



HUMAN RESOURCES ADMINISTRATION

What We Do

The Human Resources Administration (HRA) assists individuals and families to achieve and sustain their maximum degree of self-sufficiency. HRA provides cash assistance and access to 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 13 Medicaid Community Model Offices. HRA provides HIV/AIDS Services Administration (HASA) support services to medically eligible individuals at 12 centers (nine of which are Model Offices) and Adult Protective Services through seven HRA borough offices and six contracted programs. HRA determines the personal care eligibility of disabled or frail Medicaid recipients through six Community Alternative Systems Agency (CASA) offices and contracts for services with 51 vendors. HRA offers services to victims of domestic violence at 52 State-licensed shelters, 15 community-based programs, 57 school-based programs, and an alternative to shelter program, as well as providing services in coordination with other City agencies and in Job Centers. HRA assists New York City families to obtain child support orders and to collect 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 wellness, rehabilitation and employment (WeCARE) services to all eligible cash assistance recipients to assist them to become healthy enough to work, or, where appropriate, 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: Provide access to public health insurance coverage for eligible individuals and families.

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

- HRA assisted over 32,700 clients obtain jobs during the first four months of Fiscal 2014, an increase of 8.7 percent compared to the same period in the previous year. As of October 2013, HRA was on track to meet or exceed the calendar 2013 annual goal of 88,000 job placements for HRA clients.
- For the federal fiscal year ending September 2013, the City's official federal family work participation rate was 34.1 percent, which was above HRA's 34 percent work participation target rate. Under the federal Temporary Assistance for Needy Families (TANF) rules, the statutory participation rate is 50 percent for all families, but this rate is reduced for states that achieve caseload reductions and maintain state funding for cash assistance and other TANF programs. Because New York State qualifies for the reduction credit, the City's official rate exceeded the actual federal requirements for New York State. The City work participation rate is higher than the most recent federal fiscal year work participation rate of 29 percent for all states according to United States Department of Health and Human Services.

