

HUMAN RESOURCES ADMINISTRATION

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WHAT WE DO

The Human Resources Administration (HRA) administers major benefit programs that provide economic support to New Yorkers in need and works to prevent homelessness by providing rental assistance, affordable housing programs, and legal services for those facing housing instability. HRA also promotes opportunity through employment programs and provides essential resources to vulnerable New Yorkers, including persons with disabilities, immigrants, survivors of domestic violence, New Yorkers living with HIV/AIDS, and seniors. In this role connecting millions of families and individuals with vital lifelines, HRA is at the forefront of addressing poverty citywide, statewide, and nationwide.

FOCUS ON EQUITY

The Human Resources Administration (HRA) is integrated with the Department of Homeless Services (DHS) under the management structure of the Department of Social Services (DSS). The Agency serves over three million New Yorkers annually through programs that address poverty and income inequality, including cash assistance, food assistance, and Medicaid public health insurance. DSS/HRA also prevents homelessness by providing rental assistance, affordable housing services, and legal services programs to families and individuals. Additionally, DSS/HRA administers the Fair Fares transit discount program and IDNYC, the City's municipal identification program.

In New York City, as in the rest of the United States, persistent racial inequity is manifested in higher poverty rates, greater housing insecurity, and more limited access to health care for Black and Latinx residents. DSS/HRA provides an array of anti-poverty programs and initiatives that serve low-income New Yorkers, a disproportionate number of whom are people of color. DSS/HRA has a client-centered approach to address poverty and inequity by modernizing and simplifying access to benefits through business process and technology innovations, enhancing anti-eviction and immigration-related legal services, and expanding rental assistance and other affordable housing and social services programs. The Agency continues to increase opportunities for New Yorkers through outreach and economic empowerment services that promote financial security and stability.

OUR SERVICES AND GOALS

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.
 - Goal 2d Expand access to municipal benefits and other financial supports.
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SERVICE 3 Reduce homelessness among children and adults.

- Goal 3a Prevent homelessness and support housing stability.
 - 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 IN FISCAL 2025

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.

The number of persons receiving Cash Assistance (CA) was 601,100 in June 2025, eight percent higher than in June 2024, as high levels of new applications continue to impact the growth in the caseload. The 12-month unduplicated number of CA recipients, the measure of total clients served over the course of a year, increased by nine percent in Fiscal 2025 compared to Fiscal 2024.

Applications for CA increased by one percent in Fiscal 2025 compared to Fiscal 2024, a third consecutive year of increases. CA applications remain historically high, partially as a result of new opportunities for online applications that did not exist prior to the COVID-19 pandemic. These modernization efforts enable CA clients to conduct business with HRA more efficiently without physically coming into an HRA Benefits Access Center, where individuals can apply for and learn more about HRA benefits, contributing to an almost one percentage point-increase in CA applications filed electronically in Fiscal 2025 compared to Fiscal 2024.

In Fiscal 2025, the CA application timeliness rate improved compared to Fiscal 2024 by 21 percentage points to 63.2 percent. The increase in timeliness for CA applications is largely the result of process improvements implemented by HRA, and timeliness has increased two consecutive years despite the significant increase in applications over the last several years. The percentage of CA cases in sanction status remains 0.0 percent, due largely to the pause on mandatory engagement during much of Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Cash Assistance — Persons receiving Assistance (000)	371.4	425.0	481.5	557.6	601.1	*	*	Up	*
★ Cash Assistance — Caseload (point in time) (000)	203.6	235.5	267.4	311.6	339.4	*	*	Up	*
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	556.6	585.5	660.8	787.4	855.6	*	*	Up	*
Cash Assistance — Applications (000)	305.5	374.6	489.7	560.3	567.2	*	*	Up	*
Cash Assistance — Application acceptance rate (%)	36.1%	44.1%	40.7%	36.5%	37.6%	*	*	Neutral	*
★ Cash Assistance — Application timeliness rate (%)	95.4%	82.3%	28.8%	42.4%	63.2%	95.0%	95.0%	Down	Up
Cash Assistance — Applications filed electronically (%)	88.8%	89.1%	88.9%	92.6%	93.2%	*	*	Neutral	*
Cash Assistance — Cases in sanction status (%)	0.5%	0.1%	0.0%	0.0%	0.0%	*	*	Down	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

