

# HUMAN RESOURCES ADMINISTRATION

- Indicator name: Clients whom HRA helped obtain employment (000)  
Description: This indicator reports the unduplicated City fiscal year total of cash assistance (CA) applicants and people receiving welfare benefits, Food Stamp recipients who are able-bodied and without dependents (ABAWDs) and non-custodial parents with child support obligations who obtained a job during the reporting period. It includes people who receive benefits from the federal Family Assistance Program (FAP), which provides welfare benefits to families for five years; the State Safety Net Assistance Program, which provides welfare benefits to adults without children and to some families not eligible for FAP; and the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year State time limit (which counts five years of assistance from either Safety Net or FAP).  
Source: HRA New York City WAY (NYCWAY), Welfare Management System (WMS), and the Human Resources Administration (HRA) Office of Data Reporting and Analysis (ODRA)
- Indicator name: Percent of HRA clients whom HRA helped obtain employment compared to a monthly goal (Calendar year-to-date) (%)  
Description: The calendar year-to date percent of the unduplicated total of cash assistance applicants, people receiving welfare benefits and Food Stamp recipients who are able-bodied and without dependents (ABAWDs) and non-custodial parents with child support obligations who obtain employment. who obtained a job compared to the job placement goal at that point in time. The annual job placement goal is set each year..  
Source: HRA NYCWAY and ODRA
- Indicator name: Cash Assistance cases with an adult head of household who is temporarily or permanently unable to participate in any work or work-related activity (%)  
Description: The city fiscal year-to-date average percent of the total cases that are either partially or fully unable to work full time. This indicator includes cash assistance cases that either are currently partially engaged in work-related activities, such as health, mental health, substance abuse treatment, domestic violence or other activities, or are fully unengageable and therefore unable to participate in any activity. Therefore, neither group can participate in full time employment.  
Source: HRA NYCWAY and ODRA
- Indicator name: Safety Net Assistance (SNA) cases participating in work or work-related activities as calculated in accordance with State guidelines (State fiscal year-to date average) (%)  
Description: The state fiscal year-to-date average percent of Safety Net adult only cases who participate in work or work-related activities in compliance with state guidelines calculated on the basis of the state fiscal year: March through April.  
Source: HRA NYCWAY and WMS and ODRA

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- Indicator name:** Cash Assistance family cases participating in work or work-related activities per federal guidelines (federal fiscal year-to-date official average) (%)
- Description:** The federal fiscal year-to-date official average percent of Family Assistance Program and 60-month converted to Safety Net Assistance cases who participate in work or work-related activities in compliance with federal guidelines. This indicator reports the most recent available federal data. The official family participation rate is calculated on the basis of the federal fiscal year: October through September.
- Source:** HRA NYCWAY and ODRA
- Indicator name:** Cash Assistance cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description:** The city fiscal year-to-date average percent of partially or fully engageable (able to work) cash assistance cases who are participating in any training or education and/or work-related activities, as defined by New York City, that directly prepare them for work. Therefore, training and education may be either stand alone or together with some other activities, such as those that are concurrent with the Work Employment Program (WEP), substance abuse treatment or job search.
- Source:** HRA NYCWAY and ODRA
- Indicator name:** Safety Net Assistance (SNA) single cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description:** The city fiscal year-to-date average percent of all SNA single cases who are participating in any training or education and/or work-related activities, as defined by New York City, that directly prepare them for work. Therefore, training and education may be either stand alone or together with some other activities, such as those that are concurrent with the Work Employment Program (WEP), substance abuse treatment or job search. This indicator does not include the wage subsidy work activity, which is considered subsidized employment. In addition, it does not include stand-alone job search or standalone WEP, but does include job search performed in conjunction with an education or training program.
- Source:** HRA NYCWAY and ODRA
- Indicator name:** Cash Assistance cases that retained employment income 180 days after being placed in a job (Calendar year-to date average) (%)
- Description:** The calendar year-to-date average percent of both those cash assistance cases who had obtained a job six months (180 days) prior to the reporting period, earned enough income to close their cash assistance cases, and did not return to cash assistance within the last six months (180 days) of the reporting period, and those cash assistance cases who obtained employment six months prior to the reporting period and have not had their cases rebudgeted within 180 days due to the loss of employment income.
- Source:** HRA NYCWAY and ODRA

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Indicator name: Cash Assistance cases that remained closed for 180 days due to employment (Calendar year-to-date average) ( %)

Description: The calendar year-to-date average percent of cash assistance recipients who obtained a job and had their cases closed due to employment income six months (180 days) prior to the reporting period and did not return to cash assistance within the last six months. This does not include those who are working full time in subsidized employment because these cases are not closed, because the recipient is working full-time for a subsidized wage, the cash assistance grant is incorporated into the wage.

