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Fiscal Year 2017 Manhattan Budget Consultation Questions

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OMB 255 Greenwich Street, 8th floor, Rooms 1 & 2

Budget and Staffing

- 1. What is the Manhattan budget in FY16 for HRA? What amount is expected for FY 2017? How much Federal or State funding are you receiving? How has this funding changed in the last three fiscal years? How has your budget changed in response to the groups you serve?**

The Agency's budget is not broken down by borough. HRA has a Fiscal Year 2016 operating budget of \$9.9 billion (\$7.7 billion in City funds). Seventy-eight percent is for Medicaid and Cash Assistance benefits, with the balance supporting employment programs, homelessness prevention, legal services, rental assistance, and other services for low-income and vulnerable New Yorkers. Additionally, HRA administers \$3 billion in federal SNAP/food stamps that do not pass through the city budget.

- 2. What are your current staffing levels and have the levels changed since FY 2015? In which departments were the reductions made and how will this affect programs and services?**

In FY16 HRA's headcount will be 14,454. In FY 15, the agency added headcount to several programs including IDNYC, and the SNAP program. The lines added to SNAP were part of a restoration of lines cut during the previous administration. The agency also hired additional call takers, homeless prevention and legal services staff, and HASA case managers. These additional staff have had a positive effect on programs and services, enhancing the agency's work to support New Yorkers in need.

- 3. How much funding is there for transitional welfare to work? Has this amount increased or decreased within the last year?**

When a family loses Cash Assistance because their earnings from work make them ineligible for a cash grant, they become eligible for transitional benefits. There are three types of transitional benefits available, transitional child care, SNAP, and transitional Medicaid. These benefits are available for up to 12 months for families with children (SNAP for five months) and they are an entitlement for those who qualify. The total Cash Assistance budget is \$1.48 billion (\$651 million City funds).

- 4. What budget priorities would HRA like to see the CBs advocate for during the FY17 budget process?**

HRA is working on several reforms as part of the de Blasio Administration's efforts to reduce income inequality in New York City. Many of these reforms began last year and are in full swing, and others will continue to be implemented over the next year.

The Agency would like the community boards to support these efforts by publicizing several of its initiatives with constituents and community-based partners.

One of HRA's top priorities is providing clients with the opportunity to develop the skills and training to leave public assistance permanently. Earlier this summer, HRA issued concept papers in anticipation of RFPs for new employment and training programs, which the Agency hopes to have in place early next year.

Also, in order to connect more New Yorkers who qualify for SNAP, HRA launched a major SNAP/food stamps outreach campaign in April 2015 targeting the two largest unenrolled but eligible groups – seniors and immigrants. The centerpiece of the campaign is a marketing website, foodhelp.nyc, which includes videos featuring real SNAP clients sharing stories of how the program helped them, links to the newly redesigned ACCESS NYC site where people can apply, and an interactive map with the locations of food pantries, community kitchens and in-person SNAP application locations.

Child Support Enforcement

1. What is the FY16 Budget? What is the expected budget for Manhattan in FY 2017?
OCSE's budget is \$65 million in FY 16 and 17.

2. How many families are assisted by child support in each Manhattan community districts? Has there been an increase in the number of families assisted in Manhattan in the past year?

We do not have the data broken out by each community board, but can present the data for the entire borough of Manhattan. As of August 2015, there were 41,132 open child support cases pending in Manhattan (including both cases with and without orders). There has been no significant increase in the number of cases over the past year.

3. What are the numbers of non-custodial parents assisted by HRA in each Manhattan community board?

There are currently 25,300 noncustodial parents with an order residing in Manhattan. Information by community district is not available.

4. Are you funding local neighborhood groups to promote or administer programs for non-custodial parents? If so, what funding did you provide those groups in FY 2016?

We do not fund local neighborhood groups to promote or administer programs for non-custodial parents. Instead, OCSE has strong partnerships in place with many community based organizations that serve noncustodial parents. We provide workshops aimed to educate both community based workers and their participants on the benefits of the child support programs, the rules governing the program, the

services available, and how to obtain help. Community-based organizations can obtain information on the status of an NCP's case provided they have given OCSE authorization to release their case information. This process was fully automated in August and we expect it will result in even more organizations participating.

Additionally, OCSE directly administers programs and services to help noncustodial parents comply with their child support orders and connect with their children. These services include assistance with modifying their child support orders, providing assistance in paying off child support arrears, and providing employment assistance and referrals to services like mediation.

Most recently, OCSE has developed new initiatives to make it easier for noncustodial parents to access debt reduction programs by making the applications for its Arrears Credit Program and Arrears CAP Program available online. We have begun an initiative to automatically reduce government-owed child support arrears for noncustodial parents currently or formerly in receipt of Cash Assistance or SNAP, and whose children are also on Cash Assistance through the Arrears CAP Program. OCSE has identified 12,000 cases that have met the criteria for this initiative, and expects to complete the automatic arrears reduction for these cases by the end of February 2016.