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

The Supplemental Nutrition Assistance Program (SNAP) caseload remains historically high. The number of persons receiving SNAP benefits increased slightly by less than one percent in Fiscal 2025 compared to Fiscal 2024, driven by a seven percent growth in the number of SNAP recipients also receiving CA. The number of non-CA SNAP recipients decreased by three percent, compared to Fiscal 2024 to over 970,000 recipients.

HRA's online application and recertification options, telephone interviews, remote document uploads, and modernized interactive voice response (IVRS) telephone system have produced steady increases in the submission of online applications and telephone interviews for SNAP benefits since Fiscal 2015. While the number of online applications have increased along with overall applications increasing, the proportion of applications that are filed electronically remained steady from last year at 90.7 percent.

The SNAP payment error rate was 16.63 percent in Federal Fiscal 2024—which runs from October 1 to September 30—higher than recent years due to the unprecedented increases in applications and associated volume of work for HRA staff. HRA onboarded new staff to help manage the increased volume of applications and continues to implement system improvements designed to prevent errors, including targeted trainings for front-line staff around the top errors. In Fiscal

2025, the SNAP application timeliness rate was 87.6 percent, a 22 percentage point increase compared to Fiscal 2024, reflecting the aggressive action that HRA has taken to implement process improvements and investing in technology—the rate was 39.7 as recently as Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ 🌟 Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,734.2	1,713.4	1,739.2	1,789.6	1,796.3	*	*	Neutral	*
SNAP — Cash assistance persons receiving benefits (000)	406.1	446.1	483.2	562.4	600.6	*	*	Up	*
🌟 SNAP — Non-cash assistance persons receiving program benefits (000)	1,084.7	1,038.6	1,026.0	999.4	974.1	*	*	Neutral	*
SNAP — SSI persons receiving benefits (000)	243.4	228.8	230.0	227.8	221.6	*	*	Neutral	*
SNAP — Total households receiving benefits (000)	1,021.4	1,011.0	1,031.9	1,066.4	1,076.6	*	*	Neutral	*
SNAP — Cash assistance households receiving benefits (000)	209.6	232.5	254.7	300.1	326.3	*	*	Up	*
SNAP — Non-cash assistance households receiving benefits (000)	585.8	565.3	562.6	553.8	543.8	*	*	Neutral	*
SNAP — SSI households receiving benefits (000)	226.1	213.2	214.6	212.4	206.6	*	*	Neutral	*
SNAP — Payment Error Rate (federal fiscal year) (%)	NA	13.91%	14.46%	16.63%	NA	6.00%	6.00%	NA	Down
★ SNAP — Application timeliness rate (%)	91.9%	60.1%	39.7%	65.1%	87.6%	95.0%	95.0%	Neutral	Up
SNAP — Applications filed electronically (%)	95.3%	96.9%	91.6%	90.2%	90.7%	*	*	Neutral	*
SNAP — Average monthly benefit for Cash Assistance recipients receiving benefits	\$207	\$263	\$278	\$249	\$247	*	*	Up	*
SNAP — Average monthly benefit for non-Cash Assistance recipients receiving benefits	\$214	\$270	\$272	\$227	\$228	*	*	Neutral	*
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.

