



HUMAN RESOURCES ADMINISTRATION

Robert Doar, Commissioner

What We Do

The Human Resources Administration (HRA) assists individuals and families in achieving and sustaining their maximum degree of self-sufficiency. HRA provides cash assistance and employment services at 24 Job Centers, the Family Services Call Center and its satellites, and the Special Project Center. Currently, 16 of these sites are Model Offices designed to streamline workflow and enhance access to services. Supplemental Nutrition Assistance Program (SNAP) benefits are provided at 16 home centers and two special population centers. HRA offers public health insurance at 14 Medicaid Community Model Offices. HRA provides HIV/AIDS Services Administration (HASA) support services to medically eligible individuals at 12 centers (nine are Model Offices) and adult protective services through six HRA borough offices and six contracted programs. HRA determines the personal care eligibility of disabled or frail Medicaid recipients through seven Community Alternative Systems Agency offices and contracts for services with 51 vendors. Services to victims of domestic violence are offered at 52 State-licensed shelters, 15 community-based programs, school based programs, and include DHS and NYCHA and Job Center-based services. HRA assists New York City families in obtaining child support orders and collecting child support payments at four borough and five Family Court offices.

Our Services and Goals

Service 1: Provide access to services that increase self-sufficiency, including job search, job placement, work experience, education, wellness and skills enhancement.

Goal 1a: Increase the proportion of cash assistance recipients moving from dependence to self-sufficiency through obtaining and retaining employment.

Goal 1b: Provide WeCARE services to all eligible cash assistance recipients to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.

Service 2: Provide work supports and basic assistance to eligible individuals and families.

Goal 2a: Provide access to cash assistance benefits for all eligible individuals and families.

Goal 2b: Provide access to Supplemental Nutrition Assistance Program benefits for all eligible households.

Goal 2c: Expand public health insurance coverage for low-income residents.

Service 3: Provide services for custodial parents seeking child support.

Goal 3a: Ensure that child support orders are obtained and payments are made and disbursed to custodial parents.

Service 4: Provide necessary and appropriate support services for eligible vulnerable, frail and/or disabled residents.

Goal 4a: Ensure that all eligible vulnerable, frail and/or disabled residents receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

How We Performed: July-October

- For the first four months of Fiscal 2013, HRA assisted 31,930 clients to obtain employment, which is 15.2 percent more than was achieved in the same period in Fiscal 2012. As of October 2012, HRA was on track to achieve or exceed the calendar 2012 annual goal of helping 85,000 clients obtain employment. In calendar 2011, this goal was expanded to include all clients HRA assists in gaining employment in addition to cash assistance recipients. For the first four months of Fiscal 2013, the percent of cash assistance cases that retained employment for 180 days remained above target.
- For the first seven months of the current state fiscal year, which began in April 2012, the City achieved a Safety Net Assistance work participation rate that was above the State requirement of 50 percent. As of the end of the federal fiscal year in September 2012, the City's federal family work participation rate was 33.4 percent, well under the federal annual work participation target of 50 percent. Because of its family caseload reduction, however, the State and the City will receive percentage point credits toward meeting the work participation target.

