

HUMAN RESOURCES ADMINISTRATION

Erin Dalton, Commissioner
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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.

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.

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.

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 2026

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 566,500 in June 2026, six percent lower than in June 2025, in part due to the resumption of federal and New York State mandates in Fiscal 2025 that require participation in work, job search, educational, or other engagement activities. The 12-month unduplicated number of CA recipients, the measure of total unique clients served over the course of a year, increased by one percent in Fiscal 2026 compared to Fiscal 2025.

Applications for CA increased by one percent in Fiscal 2026 compared to Fiscal 2025 and remain historically high, partially as a result of expanded electronic application options. These modernization efforts enable CA clients to conduct business with HRA more efficiently without physically coming into a HRA Benefits Access Center, where individuals can apply for and learn more about HRA benefits. As a result, the percentage of CA applications filed electronically remained above 90 percent in Fiscal 2026.

In Fiscal 2026, the CA application timeliness rate improved three percentage points to 65.8 percent. To improve timeliness, the Agency implemented a new technology tool to streamline the process of assigning cases for review. The percentage of CA cases in sanction status was 0.2 percent in Fiscal 2026, largely due to the resumption of federal and New York State mandated engagement activities, but remains much lower than historical levels—the rate was 2.4 percent as recently as Fiscal 2020. Sanctions were largely suspended in the years following the COVID-19 pandemic until Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Cash Assistance — Persons receiving Assistance (000)	425.0	481.5	557.6	601.1	566.5	*	*	Up	*
★ Cash Assistance — Caseload (point in time) (000)	235.5	267.4	311.6	339.4	314.6	*	*	Up	*
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	585.5	660.8	787.4	855.6	862.7	*	*	Up	*
Cash Assistance — Applications (000)	374.6	489.7	560.3	567.2	573.3	*	*	Up	*
Cash Assistance — Application acceptance rate (%)	44.1%	40.7%	36.5%	37.6%	37.5%	*	*	Down	*
★ Cash Assistance — Application timeliness rate (%)	82.3%	28.8%	42.4%	63.2%	65.8%	95.0%	95.0%	Neutral	Up
Cash Assistance — Applications filed electronically (%)	89.1%	88.9%	92.6%	93.2%	92.9%	*	*	Neutral	*
Cash Assistance — Cases in sanction status (%)	0.1%	0.0%	0.0%	0.0%	0.2%	*	*	Up	*
Cash Assistance — Average monthly benefit (\$)	\$350	\$376	\$356	\$356	\$370	*	*	Neutral	*
★ 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 number of people receiving Supplemental Nutrition Assistance Program (SNAP) benefits decreased by seven percent to 1.68 million in Fiscal 2026 compared to Fiscal 2025, driven primarily by a nine percent decrease in the number of non-CA SNAP recipients. The number of SNAP recipients also receiving CA decreased by six percent compared to Fiscal 2025 to 567,200 recipients. These changes are aligned with nationwide trends driven by the effects of the federal budget reconciliation bill known as H.R. 1, signed into law in July 2025, which expanded SNAP work requirements for able-bodied adults without dependents by raising the qualifying age from 54 to 64 and narrowing the dependent-child exemption, while also tightening eligibility for certain immigrant populations. It is estimated that SNAP participation has decreased by 11 percent across the United States between the law's enactment in July 2025 and April 2026.

