertaken in Fiscal 2022.

The total number of cases receiving home care services increased 5.0 percent, driven overwhelmingly by an increase in enrollment of 11,060 New York State administered Managed Long-Term Care (MLTC) clients during 2022. The enrollment of MLTC clients is managed exclusively by New York State Managed Care contractors. In addition, due to the COVID-19 pandemic, NYS suspended case closings to protect the health and safety of clients. Cases were only closed for death or clients moving permanently out of state.

In Fiscal 2022, the average number of days to initiate home attendant and housekeeper services for HRA clients, which excludes the State-administered MLTC caseload, was 29.3 days, a 6-day increase compared to the prior year. This increase was due to a Statewide shortage of available certified home health aides, employed by State licensed home health care agencies. A wage increase for home care aides was included in the State Fiscal Year 2022-23 budget to help alleviate the shortage.

HRA Personal Care billable hours increased by 2.4 percent because more clients applied through HRA for Medicaid rather than through the New York State contract broker for MLTC Services. Once cases are opened, their billable hours are attributed to HRA until they are transitioned to MLTC within 60 to 90 days. The percent of serious personal care complaints resolved within 24 hours increased to 100 percent, above levels in the previous four years.

During Fiscal 2022, the number of individuals who received HIV/AIDS Services Administration (HASA) services decreased by 4.2 percent and new applicants increased by 19.1 percent. The lower caseload in Fiscal 2022 reflects the passing of many HASA clients during the pandemic. The number of HASA applicants increased due to the loss of employment and other sources of income during the pandemic as well as an increased need for housing services, although the volume remained lower than pre-pandemic. Additionally, the number of individuals served per day in HASA emergency and transitional housing decreased by 23.8 percent as a result of a decline in requests for emergency housing. The time taken to issue enhanced benefits to eligible clients decreased by 0.6 days, a four percent decline in processing time compared to Fiscal 2021. Processing times are faster due to an overall lower number of requests for enhanced housing benefits during the COVID-19 pandemic as well as the moratorium on evictions.

In Fiscal 2022, HRA distributed over 17.7 million pounds of fresh and shelf stable food to 588 community food providers in all five boroughs.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Adult Protective Services (APS) assessment cases	4,863	5,241	4,485	3,271	3,025	*	*	Down	*
★ Individuals referred to an APS field office visited within three working days (%)	95.3%	96.2%	97.4%	96.9%	98.5%	85.0%	85.0%	Neutral	Up
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	96.1%	96.5%	98.0%	98.1%	98.6%	*	*	Neutral	Up
★ APS cases eligible for services	7,407	6,942	6,630	6,131	5,413	*	*	Down	*
Total referrals received for APS	30,252	30,974	24,843	18,672	19,403	*	*	Down	*
★ Personal care services - average weekly billable hours	50.5	52.8	55.2	58.0	59.4	*	*	Up	*
★ Serious personal care complaints resolved in 24 hours (%)	94.0%	93.0%	84.0%	97.0%	100.0%	100.0%	100.0%	Neutral	Up
★ Average days to initiate home attendant and housekeeper services for all cases	23.0	20.0	23.5	23.5	29.3	30.0	30.0	Up	Down
Cases receiving home care services	176,681	200,927	222,182	229,280	240,799	*	*	Up	*
New applicants for HIV/AIDS Services Administration (HASA) services	6,102	5,730	4,948	3,998	4,761	*	*	Down	*
★ Individuals receiving HASA services	34,476	34,063	34,383	34,290	32,851	*	*	Neutral	*
HASA clients receiving housing assistance (%)	81.8%	83.6%	83.1%	81.6%	83.5%	*	*	Neutral	*
★ Average number of days from submission of a completed application to approval or denial of enhanced housing benefits to keep HASA clients in stable housing	7.6	7.6	6.8	6.2	6.5	8.0	8.0	Down	Down
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	17.7	19.7	17.1	14.9	14.3	15.5	15.5	Down	Down
Number of individuals served in HASA emergency and transitional housing (point in time)	NA	4,413	4,278	3,737	2,847	*	*	NA	*
Pounds of food distributed through Community Food Connection (000)	NA	NA	NA	NA	17,755	*	*	NA	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY-WIDE MANAGEMENT

Recoveries and Cost Avoidance In March 2020, at the start of the pandemic, nearly all these operations were deferred or suspended, significantly reducing the Medicaid, Cash Assistance and, SNAP recoveries and cost avoidance results for Fiscal 2021. In Fiscal 2022, HRA continued to focus on maintaining the integrity of the benefit programs it oversees and ensuring that funds are collected appropriately through its Investigation, Revenue and Enforcement Administration (IREA). Efforts include investigation of provider fraud, recovery of monies owed from collection activities (such as Supplemental Needs Trusts and property and negligence liens) and securing repayments from settlements or in cases of concealed income. DSS/HRA continues to pursue Medicaid investigations under an agreement with New York State, even with the State takeover of most Medicaid administration and the enrollment of most new Medicaid clients through the State Exchange.