- As of the end of the first four months of Fiscal 2013, the number of persons receiving cash assistance increased by 1.4 percent compared to the same time in Fiscal 2012.
- The percent of current child support obligations collected on behalf of cash assistance and non-cash assistance custodial parents remained above target and increased by 9.6 percentage points in the July-October period in Fiscal 2013 compared to the same period in the previous fiscal year. This change is largely due to accounting adjustments and HRA expects to remain above the target through the end of the fiscal year.
- The number of persons receiving Supplemental Nutritional Assistance Program (SNAP) benefits increased slightly during the first four months of Fiscal 2013 compared to the same period in Fiscal 2012. A streamlined application process now includes telephone interviews and the opportunity to submit applications via mail, fax, or online.
- The total number of all Public Health Insurance enrollees was 3.6 percent higher in October 2012, compared to October 2011 and Medicaid-only enrollees increased by 4.8 percent over the same period last year.
- The total number of home care services cases increased by 17.4 percent in the July-October period in Fiscal 2013 compared to the same period in Fiscal 2012. This is largely due to a change implemented by the New York State Department of Health that now permits managed long term care plans to market their product directly to consumers. Of the nearly 105,000 home care cases as of October 2012, 58 percent were in managed long term care plans compared to 42 percent in 2011 and 34 percent in 2010. The average number of days to initiate home attendant and housekeeper services decreased by approximately 15 days, or 37.6 percent, due to staff efforts and supervisory monitoring.
- Enhanced housing benefits were issued to HIV/AIDS Services Administration (HASA) clients well within the state mandated 30 days and the percent of HASA clients receiving these benefits increased by 2.1 percentage points during the first four months of Fiscal 2013 compared to the same period in Fiscal 2012. The time to complete the review of applications for enhanced housing benefits for HASA clients decreased by 1.3 days, or 15.9 percent compared to the first four months of Fiscal 2012. The time required to issue ongoing enhanced housing benefits to eligible clients decreased by 3.9 days, or 20.5 percent. This improved performance is due to a new automated housing benefit application review and issuance process, resulting in better documentation and increased accountability at all levels of review and supervision.
- The domestic violence non-residential caseload increased by 5.4 percent by the end of the first quarter of Fiscal 2013, compared to the same point in time in Fiscal 2012.
- The percent of families who were found eligible for services at the Department of Homeless Services' (DHS) Prevention Assistance in Transition for Homelessness (PATH) and who were placed in an HRA domestic violence (DV) shelter decreased by 5.5 percentage points during the first four months of Fiscal 2013, compared to the same period in Fiscal 2012. In the shelters, clients receive a full complement of services to support their transition into safety and stability. The PATH placement rate into DV shelters depends on several factors, including the occupancy rate for the DV shelters. During the first four months of Fiscal 2013, the occupancy rate in the DV shelters was higher compared to last year, which reduced available shelter capacity.
- During the first four months of Fiscal 2013, referrals to Adult Protective Services (APS) increased by 729 cases or 11 percent compared to the same period in Fiscal 2012. Over the same period of time the number of assessment cases increased by 745 or 26 percent; however, cases found eligible for APS services increased by 97, or approximately 2 percent. The increases in the APS caseloads are due, in large part, to the increase in referrals to APS.
- For the first four months of Fiscal 2013, the amounts collected and costs avoided because of efforts to combat Medicaid fraud, waste and abuse was approximately \$87.3 million and for calendar year 2012, the total amount collected and costs avoided was \$261.8 million. Savings were generated by efforts focused on client and provider Medicaid fraud, including provider prescription drug fraud, and database matches with other states and with systems of record.

Service 1: Provide access to services that increase self-sufficiency, including job search, job placement, work experience, education, wellness and skills enhancement.

Goal 1a: Increase the proportion of cash assistance recipients moving from dependence to self-sufficiency through obtaining and retaining employment.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Clients whom HRA helped to obtain employment (000)	76.8	78.7	89.5	*	*	27.7	31.9
★ Percent of HRA clients whom HRA helped to obtain employment compared to monthly goal (calendar year-to-date) (%)	99.0%	95.1%	94.9%	*	94.9%	96.2%	102.0%
★ Current and former cash assistance cases that retained employment income 180 days after being placed in a job (calendar year-to-date average) (%)	80.4%	80.0%	80.8%	75.0%	75.0%	80.1%	81.1%
★ Cash assistance cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)	53.7%	52.8%	54.8%	*	*	54.9%	53.3%
★ Safety Net Assistance (SNA) cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)	65.6%	64.6%	67.4%	*	*	67.2%	65.1%
Cash assistance family cases estimated to be participating in work or work-related activities per federal guidelines (Federal fiscal year-to-date average) (%)	32.3%	33.1%	34.0%	*	*	35.4%	34.7%
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	35.6%	36.2%	33.4%	50.0%	50.0%	NA	NA

Goal 1b: Provide WeCARE services to all eligible cash assistance recipients to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Total WeCARE cases	25,629	24,395	25,454	*	*	23,693	25,729
★ Number of WeCARE federal disability awards	7,128	6,305	4,957	*	*	1,962	1,428

Service 2: Provide work supports and basic assistance to eligible individuals and families.