The SNAP payment error rate was 14.64 percent in Federal Year 2025—which runs from October 1 to September 30—a two percentage point decrease from the previous year. To reduce the SNAP Payment Error Rate, the Agency has conducted internal audits to identify areas for targeted training, hired additional training resources for the largest SNAP worker locations, introduced a payment integrity tool, enhanced systems through additional flags and reminders, and also began testing a new tool that flags discrepancies and potential errors for staff. In Fiscal 2026, the SNAP application timeliness rate was 84.7 percent, a three percentage point decrease compared to Fiscal 2025 but a continued improvement compared to recent years—the rate was 39.7 percent as recently as Fiscal 2023. The Agency is continuing efforts to streamline and automate application processing to improve timeliness moving forward.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ 🍌 Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,713.4	1,739.2	1,789.6	1,796.3	1,678.2	*	*	Neutral	*
SNAP — Cash assistance persons receiving benefits (000)	446.1	483.2	562.4	600.6	567.2	*	*	Up	*
🍌 SNAP — Non-cash assistance persons receiving program benefits (000)	1,038.6	1,026.0	999.4	974.1	889.1	*	*	Down	*
SNAP — SSI persons receiving benefits (000)	228.8	230.0	227.8	221.6	221.9	*	*	Neutral	*
SNAP — Total households receiving benefits (000)	1,011.0	1,031.9	1,066.4	1,076.6	1,016.2	*	*	Neutral	*
SNAP — Cash assistance households receiving benefits (000)	232.5	254.7	300.1	326.3	303.6	*	*	Up	*
SNAP — Non-cash assistance households receiving benefits (000)	565.3	562.6	553.8	543.8	505.6	*	*	Neutral	*
SNAP — SSI households receiving benefits (000)	213.2	214.6	212.4	206.6	206.9	*	*	Neutral	*
SNAP — Payment Error Rate (federal fiscal year) (%)	13.91%	14.46%	16.63%	14.64%	NA	6.00%	6.00%	NA	Down
★ SNAP — Application timeliness rate (%)	60.1%	39.7%	65.1%	87.6%	84.7%	95.0%	95.0%	Up	Up
SNAP — Applications filed electronically (%)	96.9%	91.6%	90.2%	90.7%	87.4%	*	*	Neutral	*
SNAP — Average monthly benefit for Cash Assistance recipients receiving benefits	\$263	\$278	\$249	\$247	\$249	*	*	Neutral	*
SNAP — Average monthly benefit for non-Cash Assistance recipients receiving benefits	\$270	\$272	\$227	\$228	\$229	*	*	Down	*
★ 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 2026, approximately 3.60 million New York City residents were enrolled in Medicaid. This includes approximately 1.40 million New York City residents enrolled in Medicaid administered by HRA, a 12 percent decrease from 1.60 million in Fiscal 2025, pursuant to New York State rules, with the remaining balance enrolled in Medicaid through the New York State Health Care Exchange. This decrease was due to the federal government ordering the resumption of closings of case renewals in April 2025 among clients who do not renew their coverage—these closings were paused during the COVID-19 pandemic.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Medicaid — Enrollees administered by HRA (000)	1,474.5	1,572.7	1,658.6	1,598.9	1,403.3	*	*	Neutral	*
Medicaid — Medicaid-only enrollees administered by HRA (000)	719.9	740.9	750.7	673.5	519.4	*	*	Down	*
Medicaid — Application timeliness rate (%)	96.8%	94.2%	88.4%	NA	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 Career 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.

In Fiscal 2026, HRA helped 29,100 clients obtain jobs, a 33 percent increase from Fiscal 2025, largely due to an increase in referrals to employment activities as the Agency resumed federal and New York State mandates that require participation in work, job search, educational, or other engagement activities in Fiscal 2025. In Fiscal 2026, 79.8 percent of clients who obtained a job either retained it or did not return to CA within six months (180 days), and 69.4 percent of employed clients either retained their jobs or did not return to CA within 12 months, both higher than in Fiscal 2025. HRA's Career 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	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Clients whom HRA helped obtain employment (000)	9.2	9.2	8.1	21.9	29.1	↑	↑	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) (%)	70.5%	69.3%	74.7%	79.1%	79.8%	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) (%)	56.7%	57.2%	58.2%	62.8%	69.4%	*	*	Up	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) (%)	12.5%	13.6%	14.0%	15.8%	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 2026, there were 49,910 recipients, doubling from Fiscal 2025. This increase is primarily attributable to an increase in referrals to engagement activities as the Agency resumed federal and State mandated engagement activities noted earlier.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Total WeCARE recipients	26,944	17,684	15,133	24,620	49,910	*	*	Up	*
★ WeCARE federal disability awards	1,193	1,161	953	1,287	NA	*	*	NA	*
★ 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 increased 21 percent in Fiscal 2026 compared to Fiscal 2025, due to increased Family Court capacity to hear cases, including filling Support Magistrate vacancies and a streamlined case-conferencing process for establishing child support orders. 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. Despite this slight decrease in orders, collections remained steady in Fiscal 2026.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Total new child support orders obtained	3,742	4,502	5,159	6,798	8,238	*	*	Up	Up
Total child support cases with active orders (end of period)	209,544	200,554	191,190	181,488	176,286	*	*	Down	Up
★ Child support cases with orders of support (%)	84.2%	80.6%	75.8%	73.5%	73.1%	↑	↑	Down	Up
Child support collected (\$000,000)	\$705.3	\$685.4	\$672.7	\$666.4	\$668.1	*	*	Neutral	Up
★ Support cases with active orders receiving current payments (%)	62.0%	67.3%	67.7%	67.0%	66.8%	↑	↑	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 IDNYC, 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 2026, 156,977 cards were issued, 21 percent fewer than in Fiscal 2025. The number of IDNYC applications processed similarly decreased by 22 percent, from 209,698 in Fiscal 2025 to 164,264 in Fiscal 2026. The decrease in both applications processed and cards issued in Fiscal 2026 reflects a return to typical levels following the elevated demand associated with increased arrivals of asylum seekers to New York City. Starting in Fiscal 2023, the Agency saw a significant increase in demand for IDNYC as many newly arrived individuals did not have government-issued identification documents. The IDNYC application timeliness rate was 98.7 percent in Fiscal 2026, a slight increase compared to the previous year. IDNYC continued to operate an appointment-only model in Fiscal 2026, which has streamlined operations and improved 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 2026, a total of 384,914 people were enrolled in the program, an increase of two percent from Fiscal 2025, as eligibility expanded from 145 percent to 150 percent of the Federal Poverty Level in November 2025—the latest in a series of expansions that has raised the threshold from 100 percent of the Federal Poverty Level at the program's 2019 launch. The Agency is planning to expand Fair Fares eligibility once again in Fiscal 2027 to 200 percent of the Federal Poverty Level.

