

# HUMAN RESOURCES ADMINISTRATION

Steven Banks, Commissioner



## WHAT WE DO

The Human Resources Administration (HRA) provides economic support and social services to families and individuals through the administration of major benefit programs including Cash Assistance, Supplemental Nutritional Assistance Program benefits (food stamps), Medicaid, and Child Support Services. HRA also provides homelessness prevention, educational, vocational and employment services, assistance for persons with disabilities, services for immigrants, civil legal aid and disaster relief. For the most vulnerable, it provides HIV/AIDS Services, Adult Protective Services, Home Care and programs for survivors of domestic violence.

## FOCUS ON EQUITY

HRA promotes equity for New Yorkers through its commitment to services that fight poverty and income inequality, prevent homelessness and promote employment. HRA increases economic security by facilitating access to benefits and to employment and educational programs. Recent initiatives include a new employment plan for clients emphasizing education, including access to four-year college and sustainable jobs; a system of appointment reminders and rescheduling options for cash assistance and SNAP clients; elimination of unnecessary processes that led to case sanctions for clients who were willing to comply with work rules; and the development of on-line benefits application and recertification systems. During Fiscal 2015, HRA continues to expand programs to prevent homelessness, including the centralization of anti-eviction and civil legal services contracts, expedited access to rental arrears benefits, an increased presence in Borough Housing Courts and Department of Homeless Services (DHS) sites, and the creation of three new rental assistance programs for homeless families in partnership with DHS and New York State.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Improve access to assistance that provides economic stability to support the basic needs of all eligible children and adults.**

- Goal 1a Provide access to cash assistance benefits for all eligible children and adults.
- Goal 1b Provide access to Supplemental Nutrition Assistance Program benefits for all eligible children and adults.
- Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.

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### **SERVICE 2 Increase financial independence and upward mobility out of poverty through employment, education, skills enhancement, job search, job placement, wellness services and other supports.**

- Goal 2a Increase the proportion of cash assistance recipients who obtain and retain paid employment.
- Goal 2b Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.
- Goal 2c Provide access to child support services for eligible parents and their children.

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### **SERVICE 3 Reduce homelessness among children and adults.**

- Goal 3a Provide HRA homelessness prevention benefits and services to eligible children and adults.
- Goal 3b Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.

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### **SERVICE 4 Provide support services for eligible vulnerable and/or frail children and adults and for children and adults with disabilities.**

- Goal 4a Ensure that all eligible vulnerable and/or frail children and adults and children and adults with disabilities receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

## HOW WE PERFORMED

- As of October 2014, the cash assistance caseload remained stable compared to the prior year. While the number of people receiving ongoing assistance declined slightly, as part of the Mayor's initiative to reduce homelessness, the number of people receiving one-time benefits, primarily emergency rental assistance to prevent evictions, increased by more than 1,700 or 21.2 percent during the period.
- During this same Fiscal Year period, although there were month-to-month increases, the unduplicated 12-month cash assistance caseload remained relatively flat. Compared to the monthly caseload, the annual number more accurately reflects the total number of New Yorkers who utilize cash assistance during the year since it accounts for the fact that individuals move on and off the caseload during the period. HRA had 606,900 unique recipients from November 2012 to October 2013, and 591,100 unique recipients during the 12-month period from November 2013 to October 2014, a decrease of 15,800 individuals.
- SNAP application timeliness declined from 93.9 percent to 76.2 percent during the first four months of Fiscal 2015 compared to the previous year. This is because HRA revised the reporting of this indicator to include both Cash Assistance and Non-Cash Assistance applicants. The inclusion of non-cash assistance applications impacted timeliness because most of these applications are filed online and require additional time to assemble and review eligibility documents. HRA anticipates that the implementation of the Benefits Re-engineering initiative in spring 2015 will streamline the application process and improve the timeliness rate.
- As of October 2014, 2.63 million clients were enrolled in Medicaid administered by HRA, 15.3 percent fewer than in October 2013. Beginning in January 2014, the majority of Medicaid-only (non-Cash Assistance Medicaid) eligible clients began to enroll in the Medicaid program directly through the New York State (NYS) Health Care Exchange, rather than through HRA. As a result, the decline in number of Medicaid-only enrollees in the HRA-administered program continued in Fiscal 2015. The caseload will continue to decline as NYS takes over more of the program as part of a multi-year redesign of Medicaid and public health insurance programs.
- HRA assisted more than 15,400 clients to obtain jobs during the first four months of Fiscal 2015, 6.2 percent fewer than in the same period in Fiscal 2014 because of the de-emphasis on rapid but time-limited job placements. HRA's new employment model, delineated in its biennial Employment Plan as approved by NYS in December 2014, emphasizes individual assessments, greater access to education and training, literacy programs and other training that leads to skilled jobs. It is intended to reduce the number of people who quickly return to Cash Assistance because of placement in jobs with unsustainable wages. HRA is already implementing the NYS law allowing four-year college as a core work activity.
- In October 2014, 19.6 percent of Safety Net clients and 24 percent of those in family cases were participating in education or training programs. Safety Net participation increased by 1.7 percentage points, while family participation was constant compared to the same time in the previous period. For the federal fiscal year ending September 2014, the City's official federal family work participation rate was 33.9 percent, meeting HRA's 34 percent work participation goal. The City work participation rate is higher than the most recent federal fiscal year national work participation rate of 29.5 percent, according to United States Department of Health and Human Services.
- In October 2014, there were 31,785 clients participating in HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) services that assist Cash Assistance clients with barriers to employment. WeCARE also helps those who have disabilities to apply for Federal Disability Assistance. The number of WeCARE program participants increased by 3.1 percent between October 2013 and October 2014 and the number of job placements remained stable. During this same period, the number of disability awards obtained by WeCARE vendors declined 14.6 percent. HRA will issue a new solicitation in Fiscal 2015 for services to improve SSI award rates through an enhanced appeals process.
- In the first four months of Fiscal 2015, the number of new child support orders obtained increased by 17.3 percent and the amount of child support collected increased by 5.1 percent compared to the same period in Fiscal 2014. During the first four months in Fiscal 2014, the percent of current child support obligations collected on behalf of Cash Assistance and non-Cash Assistance custodial parents was exceptionally high. During the same period in Fiscal 2015, collections have returned to the levels seen in previous years.