Fair Hearings HRA is committed to making it simpler for clients to obtain and keep benefits for which they are entitled by eliminating unnecessary punitive administrative actions that negatively affect clients. State administrative fair hearings are held when HRA clients dispute findings on their cases, usually related to eligibility or benefits. The number of fair hearing requests in Fiscal 2022 was 10.1 percent higher than Fiscal 2021 due to higher application and recertification volume which led to delays in timely application and recertification processing, but the requests are still lower than they were prior to the pandemic due to the suspension of employment-related requirements. Of the hearings that were held where determinations were made in Fiscal 2022, 14 percent resulted in HRA's decisions being upheld, a 4.4 percentage point decrease from Fiscal 2021. A major factor in this decline was Agency-related workload issues that resulted in fewer pre-hearing conferences. These conferences often result in resolution of the case before it goes to hearing.

IDNYC DSS/HRA administers the largest municipal identification card program in the nation. IDNYC cards serve as an official identification card and help New Yorkers gain access to City services and buildings. The program also offers free membership for the City’s leading museums, zoos, concert halls, and botanical gardens. In Fiscal 2022, there were 162,267 cards issued, adding to the more than 1.686 million cards issued since the program’s inception.

In December 2019, IDNYC began accepting renewal applications for expiring cards. In Fiscal 2022, IDNYC enrollment centers returned to regular operations after having been closed for much of 2020 and 2021, part of the reason for the 2.2 percent increase in applications over the prior period.

Fair Fares NYC Launched in January 2019, Fair Fares NYC is a City-funded program that helps low-income New Yorkers manage transportation costs. With the Fair Fares NYC discount, eligible New York City residents receive a 50 percent discount on subway and eligible bus fares or Access-A-Ride fares. As of June 2022, 271,892 people were enrolled in the program, an increase of 15.4 percent since Fiscal 2021.

Workplace Injuries During Fiscal 2022, 90 Workers’ Compensation Reports were filed due to workplace injuries, 63.6 percent more than filed in Fiscal 2021 but lower than prior to the pandemic. There was a sharp decrease in reports filed in Fiscal 2021 as most HRA locations were closed during the pandemic; however, there was an increase in reports filed as workers returned to offices in Fiscal 2022. Over 90 percent of the compensation reports filed in Fiscal 2022 were due to non-assault injuries (slips, falls, etc.). HRA conducts annual workshops on workplace safety with a strong emphasis on reducing workplace violence.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	\$395.67	\$267.60	\$257.89	\$232.14	\$289.48	↑	↑	Down	Up
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$211.77	\$207.25	\$158.92	\$60.91	\$58.56	*	*	Down	Up
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$34.87	\$37.96	\$27.38	\$20.80	\$21.05	*	*	Down	Up
Fair hearings requested	236,156	222,260	197,991	149,697	164,888	*	*	Down	*
Fair hearings upheld (%)	19.9%	23.7%	20.0%	18.4%	14.0%	*	*	Down	Up
IDNYC - number of applications processed	159,109	132,422	163,350	164,399	167,962	*	*	Up	*
IDNYC - total number of cards issued	153,945	124,466	155,459	167,070	162,627	*	*	Up	*
IDNYC application timeliness (%)	99.4%	99.6%	90.6%	96.1%	98.2%	*	*	Neutral	Up
Fair Fares NYC enrollment	NA	58,946	193,864	235,583	271,892	*	*	NA	*
Billed revenue as a percentage of budgeted revenue (%)	68.4%	67.6%	57.1%	52.6%	66.9%	*	*	Down	Up
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	100.0%	98.8%	100.0%	100.0%	*	*	Neutral	Up
Calls resolved within 48 hours to the customer service call line for vendors (%)	81.3%	76.9%	72.2%	68.3%	65.0%	*	*	Down	Up
Workplace injuries reported	170	152	116	55	90	*	*	Down	Down
Applications filed with the United States Citizenship and Immigration Services	3,496	3,624	3,535	4,665	4,568	*	*	Up	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY CUSTOMER SERVICE

Beginning in April 2020, the new telephonic system used for remote call-taking by staff working at home during the COVID-19 pandemic did not allow for complete data collection for indicators 'Requests for interpretation' and 'Calls answered in 30 seconds (%)'. Full interpretation services have remained in place since the pandemic, but since April 2020 available data on requests for interpretation and for calls answered in 30 seconds or less are not complete because of technical issues associated with telephonic system transitions that do not accurately reflect the amount of service provided. Therefore, for these two indicators, Fiscal 2020, 2021 and 2022 data cannot be compared to prior years.