The Home Energy Assistance Program (HEAP) is a federally funded program that helps low-income homeowners and renters heat and cool their homes. For Federal Fiscal 2026, a total of 867,216 cases received HEAP Benefits, a four percent decrease from 900,003 in Federal Fiscal 2025. The decrease is attributed to New York State reducing the availability of HEAP programs in Federal Fiscal 2026 and the heating benefits season opening later opening later than usual on November 1, 2025.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
IDNYC — Number of applications processed	167,962	191,817	200,922	209,698	164,264	*	*	Neutral	*
IDNYC — Number of cards issued	162,627	175,612	183,682	197,996	156,977	*	*	Neutral	*
IDNYC — Application timeliness rate (%)	98.2%	90.6%	96.7%	97.0%	98.7%	*	*	Neutral	Up
★ Fair Fares NYC — Total enrollment	271,892	294,505	339,748	378,527	384,914	*	*	Up	*
Home Energy Assistance Program (HEAP) — Cases receiving benefit	753,239	855,948	910,781	900,003	867,216	*	*	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 Benefit 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 33,287 enrollments in Fiscal 2026, a three percent increase compared to Fiscal 2025. The program continues to exceed the target of diverting 85 percent of those who receive services from entering shelter. In Fiscal 2026, 93.0 percent of single adults, 96.4 percent of adult family households, and 95.4 percent of families with children who received Homebase prevention services remained in their communities and avoided shelter entry within 12 months following enrollment. The number of cases receiving emergency rental assistance, which includes both households already receiving ongoing cash assistance and those only receiving emergency assistance, increased by four percent from Fiscal 2025 to Fiscal 2026, to a total of 54,343 cases.

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. In June 2026, there were a total of 71,887 cases receiving CityFHEPS subsidy, a 22 percent increase compared to June 2025, driven by new households entering the program in addition to existing households remaining on the caseload. The average subsidy amount for CityFHEPS cases was \$2,087 per month as of June 2026, an increase of nine percent compared to June 2025 as rents continued to rise citywide, but a smaller rate of growth compared to the prior year.