In Fiscal 2025, approximately 3.97 million New York City residents were enrolled in Medicaid. This includes approximately 1.60 million New York City residents enrolled in Medicaid administered by HRA, a slight decline from 1.66 million in Fiscal 2024, pursuant to New York State rules, with the remaining balance enrolled in Medicaid through the New York State Health Care Exchange. In Fiscal 2025 compared to Fiscal 2024, HRA administered Medicaid-only enrollees decreased by ten percent due to both the continued transition of clients to the New York State Health Care Exchange as well as the resumption of closings of case renewals among clients who do not renew their coverage.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Medicaid — Enrollees administered by HRA (000)	1,591.1	1,474.5	1,572.7	1,658.6	1,598.9	*	*	Neutral	*
Medicaid — Medicaid-only enrollees administered by HRA (000)	867.2	719.9	740.9	750.7	673.5	*	*	Down	*
Medicaid — Application timeliness rate (%)	87.4%	96.8%	94.2%	88.4%	NA	95.0%	95.0%	NA	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

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.

HRA Employment Services helps CA applicants, recipients and non-custodial child support parents obtain and retain employment. HRA provides services through contracts, training and education referrals, and placement in subsidized and unsubsidized jobs in both the public and private sectors. HRA programs focus on the individual needs of clients, providing assessments and specialized services, including programs for youth and sector-specific training.

In Fiscal 2025, HRA helped nearly 22,000 clients obtain jobs, a 172 percent increase compared to Fiscal 2024. The increase is attributable in part to an increase of referrals to employment activities as the Agency resumed federal and state mandated engagement activities earlier in the fiscal year. In Fiscal 2025, 79.1 percent of clients who obtained a job either retained it or did not return to CA within six months (180 days), and 62.8 percent of employed clients either retained their jobs or did not return to CA within 12 months, both higher than in Fiscal 2024 and closer to pre-pandemic levels. HRA's Employment Services vendors assist clients to help them return to the labor force if they lose their job within a year of employment.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Clients whom HRA helped obtain employment (000)	5.1	9.2	9.2	8.1	21.9	↑	↑	Up	Up
★ HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	70.2%	70.5%	69.3%	74.7%	79.1%	80.0%	80.0%	Up	Up
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	60.4%	56.7%	57.2%	58.2%	62.8%	*	*	Neutral	Up
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	NA	↑	↑	NA	Up
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	NA	↑	↑	NA	Up
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	10.6%	12.5%	13.6%	14.0%	NA	↑	↑	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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.

HRA's Wellness, Comprehensive Assessment, Rehabilitation, and Employment program (WeCARE) supports CA clients with barriers to employment to achieve self-sufficiency in the workforce, and helps those who have disabilities apply for federal disability assistance. In Fiscal 2025, there were 24,620 recipients, an increase of more than 9,000 from Fiscal 2024. This increase is attributable to internal changes designed to streamline the referral process, targeted outreach strategies, and the increase of referrals to employment activities as the Agency resumed federal and state mandated engagement activities. Fiscal 2025 saw an increase in federal disability awards by 35 percent compared to Fiscal 2024 as a result of these operational changes.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Total WeCARE recipients	32,937	26,944	17,684	15,133	24,620	*	*	Down	*
★ WeCARE federal disability awards	1,519	1,193	1,161	953	1,287	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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

New child support orders obtained were more than 30 percent higher in Fiscal 2025 compared to Fiscal 2024, due to an increase in the number of available hearing slots and additional court staff for child support hearings. Cases with active orders continued to decline, as they have every year since Fiscal 2012, due to cases aging out when the child is 21 years old, routine case closures, fewer referrals to the court for HRA CA cases, and fewer applications from custodial parents not involved with CA. While the number of new child support orders increased significantly, the total number of cases with orders is still below prior years. For this reason, child support collected on behalf of custodial parents and their children slightly decreased compared to the prior fiscal year.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Total new child support orders obtained	3,610	3,742	4,502	5,159	6,798	*	*	Up	Up
Total child support cases with active orders (end of period)	225,512	209,544	200,554	191,190	181,488	*	*	Down	Up
★ Child support cases with orders of support (%)	82.3%	84.2%	80.6%	75.8%	73.5%	↑	↑	Down	Up
Child support collected (\$000,000)	\$857.5	\$705.3	\$685.4	\$672.7	\$666.4	*	*	Down	Up
★ Support cases with active orders receiving current payments (%)	70.2%	62.0%	67.3%	67.7%	67.0%	↑	↑	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2d Expand access to municipal benefits and other financial supports.

