

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), 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, 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

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

- The number of persons receiving Cash Assistance (CA) was 580,900 in October 2024, 17 percent more than in October 2023. COVID-19 pandemic-related waivers that suspended employment requirements as well as high levels of new applications continue to impact the growth in the caseload.
- Applications for CA increased by about four percent in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024. Eligibility rates continue to remain lower than pre-pandemic, partially because of new opportunities for on-line applications that did not exist pre-pandemic. These reforms and modernization efforts enabled CA clients to conduct business with HRA more efficiently and remotely, contributing to an almost two percentage point increase in CA applications filed electronically in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024.
- Compared to the reporting period last year, in the first four months of Fiscal 2025, the CA application timeliness rate increased by 39 percentage points to 53.4 percent and the Supplemental Nutrition Assistance Program (SNAP) application timeliness rate increased by 42 percentage points to 83.4 percent. HRA has taken aggressive action to fill critical staffing vacancies, invest in technology and implement process improvements to support the timeliness rate positive trends.
- As of October 2024, the number of persons receiving SNAP benefits increased by six percent compared to October 2023 driven by a 17 percent growth in the number of SNAP recipients also receiving cash assistance. The average monthly recipient benefit levels for SNAP clients and CA clients receiving SNAP in the first four months of Fiscal 2025 remains at a similar level as the same period in Fiscal 2024, both lower than the previous two years at \$248 and \$229, respectively. The end of SNAP Emergency Allotments in Fiscal 2024, which provided a temporary pandemic-related monthly supplemental benefit, contributed to the lower benefit levels in the current and previous reporting periods.
- As of October 2024, there were 1.63 million New York City residents enrolled in Medicaid administered by HRA, two percent more than the same period in the prior year. To protect the health and safety of clients during the COVID-19 pandemic, Medicaid cases were automatically extended, without the need for clients to recertify until the end of the public health emergency. Recertifications began phasing in for New York State and New York City in spring of Calendar 2023 and have continued through the reporting period. In the first four months of Fiscal 2025, the Medicaid application timeliness rate was 82 percent, representing a 13-percentage point decrease over the same period in Fiscal 2024. This decrease is due to a backlog associated with an electronic referral process error which resulted in processing delays. This error has been remediated to avoid future impacts.
- HRA helped about 6,600 clients obtain jobs during the first four months of Fiscal 2025, 167 percent more than the same period in the prior year. During the pandemic, New York State waived engagement requirements and made education, training, and employment requirements voluntary for CA clients until the end of the public health emergency.
- HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment program (WeCARE) supports CA clients with barriers to employment achieve self-sufficiency in the workforce and helps those who have disabilities apply for federal disability assistance. In the reporting period, the number of WeCARE recipients increased by almost 60 percent and federal disability awards increased about 40 percent compared to the same period on the prior year. The increase is related to more WeCARE recipients being served since the pandemic.
- New child support orders obtained were 14 percent higher in the first four months of Fiscal 2025 compared to the same period in the prior year. This is due to the court increasing the number of available hearing slots and adding court staff for child support hearings. Cases with active orders continued to decline due to cases aging out, routine case closures, fewer referrals to the court for HRA cash assistance cases, and fewer applications from custodial parents not involved with CA. These factors, combined with fewer child support orders due to backlogs in family court, led to a four percent decrease in collections compared to the prior reporting period, a process which starts after orders are established.
- In the first four months of Fiscal 2025, there were 64,265 IDNYC cards issued, a 14 percent increase compared to the same period in the prior year, in part due to the influx of asylum seekers to New York City. IDNYC serves all City residents, including vulnerable populations 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.