OCSE's Customer Service Walk-In Center is located at 151 West Broadway in Manhattan and assists more than 50,000 parents annually with child support-related issues, responds to client mail and helps noncustodial parents access services to manage their child support order and child support debt, or begin their job search if applicable. In an effort to strengthen access to customer service in the boroughs, OCSE Family Court staff was trained to enhance customer service options in each borough. This change allows noncustodial parents to more easily access critical information regarding their child support cases, avoiding the need to travel into Manhattan for some customer service needs.

Food Stamps and Food Assistance Programs

- 1. What is the FY16 Budget? What budget is expected for FY 2017?**
HRA administers \$3 billion in federal SNAP/food stamps in New York City each year.
- 2. How many recipients in each of the CDs currently receive Food Stamps, Emergency Food Assistance and Non Cash Assistance? Please provide figures for each CD. By what percentage has those figures increased or decreased relative to prior years?**
As of June 2015, 244,651 Individuals in Manhattan were receiving SNAP benefits. See enclosed statistics on the food stamp and cash assistance program by CD. From 2008 to 2011 there were steady increases in the caseloads in almost all CDs, but these numbers have decreased since 2012, which may be related to changing

economic conditions. 2014 showed a decrease of approximately 6% over the previous year, the largest for the period reviewed.

3. How has HRA made services more accessible for ease of enrollment? What such initiatives have been planned, but have not yet been budgeted or implemented? Which CDs are under-enrolled?

Initiatives to Promote Access to SNAP

- **Application Submission:** In recent years HRA has simplified the application process for SNAP benefits and has diversified the various ways through which individuals may apply.
- **ACCESS NYC Enhancements:** In 2015, through various enhancements to ACCESS NYC, the online application process was simplified and with a new more user-friendly version of the application. One added feature is same-day screening for expedited benefits through the automated process. Online recertification is now available through ACCESS NYC for individuals wishing to recertify online and have their interviews done by telephone. The online recertification application is pre-filled with information on record for the client, saving time for completion.
- **PC Banks:** 15 of the 16 local SNAP centers are now equipped with PC Banks from which applicants for SNAP can apply online at the centers.
- **Partnership with Community Based Organizations:** The agency has established partnership with over 90 CBOs from which individuals may apply or have their recertification done in their communities and submitted to HRA.
- **Document Submission:** Individuals wishing to apply or recertify benefits now have various options for submitting their documents. These include Drop Box, Self-service Scanning at 10 SNAP locations and several CBO locations.
- **Food Help NYC:** In April 2015 HRA launched an outreach campaign through advertising and a website to inform new Yorkers how to access emergency and ongoing benefits (www.foodhelp.nyc).
- **Outreach:** Automated calls are made to applicants/participants to remind them of upcoming appointments 24 hours before their appointment and notify them of missed appointments 24 hours after a missed appointment.
- **NYC Acceptance of the ABAWD Waiver:** In May 2014 HRA accepted a waiver of work requirements for Able Bodied Adults without Dependents exempting these individuals from work rules and providing access to these individuals.

Planned Initiatives

- **On-Demand Calls:** HRA has requested a federal waiver for on-demand calls through which individuals can call at their convenience during regular business hours to have their telephone interview, thereby reducing missed appointments and the need for reschedules.

- **Mobile Document Upload:** through the use of new technology, applicants/participants will be able to submit documents from their mobile phone, making a visit to a center unnecessary.
4. **Has additional funding and/or staff been added to improve case management ratios?**
 HRA's FY 2016 budget includes funding for new positions across HRA's various programs as part of the agency's reforms, and these new staff will undoubtedly have an impact on case management ratios at the Agency.
 For information about where some of these new positions are in the agency, see the HRA Executive Budget Testimony PowerPoint included in your packets.
 5. **What new programs has HRA funded to encourage healthy eating for families receiving Food Stamps?**
 The Department of Health has several campaigns to encourage healthy eating. As noted earlier, HRA launched a campaign to get New Yorkers currently eligible but not receiving food stamps to apply.

Adult Protective Services (APS)

1. **What is the FY16 Budget? What is the expected budget for Manhattan in FY 2017?**
 The APS budget for FY 16 and 17 is \$20 million.
2. **What are the current numbers of APS cases? Has there been an increase in the number of cases in the past year?**
 APS is currently managing almost nine thousand (8,820) cases. Nearly two thousand (1,993) of these cases are managed by vendors contracted by APS, including JASA, TSI, and Village Care of New York. In FY 2015 there was a 9% increase in APS cases when compared to FY 2014.
3. **Are there any new programs funded to target hoarders?**
 APS does not have any new programs for FY16 to specifically target hoarders. However, APS has a Heavy Duty Cleaning vendor who is contracted to clean the homes of individuals who have hoarding situations. This contract has provisions for cleaning and extermination and the service is offered to eligible APS clients who are agree to the plan to clean.

