HUMAN RESOURCES ADMINISTRATION

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 and food assistance. DSS/HRA administers Medicaid public health insurance for New Yorkers who are disabled, blind, or aging, and those receiving cash assistance. The Agency 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

- The number of persons receiving Cash Assistance (CA) was 604,000 in October 2025, four percent more than in October 2024. Applications for CA decreased by three percent in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, however the sustained higher number of applications continues to drive an increase in the caseload. The CA application timeliness rate increased by 14 percentage points, to 67 percent, in the first four months of Fiscal 2026 compared to the similar time period in the prior year, as a result of continued process improvements implemented by HRA. For example, the Agency streamlined the interview process for those reporting no changes to their case to save staff time while also improving client experience.

- The Supplemental Nutrition Assistance Program (SNAP) caseload remains high, with over 1.75 million New Yorkers receiving SNAP benefits as of October 2025, a three percent decrease compared to October 2024. Compared to the reporting period last year, the SNAP application timeliness rate has increased by over six percentage points to nearly 90 percent—an increase of more than 50 percentage points since Fiscal 2023—reflecting the aggressive action that HRA has taken to implement process improvements and invest in technology. These process improvements included the creation of new internal reporting processes to support quality assurance and holding refresher trainings for staff on the procedures for application review and processing.

- As of October 2025, there were 1.54 million New York City residents enrolled in Medicaid administered by HRA, five percent fewer than October 2024. 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.

- HRA's Employment Services helps CA applicants, recipients, and non-custodial child support parents obtain and retain employment. HRA provides services through contracts, training and education referrals, and placement in subsidized and unsubsidized jobs in both the public and private sectors. HRA programs focus on the individual needs of clients, providing assessments and specialized services, including programs for youth and sector-specific training. HRA helped approximately 7,700 clients obtain jobs during the first four months of Fiscal 2026, a 17 percent increase compared to the same period in the prior year, due largely to the resumption of federal and New York State mandated engagement activities. In September 2025, HRA transitioned existing Career Services contracts, and in October 2025, launched the new Pathways for Access to Careers and Employment (PACE) workforce development program to provide employment and training to CA clients.

- 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. Across comparative reporting periods, the number of WeCARE recipients increased by 60 percent while federal disability awards decreased by 16 percent. The increase in WeCARE recipients is in part due to the increase of referrals to employment activities as the Agency resumed federal and New York State mandated engagement activities noted earlier. Federal disability awards often require multiple years to complete, and the Agency expects the number of awards to increase moving forward as the number of WeCARE recipients increases.

- New child support orders obtained were 45 percent higher in the first four months of Fiscal 2026 compared to the same period in the prior year, totaling nearly 2,700, resulting from increased court capacity to hear child support cases. 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. Despite this decrease, collections increased by five percent compared to the prior reporting period, partly due to increased interceptions during this time period. These interceptions included the collection of child support income from several class action settlement awards.

- In the first four months of Fiscal 2026, 63,521 IDNYC cards were issued, a slight decrease from the reporting period in the prior year. Application timeliness for IDNYC increased by one percentage point compared to the same period in the prior year, up to 99.6 percent. 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.

- Launched in 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. As of October 2025, more than 387,700 people were enrolled in the Fair Fares NYC program, an eight percent increase compared to October 2024. This increase was driven by a change in program eligibility, which 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 12,152 enrollments in the first four months of Fiscal 2026, a 14 percent increase compared to the same period in the prior year. 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 2026, 95.6 percent of families with children, 97.5 percent of adult family households, and 92.3 percent of single adults who received Homebase prevention services remained in their communities and avoided shelter entry within 12 months following enrollment.

- 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 a subsidy to eligible tenants anywhere in New York State for up to five years. In October 2025, there were a total of 64,439 cases receiving a CityFHEPS subsidy, a 31 percent increase compared to October 2024. The average subsidy amount for CityFHEPS cases was $1,973 per month as of October 2025, an increase of 13 percent compared to October 2024.

- 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 decreased by 15 percent during the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, which was a record-setting year for the program. This decrease is partially attributable to a legal services labor strike that resulted in challenges and delays for several of the legal services providers during the reporting period.

- 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 the first four months of Fiscal 2026, there was a two percent decrease in the average number of families served per day in HRA's Emergency Domestic Violence shelters (766) and a three percent increase in the number of families served in Domestic Violence Tier II shelters per day (596) compared to the prior reporting period.