Goal 2a: Provide access to cash assistance benefits for all eligible individuals and families.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Persons receiving cash assistance (000)	346.3	355.6	353.3	*	*	352.4	357.3
Temporary Assistance for Needy Families (TANF) recipients (000)	150.6	151.9	143.9	*	*	150.2	148.6
60-month converted to SNA recipients (000)	87.4	84.6	88.7	*	*	86.9	84.5
SNA recipients (000)	108.3	119.0	120.7	*	*	115.3	124.1
★ Cash assistance caseload (000)	185.7	191.6	190.3	*	*	189.2	191.4
★ Cash assistance fair hearing win rate (%)	87.9%	89.3%	90.3%	*	92.0%	88.6%	89.9%
★ Cash assistance application timeliness rate (%)	91.9%	94.4%	94.5%	*	96.0%	93.1%	93.3%

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 2b: Provide access to Supplemental Nutrition Assistance Program benefits for all eligible households.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,731.9	1,830.9	1,834.2	*	*	1,832.7	1,838.9
- Cash assistance persons receiving SNAP benefits (000)	402.4	408.9	404.4	*	*	399.9	398.1
- Non-cash assistance persons receiving SNAP benefits (000)	1,071.0	1,159.1	1,159.4	*	*	1,167.7	1,165.7
- SSI persons receiving SNAP benefits (000)	258.4	262.9	274.4	*	*	265.1	275.2
Total SNAP households (000)	950.1	1,006.6	1,009.9	*	*	1,004.2	1,012.9
- Cash assistance households receiving SNAP benefits (000)	194.0	198.3	194.4	*	*	193.4	192.7
- Non-cash assistance households receiving SNAP benefits (000)	520.6	568.4	565.3	*	*	568.5	569.2
- SSI households receiving SNAP benefits (000)	235.4	239.8	250.2	*	*	242.3	251.1
★ SNAP estimated payment error rate (%)	6.74%	4.37%	6.10%	*	6.00%	7.91%	NA
★ SNAP application timeliness rate (%)	95.2%	96.8%	95.7%	*	90.6%	95.3%	94.7%

Goal 2c: Expand public health insurance coverage for low-income residents.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Public health insurance enrollees (000)	2,843.6	2,912.7	3,006.5	*	*	2,949.1	3,055.6
- Public health insurance Medicaid-only enrollees (000)	2,088.4	2,150.9	2,241.6	*	*	2,186.3	2,291.9
★ Public health insurance fair hearing win rate (%)	84.6%	88.8%	91.3%	*	91.3%	90.9%	87.5%
★ Public health Insurance application timeliness rate (%)	98.9%	98.9%	99.4%	*	99.4%	99.1%	99.6%

Service 3: Provide services for custodial parents seeking child support.

Goal 3a: Ensure that child support orders are obtained and payments are made and disbursed to custodial parents.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Total new Support Orders obtained	13,295	14,236	14,988	*	*	5,002	5,584
Total Child Support Cases with Active Orders (End of Period)	280,890	281,796	287,832	*	*	283,817	287,440
★ Child support cases with orders of support (%)	70.5%	69.7%	70.1%	73.0%	73.0%	70.1%	70.7%
★ Current obligations collected (%)	69.3%	69.1%	68.5%	69.0%	69.0%	78.6%	88.2%
Child support collected (\$000,000)	\$686.4	\$718.3	\$748.8	\$732.7	\$751.0	\$243.5	\$234.7

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Service 4: Provide necessary and appropriate support services for eligible vulnerable, frail and/or disabled residents.

Goal 4a: Ensure that all eligible vulnerable, frail and/or disabled residents receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Adult Protective Services (APS) assessment cases	3,362	3,159	3,050	*	*	2,835	3,580
★ Individuals referred to an APS field office visited within three working days (%)	98.9%	99.7%	99.7%	85.0%	85.0%	99.8%	99.7%
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	96.4%	98.4%	98.5%	*	*	99.7%	98.7%
★ APS cases eligible for services	6,129	6,113	6,227	*	*	6,296	6,393
Total referrals received for APS	18,727	19,525	20,791	*	*	6,901	7,630
Domestic violence non-residential services programs active caseload	2,901	2,849	3,065	*	*	3,009	3,172
★ Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	70.0%	79.8%	83.5%	*	*	83.4%	77.9%
Average number of families served per day in the domestic violence shelter program	794	773	766	*	*	786	789
Number of domestic violence emergency beds (capacity)	2,208	2,228	2,228	*	*	2,228	2,228
★ Individuals and families at imminent risk diverted from becoming homeless (%)	94.4%	90.1%	92.0%	95.0%	95.0%	95.3%	94.0%
New applicants for HIV/AIDS Services Administration (HASA) services	5,166	5,800	5,797	*	*	1,934	1,686
★ Individuals receiving HASA services	32,119	32,618	32,427	*	*	32,889	32,666
HASA clients receiving ongoing enhanced housing benefits (%)	80.7%	81.4%	83.7%	*	*	81.9%	84.0%
★ 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	6.8	6.0	7.9	*	7.9	8.2	6.9
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	17.5	16.6	17.3	*	17.3	19.0	15.1
Cases receiving home care services	85,251	88,722	99,716	*	*	89,024	104,553
★ Personal care services - average weekly billable hours	48.3	47.8	48.4	*	*	48.1	48.7
★ Average days to initiate home attendant and housekeeper services for all cases	NA	NA	33.1	*	30.0	41.0	25.6
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	100.0%	100.0%	*	100.0%	100.0%	100.0%