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 three percent in Fiscal 2026 to 38,661.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Homebase enrollments	25,636	29,215	29,520	32,211	33,287	*	*	Up	*
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	8.1%	7.6%	8.3%	8.6%	9.5%	*	*	Up	*
★ Adults receiving preventive services who did not enter the shelter system (%)	94.4%	93.9%	94.6%	92.9%	93.0%	85.0%	85.0%	Neutral	Up
★ Adult families receiving preventive services who did not enter the shelter system (%)	98.0%	96.6%	97.0%	97.0%	96.4%	85.0%	85.0%	Neutral	Up
★ Families with children receiving preventive services who did not enter the shelter system (%)	97.0%	96.7%	96.7%	95.5%	95.4%	85.0%	85.0%	Neutral	Up
Cases receiving emergency rental assistance	23,082	42,915	56,506	52,285	54,343	*	*	Up	*
CityFHEPS — Cases receiving subsidy	26,668	31,924	44,501	58,723	71,887	*	*	Up	*
CityFHEPS — Average subsidy amount (\$)	\$1,121	\$1,344	\$1,658	\$1,908	\$2,087	*	*	Up	*
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	28,730	34,218	28,966	37,463	38,661	*	*	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 2026, the percent of DV-eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered an HRA DV shelter decreased by two percentage points compared to the prior year. The average number of families served per day in the HRA emergency DV shelter program decreased slightly by two percent in Fiscal 2026 compared to Fiscal 2025. 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 slightly by two percent in Fiscal 2026.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA’s domestic violence shelters (%)	39.0%	23.0%	14.1%	22.2%	19.9%	*	*	Down	*
Average number of families served per day in the Emergency Domestic Violence shelter program	751	758	745	766	748	*	*	Neutral	*
Average number of individuals served per day in the Emergency Domestic Violence shelter program	1,893	1,952	1,905	1,902	1,827	*	*	Neutral	*
Average number of families served per day in the Domestic Violence Tier II shelter program	416	473	522	581	590	*	*	Up	*
Average number of individuals served per day in the Domestic Violence Tier II shelter program	1,125	1,257	1,401	1,577	1,601	*	*	Up	*
Domestic violence emergency beds (capacity)	2,375	2,375	2,290	2,290	2,230	*	*	Neutral	*
Domestic Violence Tier II units (capacity)	480	539	593	628	628	*	*	Up	*
Domestic Violence non-residential services programs average monthly caseload	1,616	1,620	1,489	1,474	1,480	*	*	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. The number of referrals received by APS increased by 11 percent to nearly 37,600 in Fiscal 2026. Referrals continue to increase sharply following a notable decline during the COVID-19 pandemic—a period when restricted eviction proceedings, suspended housing court actions, and limited in-person outreach by community-based organizations resulted in fewer at-risk individuals being referred. This recent growth is also driven in part by the Agency’s recent expansion of outreach efforts to increase awareness of APS programs. As a result of the increase in referrals, the number of APS assessment cases similarly increased by seven percent and the number of cases eligible for services increased by nine percent compared to the same reporting period in the prior year. Despite the increase in the number of cases, HRA continues to ensure that cases are processed in a timely manner. The percentage of assessment cases with determinations made within the State-mandated 60-day timeframe increased to 96.5 percent and the percentage of cases referred to an APS field office visited within three working days remained stable at 96.4 percent.

The total number of cases receiving Medicaid-funded home care services in New York City slightly decreased in Fiscal 2026 to 305,188. The enrollment of Managed Long-Term Care (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 6,913 cases administered by HRA. The average number of days to initiate home attendant and housekeeper services for HRA clients—which excludes the State-administered MLTC caseload—decreased from 45.0 in Fiscal 2025 to 43.8 days in Fiscal 2026. HRA Personal Care billable hours increased by three percent in the reporting period compared to last year, primarily as a result of updated New York State eligibility rules that have increased the service needs for new applicants.

The number of new applicants for HIV/AIDS Services Administration (HASA) services decreased by 15 percent to 4,856 in Fiscal 2026 compared to Fiscal 2025, although the number of individuals who received HASA services increased by three percent to 35,631 individuals as existing clients remain in the program. The number of cases receiving emergency housing assistance decreased by nearly three percent, however, this was offset by a three percent increase in the number of cases receiving ongoing rental assistance. The HASA rental assistance application timeliness rate decreased slightly to 92.9 percent.