DSS/HRA administers the largest municipal identification card program in the nation. IDNYC serves all City residents, including vulnerable communities such as people experiencing homelessness, youth, the formerly incarcerated, and others who may have difficulty obtaining a government-issued photo ID. IDNYC cards serve as an official identification card and help New Yorkers gain access to City services and buildings. The program also offers free memberships to the City's leading museums, zoos, concert halls, and botanical gardens. In Fiscal 2025, 197,996 cards were issued, adding to the more than two million cards issued since the program's inception in Fiscal 2015. In Fiscal 2025, the number of IDNYC applications processed grew by more than four percent, from 200,922 in Fiscal 2024 to 209,698 in Fiscal 2025, as the Agency continues to manage a high volume of appointments. The IDNYC timeliness rate was 97 percent in Fiscal 2025, a slight increase compared to the previous year. IDNYC operated an appointment-only model in Fiscal 2025, which continued to streamline operations and improve processing efficiency.

Launched in January 2019, Fair Fares NYC is a City-funded program that helps low-income New Yorkers manage transportation costs. With the Fair Fares NYC discount, eligible New York City residents receive a 50 percent discount on subway and eligible bus fares or Access-A-Ride fares. In Fiscal 2025, a total of 378,527 people were enrolled in the program, an increase of more than 11 percent from Fiscal 2024, as eligibility expanded to 145 percent of the Federal Poverty Level in Fiscal 2025. The Agency is expanding Fair Fares eligibility once again in Fiscal 2026 to 150 percent of the Federal Poverty Level.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
IDNYC — Number of applications processed	164,399	167,962	191,817	200,922	209,698	*	*	Up	*
IDNYC — Number of cards issued	167,070	162,627	175,612	183,682	197,996	*	*	Up	*
IDNYC — Application timeliness rate (%)	96.1%	98.2%	90.6%	96.7%	97.0%	*	*	Neutral	Up
★ Fair Fares NYC — Total enrollment	235,583	271,892	294,505	339,748	378,527	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 3 Reduce homelessness among children and adults.

Goal 3a Prevent homelessness and support housing stability.

HRA provides homelessness prevention assistance to families and individuals with housing emergencies and to those at potential risk of homelessness. HRA offers access to emergency rent arrears payments and ongoing rental assistance at Benefits Access Centers, Housing Courts, and at DHS shelter intake and Homebase locations.

The Homebase program, a network of community-based organizations that provide homelessness prevention services, had 32,211 enrollments in Fiscal 2025, a nine percent increase compared to Fiscal 2024. The program continues to exceed the target of diverting 85 percent of those who receive services from entering shelter. In Fiscal 2025, 95.5 percent of families with children, 97 percent of adult family households, and 92.9 percent of single adults who received Homebase prevention services remained in their communities and avoided shelter entry within 12 months following the service.

The City Fighting Homelessness and Eviction Prevention Supplement rental subsidy, or CityFHEPS, is the largest municipally funded rental subsidy in the nation, and a vital tool in HRA's pursuit to promote housing stability for all New Yorkers. CityFHEPS pays part of the monthly rent for eligible tenants anywhere in New York State for up to five years. The number of cases receiving a CityFHEPS subsidy has continued to grow each year since the program was launched in late Calendar 2018. In June 2025, there were a total of 58,723 cases receiving CityFHEPS subsidy, a 32 percent increase compared to June 2024. The number of cases receiving emergency rental assistance, which includes both households already receiving ongoing cash assistance and those only receiving emergency assistance, decreased by eight percent from Fiscal 2024 to Fiscal 2025, largely driven by a decline in eligible clients as a result of incomplete applications.

