

# 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 before it occurs by providing rental assistance, rehousing programs, legal services, and other 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), integrated with the Department of Homeless Services (DHS) under the management structure of the Department of Social Services (DSS), 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, rehousing services, and legal services programs to families and individuals. DSS/HRA administers the Fair Fares transit discount program and the City's municipal identification program (IDNYC).

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 implemented client-centered reforms to address poverty and inequality by modernizing and simplifying access to benefits through business process and technology innovations, increased anti-eviction and immigration-related legal services, and expanded rental assistance, and other affordable housing and social services programs. The Agency continues to expand opportunities for New Yorkers through providing economic empowerment services that promote financial security and conducting outreach to underserved groups.

# 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 coverage administered by the Department for all eligible households.
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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 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

- The number of persons receiving Cash Assistance (CA) was 495,600 in October 2023, 13 percent more than in October 2022, primarily due to an increase in recurring assistance recipients. Pandemic-related waivers that suspended employment requirements as well as continued high levels of new applications impacted the growth in the caseload.
- As of October 2023, there were 5,900 persons receiving one-time emergency cash assistance, 34 percent more than in October 2022 and more than three times the number in October 2021. The increase in emergency assistance was due to the expiration of the pandemic-related eviction moratorium, as well as the re-opening of housing court. Despite the increase, the number of emergency assistance recipients continues to be lower than prior to the COVID-19 pandemic.
- Applications for CA increased by 22 percent in the first four months of Fiscal 2024 compared to the same period in Fiscal 2023. Eligibility rates remained lower than pre-pandemic, partially as a result of new opportunities for on-line applications that did not exist pre-pandemic. Income limits for CA are set by New York State and some applicants that may be encouraged to apply through the new more convenient online channels are not eligible due to these limits.
- In the first four months of Fiscal 2024, the CA application timeliness rates declined by nearly 41 percentage points and the Supplemental Nutrition Assistance Program (SNAP) application timeliness was consistent but remained lower than in prior years at 41.6 percent. These rates are largely a result of an unprecedented and continuing increase in applications, and the expiration of New York State waivers that suspended recertifications and other requirements leading to a backlog as recertifications come due. HRA has taken aggressive action to fill critical vacancies, invest in technology and implement process improvements to improve timeliness.
- The SNAP caseload remains at historically high levels. As of October 2023, the number of persons receiving SNAP benefits increased slightly compared to October 2022 driven by a 14 percent growth in the number of SNAP recipients also receiving cash assistance. SNAP average monthly household benefit levels decreased by 10 percent for CA households and by 21 percent for non-CA households in the first four months of Fiscal 2024 compared to the same period in the prior year, as a result of the end of SNAP Emergency Allotments, which provided a temporary pandemic-related monthly supplemental benefit.
- As of October 2023, there were 1.59 million New York City residents enrolled in Medicaid administered by HRA, seven percent more than the same period in the prior year, partially due to pandemic related extensions that have not yet been fully reviewed for continued eligibility. The majority, or 63 percent, of NYC's 4.30 million Medicaid enrollees were enrolled through the New York State Health Exchange.
- HRA helped 2,450 clients obtain jobs during the first four months of Fiscal 2024, 22 percent fewer than the same period in the prior year. Although CA employment requirements remained suspended for most of the Fiscal 2024 reporting period, HRA resumed a phased-in referral of clients to employment and training programs starting in October 2023.
- Although total child support orders continue to be lower than prior to the pandemic, new support orders were 15 percent higher in the first four months of Fiscal 2024 compared to the same period in the prior year, due to resumption of Family Court activities. Cases with active orders continued to decline due to cases aging out, routine case closures, fewer referrals to the court for HRA CA cases, and fewer applications from custodial parents not involved with CA. The amount of child support collected on behalf of custodial parents and their children decreased by two percent compared to the same period in the prior year as a result of fewer cases with active orders and lower collections related to the expiration of enhanced unemployment benefits and stimulus payments.
- The HomeBase program, a network of community-based organizations that provide homelessness prevention services, continued to exceed the target of diverting 85 percent of those who receive services from entering shelter. In the first four months of Fiscal 2024, 96.4 percent of families with children, 97.5 percent of adult family households, and 94.7 percent of single adults who received HomeBase prevention services remained in their communities and avoided shelter entry within 12 months following the service.