- HRA provides homelessness prevention assistance for those seeking shelter and to families and individuals at risk of losing housing at Job Centers and other sites, including Housing Courts and the Department of Homeless Services' (DHS) Preventive Assistance and Temporary Housing (PATH) and HomeBase locations. HRA provides access to emergency benefits for payment of rental or mortgage and tax arrears, rent in advance and other fees to secure an apartment. During the first four months of Fiscal 2015, of those who originally sought assistance at DHS shelter intake sites, HRA successfully diverted 97.4 percent of individuals and families from entering DHS shelters, compared to 96 percent who were diverted during the same period in Fiscal 2014.
- During the first four months of Fiscal 2015, HRA received 22,108 requests for emergency assistance to cover shelter related costs, compared to 19,793 such requests during the same period in Fiscal 2014, an increase of 11.7 percent. Of these Fiscal 2015 requests 73.3 percent were approved, compared to 71.5 percent the previous year. In Fiscal 2015, HRA has subsequently implemented new protocols for providing emergency rental assistance in order to prevent more families and individuals from becoming homeless.
- In the first four months of Fiscal 2015, the non-residential domestic violence (DV) caseload increased by 5.1 percent compared to the same period in the previous year, consistent with the trend over the past two fiscal years. For the first four months of Fiscal 2015, the percent of families eligible for domestic violence shelter services at PATH that were placed in an HRA emergency DV shelter declined by 17.9 percentage points, compared to the same period in Fiscal 2014 due to longer length of stay in DV shelters. Families that are not placed in an HRA DV shelter are placed in the DHS shelter services system. HRA expects DV shelter length of stay to decline as more of these families participate in homelessness reduction programs like the new rental assistance program, Living in Communities (LINC).
- In the first four months of Fiscal 2015, the number of referrals received for Adult Protective Services (APS), increased by 5.1 percent, compared to the same period in the previous year. There was also an increase of 6.7 percent in the number of assessment cases during the period, although the number of APS cases eligible for services remained nearly unchanged. Of the cases initially referred to APS, 96.3 percent were visited within the State-mandated three working days, 3.5 percentage points lower than the previous year. The increase is largely due to a change in reporting methodology under a new case management system. As of August 2014, visits are only counted as complete after all data processing is completed. In prior periods, visits were counted as complete before the data entry was completed.
- The total number of New York City cases receiving home care services increased by 6.3 percent in the first four months of Fiscal 2015 compared to the same period in the previous year. This increase was almost entirely due to higher enrollment in the Managed Long Term Care (MLTC) program, which is no longer administered by HRA and now managed by NYS as part of Medicaid redesign. During the same period, the average number of days to initiate HRA home attendant and housekeeper services remained below the State target of 30 days; however, the average processing time doubled from 12.3 days to 24.7 days, compared to the same period in Fiscal 2014. HRA experienced a dramatic one-time decline in processing time during Fiscal 2014 that related to a temporary NYS policy change. Current performance remains better than Fiscal 2012 and 2013 levels. Average weekly billable hours decreased by 16.2 percent due to a 16.6 percent decline in home attendant cases, which generally have a larger number of billable hours per case.
- Collections and cost avoidance are the result of HRA efforts to secure repayments from clients who received monetary settlements of various kinds while on assistance or who concealed income or assets while receiving or applying for benefits and include identified provider fraud. In the first four months of Fiscal 2015, Medicaid recoveries and cost avoidance related to fraud, waste or abuse declined 40.9 percent compared to Fiscal 2014. The major reason for the decline is that Medicaid cases are moving to the State. As a result, HRA has a smaller caseload against which to conduct a match that identifies people signed up for Medicaid in more than one state. In addition, the four-month Fiscal 2014 reporting period included an exceptionally large single case identified with \$27.5 million in provider fraud.
- In the first four months of Fiscal 2015, the percentage of telephone calls that were answered within 30 seconds fell from 74.5 percent to 58.5 percent compared to the previous period. This was primarily due to an increased number of calls to HRA Infoline and the Office of Constituent Communications that took more time on average to handle. There are more calls because more clients are relying on these sources to resolve their concerns. Planned increases in staff at HRA Infoline and implementation of Benefits Re-engineering, which will allow clients to access information on line instead of through in-center or telephone communication, are expected to reduce telephone wait times.