The Agency's Office of Civil Justice oversees implementation of the City's Universal Access to Counsel Law, the nation's first law to ensure access to legal services for every tenant facing eviction in housing court. The number of low-income households facing eviction and homelessness who were assisted with legal services in housing court increased by 29 percent in Fiscal 2025 compared to Fiscal 2024. This increase was due to the addition of new legal services providers, along with the restructuring of legal services contracts designed to maximize representation for eviction cases.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Homebase enrollments	26,113	25,636	29,215	29,520	32,211	*	*	Up	*
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	8.3%	8.1%	7.6%	8.3%	8.6%	*	*	Neutral	*
★ Adults receiving preventive services who did not enter the shelter system (%)	90.6%	94.4%	93.9%	94.6%	92.9%	85.0%	85.0%	Neutral	Up
★ Adult families receiving preventive services who did not enter the shelter system (%)	96.2%	98.0%	96.6%	97.0%	97.0%	85.0%	85.0%	Neutral	Up
★ Families with children receiving preventive services who did not enter the shelter system (%)	96.7%	97.0%	96.7%	96.7%	95.5%	85.0%	85.0%	Neutral	Up
Cases receiving emergency rental assistance	40,471	23,082	42,915	56,506	52,285	*	*	Up	*
Cases receiving CityFHEPS subsidy	23,235	26,668	31,924	44,501	58,723	*	*	Up	*
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	13,875	28,730	34,218	28,966	37,422	*	*	Up	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None					

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

HRA assists individuals and families who are domestic violence (DV) survivors and require DV services within the community or placement in an emergency DV shelter. In Fiscal 2025, the percent of DV-eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered an HRA DV shelter increased by eight percentage points compared to the prior year. The average number of individuals served per day in the HRA emergency DV shelter program increased slightly by three percent in Fiscal 2025 compared to Fiscal 2024, while emergency bed capacity for this system remained steady. The average number of families served per day in HRA's DV Tier II shelter program, which provides shelter for those who have reached the 180-day stay limit in DV emergency shelter, increased by 11 percent in Fiscal 2025, supported by a six percent increase in the Tier II capacity compared to Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	56.9%	39.0%	23.0%	14.1%	22.2%	*	*	Down	*
Average number of families served per day in the Emergency Domestic Violence shelter program	794	751	758	745	766	*	*	Neutral	*
Average number of individuals served per day in the Emergency Domestic Violence shelter program	1,990	1,893	1,952	1,905	1,902	*	*	Neutral	*
Average number of families served per day in the Domestic Violence Tier II shelter program	331	416	473	522	581	*	*	Up	*
Average number of individuals served per day in the Domestic Violence Tier II shelter program	909	1,125	1,257	1,401	1,577	*	*	Up	*
Domestic violence emergency beds (capacity)	2,451	2,375	2,375	2,290	2,290	*	*	Neutral	*
Domestic Violence Tier II units (capacity)	355	480	539	593	628	*	*	Up	*
Domestic Violence non-residential services programs average monthly caseload	1,717	1,616	1,620	1,489	1,474	*	*	Down	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬇️ Directional Target * None

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.

Adult Protective Services (APS) is a State-mandated program that provides services including case management, financial management, assistance in obtaining Medicaid and other public benefits, and eviction prevention assistance for physically and/or mentally impaired adults who are unable to care for themselves. After a decline due to the COVID-19 pandemic, the number of referrals received by APS has increased over the last several years, increasing by 15 percent in Fiscal 2025 compared to Fiscal 2024. The increase in referrals is due to enhanced outreach efforts by APS along with increased referrals from housing court and other agencies. The number of APS assessment cases increased by 19 percent from Fiscal 2024 to Fiscal 2025 due to the increase in referrals. The number of cases eligible for services increased by three percent in Fiscal 2025 compared to the prior year, also as a result of the increase in referrals. In Fiscal 2025, 96.5 percent of individuals were visited within three days of referral and nearly 95 percent of cases had determinations made within the State-mandated 60-day time frame.

