

# 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 services, 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 more limited 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. DSS/HRA has implemented client-centered reforms to address poverty and inequality by modernizing and simplifying access to benefits through business process and technology innovations, increased anti-eviction and immigration-related legal services, and expanded rental assistance and other affordable housing and social services programs. The Agency continues to expand opportunities for New Yorkers through provision of economic empowerment services that promote financial security and conducting outreach to underserved groups.

## OUR SERVICES AND GOALS

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### **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 2023

## 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 measure of total clients served over the course of a year—increased by 12.9 percent in Fiscal 2023 compared to Fiscal 2022. The economic impact of the COVID-19 pandemic, including job losses and particularly the expiration of pandemic-related benefits, is the primary driver of the 13.5 percent increase in the recurring assistance caseload, both over 12 months and as a point in time measure, beginning in the spring of 2020. Pandemic-related waivers that extended recertification periods also impacted the caseload. Emergency cash assistance recipients remained lower than pre-pandemic but increased 105 percent in Fiscal 2023 compared to Fiscal 2022 due to the expiration of the eviction moratorium and the re-institution of housing court proceedings.

Applications for CA increased by 30.7 percent in Fiscal 2023 compared to Fiscal 2022. Eligibility rates remained lower than pre-pandemic due to factors including a New York State requirement that emergency rent applications first go through the State Emergency Rental Assistance (ERAP) application process. Additionally, the percentage of CA cases in the sanction process and in sanction status remained negligible in the reporting period due to the continued pandemic-related suspension of employment requirements.

In Fiscal Year 2023, the CA and Supplemental Nutrition Assistance Program (SNAP) application timeliness rates declined by 53.5 percentage points and 20.4 percentage points, respectively, compared to Fiscal 2022, largely as a result of an unprecedented and continuing increase in applications, fewer staff due to attrition and retirements, and the expiration of New York State waivers that suspended recertifications and other requirements leading to a backlog as recertifications come due. The Fiscal Year 2023 declines were also related to changes in New York State law that became effective during this period and that shortened the eligibility determination period for certain CA cases. HRA is taking aggressive action to fill critical vacancies, invest in technology and implement process improvements to improve timeliness.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Cash assistance unduplicated number of persons (12-month) (000)	578.6	583.3	556.6	585.5	660.8	*	*	Up	*
Cash assistance unduplicated number of persons receiving recurring assistance (12-month) (000)	467.0	488.5	482.0	541.9	571.3	*	*	Up	*
Cash assistance unduplicated number of persons receiving emergency assistance (12-month) (000)	111.6	94.8	74.6	43.6	89.4	*	*	Down	*
★ ● Persons receiving cash assistance (000)	331.7	378.3	371.4	425.0	481.5	*	*	Up	*
Persons receiving recurring assistance (000)	324.2	374.3	369.0	419.5	475.9	*	*	Up	*
Persons receiving emergency assistance (000)	7.4	4.0	2.3	5.6	5.5	*	*	Down	*
★ Cash assistance caseload (point in time) (000)	181.0	208.3	203.6	235.5	267.4	*	*	Up	*
Cash assistance applications (000)	310.3	316.6	305.5	374.6	489.7	*	*	Up	*
Cash assistance application acceptance rate (%)	53.6%	54.5%	36.1%	44.1%	41.3%	*	*	Down	*
Cash assistance cases in sanction process (%)	5.0%	3.0%	0.4%	0.3%	0.1%	*	*	Down	*
Cash assistance cases in sanction status (%)	0.9%	2.4%	0.5%	0.1%	0.0%	*	*	Down	*
★ Cash assistance application timeliness rate (%)	95.3%	91.9%	95.4%	82.3%	28.8%	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 2023, the overall number of individuals and households receiving SNAP benefits increased by 1.5 and 2.1 percent, respectively, compared to June 2022, remaining at the highest level in recent years due to the lasting and ongoing impacts of the COVID-19 pandemic previously described. SNAP average household benefit levels increased by 5.7 percent for CA households and by 0.7 percent for non-CA households in Fiscal 2023 as a result of federal adjustments in maximum benefit levels, which occur annually. These increases were partially offset beginning in February of 2023 by the end of SNAP Emergency Allotments, which provided a temporary pandemic-related monthly supplemental benefit.