- 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 12 percent in the first four months of Fiscal 2026. As a result of the increase in referrals, the number of APS assessment cases similarly increased by 12 percent and the number of cases eligible for services increased by 11 percent compared to the same reporting period in the prior year. Despite the increase in the number of cases, HRA continues to ensure that referred cases are visited timely. The percentage of cases referred to an APS field office visited within three working days increased by nearly three percentage points to 97.7 percent.

- The total number of cases receiving Medicaid-funded home care services in New York City grew by two percent during the first four months of Fiscal 2026 compared with the same period of Fiscal 2025 increasing to over 308,000 cases. 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. In the first four months of Fiscal 2026, the average number of days to initiate home attendant and housekeeper services increased slightly from 44.0 to 45.5 days. 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 nearly 19 percent during the first four months of Fiscal 2026 compared to the same period in the prior year, however the number of individuals receiving HASA services increased overall by five percent to over 35,000 individuals. The number of cases receiving emergency housing assistance decreased by nearly 15 percent, however, this was offset by a seven percent increase in the number of cases receiving ongoing rental assistance. The HASA rental assistance application timeliness rate decreased five percentage points to 90 percent, as the number of requests for special grants including rental assistance has continued to increase over the last several years.
- During the first four months of Fiscal 2026, the Community Food Connection (CFC) program—which provides funding to more than 700 community kitchens and food pantries citywide—distributed 14.5 million pounds of fresh and shelf stable food, an increase of nearly four percent compared to the same period in Fiscal 2025.
- 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). During the first four months of Fiscal 2026, cost avoidance and recoveries increased by 51 percent for CA, by 45 percent for SNAP, and by 23 percent for Medicaid compared to the same period in Fiscal 2025. 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, which is New York State's online marketplace for health insurance.
- The number of Fair Hearing requests during the first four months of Fiscal 2026 was three percent lower than the same period in Fiscal 2025. Of the hearings that were held, and where determinations were made during the period, 14 percent resulted in HRA's decisions being upheld, four percentage points higher than in the Fiscal 2025 reporting period.
- The number of workplace injuries reported increased by 46 percent in the first four months of 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 completed requests for interpretation decreased in the first four months of Fiscal Year 2026 by nine percent compared to Fiscal 2025, driven primarily by decreased demand for phone interpretation services. Average customer in-person wait time increased by eight percent in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025.

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

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

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Cash Assistance — Persons receiving Assistance (000)	481.5	557.6	601.1	*	*	580.9	604.0
★ Cash Assistance — Caseload (point in time) (000)	267.4	311.6	339.4	*	*	325.2	339.3
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	660.8	787.4	855.6	*	*	NA	NA
Cash Assistance — Applications (000)	489.7	560.3	567.2	*	*	198.8	193.4
Cash Assistance — Application acceptance rate (%)	40.7%	36.5%	37.6%	*	*	37.4%	37.5%
★ Cash Assistance — Application timeliness rate (%)	28.8%	42.4%	63.2%	95.0%	95.0%	53.4%	67.0%
Cash Assistance — Applications filed electronically (%)	88.9%	92.6%	93.2%	*	*	93.0%	93.1%
Cash Assistance — Cases in sanction status (%)	0.0%	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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ ✹ Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,739.2	1,789.6	1,796.3	*	*	1,806.4	1,757.8
SNAP — Cash assistance persons receiving benefits (000)	483.2	562.4	600.6	*	*	576.7	595.8
✹ SNAP — Non-cash assistance persons receiving program benefits (000)	1,026.0	999.4	974.1	*	*	1,002.9	940.5
SNAP — SSI persons receiving benefits (000)	230.0	227.8	221.6	*	*	226.9	221.5
SNAP — Total households receiving benefits (000)	1,031.9	1,066.4	1,076.6	*	*	1,080.6	1,059.0
SNAP — Cash assistance households receiving benefits (000)	254.7	300.1	326.3	*	*	310.1	322.5
SNAP — Non-cash assistance households receiving benefits (000)	562.6	553.8	543.8	*	*	558.9	530.0
SNAP — SSI households receiving benefits (000)	214.6	212.4	206.6	*	*	211.6	206.5
SNAP — Payment Error Rate (federal fiscal year) (%)	14.46%	16.63%	NA	6.00%	6.00%	NA	NA
★ SNAP — Application timeliness rate (%)	39.7%	65.1%	87.6%	95.0%	95.0%	83.4%	89.8%
SNAP — Applications filed electronically (%)	91.6%	90.2%	90.7%	*	*	92.0%	87.3%
SNAP — Average monthly benefit for Cash Assistance recipients receiving benefits	$278	$249	$247	*	*	$248	$246
SNAP — Average monthly benefit for non-Cash Assistance recipients receiving benefits	$272	$227	$228	*	*	$229	$228