The total number of cases receiving Medicaid-funded home care services in New York City increased nearly seven percent in Fiscal 2025, driven primarily by an increase in New York State-administered Managed Long-Term Care (MLTC) clients during the fiscal year. The enrollment of MLTC clients is managed exclusively by New York State Managed Care contractors and HRA does not determine service eligibility for this group. Included within the total number of cases receiving home care services are 6,628 administered by HRA. In Fiscal 2025, the average number of days to initiate home attendant and housekeeper services for HRA clients, which excludes the State-administered MLTC caseload, was 45 days, a ten-day increase compared to Fiscal 2024. This increase is due to a continuing shortage of available certified home health aides, employed by State licensed home health care agencies. HRA Personal Care billable hours decreased by one percent in Fiscal 2025 compared to Fiscal 2024.

The number of new applicants for HIV/AIDS Services Administration (HASA) services decreased by six percent in Fiscal 2025 compared to Fiscal 2024, although the number of individuals who received HASA services increased by nearly five percent as more clients remain on the caseload. Average time to process applications for enhanced housing benefits slightly increased from 9.1 days in Fiscal 2024 to 10.5 days in Fiscal 2025, and the average time to issue these enhanced benefits increased to 20.7 days from 15.3 days, but is still within the 30-day timeframe. In Fiscal 2025, the number of cases receiving emergency housing assistance and supportive housing assistance declined compared to Fiscal 2024, by 18 percent and one percent, respectively. However, this was offset by an increase in the number of HASA cases receiving ongoing rental assistance, which increased by nearly nine percent, as clients moved from emergency housing into private housing with ongoing rental assistance.

In Fiscal 2025, the Community Food Connection (CFC) program distributed 47 million pounds of fresh and shelf stable food to 673 community food programs in all five boroughs, a nine percent increase compared to 43 million pounds in Fiscal 2024, largely due to increased funding for the program.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Adult Protective Services (APS) — Total referrals received	18,672	19,403	23,485	29,433	33,875	*	*	Up	*
APS — Assessment cases	3,271	3,025	3,706	4,991	5,947	*	*	Up	*
★ APS — Cases referred that are visited within three working days	96.9%	98.5%	97.7%	97.0%	96.5%	85.0%	85.0%	Neutral	Up
APS — Cases accepted or denied for undercare within State-mandated 60 days (%)	98.1%	98.6%	97.7%	95.0%	94.9%	*	*	Neutral	Up
★ APS — Cases eligible for services	6,131	5,413	5,556	5,567	5,750	*	*	Neutral	*
★ Serious personal care complaints resolved in 24 hours (%)	97.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	Neutral	Up
★ Average days to initiate home attendant and housekeeper services for all cases	23.5	29.3	33.3	34.3	45.0	↓	↓	Up	Down
★ Average weekly billable hours for personal care services	58.0	59.4	60.0	57.7	57.2	*	*	Neutral	*
Total cases receiving home care services	229,280	240,799	261,865	290,507	309,361	*	*	Up	*
Cases receiving home care services — HRA clients	6,086	6,545	5,854	6,579	6,628	*	*	Neutral	*
HIV/AIDS Services Administration (HASA) — New Applicants	3,998	4,761	5,432	6,070	5,694	*	*	Up	*
★ 🌟 HASA — Individuals receiving services	34,290	32,851	32,867	33,140	34,748	*	*	Neutral	*
HASA — Clients receiving housing assistance (%)	81.6%	83.5%	83.7%	85.4%	85.1%	*	*	Neutral	*
HASA — Cases receiving emergency housing assistance	2,842	2,527	2,444	2,465	2,007	*	*	Down	*
HASA — Cases receiving supportive housing assistance	4,882	4,868	4,799	4,685	4,628	*	*	Neutral	*
HASA — Cases receiving on-going rental assistance	18,799	18,821	19,139	20,152	21,938	*	*	Up	*
★ 🌟 HASA — Average number of days from submission of a completed application to approval or denial of enhanced housing benefits	6.2	6.5	8.3	9.1	10.5	8.0	8.0	Up	Down
★ HASA — Average number of days from submission of a completed application to issuance of enhanced housing benefits	14.9	14.3	15.2	15.3	20.7	15.5	15.5	Up	Down
Pounds of food distributed through Community Food Connection (000)	NA	17,755	45,726	43,093	47,073	*	*	NA	*
Active Community Food Connection programs — Food Pantries	501	503	586	585	588	*	*	Up	*
Active Community Food Connection programs — Soup Kitchens	103	85	87	83	85	*	*	Down	*
★ Critical Indicator	🌟 Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