- As of October 2024, 358,967 people were enrolled in the Fair Fares NYC program, a 12 percent increase compared to October 2023 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 public 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. Eligibility for the Fair Fares program expanded from 120 percent to 145 percent of the federal poverty level beginning in January 2025.
- The HomeBase program, a network of community-based organizations that provide homelessness prevention services, had over 10,600 enrollments in the first four months of Fiscal 2025, a nine percent increase compared to the same period in the prior year. Additionally, HomeBase continued to exceed the target of diverting 85 percent of those who receive services from entering shelter. In the first four months of Fiscal 2025, 95.8 percent of families with children, 97.3 percent of adult family households, and 94.2 percent of single adults who received HomeBase prevention services remained in their communities and avoided shelter entry within 12 months following the service.
- The 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 slightly decreased, by about three percent, during the first four months of Fiscal 2025 compared to the same period in Fiscal 2024.
- In the first four months of Fiscal 2025, there was a four percent increase in the average number of families served per day in HRA's Emergency Domestic Violence (DV) shelters and a 21 percent increase in the number of families served in Domestic Violence Tier II shelters per day compared to the prior reporting period. Despite an increase in the number of DV-eligible families from Prevention Assistance and Temporary Housing (PATH) who entered a HRA DV shelter in the first four months of Fiscal 2025 compared to the same period in the prior year, the percent of DV-eligible families entering a HRA DV shelter decreased by about four percentage points due to an increase in the number of eligible clients over that same time period.
- 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 18 percent in the first four months of Fiscal 2025 driven by Department of Investigation Marshal referrals related to adults at potential risk of eviction. APS assessment cases increased by 15 percent as a result of the increase in referrals.
- The total number of cases receiving Medicaid-funded home care services in New York City grew by 11 percent during the first four months of Fiscal 2025 compared with the same period of Fiscal 2024, driven by an increase of 29,800 Managed Long-Term Care (MLTC) clients. 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.
- The number of new applicants for HIV/AIDS Services Administration (HASA) services increased by six percent during the first four months of Fiscal 2025 compared to the same period in the prior year, surpassing pre-pandemic levels at 2,132 applicants. The increase in new applicants stems from the economic impact of the COVID-19 pandemic and 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 issue enhanced housing benefits from submission of a completed application increased by 39 percent to 20.9 days, which is attributable to both high application and recertification volume.
- Community Food Connection (CFC), formerly known as the Emergency Food Assistance Program (EFAP), provides funding to more than 700 community kitchens and food pantries citywide. In the first four months of Fiscal 2025, CFC distributed 13.91 million pounds of fresh and shelf stable food, consistent with the amount distributed in the same period in Fiscal 2024.
- During the first four months of Fiscal 2025, cost avoidance and recoveries increased by 41 percent for Cash Assistance and by 24 percent for SNAP and decreased by seven percent for Medicaid compared to the same period in Fiscal 2024. 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 2025 was 13 percent lower than the same period in Fiscal 2024. Of the hearings that were held, and where determinations were made during the period, 9.5 percent resulted in HRA's decisions being upheld, about three percentage points lower than in the Fiscal 2024 reporting period, 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 metric even though the outcome is considered satisfactory for the Agency.
- Average customer in-person wait time decreased by 11 percent in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024 as a result of lower foot traffic at HRA offices.