The implementation of on-line application and recertification options, telephone interviews, remote document uploads, and a modernized interactive voice response (IVRS) telephone system have resulted in steady increases in the submission of online applications and telephone interviews for SNAP benefits since 2015. During the pandemic, HRA also implemented these accessible options for CA applicants and recipients. These reforms and modernization efforts enabled both SNAP and CA clients to conduct business with HRA more efficiently and from the safety and convenience of their homes. While SNAP applications filed electronically declined by 5.3 percentage points in Fiscal 2023 compared to 2022, the rate remains over 90 percent and is higher than pre-pandemic.

The SNAP payment error rate was 13.9 percent in Federal Fiscal Year 2022, higher than recent years due to the unprecedented increases in applications and associated staffing shortages. Note that a national payment rate was not established in Federal Fiscal 2021 due to the pandemic-related suspension of New York State SNAP payment quality control reviews for most of the year. HRA continues to implement system improvements designed to prevent errors, including targeted trainings for front-line staff and increased management oversight to identify and remediate payment errors.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ ● Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,523.5	1,642.3	1,734.2	1,713.4	1,739.2	*	*	Up	*
– Cash assistance persons receiving SNAP benefits (000)	364.4	405.1	406.1	446.1	483.2	*	*	Up	*
– Non-cash assistance persons receiving SNAP benefits (000)	908.2	987.2	1,084.7	1,038.6	1,026.0	*	*	Up	*
– SSI persons receiving SNAP benefits (000)	250.9	250.0	243.4	228.8	230.0	*	*	Neutral	*
Total SNAP households (000)	887.1	961.9	1,021.4	1,011.0	1,031.9	*	*	Up	*
– Cash assistance households receiving SNAP benefits (000)	182.6	207.2	209.6	232.5	254.7	*	*	Up	*
– Non-cash assistance households receiving SNAP benefits (000)	472.5	523.2	585.8	565.3	562.6	*	*	Up	*
– SSI households receiving SNAP benefits (000)	232.1	231.6	226.1	213.2	214.6	*	*	Neutral	*
Supplemental Nutritional Assistance Program (SNAP) Payment Error Rate (federal fiscal year) (%)	6.52%	9.81%	NA	13.91%	NA	6.00%	6.00%	NA	Down
★ SNAP application timeliness rate (%)	92.7%	74.5%	91.9%	60.1%	39.7%	90.6%	90.6%	Down	Up
SNAP applications filed electronically (%)	86.1%	93.9%	95.3%	96.9%	91.6%	*	*	Neutral	*
Average monthly benefit for Cash Assistance households receiving SNAP benefits	\$149	\$158	\$207	\$263	\$278	*	*	Up	*
Average monthly benefit for non-Cash Assistance households receiving SNAP benefits	\$145	\$157	\$214	\$270	\$272	*	*	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 2023, approximately 4.49 million New York City residents were enrolled in Medicaid. This includes 1.57 million enrolled in Medicaid administered by HRA, pursuant to State rules, with the balance 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 until the end of the public health emergency. Recertifications are being phased in for New York State and New York City starting in spring of calendar year 2023. Total enrollment in the portion of the Medicaid program administered by HRA, which includes persons enrolled through Cash Assistance and Supplemental Security Income (SSI), increased by 6.7 percent in Fiscal Year 2023, in part, due to the automatic extensions. Application timeliness decreased by 2.7 percentage points but remains in line with pre-pandemic levels at 94.2 percent.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Medicaid enrollees administered by HRA (000)	1,593.5	1,541.2	1,591.1	1,474.5	1,572.7	*	*	Neutral	*
– Medicaid-only enrollees administered by HRA (000)	874.9	780.6	867.2	719.9	740.9	*	*	Down	*
★ Application timeliness rate for Medicaid administered by HRA (%)	93.5%	80.5%	87.4%	96.8%	94.2%	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 and unsubsidized 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 education, training, and employment requirements voluntary for CA clients until the end of the public health emergency.