DSS continued to focus on maintaining the integrity of the benefit programs it oversees and ensuring that funds are collected appropriately through its Accountability Office (AO). In Fiscal 2025 compared to Fiscal 2024, cost avoidance and recoveries increased by 72 percent for Cash Assistance, by 48 percent for SNAP, and by eight percent for Medicaid. Efforts include investigation of provider fraud, recovery of monies owed from collection activities, such as Supplemental Needs Trusts and property and negligence liens, and securing repayments from settlements or in cases of concealed income. DSS continues to pursue Medicaid investigations under an agreement with New York State, even with the State takeover of most Medicaid administration and the enrollment of most Medicaid clients through the State Exchange.

New York State administrative fair hearings are held when HRA clients dispute findings on their cases, usually related to eligibility determinations or benefit levels. The number of fair hearings requested in Fiscal 2025 was seven percent lower in Fiscal 2025 than in Fiscal 2024. This decrease is partially due to a reduction in the number of backlogged SNAP and CA cases. Of the hearings that were held where determinations were made in Fiscal 2025, eight percent resulted in HRA's decisions being upheld, four percentage points lower than in Fiscal 2024, partially due to an increase in cases that HRA is able to settle with clients prior to a hearing. These cases are included in the denominator of the cases upheld even though the outcome is considered satisfactory for the Agency.

The number of workplace injuries reported decreased by 23 percent in Fiscal 2025. HRA conducts annual workshops on workplace safety with a strong emphasis on reducing workplace violence.

The number of applications filed with United States Citizenship and Immigration Services decreased by 36 percent from Fiscal 2024 to Fiscal 2025, in part due to federal eligibility changes.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Medicaid recoveries and cost avoidance for fraud waste and abuse (\$000,000)	\$232.14	\$252.11	\$293.80	\$226.44	\$244.16	*	*	Neutral	*
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$60.91	\$58.56	\$64.22	\$74.81	\$128.40	*	*	Up	*
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$20.80	\$21.05	\$28.91	\$33.60	\$49.79	*	*	Up	*
Fair Hearings requested	149,697	164,888	149,196	182,051	170,115	*	*	Up	*
Fair hearings upheld (%)	18.4%	14.0%	15.2%	12.0%	8.0%	*	*	Down	Up
Billed revenue as a percentage of budgeted revenue (%)	52.6%	66.9%	69.3%	54.6%	66.0%	*	*	Neutral	Up
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	100.0%	100.0%	100.0%	100.0%	*	*	Neutral	Up
Calls resolved within 48 hours to the customer service call line for vendors (%)	68.3%	65.0%	58.9%	43.5%	45.7%	*	*	Down	Up
Workplace injuries reported	55	90	88	93	72	*	*	Up	Down
Applications filed with the United States Citizenship and Immigration Services	4,665	4,568	5,666	3,693	2,358	*	*	Down	*
★ Critical Indicator	⚙️ Equity Indicator	“NA” Not Available	↕️ Directional Target	* None					

AGENCY CUSTOMER SERVICE

The number of completed requests for interpretation decreased in Fiscal Year 2025 by five percent compared to Fiscal 2024, reversing the increase observed the last couple of fiscal years. Fiscal 2025 saw a six-percentage point increase in the rate of calls answered within 30 seconds compared to Fiscal 2024. Average customer in-person wait time for service at HRA offices increased by five percent in Fiscal 2025 compared to Fiscal 2024, due in part to a significant increase in the application and recertification volume for Cash Assistance cases.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	592,901	485,805	788,716	910,892	862,060	*	*	Up	*
Letters responded to within 14 days (%)	100%	99%	98.5%	98.3%	97.78%	90%	90%	Neutral	Up
E-mails responded to within 14 days (%)	97.5%	97.9%	99.2%	97.8%	99.26%	90%	90%	Neutral	Up
Average customer in-person wait time (minutes:seconds)	57:02	44:26	68:00	77:30	81:40	60:00	60:00	Up	Down
CORE facility rating	98	99	98	98	95	80	80	Neutral	Up
Calls answered within 30 seconds (%)	43.1%	22.8%	11.3%	8.3%	14.1%	80%	80%	Down	Up
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	94.0%	100.0%	95.7%	97.1%	97.6%	*	*	Neutral	Up