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Medicaid — Enrollees administered by HRA (000)	1,572.7	1,658.6	1,598.9	*	*	1,625.1	1,540.6
Medicaid — Medicaid-only enrollees administered by HRA (000)	740.9	750.7	673.5	*	*	704.2	615.0
Medicaid — Application timeliness rate (%)	94.2%	88.4%	NA	95.0%	95.0%	NA	NA

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Clients whom HRA helped obtain employment (000)	9.2	8.1	21.9	⇧	⇧	6.6	7.7
★ HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	69.3%	74.7%	79.1%	80.0%	80.0%	76.0%	79.3%
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	57.2%	58.2%	62.8%	*	*	61.8%	68.2%
★ 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) (%)	13.6%	14.0%	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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Total WeCARE recipients	17,684	15,133	24,620	*	*	15,262	24,478
★ WeCARE federal disability awards	1,161	953	1,287	*	*	480	404

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Total new child support orders obtained	4,502	5,159	6,798	*	*	1,857	2,692
Total child support cases with active orders (end of period)	200,554	191,190	181,488	*	*	187,529	179,730
★ Child support cases with orders of support (%)	80.6%	75.8%	73.5%	⇧	⇧	75.4%	74.2%
Child support collected ($000,000)	$685.4	$672.7	$666.4	*	*	$212.7	$222.8
★ Support cases with active orders receiving current payments (%)	67.3%	67.7%	67.0%	⇧	⇧	66.3%	66.7%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
IDNYC — Number of applications processed	191,817	200,922	209,698	*	*	70,195	67,147
IDNYC — Number of cards issued	175,612	183,682	197,996	*	*	64,265	63,521
IDNYC — Application timeliness rate (%)	90.6%	96.7%	97.0%	*	*	98.3%	99.6%
★ Fair Fares NYC — Total enrollment	294,505	339,748	378,527	*	*	358,967	387,716

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Homebase enrollments	29,215	29,520	32,211	*	*	10,633	12,152
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	7.6%	8.3%	8.6%	*	*	7.8%	9.0%
★ Adults receiving preventive services who did not enter the shelter system (%)	93.9%	94.6%	92.9%	85.0%	85.0%	94.2%	92.3%
★ Adult families receiving preventive services who did not enter the shelter system (%)	96.6%	97.0%	97.0%	85.0%	85.0%	97.3%	97.5%
★ Families with children receiving preventive services who did not enter the shelter system (%)	96.7%	96.7%	95.5%	85.0%	85.0%	95.8%	95.6%
Cases receiving emergency rental assistance	42,915	56,506	52,285	*	*	NA	NA
CityFHEPS — Cases receiving subsidy	31,924	44,501	58,723	*	*	49,393	64,439
CityFHEPS — Average subsidy amount ($)	$1,344	$1,658	$1,908	*	*	$1,743	$1,973
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	34,218	28,966	37,463	*	*	13,406	11,362

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	23.0%	14.1%	22.2%	*	*	19.9%	20.8%
Average number of families served per day in the Emergency Domestic Violence shelter program	758	745	766	*	*	783	766
Average number of individuals served per day in the Emergency Domestic Violence shelter program	1,952	1,905	1,902	*	*	1,972	1,873
Average number of families served per day in the Domestic Violence Tier II shelter program	473	522	581	*	*	578	596
Average number of individuals served per day in the Domestic Violence Tier II shelter program	1,257	1,401	1,577	*	*	1,568	1,613
Domestic violence emergency beds (capacity)	2,375	2,290	2,290	*	*	2,290	2,290
Domestic Violence Tier II units (capacity)	539	593	628	*	*	628	628
Domestic Violence non-residential services programs average monthly caseload	1,620	1,489	1,474	*	*	1,455	1,515