In Fiscal 2023, HRA helped 9,210 clients obtain jobs, about the same number as in Fiscal 2022. While connections to employment have increased from the pandemic low in Fiscal 2021, placements remain below the pre-pandemic range since CA employment requirements remained suspended. HRA continued to support clients in connecting to employment through voluntary virtual and in-person services and will be phasing in the required services beginning in Fiscal Year 2024.

In Fiscal 2023, 69.3 percent of clients who obtained a job either retained it or did not return to CA within six months (180 days), and 57.2 percent of employed clients either retained their jobs or did not return to CA within 12 months, both roughly the same as in Fiscal 2022, but below pre-pandemic levels. 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	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Clients whom HRA helped obtain employment (000)	39.9	32.1	5.1	9.2	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) (%)	74.1%	70.7%	70.2%	70.5%	69.3%	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) (%)	64.7%	61.6%	60.4%	56.7%	57.2%	*	*	Down	Up
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	28.0%	NA	NA	NA	NA	↑	↑	NA	Up
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	29.0%	NA	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) (%)	22.1%	18.5%	10.6%	12.5%	NA	34.0%	34.0%	NA	Up
Child support cases with orders of support (%)	79.2%	79.0%	82.3%	84.2%	80.6%	80.0%	80.0%	Neutral	Up
Child support collected (\$000,000)	\$780.8	\$811.1	\$857.5	\$705.3	\$685.4	\$784.4	\$784.4	Down	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 2023, there were 17,684 recipients enrolled in the WeCARE program, 34.4 percent fewer than in June 2022. The decrease is the result of the pause in mandatory engagement requirements due to COVID-19, which reduced the number of referrals to WeCARE.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Total WeCARE recipients	39,433	42,608	32,937	26,944	17,684	*	*	Down	*
★ Number of WeCARE federal disability awards	3,214	2,612	1,519	1,193	1,161	*	*	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.

Although new child support orders obtained continue to be lower than prior to the COVID-19 pandemic, new support orders were 20.3 percent higher in Fiscal 2023 compared to Fiscal 2022, due to the resumption of Family Court activities. Cases with active orders continued to decline due to cases aging out, routine case closures, fewer referrals to the court for HRA CA cases, and fewer applications from custodial parents not involved with CA. Child support collections on behalf of custodial parents and their children decreased by \$19.9 million, or 2.8 percent compared to the prior period. This decline in 2023 was the result of fewer cases with active orders and lower collections related to the expiration of enhanced unemployment benefits and stimulus payments.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Total new child support orders obtained	12,758	8,948	3,610	3,742	4,502	*	*	Down	Up
Total Child Support Cases with active orders (end of period)	261,073	248,488	225,512	209,544	200,554	*	*	Down	Up
★ Support cases with active orders receiving current payments (%)	60.5%	61.5%	70.2%	62.0%	67.3%	↑	↑	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 rent arrears payments and ongoing rental assistance at Benefit Access Centers, Housing Courts, and at DHS shelter intake and HomeBase locations. The percentage of families successfully diverted from entering shelter at the Prevention Assistance and Temporary Housing intake center (PATH), the DHS shelter intake location for families with children, decreased by 0.5 percentage points in Fiscal 2023 compared to Fiscal 2022. This is largely related to the higher number of asylum-seeking families seeking shelter in Fiscal 2023, for whom diversion is less likely. The percentage of clients who avoided shelter entry in the 12 months following receipt of homelessness prevention services through HomeBase contracts remained stable at 90 percent in Fiscal 2023, well above the target of 85 percent.

With the introduction of the federally-funded Emergency Rental Assistance Program (ERAP) in June 2021, the number of applications for rent arrears payments through HRA's Rent Arrears Unit (RAU) decreased markedly in Fiscal 2022; however, the number nearly doubled to 49,216 in Fiscal 2023. The increase is due to a combination of factors, including the expiration of the City's pandemic-related eviction moratorium as well as the resumption of housing court proceedings. Despite this increase, the number of emergency assistance requests was lower than prior to the pandemic as eviction proceedings continued to be slowed by court backlogs.