In Fiscal 2026, the Community Food Connection (CFC) program distributed 62.1 million pounds of fresh and shelf stable food to 686 community food programs in all five boroughs, a 32 percent increase compared to 47.1 million pounds in Fiscal 2025, due to increased funding for the program.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Adult Protective Services (APS) — Total referrals received	19,403	23,485	29,433	33,875	37,598	*	*	Up	*
APS — Assessment cases	3,025	3,706	4,991	5,947	6,388	*	*	Up	*
★ APS — Cases referred that are visited within three working days	98.5%	97.7%	97.0%	96.5%	96.4%	85.0%	85.0%	Neutral	Up
APS — Cases accepted or denied for undercare within State-mandated 60 days (%)	98.6%	97.7%	95.0%	94.9%	96.5%	*	*	Neutral	Up
★ APS — Cases eligible for services	5,413	5,556	5,567	5,750	6,249	*	*	Up	*
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Neutral	Up
★ Average days to initiate home attendant and housekeeper services for all cases	29.3	33.3	34.3	45.0	43.8	↓	↓	Up	Down
★ Average weekly billable hours for personal care services	59.4	60.0	57.7	57.2	58.8	*	*	Neutral	*
Total cases receiving home care services	240,799	261,865	290,507	309,361	305,188	*	*	Up	*
Cases receiving home care services — HRA clients	6,545	5,854	6,579	6,628	6,913	*	*	Neutral	*
HIV/AIDS Services Administration (HASA) — New Applicants	4,761	5,432	6,070	5,694	4,856	*	*	Neutral	*
★ 🌟 HASA — Individuals receiving services	32,851	32,867	33,140	34,748	35,631	*	*	Neutral	*
HASA — Clients receiving housing assistance (%)	83.5%	83.7%	85.4%	85.1%	84.5%	*	*	Neutral	*
HASA — Cases receiving emergency housing assistance	2,527	2,444	2,465	2,007	1,955	*	*	Down	*
HASA — Cases receiving supportive housing assistance	4,868	4,799	4,685	4,628	4,506	*	*	Neutral	*
HASA — Cases receiving on-going rental assistance	18,821	19,139	20,152	21,938	22,642	*	*	Up	*
HASA — Rental assistance application timeliness rate (%)	97.4%	96.2%	97.7%	94.6%	92.9%	95.0%	95.0%	Neutral	Up
Pounds of food distributed through Community Food Connection (000)	17,755	45,726	43,093	47,073	62,079	*	*	Up	*
Active Community Food Connection programs — Food Pantries	503	586	585	588	606	*	*	Up	*
Active Community Food Connection programs — Community Kitchens	85	87	83	85	80	*	*	Neutral	*
★ 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 2026 compared to Fiscal 2025, cost avoidance and recoveries increased by 38 percent for CA, increased by 91 percent for SNAP, and increased by 14 percent for Medicaid. Efforts include investigation of provider fraud, recovery of monies owed from collection activities such as 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's online marketplace for health insurance which launched in October 2013.

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 2026 was 10 percent higher than in Fiscal 2025, in part due to the return of federal and State mandated engagement activities noted earlier. For the hearings held in Fiscal 2026 where determinations were made, 13.6 percent resulted in HRA's decisions being upheld, nearly six percentage points higher than in Fiscal 2025.

The number of workplace injuries reported increased by 28 percent in Fiscal 2026 compared to the prior year. HRA will continue to conduct 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 remained stable, decreasing by less than one percent from Fiscal 2025 to Fiscal 2026. These filings include applications for employment authorization, permanent residency, citizenship, and other visa and immigration programs.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Medicaid recoveries and cost avoidance for fraud waste and abuse (\$000,000)	\$252.11	\$293.80	\$226.44	\$244.16	\$278.58	*	*	Neutral	*
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$58.56	\$64.22	\$74.81	\$128.40	\$177.10	*	*	Up	*
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$21.05	\$28.91	\$33.60	\$49.79	\$95.04	*	*	Up	*
Fair Hearings requested	164,888	149,196	182,051	170,115	187,602	*	*	Up	*
Fair hearings upheld (%)	14.0%	15.2%	12.0%	8.0%	13.6%	*	*	Down	Up
Billed revenue as a percentage of budgeted revenue (%)	66.9%	69.3%	54.6%	66.0%	68.8%	*	*	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 (%)	65.0%	58.9%	43.5%	45.7%	53.7%	*	*	Down	Up
Workplace injuries reported	90	88	93	72	92	*	*	Neutral	Down
Applications filed with the United States Citizenship and Immigration Services	4,568	5,666	3,693	2,358	2,347	*	*	Down	*
Human services contracts	NA	NA	NA	204	NA	*	*	NA	*
Human services contract registration within 30 days of the contract start date (%)	NA	NA	NA	49%	NA	*	*	NA	Up
Total dollars disbursed for human services contracts (\$000,000)	NA	NA	NA	\$772.26	NA	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