The average time to wait to speak to a customer service agent in person decreased by 21 percent in Fiscal 2022, compared to Fiscal 2021, primarily due to increased caseloads and call volumes. HRA received an overall Customers Observing and Reporting Experience (CORE) rating of 99 out of a possible 100 in Fiscal 2022. Mayoral office inspectors arrive unannounced at the Agency service centers, conduct observations and rate 11 physical conditions and four customer service elements.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	1,232,975	1,154,534	877,824	592,901	485,805	*	*	Down	*
Letters responded to in 14 days (%)	91.2%	95.4%	97.5%	100%	99%	90%	90%	Neutral	Up
E-mails responded to in 14 days (%)	96.1%	96.4%	93.5%	97.5%	97.9%	90%	90%	Neutral	Up
Average customer in-person wait time (minutes)	34.1	32.2	27.7	27.0	21.2	60.0	60.0	Down	Down
CORE facility rating	92	NA	98	98	99	80	80	NA	Up
Calls answered in 30 seconds (%)	58%	59.1%	42%	43.1%	22.8%	80%	80%	Down	Up
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	94.0%	94.0%	94.0%	94.0%	100.0%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) ³	\$9,904.0	\$10,243.1	\$10,555.9	\$10,093.5	\$11,433.9	\$11,338.4	\$11,271.3	Up
Revenues (\$000,000)	\$55.7	\$62.7	\$67.3	\$80.1	\$54.7	\$42.6	\$42.6	Up
Personnel	13,004	12,678	12,520	11,913	10,923	13,050	13,030	Down
Overtime paid (\$000,000)	\$35.6	\$39.2	\$45.1	\$52.7	\$56.2	\$56.2	\$15.9	Up
Capital commitments (\$000,000)	\$57.6	\$44.5	\$23.0	\$29.8	\$535.8	\$90.0	\$177.3	NA
Human services contract budget (\$000,000)	\$566.5	\$680.7	\$722.4	\$726.3	\$916.0	\$899.1	\$881.2	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21 ¹ (\$000,000)	Modified Budget FY22 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$836.5	\$939.8	
201 - Administration	\$317.5	\$351.2	All
203 - Public Assistance	\$292.5	\$316.6	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$79.1	\$105.5	1c, 2b, 4a
205 - Adult Services	\$114.3	\$124.4	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$1.7	\$3.2	All
208 - Home Energy Assistance	\$0.8	\$1.2	1a
209 - Child Support Services	\$30.6	\$37.7	2c
Other Than Personal Services - Total	\$9,257.0	\$10,494.1	
101 - Administration	\$332.0	\$353.2	All
103 - Public Assistance	\$2,372.0	\$2,738.8	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$5,842.8	\$6,518.6	1c, 2b, 4a
105 - Adult Services	\$401.1	\$439.2	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$194.3	\$243.7	All
108 - Home Energy Assistance	\$49.2	\$83.9	1a
109 - Child Support Services	\$16.7	\$23.5	2c
110 - Emergency Food	\$48.9	\$93.4	1b
Agency Total	\$10,093.5	\$11,433.9	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ²City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Gary P. Jenkins was appointed Commissioner on January 1, 2022.
- Several new indicators have been added to better reflect the Agency's programs, including Cash Assistance, SNAP, domestic violence services, programs for persons with HIV and AIDS, and food security. The new indicators include 'Average number of individuals served per day in the Emergency Domestic Violence shelter program,' 'Average number of families served per day in the Domestic Violence Tier II shelter program,' 'Average number of individuals served per day in the Domestic Violence Tier II shelter program,' 'Number of individuals in HASA emergency and transitional housing (point in time),' 'Average monthly benefit for Cash Assistance households receiving SNAP benefits,' 'Average monthly benefit for non-Cash Assistance households receiving SNAP benefits,' and 'Pounds of food distributed through Community Food Connection.'
- Fiscal 2021 data for 'Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court' have been updated. During the COVID-19 eviction moratorium, the Agency permitted providers to report anticipated eviction cases that were not actively being heard in Housing Court due to the moratorium. The data were updated to remove those anticipated cases.
- Data for 'Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)' and 'Family cases engaged in training or education in accordance with New York City guidelines (%)' are currently not available due to the suspension of engagement requirements.

ADDITIONAL RESOURCES

For additional agency performance statistics, please visit:

- HRA/DSS Facts (Links to multiple reports updated several times a year):
<http://www.nyc.gov/html/hra/html/facts/facts.shtml>
- Supplemental Nutrition Assistance Program (SNAP):
<https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program>
- Prevention Assistance and Temporary Housing intake center (PATH):
<https://www1.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/hra.