The Office of Civil Justice oversees 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 housing court. In Fiscal 2023, the Agency connected 34,218 households with legal assistance, an increase of 19.1 percent compared with Fiscal 2022. The increase is primarily related to increases in calendared and filed cases over time as activity in Housing Court resumed post-pandemic.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Clients successfully diverted at PATH from entering a homeless shelter (%)	13.0%	12.0%	8.3%	8.1%	7.6%	*	*	Down	*
★ Adults receiving preventive services who did not enter the shelter system (%)	90.8%	89.7%	90.6%	94.4%	93.9%	85.0%	85.0%	Neutral	Up
★ Adult families receiving preventive services who did not enter the shelter system (%)	95.2%	94.5%	96.2%	98.0%	96.6%	85.0%	85.0%	Neutral	Up
★ Families with children receiving preventive services who did not enter the shelter system (%)	93.0%	93.4%	96.7%	97.0%	96.7%	85.0%	85.0%	Neutral	Up
Rent Assistance Unit Emergency Assistance Requests Approved (%)	78.0%	72.2%	62.9%	67.9%	70.4%	*	*	Down	*
Requests for Emergency Assistance at the Rental Assistance Unit	77,342	65,234	59,790	25,323	49,216	*	*	Down	*
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	32,171	24,109	13,875	28,730	34,218	*	*	Up	*
★ 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 2023, the percent of DV-eligible families at PATH entering an HRA DV shelter was 23.0 percent, 16.2 percentage points lower than the prior year which reflects both the loss of emergency bed capacity in Fiscal 2021 and Fiscal 2022 that has yet to be replaced as well as the limited capacity in the DV system as some clients remain beyond the State-regulatory 180-day stay limit. HRA is working to bring on additional DV emergency and transitional shelter capacity and will resume pre-pandemic processes related to emergency shelter length of stay in Fiscal 2024. The average number of families served per day in HRA’s DV Tier II shelter program increased by 13.7 percent in Fiscal 2023 as a result of new units that came online at the end of Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA’s domestic violence shelters (%)	35.6%	44.9%	56.9%	39.0%	23.0%	*	*	Down	*
Average number of families served per day in the domestic violence shelter program	828	843	794	751	758	*	*	Down	*
Average number of individuals served per day in the Emergency Domestic Violence shelter program	2,114	2,159	1,990	1,893	1,952	*	*	Down	*
Number of domestic violence emergency beds (capacity)	2,414	2,514	2,451	2,375	2,375	*	*	Neutral	*
Domestic violence non-residential services programs average monthly caseload	2,016	1,685	1,717	1,616	1,620	*	*	Down	*
Average number of families served per day in the Domestic Violence Tier II shelter program	259	334	331	416	473	*	*	Up	*
Average number of individuals served per day in the Domestic Violence Tier II shelter program	710	932	909	1,125	1,257	*	*	Up	*
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⬆️⬆️ Directional Target      * None									



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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.

Adult Protective Services (APS) accepts referrals from multiple sources and provides services, visiting individuals within three days of referral at essentially the same rate as prior years, and continues to make determinations within the State-mandated 60-day time frame 97.7 percent of the time. After steady declines in the number of referrals received by APS since the onset of COVID-19, referrals increased by 22.5 percent in Fiscal 2023 driven by agency referrals, which include government and private organizations, as well as Department of Investigation Marshal referrals related to adults at potential risk of eviction.

The total number of cases receiving home care services in New York City increased 8.7 percent in Fiscal 2023, driven by an increase in enrollment of 21,757 New York State administered Managed Long-Term Care (MLTC) clients during the fiscal year as well as the pandemic-related pause on recertifications. The enrollment of MLTC clients is managed exclusively by New York State Managed Care contractors and HRA does not determine service eligibility for this group. In Fiscal 2023, the average number of days to initiate home attendant and housekeeper services for HRA clients, which excludes the State-administered MLTC caseload, was 33.3 days, an approximate 4-day increase compared to Fiscal 2022. This increase is due to a continuing shortage of available certified home health aides, employed by State licensed home health care agencies. HRA Personal Care billable hours increased by 1.0 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.