- In October 2013, there were 30,839 clients in HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) contract program, which assists cash assistance clients with barriers to employment to achieve self-sufficiency in the work force and assists those who are disabled to apply for Federal Disability Assistance. Beginning in Fiscal 2013, the methodology for counting the WeCARE caseload changed and now includes all participants in WeCARE and concurrently in a substance abuse assignment, employment or fair hearing process. As a result, the number of WeCARE program participants reported increased by 19.9 percent between October 2012 and October 2013. During this same period, however, the number of disability awards declined 24.2 percent. In the last two years, there has been a decrease in Federal disability applications because WeCARE has identified fewer clients who are potentially eligible for Federal disability benefits.
- As of October 2013, HRA provided cash assistance benefits to 350,373 individuals in 188,000 households. The number of individuals receiving assistance was 1.9 percent lower than last year at the same time. Both Safety Net, comprised primarily of single individuals and the family caseload, which includes both TANF and 60-month converted to Safety Net, declined. TANF and 60-month converted cases should be compared in total for comparison to prior years, due to changes in reporting methodologies.
- In October 2013, HRA's Supplemental Nutrition Assistance Program (SNAP) caseload was 1,850,432 persons; an increase of 0.6 percent since last year, and the number of non-cash assistance and non-SSI persons receiving SNAP benefits increased by 0.5 percent. HRA has streamlined the SNAP application process by increasing self-service options for applicants. As of October 2013, HRA has placed computer banks in six SNAP centers, allowing clients to apply online at their own pace in these centers rather than waiting to see an HRA worker.
- The total number of Public Health Insurance enrollees was 3,102,667, a 1.5 percent increase from October 2012. The Public Health Insurance Medicaid-only enrollees were 2,341,200, a 2.2 percent increase from last year.
- In the first four months of Fiscal 2014, the number of new child support orders obtained for all clients increased by 15.6 percent and the amount of child support collected increased by 0.2 percent over the same period. The rate of current child support obligations collected on behalf of cash assistance and non-cash assistance custodial parents was higher during the first four months of Fiscal 2014 compared to the same period in the previous year due to the closing of cases where HRA no longer had the authority to collect support.
- In the first four months of Fiscal 2014, there were 318 additional referrals to Adult Protective Services (APS), an increase of 4.2 percent, compared to the same period in the previous year, with nearly all of these cases visited within three days, as mandated by the State. The number of APS undercare cases (eligible for services) declined during 2013. This is partially due to a recategorization of some cases as assessment cases, an administrative change to better reflect the actual services that clients receive..
- For the first four months of Fiscal 2014, the average non-residential domestic violence (DV) caseload increased by 3.8 percent compared to the same period in the previous year, while the average number of families served in emergency domestic violence shelters stayed constant. The number of families with DV shelter eligibility who were found eligible at the Prevention Assistance & Temporary Housing (PATH) intake center and who were placed in an HRA DV shelter decreased 0.5 percentage points in the first four months of 2014, compared to the same period in 2013.
- The total number of New York City residents receiving home care services increased by 9.1 percent in the first four months of Fiscal 2013 compared to the same period in the previous year. New York State policy mandates that most home care clients participate in managed long-term care (MLTC). As of October 2013, 106,440, or 93.3 percent, of the total 114,052 home care cases were in MLTC plans, a 76.4 percent increase when compared to the 60,330 MLTC cases in October 2012. Between October 2012 and October 2013, the average number of days to initiate home attendant and housekeeper services was well below the State target of 30 days and it decreased by 13.3 days, or 52 percent.
- The HIV/AIDS Services Administration (HASA) caseload remained about the same in October 2013 as it was in October 2012. During the first four months of Fiscal 2014, ongoing enhanced benefits were issued to eligible clients in 14.1 days - one day sooner and 6.6 percent faster than last year.
- During the first four months of Fiscal 2014, HRA saved \$121.6 million in Medicaid recoveries and cost avoidance related to fraud, waste or abuse. HRA focused its efforts on Medicaid prescription drug fraud investigations and

increased its efforts to recover monies owed from collection activities such as Supplemental Needs Trusts, property and negligence liens. Medicaid cost avoidance and recoveries during the first four months of Fiscal 2014 are not comparable to the same period last year due to a change in the reporting methodology.

- Cash assistance collections and cost avoidance increased by 7 percent during the first four months of Fiscal 2014 compared to the same period in the previous year. Cash assistance collections and cost avoidance are the result of HRA efforts to secure repayments from clients who received settlements of various kinds while on assistance or who concealed income while receiving assistance.
- The number of motor vehicle accident reports filed by HRA drivers during the first four months of Fiscal 2014 was the same as for the same period in Fiscal 2013. HRA began holding defensive driver classes during Fiscal 2010 in an effort to reduce accidents. These classes are geared for the drivers who drive at least once a week and these same drivers take these classes at least once every three years. HRA also has an accident review committee that meets several times per year to review accidents and individual accident history and to make corrective action recommendations. These actions include additional driver training, suspension of driving privileges, or termination of driving privileges.
- During the first four months of Fiscal 2014, 68 workers' compensation reports were filed, 12.8 percent fewer than were filed during the first four months of Fiscal 2013. To reduce injuries of all types, HRA conducts annual workshops on workplace safety, and places a strong emphasis on how to reduce injuries resulting from workplace violence. In order to reduce client on worker assault-related injuries, HRA led the City's efforts to advocate strongly for State legislation to increase the penalties for assault on city workers and this legislation was enacted in August 2012.