- In the first four months of Fiscal 2024, requests for emergency rental assistance at the HRA Rental Assistance Unit decreased by 10 percent to 15,680 compared to the same period in the prior year. Some of this decline is due to policy changes, including additional authority for CA Benefits Access Centers to process rental assistance requests without review from the rental assistance unit. Requests for rental assistance remain higher than the same period in Fiscal 2022 when the federally funded Emergency Rental Assistance Program (ERAP) was in place.
- After steady declines in the number of referrals received by Adult Protective Services (APS) since the onset of the COVID-19 pandemic, referrals increased by 32 percent in the first four months of Fiscal 2024 driven by agency referrals, which include government and private organizations, as well as Department of Investigation Marshal referrals related to adults at potential risk of eviction. APS assessment cases increased by 47 percent as a result of the increase in referrals.
- The number of home care cases grew by 10 percent during the first four months of Fiscal 2024 compared with the same period of Fiscal 2023, driven by an increase of 25,200 Managed Long-Term Care (MLTC) clients. The enrollment in MLTC and MLTC services are managed exclusively by New York State Managed Care contractors and HRA does not determine MLTC eligibility.
- During the first four months of Fiscal 2024, the average number of days to initiate home attendant and housekeeper services for HRA clients, which excludes the State-administered MLTC caseload, was 29.5 days, approximately 7 days faster than the prior year, due partially to greater availability of certified home health aides.
- The number of new applicants for HIV/AIDS Services Administration (HASA) services increased by 10 percent during the first four months of Fiscal 2024 compared to the same period in the prior year, approaching pre-pandemic levels. The increase in new applicants is driven by rising housing costs, as many HASA-eligible individuals seek assistance from HRA for these costs for the first time or as returning clients. The average time to process applications for enhanced housing benefits decreased by four percent and the time to issue enhanced benefits decreased by five percent to 15 days, meeting the goal of 15.5 days.
- In the first four months of Fiscal 2024, Community Food Connection (CFC) distributed nearly 14 million pounds of food compared to 5.6 million in the same period in Fiscal 2023, a 149 percent increase. The growth is due to increased funding levels, changes in the distribution model that began in the prior year and an expansion of the number of programs participating in CFC.
- During the first four months of Fiscal 2024, cost avoidance and recoveries increased by 65 percent and by 24 percent for SNAP and Cash Assistance, respectively, and decreased by eight percent for Medicaid compared to the same period in Fiscal 2023. Efforts include investigation of provider fraud, recoveries 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 new Medicaid clients through the State Exchange.
- The number of Fair Hearing requests during the first four months of Fiscal 2024 was 26 percent higher than the same period in Fiscal 2023. Despite the increase, the number of requests continues to be lower than prior to the COVID-19 pandemic due to the suspension of employment related requirements for most of the reporting period. Of the hearings that were held, and where determinations were made during the period, 12.1 percent resulted in HRA's decisions being upheld, which was about three percentage points lower than in the Fiscal 2023 reporting period. This was due to a decline in the number of cases that were resolved prior to the hearing through the pre-hearing conference process.
- Average customer in-person wait time for service at HRA offices increased by 44 percent compared to the same period in the prior year, as a result of increased foot traffic and high application volume.
- As of October 2023, 320,026 people were enrolled in the Fair Fares NYC program, an increase of 14 percent since October 2022 and a continuation of the trend of program growth since the Program's inception. 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 the first four months of Fiscal 2024, there were 56,614 IDNYC cards issued, adding to the more than 2.11 million cards issued since the program's inception in Fiscal 2015. IDNYC serves all City residents, including vulnerable communities such as people experiencing homelessness, youth, undocumented immigrants, the formerly incarcerated, and others who may have difficulty obtaining 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 membership for the City's leading museums, zoos, concert halls, and botanical gardens.