During Fiscal 2023, the number of new applicants for HIV/AIDS Services Administration (HASA) increased by 14.1 percent, approaching pre-pandemic levels, though the number of individuals who received HASA services remained about the same due to ongoing case closures. The increase in applicants stems from the economic impact of the COVID-19 pandemic and rising housing costs, as many HASA eligible individuals seek assistance from HRA for these costs for the first time or as returning clients. The average time to process applications for enhanced housing benefits increased by 27.7 percent and the time to issue enhanced benefits increased by 6.3 percent compared to Fiscal 2022, with these delays attributable to the increased application volumes. Additionally, the number of individuals served per day in HASA emergency and transitional housing decreased by 5.0 percent as a result of HASA's efforts to move clients into more permanent settings.

In Fiscal 2023, Community Food Connection (CFC) distributed 45.7 million pounds of fresh and shelf stable food to over 670 community food programs in all five boroughs, compared to 17.8 million pounds in Fiscal 2022, a 157.5 percent increase. The growth in Fiscal 2023 is due to increased funding levels for the program in 2023 and an expansion of the number of programs participating in CFC.



Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Adult Protective Services (APS) assessment cases	5,241	4,485	3,271	3,025	3,706	*	*	Down	*
★ Individuals referred to an APS field office visited within three working days (%)	96.2%	97.4%	96.9%	98.5%	97.7%	85.0%	85.0%	Neutral	Up
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	96.5%	98.0%	98.1%	98.6%	97.7%	*	*	Neutral	Up
★ APS cases eligible for services	6,942	6,630	6,131	5,413	5,556	*	*	Down	*
Total referrals received for APS	30,974	24,843	18,672	19,403	23,485	*	*	Down	*
★ Personal care services - average weekly billable hours	52.8	55.2	58.0	59.4	60.0	*	*	Up	*
★ Serious personal care complaints resolved in 24 hours (%)	93.0%	84.0%	97.0%	100.0%	97.0%	100.0%	100.0%	Up	Up
★ Average days to initiate home attendant and housekeeper services for all cases	20.0	23.5	23.5	29.3	33.3	30.0	30.0	Up	Down
Cases receiving home care services	200,927	222,182	229,280	240,799	261,865	*	*	Up	*
New applicants for HIV/AIDS Services Administration (HASA) services	5,730	4,948	3,998	4,761	5,432	*	*	Neutral	*
★ Individuals receiving HASA services	34,063	34,383	34,290	32,851	32,867	*	*	Neutral	*
HASA clients receiving housing assistance (%)	83.6%	83.1%	81.6%	83.5%	83.7%	*	*	Neutral	*
★ Average number of days from submission of a completed application to approval or denial of enhanced housing benefits for HASA cases to keep HASA clients in stable housing	7.6	6.8	6.2	6.5	8.3	8.0	8.0	Neutral	Down
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA cases	19.7	17.1	14.9	14.3	15.2	15.5	15.5	Down	Down
Number of individuals served in HASA emergency and transitional housing (point in time)	4,413	4,278	3,737	2,852	2,709	*	*	Down	*
Pounds of food distributed through Community Food Connection	NA	NA	NA	17,755	45,726	*	*	NA	*
Active Community Food Connection programs – Food Pantries	454	462	501	503	586	*	*	Up	*
Active Community Food Connection programs – Soup Kitchens	110	109	103	85	87	*	*	Down	*
★ 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, most of these operations were deferred or suspended, significantly reducing the Medicaid, Cash Assistance and SNAP recoveries and cost avoidance results. 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). In Fiscal 2023 compared to Fiscal 2022, cost avoidance and recoveries increased by 37.3 percent for SNAP, 16.5 percent for Medicaid, and 9.7 percent for Cash Assistance. 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 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:** State administrative fair hearings are held when HRA clients dispute findings on their cases, usually related to eligibility or benefit levels. The number of fair hearing requests in Fiscal 2023 was 9.5 percent lower than Fiscal 2022 and continues to be lower than prior to the pandemic due to the suspension of employment related requirements. Of the hearings that were held where determinations were made in Fiscal 2023, 15.2 percent resulted in HRA’s decisions being upheld, similar to Fiscal 2022.