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Adult Protective Services (APS) — Total referrals received	23,485	29,433	33,875	*	*	11,208	12,525
APS — Assessment cases	3,706	4,991	5,947	*	*	5,693	6,371
★ APS — Cases referred that are visited within three working days	97.7%	97.0%	96.5%	85.0%	85.0%	95.0%	97.7%
APS — Cases accepted or denied for undercare within State-mandated 60 days (%)	97.7%	95.0%	94.9%	*	*	96.0%	97.4%
★ APS — Cases eligible for services	5,556	5,567	5,750	*	*	5,559	6,165
★ Serious personal care complaints resolved in 24 hours (%)	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
★ Average days to initiate home attendant and housekeeper services for all cases	33.3	34.3	45.0	⇩	⇩	44.0	45.5
★ Average weekly billable hours for personal care services	60.0	57.7	57.2	*	*	55.9	57.8
Total cases receiving home care services	261,865	290,507	309,361	*	*	301,171	308,484
Cases receiving home care services — HRA clients	5,854	6,579	6,628	*	*	6,711	6,653
HIV/AIDS Services Administration (HASA) — New Applicants	5,432	6,070	5,694	*	*	2,132	1,729
★ ✹ HASA — Individuals receiving services	32,867	33,140	34,748	*	*	33,548	35,292
HASA — Clients receiving housing assistance (%)	83.7%	85.4%	85.1%	*	*	85.8%	84.2%
HASA — Cases receiving emergency housing assistance	2,444	2,465	2,007	*	*	2,316	1,980
HASA — Cases receiving supportive housing assistance	4,799	4,685	4,628	*	*	4,661	4,623
HASA — Cases receiving on-going rental assistance	19,139	20,152	21,938	*	*	20,777	22,132
HASA — Rental assistance application timeliness rate (%)	96.2%	97.7%	94.6%	95.0%	95.0%	94.6%	90.0%
Pounds of food distributed through Community Food Connection (000)	45,726	43,093	47,073	*	*	13,911	14,460
Active Community Food Connection programs — Food Pantries	586	585	588	*	*	NA	NA
Active Community Food Connection programs — Community Kitchens	87	83	85	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Medicaid recoveries and cost avoidance for fraud waste and abuse ($000,000)	$293.80	$226.44	$244.16	*	*	$77.51	$95.55
Cash assistance recoveries and cost avoidance for fraud, waste and abuse ($000,000)	$64.22	$74.81	$128.40	*	*	$31.95	$48.11
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse ($000,000)	$28.91	$33.60	$49.79	*	*	$11.62	$16.81
Fair Hearings requested	149,196	182,051	170,115	*	*	56,406	54,759
Fair hearings upheld (%)	15.2%	12.0%	8.0%	*	*	9.5%	13.5%
Billed revenue as a percentage of budgeted revenue (%)	69.3%	54.6%	66.0%	*	*	17.1%	15.9%
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 (%)	58.9%	43.5%	45.7%	*	*	22.9%	57.3%
Workplace injuries reported	88	93	72	*	*	22	32
Applications filed with the United States Citizenship and Immigration Services	5,666	3,693	2,358	*	*	NA	NA
Human services contracts	NA	NA	204	*	*	NA	NA
Human services contract registration within 30 days of the contract start date (%)	NA	NA	49%	*	*	NA	NA
Total dollars disbursed for human services contracts ($000,000)	NA	NA	$772.26	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Completed requests for interpretation	788,716	910,892	862,060	*	*	308,641	280,736
Letters responded to within 14 days (%)	98.5%	98.3%	97.78%	90%	90%	96.4%	100%
E-mails responded to within 14 days (%)	99.2%	97.8%	99.26%	90%	90%	99.3%	100%
Average customer in-person wait time (minutes:seconds)	68:00	77:30	81:40	60:00	60:00	84:20	90:60
CORE facility rating	98	98	95	80	80	NA	NA
Calls answered within 30 seconds (%)	11.3%	8.3%	14.1%	80%	80%	21.6%	8.2%
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	95.7%	97.1%	97.6%	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26[1]	FY27[1]	FY25	FY26
Expenditures ($000,000)[2]	$11,127.0	$12,448.8	$13,167.4	$11,974.3	$14,204.5	$14,628.3	$4,907.1	$5,530.8
Revenues ($000,000)	$55.6	$61.1	$66.2	$42.6	$42.6	$42.6	$18.8	$17.4
Personnel	10,841	11,044	10,850	12,337	12,525	12,510	11,011	10,910
Overtime paid ($000,000)	$96.8	$109.7	$74.2	$41.6	$41.6	$41.6	$19.8	$20.9
Capital commitments ($000,000)	$57.5	$117.8	$67.5	$154.5	$158.7	$124.0	$53.2	$11.8
Human services contract budget ($000,000)	$823.6	$925.6	$922.7	$1,022.4	$1,113.4	$968.8	$217.5	$474.8

