

HUMAN RESOURCES ADMINISTRATION

Indicator name:	Cash Assistance unduplicated caseload (12-month) (000)
Description:	This indicator measures the number of distinct people who received Cash Assistance benefit on either the time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net program within last 12 months. Each individual receiving any of these types of cash assistance is counted only once during the 12-month period.
Source:	HRA ODRA and WMS report CRM01OR1
Indicator name:	Persons receiving cash assistance (000)
Description:	As of the end of the reporting period, this indicator measures the number of persons who are receiving time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program. As of November 2001, the 60-month Converted to Safety Net program is included.
Source:	HRA ODRA and WMS report CRM01OR1
Indicator name:	Temporary Assistance for Needy Families (TANF) Recipients (000)
Description:	At the end of the reporting period, the number of persons who are receiving time-limited (TANF).
Source:	HRA ODRA and WMS report
Indicator name:	60-month converted to SNA Recipients (000)
Description:	At the end of the reporting period, the number of persons who are receiving 60-month converted to Safety Net Assistance (SNA).
Source:	HRA ODRA and WMS report
Indicator name:	SNA Recipients (000)
Description:	At the end of the reporting period, the number of persons who are receiving SNA.
Source:	HRA ODRA and WMS report
Indicator name:	Cash Assistance Caseload (000)
Description:	At the end of the reporting period, the total number of cases receiving Cash Assistance.
Source:	HRA ODRA and WMS report
Indicator name:	Cash Assistance application timeliness rate (%)
Description:	This indicator measures the percent of Cash Assistance application processing completed by the Agency in required time frames.
Source:	HRA Family Independence Administration (FIA)
Indicator name:	Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description:	As of the end of the reporting period, the number of eligible persons receiving federally supported Supplemental Nutrition Assistance Program benefits, including both cash assistance recipients and non-PA recipients. The calculation includes persons who receive food stamps at residential treatment centers and recipients of Supplemental Security Income (SSI).
Source:	HRA ODRA
Indicator name:	Cash Assistance persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description:	At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits and Cash Assistance
Source:	HRA ODRA
Indicator name:	Non-cash Assistance persons receiving SNAP benefits (000)
Description:	At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source:	HRA ODRA

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Indicator name:	SSI persons receiving SNAP benefits (000)
Description:	The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source:	HRA ODRA
Indicator name:	Total SNAP households (000)
Description:	The total number of eligible households receiving Supplemental Nutrition Assistance Program benefits, including both Cash Assistance recipients and non-PA recipients.
Source:	HRA ODRA
Indicator name:	Cash assistance households receiving SNAP benefits (000)
Description:	The total number of Cash Assistance eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source:	HRA ODRA
Indicator name:	Non-cash assistance households receiving SNAP benefits (000)
Description:	At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source:	HRA ODRA
Indicator name:	SSI households receiving SNAP benefits (000)
Description:	The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source:	HRA ODRA
Indicator name:	SNAP estimated Payment Error Rate (%)
Description:	This indicator measures the estimated percent of Supplemental Nutrition Assistance Program benefits Payment Errors for CA and non-CA recipients where the incorrect Supplemental Nutrition Assistance Program benefit amount is paid is either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. This indicator is tracked in accordance with the federal fiscal year.
Source:	HRA FIA
Indicator name:	SNAP application timeliness rate (%)
Description:	Percent of Supplemental Nutrition Assistance Program application processing completed by the Agency in required time frames.
Source:	HRA FIA
Indicator name:	Medicaid enrollees administered by HRA (000)
Description:	At the end of the reporting period, the total number of persons enrolled in Medicaid administered by HRA who also receive cash assistance or SSI, and Medicaid without cash assistance (Medicaid-only) administered by HRA.
Source:	WMS report WINR0521 and HealthStat Report
Indicator name:	Medicaid-only enrollees administered by HRA (000)
Description:	At the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services administered by HRA. In January 2014, the majority of Medicaid-only (non- Cash Assistance Medicaid) eligible clients began to be enrolled in the New York State administered Medicaid program through the State Health Care Exchange. HRA Medicaid-only enrollees include only those participants who were enrolled in the program prior to January 2014. This number is expected to decline further over time as more new enrollees and current participants who re-enroll are transferred to the State program. Fiscal 2014 Medicaid enrollment data cannot be compared to previous years for these reasons.
Source:	HealthStat Report

