

HRA Exceeded Goals, Increased Efficiency and Reduced Costs in 2011

In 2011, HRA rose to the challenge of a slow economy and tight budget to help more New Yorkers than ever find jobs, and provide more vital services to those in need while costing the City less. HRA surpassed the ambitious goal of helping 85,000 New Yorkers find jobs, while continuing to provide essential work supports like food stamps and Medicaid to New Yorkers in need. The Agency improved efficiency, cut costs, and delivered a higher level of service through innovation, streamlining and hard work. In the year ahead, HRA plans to build on its successes doing more with less, protecting the city's most vulnerable, and promoting employment as the surest path out of poverty and toward self sufficiency.

Over the years, HRA's Family Independence Administration (FIA) has consistently met its goal of placing over 75,000 clients in jobs each year and helping them maintain employment. In his 2011 State of the City address, Mayor Bloomberg raised the Agency's goal to 85,000 for the year. In 2011, HRA has placed 89,577 clients in jobs, even in a period of sluggish economic recovery. This success also contributed to the Agency's consistently low cash assistance caseload, showing that the Agency's 'work first' philosophy, connecting clients with employment as soon as possible and promoting it as the surest path out of poverty, is producing results. As of November, 2011 the Cash Assistance caseload was 352,918, virtually unchanged from last year.

HRA has responded to the continued economic difficulty by streamlining programs, consolidating space, and increasing efficiency through the expanded use of technology. The majority of HRA's programs, whether they serve clients directly or handle the operation of the Agency, now use web-based management programs designed for their specific needs by HRA's Management Information Systems (MIS). HRA has automated more Agency procedures, and made more services available online or by phone. These efficiencies and cost-savings mean HRA was able to fulfill Mayor Bloomberg's goal of doing more with less, delivering the high quality services New Yorkers expect at a lower cost.

The Agency has also been successful in preventing or prosecuting fraud, waste and abuse. The Investigation, Revenue and Enforcement Administration (IREA) completed approximately 250,000 eligibility verification reviews and 40,000 investigations into alleged welfare and Medicaid fraud in 2011, which resulted in recoveries of over \$26 million and cost avoidance of over \$180 million. IREA has successfully prosecuted those that commit fraud and been successful in recouping Medicaid payments from providers with questionable billing practices. All in all, IREA projects a combined recovery and cost savings of more than \$950 million in 2011, which is an increase of 10.5% from 2010. Also, HRA federal audits reported no findings, meaning the Agency has responsibly managed federal money for the programs it administers.

New York City has also become a national model for health insurance coverage. HRA has made the most of state eligibility changes and simplifications to Medicaid and other public health insurance programs, and increased outreach strategies so eligible New Yorkers know about the benefits they qualify for. As a result, New York City has one of the lowest rates of uninsured adults in the country. New York City also

continues to hold the lowest percentage of children without health insurance of the nation's eight largest cities at 4.6 percent.

HRA also continues to serve the nearly 1.82 million New Yorkers who depend on food stamps to afford nutritious food for their families by making the application process more efficient and ensuring that payments remain accurate and timely. The Agency is also on pace to collect over \$725 million in Child Support payments, which would be a 4 percent increase from 2010 and a new record in yearly Child Support collections, ensuring the city's children receive the support of both parents. HRA continued the vital work of protecting New York City's most vulnerable residents. Programs such as the Home Care Services Program, Adult Protective Services, the HIV/AIDS Services Administration and the Office of Domestic Violence and Emergency Intervention Services made sure those in need of help received it, and in many cases delivered more services at a reduced cost. Many of these programs served record numbers of clients in 2011.

In 2012, HRA will continue the goal of placing 85,000 clients in jobs, especially focusing on work opportunities for young men, working with Mayor Bloomberg's Young Men's Initiative. The Agency will adapt to serve the needs of changing populations, such as expanding an initiative creating a shelter for elderly victims of domestic violence. HRA also plans to expand awareness of the Agency's Teen Pregnancy Prevention programs and services, and to improve employment opportunities for Noncustodial Parents.