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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Clients whom HRA helped to obtain employment (000)	78.4	91.5	87.2	*	*	30.1	32.7
★ Percent of HRA clients whom HRA helped to obtain employment compared to monthly goal (calendar year-to-date) (%)	96.4%	101.0%	98.2%	100.0%	100.0%	103.1%	103.5%
★ Current and former cash assistance cases that retained employment income 180 days after being placed in a job (calendar year-to-date average) (%)	80.0%	80.8%	81.4%	80.0%	80.0%	81.1%	81.8%
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	23.7%	*	*	NA	24.8%
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	16.2%	*	*	NA	17.9%
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	36.2%	34.2%	34.1%	34.0%	34.0%	NA	NA

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

Goal 1b: Provide wellness, rehabilitation and employment (WeCARE) services to all eligible cash assistance recipients to assist them to become healthy enough to work, or, where appropriate, to obtain federal disability benefits if they are unable to work.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Total WeCARE cases	24,395	25,454	33,280	*	*	25,729	30,839
★ Number of WeCARE federal disability awards	6,305	4,957	3,739	*	*	1,428	1,083

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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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Persons receiving cash assistance (000)	355.6	353.3	357.2	*	*	357.3	350.4
Temporary Assistance for Needy Families (TANF) recipients (000)	151.9	143.9	150.8	*	*	148.6	149.5
60-month converted to SNA recipients (000)	84.6	88.7	79.4	*	*	84.5	78.2
SNA recipients (000)	119.0	120.7	126.9	*	*	124.1	122.8
★Cash assistance caseload (000)	191.6	190.3	193.1	*	*	191.4	188.0
★Cash assistance fair hearing win rate (%)	89.3%	90.3%	90.1%	92.0%	92.0%	89.9%	92.9%
★Cash assistance application timeliness rate (%)	94.4%	94.5%	93.6%	96.0%	96.0%	93.3%	93.2%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,830.9	1,834.2	1,873.5	*	*	1,838.9	1,850.4
- Cash assistance persons receiving SNAP benefits (000)	408.9	404.4	408.6	*	*	398.1	403.3
- Non-cash assistance persons receiving SNAP benefits (000)	1,159.1	1,159.4	1,189.0	*	*	1,165.7	1,171.9
- SSI persons receiving SNAP benefits (000)	262.9	274.4	275.9	*	*	275.2	275.3
Total SNAP households (000)	1,006.6	1,009.9	1,035.2	*	*	1,012.9	1,020.0
- Cash assistance households receiving SNAP benefits (000)	198.3	194.4	196.7	*	*	192.7	192.7
- Non-cash assistance households receiving SNAP benefits (000)	568.4	565.3	585.7	*	*	569.2	575.3
- SSI households receiving SNAP benefits (000)	239.8	250.2	252.7	*	*	251.1	252.0
★SNAP estimated payment error rate (%)	4.37%	6.10%	NA	6.00%	6.00%	8.69%	TBD
★SNAP application timeliness rate (%)	96.8%	95.7%	94.6%	90.6%	90.6%	94.7%	93.9%

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Goal 2c: Provide access to public health insurance coverage for eligible individuals and families.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Public health insurance enrollees (000)	2,912.7	3,006.5	3,085.6	*	*	3,055.6	3,102.6
- Public health insurance Medicaid-only enrollees (000)	2,150.9	2,241.6	2,317.8	*	*	2,291.9	2,341.2
★Public health insurance fair hearing win rate (%)	88.8%	91.3%	86.1%	91.3%	91.3%	87.5%	86.7%
★Public health Insurance application timeliness rate (%)	98.9%	99.4%	98.3%	99.4%	99.4%	99.6%	96.4%

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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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Total new Support Orders obtained	14,236	14,988	17,981	*	*	5,584	6,453
★ Child support cases with orders of support (%)	69.7%	70.1%	70.1%	74.0%	74.0%	70.7%	71.4%
★ Current obligations collected (%)	67.7%	69.8%	70.9%	71.0%	71.0%	73.0%	98.4%
Child support collected (\$000,000)	\$718.3	\$748.8	\$735.6	\$757.5	\$765.1	\$234.7	\$235.1