★ Critical Indicator * Equity Indicator "NA" Not Available ⇅ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$10,093.5	\$10,965.0	\$11,127.0	\$12,448.8	\$13,403.2	\$13,280.0	\$11,974.3	Up
Revenues (\$000,000)	\$80.1	\$54.7	\$55.6	\$61.1	\$66.2	\$42.6	\$42.6	Down
Personnel	11,913	10,923	10,841	11,044	10,850	12,180	12,337	Neutral
Overtime paid (\$000,000)	\$52.7	\$85.3	\$96.8	\$109.7	\$43.0	\$40.1	\$41.6	Neutral
Capital commitments (\$000,000)	\$29.8	\$16.5	\$57.5	\$117.8	\$67.3	\$174.4	\$154.5	Up
Human services contract budget (\$000,000)	\$726.3	\$811.3	\$823.6	\$925.6	\$1,060.0	\$930.1	\$1,022.4	Up

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$901.7	\$947.0	
201 - Administration	\$338.8	\$352.95	All
203 - Public Assistance	\$340.0	\$331.90	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$68.7	\$88.42	1c, 2b, 4a
205 - Adult Services	\$115.9	\$116.01	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$3.4	\$3.50	All
208 - Home Energy Assistance	\$1.0	\$1.29	1a
209 - Child Support Services	\$28.1	\$31.44	2c
210 - Emergency Food ⁴	NA	\$2.43	1b
211 - Fair Fares	(\$0.0)	\$3.40	Agency-Wide Management
212 - Domestic Violence Services	\$5.8	\$15.65	3b
Other Than Personal Services - Total	\$11,547.0	\$12,456.18	
101 - Administration	\$375.5	\$404.86	All
103 - Public Assistance	\$3,759.9	\$4,562.40	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$6,411.6	\$6,418.95	1c, 2b, 4a
105 - Adult Services	\$456.1	\$444.10	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$281.0	\$299.12	All
108 - Home Energy Assistance	\$65.3	\$68.74	1a
109 - Child Support Services	\$24.3	\$26.38	2c
110 - Emergency Food	\$56.5	\$59.18	1b
111 - Fair Fares	\$74.3	\$91.41	Agency-Wide Management
112 - Domestic Violence Services	\$42.6	\$81.03	3b
Agency Total	\$12,448.8	\$13,403.19	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ²City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³Refer to agency goals listed at front of chapter. ⁴This UA originated in Fiscal 2024. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator 'Cases receiving CityFHEPS subsidy' was added to Goal 3a. The CityFHEPS subsidy program has become a major part of the Agency's work to prevent homelessness and support housing stability.
- Fiscal 2025 data for 'Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)' and 'Family cases engaged in training or education in accordance with New York City guidelines (%)' is currently not available.
- Due to a change in logic beginning in May 2024, the Fiscal 2024 data for 'Cases receiving home care services—HRA clients' cannot be compared to prior fiscal years.
- Due to a data error, the Fiscal 2025 'Medicaid—Application timeliness rate (%)' is not currently available.
- Fiscal 2024 and Fiscal 2023 data for 'Applications filed with the United States Citizenship and Immigration Services' that were unavailable in the prior Mayors Management Report publications are now reported.

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>
- Supplemental Nutrition Assistance Program (SNAP):
<https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program>
- Prevention Assistance and Temporary Housing intake center (PATH):
<https://www1.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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