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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Cash Assistance — Persons receiving Assistance (000)	425.0	481.5	557.6	*	*	495.6	580.9
★ Cash Assistance — Caseload (point in time) (000)	235.5	267.4	311.6	*	*	275.1	325.2
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	585.5	660.8	787.4	*	*	700.8	NA
Cash Assistance — Applications (000)	374.6	489.7	560.3	*	*	191.4	198.8
Cash Assistance — Application acceptance rate (%)	44.1%	40.7%	36.5%	*	*	35.6%	37.4%
★ Cash Assistance — Application timeliness rate (%)	82.3%	28.8%	42.4%	95.0%	95.0%	14.3%	53.4%
Cash Assistance — Applications filed electronically (%)	89.1%	88.9%	92.6%	*	*	91.2%	93.0%
Cash Assistance — Cases in sanction status (%)	0.1%	0.0%	0.0%	*	*	0.0%	0.0%
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ ● Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,713.4	1,739.2	1,789.6	*	*	1,707.1	1,806.4
SNAP — Cash assistance persons receiving benefits (000)	446.1	483.2	562.4	*	*	491.8	576.7
● SNAP — Non-cash assistance persons receiving program benefits (000)	1,038.6	1,026.0	999.4	*	*	988.7	1,002.9
SNAP — SSI persons receiving benefits (000)	228.8	230.0	227.8	*	*	226.6	226.9
SNAP — Total households receiving benefits (000)	1,011.0	1,031.9	1,066.4	*	*	1,013.3	1,080.6
SNAP — Cash assistance households receiving benefits (000)	232.5	254.7	300.1	*	*	259.0	310.1
SNAP — Non-cash assistance households receiving benefits (000)	565.3	562.6	553.8	*	*	543.1	558.9
SNAP — SSI households receiving benefits (000)	213.2	214.6	212.4	*	*	211.2	211.6
SNAP — Payment Error Rate (federal fiscal year) (%)	13.91%	14.46%	NA	6.00%	6.00%	13.82%	NA
★ SNAP — Application timeliness rate (%)	60.1%	39.7%	65.1%	95.0%	95.0%	41.6%	83.4%
SNAP — Applications filed electronically (%)	96.9%	91.6%	90.2%	*	*	89.5%	92.0%
SNAP — Average monthly benefit for Cash Assistance recipients receiving benefits	\$263	\$278	\$249	*	*	\$249	\$248
SNAP — Average monthly benefit for non-Cash Assistance recipients receiving benefits	\$270	\$272	\$227	*	*	\$225	\$229
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Medicaid — Enrollees administered by HRA (000)	1,474.5	1,572.7	1,658.6	*	*	1,588.0	1,625.1
Medicaid — Medicaid-only enrollees administered by HRA (000)	719.9	740.9	750.7	*	*	762.7	704.2
Medicaid — Application timeliness rate (%)	96.8%	94.2%	88.4%	95.0%	95.0%	95.3%	82.0%
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Clients whom HRA helped obtain employment (000)	9.2	9.2	8.1	⬆️	⬆️	2.5	6.6
★ 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%	80.0%	80.0%	73.8%	76.0%
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%	*	*	58.8%	61.8%
★ 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) (%)	12.5%	13.6%	NA	⬆️	⬆️	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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total WeCARE recipients	26,944	17,684	15,133	*	*	9,616	15,262
★ WeCARE federal disability awards	1,193	1,161	953	*	*	338	480
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total new child support orders obtained	3,742	4,502	5,159	*	*	1,631	1,857
Total child support cases with active orders (end of period)	209,544	200,554	191,190	*	*	196,702	187,529
★ Child support cases with orders of support (%)	84.2%	80.6%	75.8%	⬆️	⬆️	79.4%	75.4%
Child support collected (\$000,000)	\$705.3	\$685.4	\$672.7	*	*	\$222.1	\$212.7
★ Support cases with active orders receiving current payments (%)	62.0%	67.3%	67.7%	⬆️	⬆️	67.8%	66.3%
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