Legal Services

1. **With the HRA takeover of much of the City's legal services funding streams and subsequent contracting, does HRA anticipate funding associated social services as part of legal assistance and would HRA consider also funding tiered-services for those in civil court, including non-legal services such as "court navigators" who understand their rights and the processes in civil court proceeding?**

As you know, legal services from the Department of Homeless Services, The Department of Housing Preservation and Development (HPD), the Criminal Justice Coordinator (CJC), the Department of Youth and Community Development (DYCD), and the Department For The Aging (DFTA) at HRA in order to enhance coordination and effectiveness. Contracted baselined legal services include: anti-eviction, anti-harassment tenant protection, immigration, securing federal disability benefits, and services for seniors. We are also developing a study of the unmet needs in Housing Court to evaluate what programs will be most effective in preventing evictions and homelessness. The de Blasio Administration has made an unprecedented commitment to fund legal services for vulnerable New Yorkers with \$49.2 million allocated in HRA's FY 16 budget, growing to \$65.2 million in 2017.

HIV/AIDS Services Administration (HASA) Services

1. **What is the FY16 Budget? What is the expected budget for Manhattan in FY 2017?**
The HASA budget is \$176 million in FY 16 and 17.
2. **How many clients receive HASA Services by CD?**
HASA clients and caseloads are tracked by zip code for confidentiality.
3. **What are the plans for supportive housing development in FY17 and beyond?**
HRA/HASA is still filling NY/NY III units. After that HRA/HASA anticipates that some of the NY/NY IV units will be allocated to HASA for supportive housing development for FY 17 and beyond.
4. **Is funding adequate to cover nonprofit organizations serving clients with HIV/AIDS?**
Yes, at this time HRA/HASA has funding for all supported housing contracts.
5. **Are there any needs you would like us to assist you in requesting for the next fiscal year's budget?**
Working with HASA providers to meet the needs of clients to enhance their ability to provide low-cost housing to clients.

Domestic Violence Services

1. **What is the FY16 Budget? What is the expected budget for Manhattan in FY 2017?**
\$93 million in FY16 and \$96.5 million in FY 17.
2. **What is the current number of Domestic Violence cases and has this number increased/decreased from previous years?**

HRA does not track the number of domestic violence survivors or the domestic violence incidence or prevalence rates. The New York Police Department does track the number of domestic violence incidents to which police officers respond.

HRA tracks the number of families that access our domestic violence services. For FY15 the domestic violence shelter system served approximately 1,000 families per day, these families included approximately 1500 children.

HRA also administers contracted community based domestic violence services citywide. There are nine Non-Residential Domestic Violence programs. These programs offer counseling, advocacy, community outreach and education, housing assistance, financial development, job readiness and legal services for domestic violence survivors. These programs also collaborate with the Family Justice Centers located in Brooklyn, Bronx, Queens and Manhattan to coordinate services for DV victims. In FY 15, the non-residential domestic violence programs served an average monthly caseload of over three thousand clients.

3. What is the current number of emergency shelters for Domestic Violence clients?

The HRA Domestic Violence shelter system is the largest domestic violence shelter system in the country. The emergency domestic violence shelter system consists of 44 confidential facilities throughout all five boroughs of New York City with a total bed capacity of 2,228 beds. Emergency domestic violence shelters provide temporary housing and supportive services for up to 180 days in a safe environment for victims of domestic violence and their families.

Emergency shelter services are designed to stabilize clients in a safe environment. Programs are developed to work with clients to manage the crisis and trauma of domestic violence, strengthen coping skills, and enhance client self-sufficiency. Required services include individual counseling, advocacy, psycho-educational groups and trauma focused interventions that address the dynamics of domestic violence and particularly the impact on parenting. All shelter programs are required to provide childcare services, and assist clients with housing, benefit entitlement assistance, financial development services and workforce development/employment readiness services to maximize self-sufficiency.

4. What services are provided for LGBT and parents with children who are victims of Domestic Violence?

There are 19 DV shelter provider organizations that include agencies with expertise in working with specific populations such as the Disabled, Latina, Orthodox, LGBTQ and Asian communities. The Anti-Violence Prevention Project collaborates with LGBTQH communities and DV service allies to end all forms of violence through organizing and education, and support survivors through counseling and advocacy. AVP provides training for DV service organizations to ensure staff are aware and sensitized to the issues of the LGBTQ to effectively service survivors. DV

shelter programs strive to service all members of the family including male headed households with a particular emphasis on children to ensure the opportunity for healing and to break the cycle of violence. Several residential programs and DV community based programs provide specialized services to include mental health, substance abuse, and expressive therapies such as art therapy, play therapy for children, movement and stress reduction programs for children and parents. An overview of all HRA DV services are provided in the information packets.