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Indicator name: Application timeliness rate for Medicaid administered by HRA (%)
Description: Percent of Community and Hospital new applications processed by the Agency within required timeframes.
Source: HRA MICSA

Indicator name: Clients whom HRA helped obtain employment (000)
Description: HRA revised its methodology for calculating the number of clients who were assisted by the Agency in finding a job. Under the prior administration, HRA included applicants who were rejected for assistance and recipients of one-time emergency grants who were already employed. These groups are excluded from the new calculations. Currently, HRA counts only those placements for Cash Assistance clients and non-custodial parents obtained through HRA's contracted vendors, including Back to Work and WeCARE. HRA also counts placements achieved through non-contracted services, such as placements following a client's engagement in an educational program. Job placements that are self-attained by clients while engaged in HRA programs and services are also counted. This revised calculation method has been applied to Fiscal Years 2013 and 2014 and therefore data for these two years are not comparable to previous fiscal years.
Source: Source of Cash Assistance (CA): HRA New York City WAY (NYCWAY), Welfare Management System (WMS), CA and Non-CA cases matched against State New Hire Placements file, and the HRA Office of Data Reporting and Analysis (ODRA). Source of STEP: HRA's Payment and Claiming System (PaCS)]

Indicator name: Current and former cash assistance cases that retained employment income 180 days after being placed in a job (calendar year-to-date average) (%)
Description: The calendar year-to-date average percent of both those cash assistance cases who had obtained a job six months (180 days) prior to the reporting period, earned enough income to close their cash assistance cases, and did not return to cash assistance within the last six months (180 days) of the reporting period, and those cash assistance cases who obtained employment six months prior to the reporting period, remained open and have not had their cases re-budgeted within 180 days due to the loss of employment income.
Source: HRA NYCWAY, WMS and ODRA

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Indicator Name: Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)
Description: The city fiscal year-to-date average percent of partially or fully engageable (able to work) SNA cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP), substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (BTW) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs.
Source: HRA NYCWAY and ODRA

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Indicator name:	Family cases engaged in training or education in accordance with New York City guidelines (%)
Description:	The city fiscal year-to-date average percent of partially or fully engageable (able to work) family cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP), substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (BTW) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs.
Source:	HRA NYCWAY and ODRA
Indicator name:	Cash Assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)
Description:	The official federal fiscal year-to-date average percent of Family Assistance Program and 60-month converted to Safety Net Assistance cases who participate in work or work-related activities in compliance with federal guidelines. This indicator reports the most recent available federal data. The official family participation rate is calculated on the basis of the federal fiscal year: October through September.
Source:	HRA NYCWAY, WMS and ODRA
Indicator name:	Total WeCARE cases
Description:	The unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) cases. WeCARE provides a continuum of services to help cash assistance clients with medical and/or mental health conditions that affect their employability to attain their maximum levels of self-sufficiency. Individuals referred to WeCARE receive a comprehensive biopsychosocial assessment to identify possible clinical conditions and social barriers that may affect their ability to participate in work-related activities. Based on the results of this assessment, WeCARE contractors determine an individual's functional capacity, develop a customized service plan, and provide a range of services tailored to meet a client's needs.
Source:	WeCARE Engagement Report
Indicator name:	Number of WeCARE federal disability awards (000)
Description:	The cumulative number, for the reporting period, of HRA clients assisted by the Agency who obtain federal SSI benefits for the aged, blind, or disabled. As of January 2009 only one award per person is counted: either the award granted for the initial appeal or the award granted in a subsequent appeal if the initial application was denied.
Source:	HRA Payment and Claiming System (PACS)
Indicator name:	Total new Support Orders obtained
Description:	The total number of new child support orders obtained.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report
Indicator name:	Child support cases with orders of support (%)
Description:	The monthly average of cash assistance and non-cash assistance child support cases for which a support order has been established by a court, as a percent of the total number of open child support cases.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report - Performance Measures – SEP