Goal 2d

Expand access to municipal benefits and other financial supports.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
IDNYC — Number of applications processed	167,962	191,817	200,922	*	*	63,969	70,195
IDNYC — Number of cards issued	162,627	175,612	183,682	*	*	56,614	64,265
IDNYC — Application timeliness rate (%)	98.2%	90.6%	96.7%	*	*	95.6%	98.3%
★ Fair Fares NYC — Total enrollment	271,892	294,505	339,748	*	*	320,026	358,967
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Homebase enrollments	25,636	29,215	29,520	*	*	9,740	10,633
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	8.1%	7.6%	8.3%	*	*	6.3%	7.8%
★ Adults receiving preventive services who did not enter the shelter system (%)	94.4%	93.9%	94.6%	85.0%	85.0%	94.7%	94.2%
★ Adult families receiving preventive services who did not enter the shelter system (%)	98.0%	96.6%	97.0%	85.0%	85.0%	97.5%	97.3%
★ Families with children receiving preventive services who did not enter the shelter system (%)	97.0%	96.7%	96.7%	85.0%	85.0%	96.4%	95.8%
Cases receiving emergency rental assistance	23,082	42,915	56,506	*	*	NA	NA
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	28,730	34,218	28,966	*	*	10,237	9,973
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	39.0%	23.0%	14.1%	*	*	18.8%	14.5%
Average number of families served per day in the Emergency Domestic Violence shelter program	751	758	745	*	*	756	783
Average number of individuals served per day in the Emergency Domestic Violence shelter program	1,893	1,952	1,905	*	*	1,948	1,972
Average number of families served per day in the Domestic Violence Tier II shelter program	416	473	522	*	*	479	578
Average number of individuals served per day in the Domestic Violence Tier II shelter program	1,125	1,257	1,401	*	*	1,275	1,568
Domestic violence emergency beds (capacity)	2,375	2,375	2,290	*	*	2,375	2,290
Domestic Violence Tier II units (capacity)	480	539	593	*	*	539	628
Domestic Violence non-residential services programs average monthly caseload	1,616	1,620	1,489	*	*	1,508	1,455
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Adult Protective Services (APS) — Total referrals received	19,403	23,485	29,433	*	*	9,540	11,208
APS — Assessment cases	3,025	3,706	4,991	*	*	4,954	5,693
★ APS — Cases referred that are visited within three working days	98.5%	97.7%	97.0%	85.0%	85.0%	95.4%	95.0%
APS — Cases accepted or denied for undercare within State-mandated 60 days (%)	98.6%	97.7%	95.0%	*	*	91.4%	96.0%
★ APS — Cases eligible for services	5,413	5,556	5,567	*	*	5,591	5,559
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	97.0%	100.0%	100.0%	100.0%	96.0%	100.0%
★ Average days to initiate home attendant and housekeeper services for all cases	29.3	33.3	34.3	↓	↓	29.5	44.0
★ Average weekly billable hours for personal care services	59.4	60.0	57.7	*	*	57.8	55.9
Total cases receiving home care services	240,799	261,865	290,507	*	*	270,537	301,171
Cases receiving home care services — HRA clients	6,545	5,854	6,579	*	*	5,830	6,711
HIV/AIDS Services Administration (HASA) — New Applicants	4,761	5,432	6,070	*	*	2,005	2,132
★ ● HASA — Individuals receiving services	32,851	32,867	33,140	*	*	33,339	33,548
HASA — Clients receiving housing assistance (%)	83.5%	83.7%	85.4%	*	*	83.1%	85.8%
HASA — Cases receiving emergency housing assistance	2,527	2,444	2,465	*	*	2,567	2,316
HASA — Cases receiving supportive housing assistance	4,868	4,799	4,685	*	*	4,757	4,661
HASA — Cases receiving on-going rental assistance	18,821	19,139	20,152	*	*	19,260	20,777
★ ● HASA — Average number of days from submission of a completed application to approval or denial of enhanced housing benefits	6.5	8.3	9.1	8.0	8.0	8.6	10.7
★ HASA — Average number of days from submission of a completed application to issuance of enhanced housing benefits	14.3	15.2	15.3	15.5	15.5	15.0	20.9
Pounds of food distributed through Community Food Connection (000)	17,755	45,726	43,093	*	*	13,994	13,911
Active Community Food Connection programs — Food Pantries	503	586	585	*	*	NA	NA
Active Community Food Connection programs — Soup Kitchens	85	87	83	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Medicaid recoveries and cost avoidance for fraud waste and abuse (\$000,000)	\$252.11	\$293.80	\$226.44	*	*	\$83.48	\$77.51