[1]February 2026 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 FY25[1] ($000,000)	February 2026 Financial Plan FY26[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$877.9	$978.7	
201 - Administration	$332.3	$358.8	All
203 - Public Assistance	$327.4	$340.9	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	$66.0	$101.6	1c, 2b, 4a
205 - Adult Services	$102.2	$119.0	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	$16.6	3b
Other Than Personal Services - Total	$12,289.5	$13,225.8	
101 - Administration	$372.2	$320.1	All
103 - Public Assistance	$4,541.3	$5,234.2	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	$6,410.8	$6,476.3	1c, 2b, 4a
105 - Adult Services	$363.1	$325.6	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	$295.5	$370.4	All
108 - Home Energy Assistance	$66.3	$57.8	1a
109 - Child Support Services	$22.7	$23.3	2c
110 - Emergency Food	$59.1	$79.0	1b
111 - Fair Fares	$81.0	$116.7	Agency-Wide Management
112 - Domestic Violence Services	$77.4	$222.3	3b
Agency Total	$13,167.4	$14,204.5	

[1]Comprehensive Annual Financial Report (CAFR) 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

- Data for the indicator 'Medicaid—Application timeliness rate (%)' in Goal 1c has been unavailable since Fiscal 2024 due to a data error.
- Fiscal 2026 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 not available.
- The indicator 'CityFHEPS—Average subsidy amount' was added to Goal 3a. The CityFHEPS subsidy program has become a large part of HRA's work to prevent homelessness and support housing stability.
- The indicator 'Cases receiving CityFHEPS subsidy' in Goal 3a has been renamed to 'CityFHEPS—Cases receiving subsidy' to align with formatting for other indicators in the chapter.
- The previously published Fiscal 2025 figure for 'Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court' in Goal 3a was updated from 37,422 to 37,463 to account for rollover cases.

- The indicators 'HASA—Average number of days from submission of a completed application to approval or denial of enhanced housing benefits' and 'HASA—Average number of days from submission of a completed application to issuance of enhanced housing benefits' in Goal 3a have been retired. These indicators have been replaced with the new indicator 'HASA—Rental assistance application timeliness rate,' which was added to Goal 3a. This indicator was added to align with timeliness reporting for other HRA programs.
- The previously published Fiscal 2025 four-month actual figure for 'Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)' in Goal 3b was updated from 14.5% to 19.9% to include additional placements that were initially excluded due to a reporting lag.
- The indicator 'Active Community Food Connection programs—Soup Kitchens' in Goal 4a has been renamed to 'Active Community Food Connection programs—Community Kitchens' to align with current program language.
- The previously published Fiscal 2025 four-month actual figure for 'Billed revenue as a percentage of budgeted revenue' in the Agency-wide Management section was updated from 6.9% to 17.1% to correct a data issue.
- The indicators 'Total dollars disbursed for human service contracts,' 'Human service contract registration within 30 days of the contract start date (%),' and 'Human service contracts' were added to the 'Agency-wide Management' section. Due to the data processing timeline, the indicator data will be published annually in the Preliminary Mayor's Management Report (PMMR) following the close of the fiscal year reported.

ADDITIONAL RESOURCES

For additional agency performance statistics, please visit:

- HRA/DSS Facts (Links to multiple reports updated several times a year):
  http://www.nyc.gov/html/hra/html/facts/facts.shtml
- Supplemental Nutrition Assistance Program (SNAP):
  https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program
- Prevention Assistance and Temporary Housing intake center (PATH):
  https://www1.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page
- HIV/AIDS Services Administration (HASA) Quarterly Performance Report:
  https://a860-gpp.nyc.gov/concern/nyc_government_publications/9k41zk592?locale=en
- The Social Indicators and Equity Report, EquityNYC:
  http://equity.nyc.gov/

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