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Indicator name:	Current obligations collected (%)
Description:	The city fiscal year-to-date average of the total child support collected for both cash assistance and non-cash assistance cases as a percent of the total court-ordered obligations.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State: 157 Report Section F: Collections Due and Distributed, Total (Line 25 cumulative) divide by Total (line 24 cumulative)
Indicator name:	Child support collected (\$000,000)
Description:	The total amount of child support collected on behalf of both cash assistance and non-cash assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement: Monthly Calendar Year Comparisons of Collections –Total Collections
Indicator name:	Individuals and families at imminent risk diverted from becoming homeless(%)
Description:	Description: The percent of individuals and families who were still domiciled at the point they were seen by the Diversion Team at an HRA Job Center, but were at imminent risk of losing their homes, who are diverted from becoming homeless. As of January 2009 HRA began cross-referencing diverted families to determine if any of these families subsequently came to the Prevention Assistance and Temporary Housing (PATH) at the Department of Homeless Services during the fiscal year. If a family previously diverted by HRA applies for shelter at PATH, and HRA is unable to divert the family from shelter at that time, the original diversion at the HRA Job Center is not counted.
Source:	IPA 705 report generated by HRA/MIS
Indicator name:	Eligible Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)
Description:	Percent of families seeking shelter at Department of Homeless Service's Prevention Assistance and Temporary Housing (PATH) who entered HRA domestic violence shelters.
Source:	HRA ODVEIS
Indicator name:	Domestic violence non-residential services programs active caseload
Description:	The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential programs.
Source:	Monthly reports from contracted non-residential shelter providers
Indicator name:	Average number of families served per day in the domestic violence shelter program
Description:	Average number of families served per day in domestic violence shelter program.
Source:	HRA ODVEIS
Indicator name:	Number of domestic violence emergency beds (capacity)
Description:	At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.
Source:	The number of beds licensed by the State Office of Children and Family Services and reported through the HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) shelter occupancy system
Indicator name:	Adult Protective Services (APS) assessment cases
Description:	The unduplicated number of individuals in the assessment phase for APS services during the month. The fiscal year to date number is calculated as an average of monthly cases.
Source:	HRA Adult Protective Services Monthly Compliance Report

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Indicator name:	Individuals referred to an APS field office visited within three working days (%)
Description:	The city fiscal year-to-date average percent of cases referred to Adult Protective Services (APS) that are visited within the State-mandated three working days.
Source:	HRA Adult Protective Services Monthly Compliance Report
Indicator name:	APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)
Description:	Percent of referrals to the borough offices or contracted vendors with a decision made to accept or deny a case within the State-mandated 60 days.
Source:	HRA Adult Protective Services Monthly Compliance Report
Indicator name:	APS cases eligible for services
Description:	The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month. The fiscal year to date number is calculated as an average of monthly cases.
Source:	HRA Adult Protective Services Monthly Compliance Report
Indicator name:	Total referrals received for APS
Description:	Referrals screened at Central Intake Unit for presumptive eligibility or referral to other agencies.
Source:	HRA Adult Protective Services Monthly Compliance Report
Indicator name:	Personal care services - average weekly billable hours
Description:	At the end of the reporting period, the average number of weekly billable hours of service for all clients receiving personal care services (home attendant and housekeeping). Billable hours measures the number of hours during which service is actually provided.
Source:	HRA Home Care Services Program
Indicator name:	Serious personal care complaints resolved in 24 hours (%)
Description:	Percent of client serious complaints resolved within required timeframe of 24 hours. Vendors must remove the risk has to the client within 24 hours for the complaint to be resolved.
Source:	HRA MICSA
Indicator name:	Average days to initiate home attendant and housekeeper services for all cases
Description:	At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are currently enrolled in Medicaid and those who have applied for but not begun to receive Medicaid.
Source:	HRA Home Care Services Program
Indicator name:	Cases receiving home care services
Description:	The number of cases receiving Medicaid-funded Home Attendant and Housekeeping; Long Term Home Health Care; and AIDS Project/AIDS Lombardi Home Care services at the end of the month.
Source:	HRA Home Care Services Program
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Indicator name:	New applicants for HIV/AIDS Services Administration (HASA) services
Description:	The number of applicants to HASA services
Source:	HRA HIV/AIDS Services Administration (HASA)
Indicator name:	Individuals receiving HASA services
Description:	At the end of the reporting period, the number of individual clients (individuals who are either HIV Symptomatic or with AIDS) served during the reporting month.
Source:	HRA HIV/AIDS Services Administration (HASA)
Indicator name:	HASA clients receiving ongoing enhanced housing benefits (%)

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Description: The percent of HASA clients who receive on-going monthly supplemental rents in addition to the basic HASA shelter grant.