**IDNYC:** DSS/HRA administers the largest municipal identification card program in the nation. IDNYC serves all City residents, including vulnerable communities such as people experiencing homelessness, youth, undocumented immigrants, the formerly incarcerated, and others who may have difficulty obtaining government-issued photo ID. 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 2023, there were 175,612 cards issued, adding to the more than 2.061 million cards issued since the program's inception in Fiscal 2015. In Fiscal 2022, IDNYC enrollment centers returned to regular operations after having been closed for much of 2020 and 2021. In Fiscal 2023, IDNYC applications grew by 14 percent, in part due to the influx of asylum seekers to New York City.

**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 2023, 294,505 people were enrolled in the program, an increase of 8.3 percent since Fiscal 2022 and a continuation of the trend since the Program's inception.

**Workplace Injuries:** During Fiscal 2023, 88 Workers' Compensation Reports were filed due to workplace injuries, similar to Fiscal 2022 and continues to be lower than prior to the COVID-19 pandemic. HRA conducts annual workshops on workplace safety with a strong emphasis on reducing workplace violence.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)	\$267.60	\$257.89	\$232.14	\$252.11	\$293.80	↑	↑	Neutral	Up
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$207.25	\$158.92	\$60.91	\$58.56	\$64.22	*	*	Down	Up
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$37.96	\$27.38	\$20.80	\$21.05	\$28.91	*	*	Down	Up
Fair Hearings requested	222,260	197,991	149,697	164,888	149,196	*	*	Down	*
Fair hearings upheld (%)	23.7%	20.0%	18.4%	14.0%	15.2%	*	*	Down	Up
IDNYC - number of applications processed	132,422	163,350	164,399	167,962	191,817	*	*	Up	*
IDNYC - number of cards issued	124,466	155,459	167,070	162,627	175,612	*	*	Up	*
IDNYC - application timeliness rate (%)	99.6%	90.6%	96.1%	98.2%	90.6%	*	*	Neutral	Up
Fair Fares NYC – total enrollment	58,946	193,864	235,583	271,892	294,505	*	*	Up	*
Billed revenue as a percentage of budgeted revenue (%)	67.6%	57.1%	52.6%	66.9%	69.3%	*	*	Neutral	Up
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	98.8%	100.0%	100.0%	100.0%	*	*	Neutral	Up
Calls resolved within 48 hours to the customer service call line for vendors (%)	76.9%	72.2%	68.3%	65.0%	58.9%	*	*	Down	Up
Workplace injuries reported	152	116	55	90	88	*	*	Down	Down
Applications filed with the United States Citizenship and Immigration Services	3,624	3,535	4,665	4,568	NA	*	*	NA	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

## AGENCY CUSTOMER SERVICE

Beginning in April 2020, at the onset of the COVID-19 pandemic, a new telephonic system used for remote call-taking by staff working at home, set up as an emergency measure, did not allow for complete data collection for two MMR indicators ('Requests for interpretation' and 'Calls answered in 30 seconds (percent)'). Full interpretation services have remained in place since the pandemic, but from April 2020 through the first quarter of 2023 available data on these indicators 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 through Fiscal 2023 cannot be compared to prior years.

Additionally, in February 2023, DSS launched the OneNumber initiative, an expansion and modernization of the agency's call center capabilities that united all of DSS's separate Interactive Voice Response (IVR) systems into one customer service number. OneNumber allows clients who call during busy times to request a callback from DSS when an agent becomes free.

Average customer in-person wait time for service at HRA offices increased by 53 percent in Fiscal 2023 compared to Fiscal 2022 as a result of increased foot traffic and high application volume with the resumption of in-person service provision. HRA received an overall Customers Observing and Reporting Experience (CORE) rating of 98 out of a possible 100 in Fiscal 2023, in which 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	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	1,154,534	877,824	592,901	485,805	788,716	*	*	Down	*
Letters responded to in 14 days (%)	95.4%	97.5%	100%	99%	98.5%	90%	90%	Neutral	Up
E-mails responded to in 14 days (%)	96.4%	93.5%	97.5%	97.9%	99.2%	90%	90%	Neutral	Up
Average customer in-person wait time (minutes)	43.0	41.4	57.0	44.4	68.0	60.0	60.0	Up	Down
CORE facility rating	NA	98	98	99	98	80	80	NA	Up
Calls answered in 30 seconds (%)	59.1%	42%	43.1%	22.8%	11.3%	80%	80%	Down	Up
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	94.0%	94.0%	94.0%	100.0%	95.7%	*	*	Neutral	Up
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None									