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$58.56	\$64.22	\$74.81	*	*	\$22.59	\$31.95
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$21.05	\$28.91	\$33.60	*	*	\$9.37	\$11.62
Fair Hearings requested	164,888	149,196	182,051	*	*	64,918	56,406
Fair hearings upheld (%)	14.0%	15.2%	12.0%	*	*	12.1%	9.5%
Billed revenue as a percentage of budgeted revenue (%)	66.9%	69.3%	54.6%	*	*	14.5%	6.9%
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 (%)	65.0%	58.9%	43.5%	*	*	44.5%	19.4%
Workplace injuries reported	90	88	93	*	*	35	22
Applications filed with the United States Citizenship and Immigration Services	4,568	NA	NA	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Completed requests for interpretation	485,805	788,716	910,892	*	*	324,409	308,641
Letters responded to within 14 days (%)	99%	98.5%	98.3%	90%	90%	100%	96.4%
E-mails responded to within 14 days (%)	97.9%	99.2%	97.8%	90%	90%	97.8%	99.3%
Average customer in-person wait time (minutes:seconds)	44:26	68:00	77:30	60:00	60:00	94:36	84:20
CORE facility rating	99	98	98	80	80	NA	NA
Calls answered within 30 seconds (%)	22.8%	11.3%	8.3%	80%	80%	9.2%	21.6%
Customer satisfaction rating for Public Health Insurance Program services “good” or “excellent” (%)	100.0%	95.7%	97.1%	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$10,965.0	\$11,127.0	\$12,448.8	\$11,811.2	\$13,280.0	\$11,468.6	\$4,449.7	\$4,907.1
Revenues (\$000,000)	\$54.7	\$55.6	\$61.1	\$42.6	\$42.6	\$42.6	\$13.4	\$18.8
Personnel	10,923	10,841	11,044	12,138	12,180	12,051	11,047	11,011
Overtime paid (\$000,000)	\$85.3	\$96.8	\$109.7	\$41.9	\$40.1	\$38.7	\$32.4	\$19.8
Capital commitments (\$000,000)	\$16.5	\$57.5	\$117.8	\$170.0	\$174.4	\$127.9	\$37.6	\$53.2
Human services contract budget (\$000,000)	\$811.3	\$823.6	\$925.6	\$871.0	\$930.1	\$797.5	\$268.2	\$217.5
¹ January 2025 Financial Plan. ² 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 FY24 ¹ (\$000,000)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$901.7	\$946.9	
201 - Administration	\$338.8	\$347.4	All
203 - Public Assistance	\$340.0	\$320.0	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$68.7	\$100.7	1c, 2b, 4a
205 - Adult Services	\$115.9	\$113.9	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$3.4	\$3.5	All
208 - Home Energy Assistance	\$1.0	\$1.3	1a
209 - Child Support Services	\$28.1	\$37.6	2c
210 - Emergency Food ⁴	NA	\$2.4	1b
211 - Fair Fares	(\$0.0)	\$3.9	Agency-Wide Management
212 - Domestic Violence Services	\$5.8	\$16.1	3b
Other Than Personal Services - Total	\$11,547.0	\$12,333.1	
101 - Administration	\$375.5	\$317.0	All
103 - Public Assistance	\$3,759.9	\$4,282.3	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$6,411.6	\$6,782.3	1c, 2b, 4a
105 - Adult Services	\$456.1	\$362.3	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$281.0	\$270.4	All
108 - Home Energy Assistance	\$65.3	\$41.4	1a
109 - Child Support Services	\$24.3	\$24.7	2c
110 - Emergency Food	\$56.5	\$59.2	1b
111 - Fair Fares	\$74.3	\$112.4	Agency-Wide Management
112 - Domestic Violence Services	\$42.6	\$80.9	3b
Agency Total	\$12,448.8	\$13,280.0	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. ⁴This UA originated in Fiscal 2025. "NA" Not Available

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- 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 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 indicator 'Average monthly benefit for Cash Assistance households receiving SNAP benefits' was renamed to 'Average monthly benefit for Cash Assistance recipients receiving SNAP benefits'.
- The indicator 'Average monthly benefit for non-Cash Assistance households receiving SNAP benefits' was renamed to 'Average monthly benefit for non-Cash Assistance recipients receiving SNAP benefits'.
- The indicator 'Cash Assistance - Unduplicated number of persons (12-month) (000)' is reported as NA because the reporting frequency for was updated to annual.
- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

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.