# SERVICE 1 Improve access to assistance that provides economic stability to support the basic needs of all eligible children and adults.

**Goal 1a** Provide access to cash assistance benefits for all eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Cash Assistance unduplicated caseload (12-month)(000)	NA	607.0	589.1	*	*	606.9	591.1
★Persons receiving cash assistance (000)	353.3	357.2	337.0	*	*	350.4	349.6
Persons receiving recurring assistance (000)	347.5	352.0	331.3	*	*	342.3	339.8
Persons receiving emergency assistance (000)	5.8	5.1	5.6	*	*	8.0	9.7
Temporary Assistance for Needy Families (TANF) recipients (000)	143.9	150.8	138.3	*	*	149.5	144.2
60-month converted to SNA recipients (000)	88.7	79.4	75.1	*	*	78.2	77.6
SNA recipients (000)	120.7	126.9	123.6	*	*	122.8	127.7
★Cash assistance caseload (point in time)(000)	190.3	193.1	182.4	*	*	188.0	187.8
★Cash assistance application timeliness rate (%)	94.5%	93.6%	93.7%	96.0%	96.0%	93.2%	93.6%

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

**Goal 1b** Provide access to Supplemental Nutrition Assistance Program benefits for all eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,834.2	1,873.5	1,755.8	*	*	1,850.4	1,738.4
- Cash assistance persons receiving SNAP benefits (000)	404.4	408.6	385.9	*	*	403.3	396.2
- Non-cash assistance persons receiving SNAP benefits (000)	1,159.4	1,189.0	1,098.7	*	*	1,171.9	1,070.3
- SSI persons receiving SNAP benefits (000)	274.4	275.9	271.3	*	*	275.3	272.0
Total SNAP households (000)	1,009.9	1,035.2	977.2	*	*	1,020.0	970.5
- Cash assistance households receiving SNAP benefits (000)	194.4	196.7	186.4	*	*	192.7	191.1
- Non-cash assistance households receiving SNAP benefits (000)	565.3	585.7	541.6	*	*	575.3	529.4
- SSI households receiving SNAP benefits (000)	250.2	252.7	249.2	*	*	252.0	250.0
Supplemental Nutritional Assistance Program (SNAP) Estimated Payment Error Rate (%)	6.10%	5.55%	6.81%	6.00%	6.00%	NA	NA
★SNAP application timeliness rate (%)	95.7%	93.5%	87.2%	90.6%	90.6%	93.9%	76.2%

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**Goal 1c**

Provide access to Medicaid public health insurance coverage for all eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Medicaid enrollees administered by HRA (000)	3,006.5	3,085.6	2,808.0	*	*	3,102.6	2,626.6
- Medicaid-only enrollees administered by HRA (000)	2,241.6	2,317.8	2,064.4	*	*	2,341.2	1,867.8
★ Application timeliness rate for Medicaid administered by HRA (%)	99.4%	98.3%	91.7%	99.4%	99.4%	97.1%	97.8%

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

**SERVICE 2 Increase financial independence and upward mobility out of poverty through employment, education, skills enhancement, job search, job placement, wellness services and other supports.**