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) <sup>3</sup>	\$10,243.1	\$10,555.9	\$10,093.5	\$10,965.0	\$11,727.6	\$11,318.7	\$11,480.9	Up
Revenues (\$000,000)	\$62.7	\$67.3	\$80.1	\$54.7	\$54.9	\$42.6	\$42.6	Down
Personnel	12,678	12,520	11,913	10,923	10,841	12,154	12,141	Down
Overtime paid (\$000,000)	\$39.2	\$45.1	\$52.7	\$85.3	\$60.4	\$57.0	\$25.0	Up
Capital commitments (\$000,000)	\$44.5	\$23.0	\$29.8	\$16.5	\$57.5	\$144.3	\$214.0	Up
Human services contract budget (\$000,000)	\$680.7	\$722.4	\$726.3	\$811.3	\$921.1	\$871.1	\$854.4	Up
<sup>1</sup> 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 <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> 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 FY22 <sup>1</sup> (\$000,000)	Modified Budget FY23 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$836.5	\$952.9	
201 - Administration	\$321.4	\$350.0	All
203 - Public Assistance	\$292.6	\$331.4	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$75.3	\$101.6	1c, 2b, 4a
205 - Adult Services	\$112.3	\$128.4	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$2.1	\$3.3	All
208 - Home Energy Assistance	\$0.8	\$1.2	1a
209 - Child Support Services	\$31.9	\$37.0	2c
Other Than Personal Services - Total	\$10,128.5	\$10,774.7	
101 - Administration	\$336.5	\$395.4	All
103 - Public Assistance	\$2,501.2	\$3,200.1	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$6,439.8	\$6,296.9	1c, 2b, 4a
105 - Adult Services	\$393.9	\$474.8	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$234.9	\$244.5	All
108 - Home Energy Assistance	\$104.0	\$81.4	1a
109 - Child Support Services	\$21.8	\$26.3	2c
110 - Emergency Food	\$96.4	\$55.3	1b
Agency Total	\$10,965.0	\$11,727.6	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \*None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Molly Wasow Park was appointed Commissioner of DSS on April 27, 2023.
- Fiscal 2023 data for the 'CA application acceptance rate' are only available through May 2023 due to the unprecedented increase in applications, which does not allow the Agency to compile complete data for the remainder of the fiscal year by the time of publication. Additionally, September 2022 acceptance rate data is not included in Fiscal Year 2023 due to technical reasons.
- 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.
- The number of unique requests for interpretation are not available for on-site Spanish interpretation services that were provided at a number of HRA locations in Fiscal 2023. As a result, Fiscal 2023 data do not reflect the full scope of interpretation services provided by HRA.
- Due to differences in federal and City reporting periods, Federal Fiscal Year 2023 (ending in September 2023) data for the 'Supplemental Nutritional Assistance Program (SNAP) Payment Error Rate (federal fiscal year) (%)' and 'Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)' are not currently available.
- To better reflect the Agency's food security work, two new indicators were added 'Active Community Food Connection (CFC) Programs (Food Pantries)' and 'Active Community Food Connection (CFC) Programs (Soup Kitchens)'.

- The previously published Fiscal 2022 data for 'Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)' has been updated. The figure published in the Fiscal 2022 MMR was incorrect due to a calculation error.
- As of the November 2022 reporting month (reflecting October 2022 applications), the Cash Assistance Application Timeliness rate uses a 30-day criteria for a subset of cases (previously was 45 day). This resulted from a change in State law enacted in the 2022-2023 legislative session. Fiscal 2023 timeliness cannot be compared to prior fiscal years.
- Due to technical issues associated with a systems transition, Fiscal 2023 data for 'Applications filed with the United States Citizenship and Immigration Services' are not available.
- 'CORE facility rating' includes CORE inspections that were conducted in July and August 2023.

## 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](http://www.nyc.gov/hra).