Source: IPA 705 report generated by HRA/MIS

Indicator name: 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

Description: At the end of the period, the average number of days to grant or deny HASA housing-related enhanced financial benefits after the completed application is submitted. Benefits are required in order for clients to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.

Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database

Indicator name: Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients

Description: The average number of calendar days from submission of a completed application it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.

Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database

Indicator name: Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)

Description: This indicator shows the amount recovered from concealment of income and resources by clients, provider audits for waste and abuse, collections from windfalls, personal injury lawsuit settlements and liens on properties and estates, and cost savings from various efforts such as Medicaid prescription drug fraud investigations and clients receiving Medicaid in more than one state. In Fiscal 2014, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). Fiscal 2013 indicator values have also been updated to follow this logic, and therefore, Fiscal 2013 and 2014 results are comparable. HRA is updating its calculation of cost avoidance to more accurately reflect the type of recommendations likely to result in savings. In addition, the Medicaid Integrity Investigation Program concluded in January 2014 since most new Medicaid applications now take place through New York State of Health, the Official Health Plan Marketplace for New York State. As the number of HRA-administered Medicaid recipients has declined, HRA has seen diminished volume through the quarterly Medicaid PARIS match. Therefore, HRA anticipates that going forward the Medicaid cost avoidance values will gradually decline.

Source: HRA Investigations, Revenue & Enforcement Administration

Indicator name: Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)

Description: This indicator shows, pursuant to Cash Assistance eligibility rules, the amount recovered from concealment of income and resources by clients, collections from windfalls, lawsuit settlements and liens on properties, repayment of emergency assistance, and federal reimbursement for assistance given while Social Security Disability benefit applications were pending. It also includes, cost savings from various efforts such as fraud investigations, case re-budgeting for income changes, and clients receiving Cash Assistance in more than one state. In Fiscal 2014, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). Fiscal 2013 indicator values have also been updated to follow this logic, and therefore, Fiscal 2013 and 2014 results are comparable. HRA is updating its calculation of cost avoidance to more accurately reflect the type of recommendations likely to result in savings.

Source: HRA Investigations, Revenue & Enforcement Administration

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Indicator name:	Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)
Description:	This indicator shows the cost avoidance from client fraud through concealment of income and resources and from clients receiving SNAP benefits in more than one state. In Fiscal 2014, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). Fiscal 2013 indicator values have also been updated to follow this logic, and therefore, Fiscal 2013 and 2014 results are comparable. HRA is updating its calculation of cost avoidance to more accurately reflect the type of recommendations likely to result in savings.
Source:	HRA Investigations, Revenue & Enforcement Administration
Indicator name:	Fair hearings upheld (%)
Description:	In Fiscal 2014, HRA has changed its method for calculating Fair Hearings outcomes. The agency win rate includes issues that are affirmed and that are found to be correct at the time they were made and excludes client defaults. Defaults were included as Agency wins in prior periods but are excluded here because they do not reflect contested issues that are actually heard at hearings. The numerator of this indicator includes all fair hearing issues heard with an outcome of affirmation of the Agency's decision or correct decision when originally made by the Agency, while the denominator includes all fair hearing issues heard with all outcomes including affirmation, correct when made, agency withdrawal, settled, reversal and other. This rate is different than the previously reported rate in that it is calculated based on all outcomes on hearings heard, as opposed to select outcomes and it does not include defaults in which the client fails to appear and the hearing is not actually heard.
Source:	ODRA
Indicator name:	Billed revenue as a percentage of budgeted revenue (%)
Description:	Billed revenue as a percentage of budgeted revenue indicates where HRA is in meeting its projected targeted revenue,
Source:	HRA Finance Office
Indicator name:	Calls resolved within 48 hours to the Finance customer service call line for vendors (%)
Description:	Percent of calls made by vendors to the HRA Finance Office Customer Service Call Line that are resolved.
Source:	HRA Finance Office
Indicator name:	Collisions involving city vehicles
Description:	Number of HRA-vehicle involved collision reports involving injury or property damage for the HRA fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source:	HRA Fleet Administration
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	HRA Office of Staff Resources