**Goal 2a**

Increase the proportion of cash assistance recipients who obtain and retain paid employment.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Clients whom HRA helped obtain employment (000)	NA	NA	48.1	↑	↑	16.5	15.4
★ Current and former cash assistance cases that retained employment in- come 180 days after HRA helped the client obtain employment (city fiscal year-to-date average) (%)	NA	NA	74.5%	80.0%	80.0%	75.4%	75.1%
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	16.2%	19.0%	↑	↑	17.9%	19.6%
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	23.7%	24.3%	↑	↑	24.8%	24.0%
★ Cash assistance family cases participating in work or work-related activi- ties per federal guidelines (official federal fiscal year-to-date average) (%)	34.2%	34.1%	33.9%	34.0%	34.0%	NA	NA

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

**Goal 2b**

Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total WeCARE cases	25,454	33,280	29,138	*	*	30,839	31,785
★ Number of WeCARE federal disability awards	4,957	3,739	2,950	*	*	1,083	925

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**Goal 2c** Provide access to child support services for eligible parents and their children.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total new Support Orders obtained	14,988	17,981	20,286	*	*	6,453	7,570
★ Child support cases with orders of support (%)	70.1%	70.1%	71.5%	74.0%	74.0%	71.4%	72.9%
★ Current obligations collected (%)	69.8%	70.9%	84.4%	71.0%	71.0%	98.4%	73.4%
Child support collected (\$000,000)	\$748.8	\$735.6	\$741.7	\$742.0	\$742.0	\$235.1	\$247.0

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

**SERVICE 3 Reduce homelessness among children and adults.**

**Goal 3a** Provide HRA homelessness prevention benefits and services to eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Individuals and families at imminent risk diverted from becoming homeless (%)	92.0%	93.9%	88.9%	95.0%	95.0%	96.0%	97.4%
Requests for Emergency Assistance at the Rental Assistance Unit	NA	NA	57,912	*	*	19,793	22,108
Rent Assistance Unit Emergency Assistance Requests Approved (%)	NA	NA	66.5%	*	*	71.5%	73.3%

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

**Goal 3b** Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	83.5%	80.8%	78.5%	*	*	77.4%	59.5%
Domestic violence non-residential services programs active caseload	3,065	3,279	3,468	*	*	3,294	3,463
Average number of families served per day in the domestic violence shelter program	766	755	769	*	*	790	793
Number of domestic violence emergency beds (capacity)	2,228	2,228	2,228	*	*	2,228	2,228

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

## SERVICE 4 Provide support services for eligible vulnerable and/or frail children and adults and for children and adults with disabilities.

### Goal 4a

Ensure that all eligible vulnerable and/or frail children and adults and children and adults with disabilities receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Adult Protective Services (APS) assessment cases	3,050	3,419	3,723	*	*	3,770	4,021
★ Individuals referred to an APS field office visited within three working days (%)	99.7%	99.8%	99.8%	85.0%	85.0%	99.8%	96.3%
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	98.5%	98.8%	98.4%	*	*	97.8%	94.9%
★ APS cases eligible for services	6,227	6,098	5,406	*	*	5,438	5,468
Total referrals received for APS	20,791	22,055	23,657	*	*	7,948	8,352
★ Personal care services - average weekly billable hours	48.4	49.9	48.1	*	*	52.5	44.0
★ 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	33.1	27.5	14.1	30.0	30.0	12.3	24.7
Cases receiving home care services	99,716	116,883	118,120	*	*	114,052	121,279
New applicants for HIV/AIDS Services Administration (HASA) services	5,797	5,491	5,385	*	*	1,863	1,845
★ Individuals receiving HASA services	32,427	32,442	32,288	*	*	32,621	32,453
HASA clients receiving ongoing enhanced housing benefits (%)	83.7%	84.3%	84.0%	*	*	83.9%	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	7.9	7.0	8.4	8.0	8.0	8.6	7.8
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	17.3	14.5	14.1	15.5	15.5	14.1	14.8

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	\$197.88	\$205.09	\$224.9	↑	↑	\$103.9	\$61.35
Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	NA	\$177.8	\$180.7	*	*	\$59.4	\$64.1
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	NA	\$29.6	\$29.6	*	*	\$9.2	\$10.3
Fair hearings upheld (%)	NA	NA	7.0%	*	*	NA	5.3%
Billed revenue as a percentage of budgeted revenue (%)	78.3%	71.9%	72.8%	*	*	0.8%	7.3%
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	99.0%	100.0%	*	*	100.0%	100.0%
Calls resolved within 48 hours to the customer service call line for vendors (%)	71.3%	67.7%	69.4%	*	*	64.3%	66.5%
Collisions involving City vehicles	53	43	62	*	*	20	23
Workplace injuries reported	195	194	196	*	*	68	63