The number of completed requests for interpretation decreased in Fiscal 2026 by nine percent compared to Fiscal 2025, driven primarily by decreased demand for phone interpretation services. Fiscal 2026 saw a nearly six percentage point decrease in the rate of calls answered within 30 seconds compared to Fiscal 2025. HRA continued to operate a virtual queuing and callback system in Fiscal 2026, so clients do not need to remain on the line, improving the user experience for clients. Average customer in-person wait time for service at HRA offices increased by 19 percent in Fiscal 2026 compared to Fiscal 2025. In part due to federal changes resulting from H.R. 1—the federal reconciliation bill noted earlier—average time needed to complete a customer service visit increased from Fiscal 2025 to Fiscal 2026 which has increased overall wait times.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	485,805	788,716	910,892	862,060	786,042	*	*	Up	*
Letters responded to within 14 days (%)	99%	99%	98%	98%	100%	90%	90%	Neutral	Up
E-mails responded to within 14 days (%)	98%	99%	98%	99%	100%	90%	90%	Neutral	Up
Average customer in-person wait time (minutes:seconds)	44:26	68:00	77:30	81:25	97:03	60:00	60:00	Up	Down
CORE facility rating	99	98	98	95	97	80	80	Neutral	Up
Calls answered within 30 seconds (%)	22.8%	11.3%	8.3%	14.1%	8.3%	80%	80%	Down	Up
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	100.0%	95.7%	97.1%	97.6%	96.8%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$10,965.0	\$11,127.0	\$12,448.8	\$13,167.4	\$14,685.9	\$14,204.5	\$14,989.0	Up
Revenues (\$000,000)	\$54.7	\$55.6	\$61.1	\$66.2	\$72.7	\$42.6	\$42.6	Down
Personnel	10,923	10,841	11,044	10,850	10,747	12,525	12,517	Neutral
Overtime paid (\$000,000)	\$85.3	\$96.8	\$109.7	\$74.2	\$41.6	\$41.6	\$41.6	Neutral
Capital commitments (\$000,000)	\$16.5	\$57.5	\$117.8	\$67.5	\$48.2	\$158.7	\$186.2	Up
Human services contract budget (\$000,000)	\$811.3	\$823.6	\$925.6	\$922.7	\$1,128.2	\$1,113.4	\$1,209.9	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures 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 FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$877.9	\$981.3	
201 - Administration	\$332.3	\$364.7	All
203 - Public Assistance	\$327.4	\$354.1	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$66.0	\$88.5	1c, 2b, 4a
205 - Adult Services	\$102.2	\$115.9	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$3.2	\$3.6	All
208 - Home Energy Assistance	\$1.0	\$1.3	1a
209 - Child Support Services	\$27.6	\$30.8	2c
210 - Emergency Food	\$1.5	\$2.2	1b
211 - Fair Fares	\$2.6	\$3.9	Agency-Wide Management
212 - Domestic Violence Services	\$14.1	\$16.4	3b
Other Than Personal Services - Total	\$12,289.5	\$13,704.6	
101 - Administration	\$372.2	\$406.0	All
103 - Public Assistance	\$4,541.3	\$5,302.4	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$6,410.8	\$6,801.3	1c, 2b, 4a
105 - Adult Services	\$363.1	\$318.0	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$295.5	\$356.1	All
108 - Home Energy Assistance	\$66.3	\$61.7	1a
109 - Child Support Services	\$22.7	\$28.1	2c
110 - Emergency Food	\$59.1	\$79.8	1b
111 - Fair Fares	\$81.0	\$101.7	Agency-Wide Management
112 - Domestic Violence Services	\$77.4	\$249.5	3b
Agency Total	\$13,167.4	\$14,685.9	
¹ Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Erin Dalton was appointed as Commissioner of the Department of Social Services in February 2026.
- Scott French continues to serve as Administrator of the Human Resources Administration.
- The indicator ‘Cash Assistance—Average monthly benefit (\$)’ was added to Goal 1a. This indicator was added to align with reporting for the Supplemental Nutrition Assistance Program.
- Due to a data issue, Fiscal 2025 and Fiscal 2026 ‘Medicaid—Application timeliness rate’ in Goal 1c is currently not available.
- 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 (%)’ in Goal 2a are currently unavailable as HRA transitions to a new system of record and re-engages cases following the resumption of mandatory engagement requirements in Fiscal 2025. HRA expects to resume reporting these indicators once that process is complete.
- Due to a data issue, Fiscal 2026 data for ‘WeCARE federal disability awards’ in Goal 2b is currently not available.
- The indicator ‘Home Energy Assistance Program (HEAP)—Cases receiving benefit’ was added to Goal 2d. The Home Energy Assistance Program is a vital program that helps eligible New Yorkers heat and cool their homes.
- 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.
- The previously published Fiscal 2025 figure for ‘Average customer in-person wait time’ was revised from 81:40 to 81:24 after further data review.

ADDITIONAL RESOURCES

For additional agency performance statistics, please visit:

- HRA/DSS Facts (Links to multiple reports updated several times a year):
<https://www.nyc.gov/site/hra/about/facts.page>
- Able Bodied Adults Without Dependents (ABAWD):
<https://www.nyc.gov/site/hra/help/able-bodied-adults-without-dependents.page>
- ACCESS HRA:
<https://a069-access.nyc.gov/accesshra/>
- 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:
<https://equity.nyc.gov/>

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