Agency-wide Management

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	NA	NA	NA	*	↑	NA	\$87.3
Billed revenue as a percentage of budgeted revenue (%)	78.21%	80.21%	78.30%	*	*	8.50%	16.00%
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	100.0%	100.0%	*	*	100.0%	100.0%
Calls resolved within 48 hours to the customer service call line for vendors (%)	58.60%	70.03%	71.30%	*	*	74.97%	71.89%

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	83%	89%	93%	90%	90%	94%	95%
Letters responded to in 14 days (%)	73%	68%	76%	90%	90%	74%	76%
Calls answered in 30 seconds (%)	31%	46%	57%	80%	80%	59%	60%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$8,482.4	\$8,068.8	\$9,391.2	\$9,281.3	\$9,355.9	\$9,306.6	\$3,725.1	\$3,602.1
Revenues (\$000,000)	\$25.8	\$26.9	\$39.8	\$48.7	\$48.7	\$42.7	\$6.5	\$7.7
Personnel	14,019	13,840	13,948	14,510	14,610	14,119	13,872	14,089
Overtime paid (\$000,000)	\$19.4	\$21.9	\$18.6	\$18.3	\$23.7	\$16.7	\$4.8	\$5.3
Capital commitments (\$000,000)	\$11.4	\$23.7	\$22.7	\$41.2	\$64.7	\$49.8	\$4.6	\$5.4
Human services contract budget (\$000,000)	\$609.2	\$599.3	\$636.6	\$612.1	\$642.9	\$602.0	\$178.6	\$166.5
Work Experience Program (WEP) participants assigned	663	1,213	901	*	*	*	1,038	915

¹January 2013 Financial Plan *NA* - Not Available in this report
²Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- HRA added the following indicators to this report: 'Current and former cash assistance cases that retained employment income 180 days after being placed in a job (calendar year-to-date average) (%)', 'Cash assistance family cases estimated to be participating in work or work-related activities per federal guidelines (Federal fiscal year-to-date average - %)', 'Temporary Assistance for Needy Families (TANF) recipients (000)', '60-month converted to SNA recipients (000)', 'SNA recipients (000)', 'Cash assistance caseload (000)', '- Cash assistance persons receiving SNAP benefits (000)', 'Total SNAP households (000)', '- Cash assistance households receiving SNAP benefits (000)', '- Non-cash assistance households receiving SNAP benefits (000)', '- SSI households receiving SNAP benefits (000)', 'SNAP application timeliness rate (%)', 'Public health Insurance application timeliness rate (%)', 'Total new Support Orders obtained', 'Total Child Support Cases with Active Orders (End of Period)', 'Total referrals received for APS', 'Average number of families served per day in the domestic violence shelter program' and 'New applicants for HIV/AIDS Services Administration (HASA) services.'
- HRA removed the following indicators from this report: 'Cash assistance cases with an adult head of household who is temporarily or permanently unable to engage in any work or work-related activity (%)', 'Safety net assistance (SNA) cases participating in work or work-related activities as calculated in accordance with State guidelines (State fiscal year-to-date average) (%)', 'Cash assistance cases that retained employment income 180 days after being placed in a job (Calendar year-to-date average) (%)', 'Cash assistance cases that remained closed for 180 days due to employment (Calendar year-to-date average) (%)', 'Client responses to public health insurance mailed renewal notices (%)', and 'Clients found eligible for public health insurance who responded to a mailed renewal notice (%)'.
- In Fiscal 2013 HRA developed a new methodology to more precisely calculate cost avoidance related to Medicaid fraud, waste, and abuse. The change does not permit 2012 activity to be compared with previous periods. The first four months of 2012 actual is one third of the 2012 calendar year total due to the methodology change. Going forward the four month actual will reflect quarterly activity.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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