## 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	556.6	585.5	660.8	*	*	600.1	700.8
Cash Assistance — Unduplicated number of persons receiving recurring Assistance (12-month) (000)	482.0	541.9	571.3	*	*	541.4	596.4
Cash Assistance — Unduplicated number of persons receiving emergency Assistance (12-month) (000)	74.6	43.6	89.4	*	*	58.7	104.4
★ ● Cash Assistance — Persons receiving Assistance (000)	371.4	425.0	481.5	*	*	440.6	495.6
Cash Assistance — Persons receiving recurring Assistance (000)	369.0	419.5	475.9	*	*	436.2	489.7
Cash Assistance — Persons receiving emergency Assistance (000)	2.3	5.6	5.5	*	*	4.4	5.9
★ Cash Assistance — Caseload (point in time) (000)	203.6	235.5	267.4	*	*	244.0	275.1
Cash Assistance — Applications (000)	305.5	374.6	489.7	*	*	156.7	191.4
Cash Assistance — Application acceptance rate (%)	36.1%	44.1%	40.7%	*	*	43.3%	35.6%
Cash Assistance — Cases in sanction process (%)	0.4%	0.3%	0.1%	*	*	0.1%	0.1%
Cash Assistance — Cases in sanction status (%)	0.5%	0.1%	0.0%	*	*	0.0%	0.0%
★ Cash Assistance Application timeliness rate (%)	95.4%	82.3%	28.8%	96.0%	96.0%	55.0%	14.3%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ ● Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,734.2	1,713.4	1,739.2	*	*	1,688.0	1,707.1
SNAP — Cash assistance persons receiving benefits (000)	406.1	446.1	483.2	*	*	430.2	491.8
SNAP — Non-cash assistance persons receiving program benefits (000)	1,084.7	1,038.6	1,026.0	*	*	1,027.5	988.7
SNAP — SSI persons receiving benefits (000)	243.4	228.8	230.0	*	*	230.3	226.6
SNAP — Total households receiving benefits (000)	1,021.4	1,011.0	1,031.9	*	*	1,000.9	1,013.3
SNAP — Cash assistance households receiving benefits (000)	209.6	232.5	254.7	*	*	223.0	259.0
SNAP — Non-cash assistance households receiving benefits (000)	585.8	565.3	562.6	*	*	563.2	543.1
SNAP — SSI households receiving benefits (000)	226.1	213.2	214.6	*	*	214.7	211.2
SNAP — Payment Error Rate (federal fiscal year) (%)	NA	13.91%	NA	6.00%	6.00%	NA	NA
★ SNAP — Application timeliness rate (%)	91.9%	60.1%	39.7%	90.6%	90.6%	40.8%	41.6%
SNAP — Applications filed electronically (%)	95.3%	96.9%	91.6%	*	*	93.1%	89.5%
SNAP — Average monthly benefit for Cash Assistance households receiving benefits	\$207	\$263	\$278	*	*	\$278	\$249
SNAP — Average monthly benefit for non-Cash Assistance households receiving benefits	\$214	\$270	\$272	*	*	\$284	\$225
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

**Goal 1c**

Provide access to Medicaid coverage administered by the Department for all eligible households.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Medicaid — Enrollees administered by HRA (000)	1,591.1	1,474.5	1,572.7	*	*	1,480.9	1,588.0
Medicaid — Medicaid-only enrollees administered by HRA (000)	867.2	719.9	740.9	*	*	709.1	762.7
★ Medicaid — Application timeliness rate (%)	87.4%	96.8%	94.2%	99.4%	99.4%	97.5%	95.3%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Clients whom HRA helped obtain employment (000)	5.1	9.2	9.2	↑	↑	3.1	2.5
★ 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%	80.0%	80.0%	66.8%	73.8%
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%	*	*	58.8%	58.8%
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	↑	↑	NA	NA
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	↑	↑	NA	NA
★ 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%	NA	34.0%	34.0%	NA	NA
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total WeCARE recipients	32,937	26,944	17,684	*	*	20,109	NA
★ WeCARE federal disability awards	1,519	1,193	1,161	*	*	360	338
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

**Goal 2c**

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total new child support orders obtained	3,610	3,742	4,502	*	*	1,413	1,631
Total child support cases with active orders (end of period)	225,512	209,544	200,554	*	*	205,136	196,702
★ Child support cases with orders of support (%)	82.3%	84.2%	80.6%	80.0%	80.0%	84.3%	79.4%
Child support collected (\$000,000)	\$857.5	\$705.3	\$685.4	*	*	\$226.9	\$222.1
★ Support cases with active orders receiving current payments (%)	70.2%	62.0%	67.3%	ñ	ñ	67.1%	67.8%
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

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

**Goal 3a**

Provide homelessness prevention benefits and services to eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	8.3%	8.1%	7.6%	*	*	7.2%	6.3%
★ Adults receiving preventive services who did not enter the shelter system (%)	90.6%	94.4%	93.9%	85.0%	85.0%	94.2%	94.7%
★ Adult families receiving preventive services who did not enter the shelter system (%)	96.2%	98.0%	96.6%	85.0%	85.0%	97.6%	97.5%
★ Families with children receiving preventive services who did not enter the shelter system (%)	96.7%	97.0%	96.7%	85.0%	85.0%	98.7%	96.4%
Rent assistance unit emergency assistance requests approved (%)	62.9%	67.9%	70.4%	*	*	70.5%	70.3%
Requests for emergency assistance at the rental assistance unit	59,790	25,323	49,216	*	*	17,454	15,680
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	13,875	28,730	34,218	*	*	11,214	NA
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	56.9%	39.0%	23.0%	*	*	29.0%	NA
Average number of families served per day in the domestic violence shelter program	794	751	758	*	*	783	756
Average number of individuals served per day in the Emergency Domestic Violence shelter program	1,990	1,893	1,952	*	*	2,024	1,948
Domestic violence emergency beds (capacity)	2,451	2,375	2,375	*	*	2,375	2,375
Domestic Violence non-residential services programs average monthly caseload	1,717	1,616	1,620	*	*	1,600	1,508
Average number of families served per day in the Domestic Violence Tier II shelter program	331	416	473	*	*	476	479
Average number of individuals served per day in the Domestic Violence Tier II shelter program	909	1,125	1,257	*	*	1,269	1,275
★ 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.