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## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	732,605	1,016,101	1,116,886	*	*	373,445	356,320
Letters responded to in 14 days (%)	76.2%	77.8%	87.3%	90%	90%	84.4%	87.1%
E-mails responded to in 14 days (%)	93.3%	95.5%	96.2%	90%	90%	96.7%	91.3%
Average customer in-person wait time (minutes)	57.8	48.2	39.9	60	60	38.3	46.3
CORE facility rating	80	83	90	80	80	NA	NA
Calls answered in 30 seconds (%)	56.6%	63.6%	69.7%	80%	80%	74.5%	58.5%
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	NA	88.0%	91.0%	*	*	NA	NA

## AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$9,391.2	\$9,513.8	\$9,531.1	\$9,747.4	\$9,878.9	\$9,700.7	\$3,274.8	\$3,463.6
Revenues (\$000,000)	\$39.8	\$47.0	\$50.1	\$41.8	\$41.8	\$41.8	\$12.9	\$10.3
Personnel	13,948	13,808	13,559	14,283	14,557	14,380	13,707	13,621
Overtime paid (\$000,000)	\$18.6	\$20.8	\$22.3	\$18.1	\$18.1	\$18.1	\$5.8	\$8.1
Capital commitments (\$000,000)	\$22.7	\$14.3	\$64.6	\$99.8	\$134.4	\$23.7	\$2.9	\$56.3
Human services contract budget (\$000,000)	\$636.6	\$548.3	\$367.4	\$646.2	\$743.5	\$669.8	\$88.2	\$94.6
Work Experience Program (WEP) participants assigned	901	547	563	*	*	*	483	484

<sup>1</sup>February 2015 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Beginning with the Preliminary Fiscal 2015 Mayor's Management Report, HRA introduces additional subcategories for the indicator 'Persons receiving cash assistance (000)': 'Persons receiving recurring assistance (000)' and 'Persons receiving emergency assistance (000)'. People receiving recurring assistance remain on the cash assistance caseload on an on-going basis, whereas those receiving emergency assistance receive a single payment to address the emergency. HRA is also reporting a 12-month unduplicated count of individuals receiving on-going and emergency assistance to provide a more accurate accounting of the actual number of persons receiving a benefit during the year.
- HRA has changed the way it calculates 'SNAP application timeliness rate (%)' to include both Cash Assistance and Non-Cash Assistance cases. The previous calculations were for Cash Assistance cases only. Data for Fiscal Years 2012-14 have been updated with this new methodology. Data from previous fiscal years is not comparable to these years and current year data.
- Beginning in the Preliminary Fiscal 2015 Mayor's Management Report, HRA revised its methodology for calculating the number of clients who were assisted by HRA in finding employment. This revised calculation was applied to Fiscal 2014; while results from Fiscal 2014 and 2015 are comparable, they are not comparable to previous fiscal years. This change in calculating employment yields different results for the indicator 'Current and former cash assistance cases that retained employment income 180 days after HRA helped the client obtain employment (city fiscal year-to-date average) (%)'.

- Beginning with the Preliminary Fiscal 2015 Mayor’s Management Report HRA is introducing two indicators related to homelessness prevention: ‘Emergency assistance requests at the Rental Assistance Unit’ and ‘Emergency assistance requests approved (%)’. Emergency benefits provide rental arrears, rent in advance to secure an apartment, security deposits, broker’s/finder’s fee, and back mortgage and taxes.
- For the Preliminary Fiscal 2015 Mayor’s Management Report HRA is only reporting one month of data for the indicator ‘APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)’. In August 2014, APS initiated a new data reporting system; however, due to data migration issues, the Agency has insufficient information to do a full 60-day look back prior to October 2014. For this indicator only, the data reported under the table heading “4-Month Actual” for Fiscal 2015 is for the month of October 2014 only. Therefore, no comparison can be made to previously reported data for this indicator.
- Beginning in the Preliminary Fiscal 2015 Mayor’s Management Report, HRA revised its methodology for calculating ‘Medicaid recoveries and cost avoidance for fraud, waste and abuse (\$000,000)’. After the State Health Care Exchange assumed the Medicaid application process, including those applications requiring Medicaid Integrity Investigation Program reviews, HRA discontinued these reviews in April 2014. This program has been removed from current calculations and prior years’ data. Adjusting for the lower caseload and for the single exceptionally large \$27.5 million fraud case from Fiscal 2014, truly comparable data would show that total Medicaid savings and cost avoidance actually declined by only \$3.3 million on a comparable basis during this period in Fiscal 2015.

## ADDITIONAL RESOURCES

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](http://www.nyc.gov/hra).