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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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Adult Protective Services (APS) assessment cases	3,159	3,050	3,419	*	*	3,580	3,770
★ Individuals referred to an APS field office visited within three working days (%)	99.7%	99.7%	99.8%	85.0%	85.0%	99.7%	99.8%
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	98.4%	98.5%	98.8%	*	*	98.7%	97.8%
★ APS cases eligible for services	6,113	6,227	6,098	*	*	6,393	5,438
Total referrals received for APS	19,525	20,791	22,055	*	*	7,630	7,948
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	79.8%	83.5%	80.8%	*	*	77.9%	77.4%
Domestic violence non-residential services programs active caseload	2,849	3,065	3,279	*	*	3,172	3,294
★ Individuals and families at imminent risk diverted from becoming homeless (%)	90.1%	92.0%	93.9%	95.0%	95.0%	94.0%	96.0%
Average number of families served per day in the domestic violence shelter program	773	766	755	*	*	789	790
Number of domestic violence emergency beds (capacity)	2,228	2,228	2,228	*	*	2,228	2,228
★ Personal care services - average weekly billable hours	47.8	48.4	49.9	*	*	48.7	52.5
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
★ Average days to initiate home attendant and housekeeper services for all cases	NA	33.1	27.5	30.0	30.0	25.6	12.3
Cases receiving home care services	88,722	99,716	116,883	*	*	104,553	114,052
New applicants for HIV/AIDS Services Administration (HASA) services	5,800	5,797	5,491	*	*	1,686	1,863
★ Individuals receiving HASA services	32,618	32,427	32,442	*	*	32,666	32,621
HASA clients receiving ongoing enhanced housing benefits (%)	81.4%	83.7%	84.3%	*	*	84.0%	83.9%
★ 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	6.0	7.9	7.0	7.9	8.0	6.9	8.6
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	16.6	17.3	14.5	17.3	15.5	15.1	14.1

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	NA	\$214.3	\$246.23	↑	↑	\$76.52	\$121.6
Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	NA	NA	\$351.3	*	*	\$115.6	\$123.7
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	NA	NA	\$29.6	*	*	\$10.2	\$9.2
Billed revenue as a percentage of budgeted revenue (%)	80.2%	78.3%	71.9%	*	*	16.0%	0.8%
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	100.0%	99.0%	*	*	100.0%	100.0%
Calls resolved within 48 hours to the customer service call line for vendors (%)	70.0%	71.3%	67.7%	*	*	71.9%	64.3%
Accidents involving city vehicles	43	53	43	*	*	20	20
Workplace injuries reported	203	195	194	*	*	78	68

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	67.9%	76.2%	77.8%	*	*	75.57%	84.4%
E-mails responded to in 14 days (%)	89.4%	93.3%	95.5%	*	*	94.6%	96.7%
Calls answered in 30 seconds (%)	45.7%	56.6%	63.6%	*	*	60.4%	74.5%

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$8,068.8	\$9,391.2	\$9,513.8	\$9,455.7	\$9,588.8	\$9,551.5	\$3,602.1	\$3,274.8
Revenues (\$000,000)	\$26.9	\$39.8	\$47.0	\$43.7	\$42.8	\$41.8	\$7.7	\$12.9
Personnel	13,840	13,948	13,808	14,129	14,100	13,547	14,089	13,707
Overtime paid (\$000,000)	\$21.9	\$18.6	\$20.8	\$16.7	\$18.1	\$18.1	\$5.3	\$5.8
Capital commitments (\$000,000)	\$23.7	\$22.7	\$14.3	\$143.5	\$204.7	\$24.2	\$5.4	\$2.9
Human services contract budget (\$000,000)	\$599.3	\$636.6	\$548.3	\$613.0	\$705.3	\$619.6	\$166.5	\$88.2
Work Experience Program (WEP) participants assigned	1,213	901	547	*	*	*	915	483

¹February 2014 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- Fiscal 2013 data for the indicator 'Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)' was updated to reflect current figures. Historical data for the indicator 'Current obligations collected (%)' was updated.

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>

For more information on the agency, please visit: www.nyc.gov/hra.