Performance Indicators	Actual			Target		4-Month Actual		
	FY21	FY22	FY23	FY24	FY25	FY23	FY24	
Adult Protective Services (APS) — Assessment cases	3,271	3,025	3,706	*	*	3,378	4,954	
★ APS — Cases referred that are visited within three working days	96.9%	98.5%	97.7%	85.0%	85.0%	97.8%	95.4%	
APS — Cases referred that are visited within three working days	98.1%	98.6%	97.7%	*	*	98.4%	91.4%	
★ APS — Cases eligible for services	6,131	5,413	5,556	*	*	5,428	5,591	
APS — Total referrals received	18,672	19,403	23,485	*	*	7,207	9,540	
★ Average weekly billable hours for personal care services	58.0	59.4	60.0	*	*	60.3	57.8	
★ Serious personal care complaints resolved in 24 hours (%)	97.0%	100.0%	97.0%	100.0%	100.0%	100.0%	96.0%	
★ Average days to initiate home attendant and housekeeper services for all cases	23.5	29.3	33.3	30.0	30.0	36.3	29.5	
Cases receiving home care services	229,280	240,799	261,865	*	*	245,157	270,537	
HIV/AIDS Services Administration (HASA) — New Applicants	3,998	4,761	5,432	*	*	1,829	2,005	
★ HASA — Individuals receiving services	34,290	32,851	32,867	*	*	32,976	33,339	
HASA — Clients receiving housing assistance (%)	81.6%	83.5%	83.7%	*	*	82.9%	83.1%	
★ 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	8.0	8.0	9.0	8.6	
★ HASA — Average number of days from submission of a completed application to issuance of enhanced housing benefits	14.9	14.3	15.2	15.5	15.5	15.8	15.0	
HASA — Individuals served in HASA emergency and transitional housing (point in time)	3,737	2,852	2,709	*	*	2,725	2,819	
Pounds of food distributed through Community Food Connection (000)	NA	17,755	45,726	*	*	5,611	13,994	
Active Community Food Connection programs — Food Pantries	501	503	586	*	*	NA	NA	
Active Community Food Connection programs — Soup Kitchens	103	85	87	*	*	NA	NA	
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️⬆️ Directional Target      * None								

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual		
	FY21	FY22	FY23	FY24	FY25	FY23	FY24	
★ Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)	\$232.14	\$252.11	\$293.80	⬆️	⬆️	\$90.36	\$83.48	
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$60.91	\$58.56	\$64.22	*	*	\$18.26	\$22.59	
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$20.80	\$21.05	\$28.91	*	*	\$5.68	\$9.37	
Fair Hearings requested	149,697	164,888	149,196	*	*	51,413	64,918	
Fair hearings upheld (%)	18.4%	14.0%	15.2%	*	*	15.2%	12.1%	
IDNYC — Number of applications processed	164,399	167,962	191,817	*	*	67,102	63,969	
IDNYC — Number of cards issued	167,070	162,627	175,612	*	*	63,498	56,614	
IDNYC — Application timeliness rate (%)	96.1%	98.2%	90.6%	*	*	94.9%	95.6%	
Fair Fares NYC — Total enrollment	235,583	271,892	294,505	*	*	281,324	320,026	
Billed revenue as a percentage of budgeted revenue (%)	52.6%	66.9%	69.3%	*	*	9.5%	14.5%	
Claims filed within 60 days of the close of the expenditure month (%)	100.0%	100.0%	100.0%	*	*	100.0%	100.0%	
Calls resolved within 48 hours to the customer service call line for vendors (%)	68.3%	65.0%	58.9%	*	*	57.9%	44.5%	
Workplace injuries reported	55	90	88	*	*	29	35	
Applications filed with the United States Citizenship and Immigration Services	4,665	4,568	NA	*	*	NA	NA	
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️⬆️ Directional Target      * None								



# AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Completed requests for interpretation	592,901	485,805	788,716	*	*	244,031	324,409
Letters responded to in 14 days (%)	100%	99%	98.5%	90%	90%	100%	100%
E-mails responded to in 14 days (%)	97.5%	97.9%	99.2%	90%	90%	98.7%	97.8%
Average customer in-person wait time (minutes)	57.0	44.4	68.0	60.0	60.0	65.5	94.6
CORE facility rating	98	99	98	80	80	NA	NA
Calls answered in 30 seconds (%)	43.1%	22.8%	11.3%	80%	80%	10.4%	9.2%
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	94.0%	100.0%	95.7%	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

# AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 <sup>1</sup>	FY25 <sup>1</sup>	FY23	FY24
Expenditures (\$000,000) <sup>2</sup>	\$10,093.5	\$10,965.0	\$11,127.0	\$11,480.9	\$12,861.7	\$10,814.6	\$4,149.9	\$4,449.7
Revenues (\$000,000)	\$80.1	\$54.7	\$55.6	\$42.6	\$42.6	\$42.6	\$13.3	\$13.4
Personnel	11,913	10,923	10,841	12,141	12,134	12,005	10,602	11,047
Overtime paid (\$000,000)	\$52.7	\$85.3	\$96.8	\$25.0	\$24.7	\$41.9	\$23.8	\$32.4
Capital commitments (\$000,000)	\$29.8	\$16.5	\$57.5	\$214.0	\$180.9	\$142.0	\$7.3	\$37.6
Human services contract budget (\$000,000)	\$726.3	\$811.3	\$823.6	\$854.4	\$944.6	\$829.7	\$240.8	\$268.2
<sup>1</sup> January 2024 Financial Plan. <sup>2</sup> Expenditures include all funds      "NA" - Not Available								

## 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 FY23 <sup>1</sup> (\$000,000)	January 2024 Financial Plan FY24 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
<b>Personal Services - Total</b>	<b>\$867.5</b>	<b>\$953.3</b>	
201 - Administration	\$326.2	\$336.7	All
203 - Public Assistance	\$320.0	\$346.6	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$69.7	\$100.6	1c, 2b, 4a
205 - Adult Services	\$117.1	\$111.6	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$2.3	\$3.4	All
208 - Home Energy Assistance	\$0.9	\$1.2	1a
209 - Child Support Services	\$31.2	\$35.3	2c
211 - Fair Fares	NA	\$0.6	Agency-Wide Management
212 - Domestic Violence Services	NA	\$17.4	3b
<b>Other Than Personal Services - Total</b>	<b>\$10,259.5</b>	<b>\$11,908.4</b>	
101 - Administration	\$361.9	\$436.3	All
103 - Public Assistance	\$3,105.0	\$3,864.9	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$5,968.6	\$6,654.2	1c, 2b, 4a
105 - Adult Services	\$424.4	\$438.2	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$237.9	\$255.5	All
108 - Home Energy Assistance	\$82.4	\$40.2	1a
109 - Child Support Services	\$18.5	\$21.4	2c
110 - Emergency Food	\$60.7	\$56.4	1b
211 - Fair Fares	NA	\$95.0	Agency-Wide Management
212 - Domestic Violence Services	NA	\$46.3	3b
<b>Agency Total</b>	<b>\$11,127.0</b>	<b>\$12,861.7</b>	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. <sup>2</sup>Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The number of persons participating in the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program is not currently available due to the transition to a new data system that does not accurately reflect the total number of WeCARE recipients. This data will be reported as soon as it is available.
- Fiscal 2024 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 (%)' are currently not available due to the suspension of employment-related engagement requirements during the COVID-19 pandemic. These requirements are being phased back in beginning in Fiscal 2024.

- The number of unique requests for interpretation are not available for on-site Spanish interpretation services that were provided at a number of HRA locations in Fiscal Years 2023 and 2024. As a result, Fiscal 2023 and 2024 data does not include the full scope of on-site Spanish interpretation service provided by HRA.
- Due to system transitions, Fiscal 2024 data for 'Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court' are not currently available.
- Fiscal 2024 data for 'Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)' are only available through August 2023 due to processing delays at PATH.
- Beginning in April 2020, at the onset of the COVID-19 pandemic, a new telephonic system used for remote call taking by staff working at home, set up as an emergency measure, did not allow for complete data collection for two MMR indicators, 'Requests for interpretation' and 'Calls answered in 30 seconds (%)'. Full interpretation services have remained in place since the pandemic, but from April 2020 through the first quarter of 2023 available data on these indicators are not complete because of technical issues associated with telephonic system transitions that do not accurately reflect the amount of service provided. Therefore, for these two indicators, Fiscal 2020 through Fiscal 2023 cannot be compared to prior or future years.
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

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