Source: HRA NYCWAY, WMS and ODRA

Indicator name: Child support collected (\$ millions)

Description: The total amount of child support collected on behalf of both cash assistance and non-cash assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: Monthly Calendar Year Comparisons of Collections – Total Collections

Indicator name: Current obligations collected (%)

Description: The city fiscal year-to-date average of the total child support collected for both cash assistance and non-cash assistance cases as a percent of the total court-ordered obligations.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State: 157 Report Section F: Collections Due and Distributed, Total (Line 25 cumulative) divide by Total (line 24 cumulative)

Indicator name: Child support cases with orders of support (%)

Description: The monthly average of cash assistance and non-cash assistance child support cases for which a support order has been established by a court, as a percent of the total number of open child support cases.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report - Performance Measures – SEP

Indicator name: Persons receiving cash assistance (000)

Description: As of the end of the reporting period, this indicator measures the number of persons who are eligible for the time-limited Family Assistance Program or the Safety Net Assistance Program. As of November 2001, the 60-month Converted to Safety Net program is included.

Source: HRA ODRA and WMS report CRM01OR1

Indicator name: Cash Assistance application timeliness rate (%)

Description: This indicator measures the percent of Cash Assistance application processing completed by the Agency in required time frames.

Source: HRA Family Independence Administration (FIA)

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- Indicator name: Cash Assistance fair hearing win rate (%)  
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.  
Source: HRA FIA
- Indicator name: Average annual administrative cost per Cash Assistance case (\$)  
Description: The average annual cost associated with the administration of a single cash assistance case. To determine this average, the total annual direct and indirect administrative cost associated with all cash assistance cases is divided by the total, unduplicated number of cash assistance cases that received any financial assistance during the reporting period. The operation of HRA Job Centers is included in direct costs. Indirect cost includes an attributed portion of HRA's central administrative cost. The administrative cost associated with the provision of Medicaid or Food Stamps is not included, nor is the cost of cash assistance benefits.  
Source: HRA ODRA
- Indicator name: Persons receiving food stamps (000)  
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported food stamps, including both cash assistance recipients and non-PA recipients. The calculation includes persons who receive food stamps at residential treatment centers and recipients of Supplemental Security Income (SSI).  
Source: HRA ODRA
- Indicator name: Non-Cash Assistance persons receiving food stamps (000)  
Description: At the end of the reporting period, the total number of persons who receive food stamps who are not cash assistance or SSI recipients.  
Source: HRA ODRA
- Indicator name: SSI persons receiving food stamps (000)  
Description: The total number of eligible recipients of SSI receiving federally supported Food Stamps.  
Source: HRA ODRA
- Indicator name: Food stamp estimated payment error rate (%)  
Description: This indicator measures the percent of Food Stamp Payment Errors for CA and non-CA recipients where the incorrect Food Stamp benefit amount is paid is either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. This indicator is tracked in accordance with the federal fiscal year.  
Source: HRA FIA

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- Indicator name: Public Health Insurance enrollees (000)  
Description: At the end of the reporting period, the total number of persons enrolled in various cash health insurance programs, including Medicaid with cash assistance, Medicaid without cash assistance (Medicaid-only), and Family Health Plus.  
Source: WMS report WINR0521
- Indicator name: Public Health Insurance Medicaid-only enrollees (000)  
Description: At the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services, including those receiving Family Health Plus.  
Source: WMS report WINR0521
- Indicator name: Client responses to Public Health Insurance mailed renewal notices (%)  
Description: Percent of responses to Public Health Insurance renewal notice mailed to clients.  
Source: HRA MICSA Medical Insurance and Community Services Administration (MICSA)
- Indicator name: Clients found eligible for Public Health Insurance who responded to a mailed renewal notice (%)  
Description: Percent of clients who responded to a mailed Public Health Insurance renewal notice who were found eligible for public health benefits.  
Source: HRA MICSA
- Indicator name: Public Health Insurance Fair Hearing Win Rate (%)  
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.  
Source: HRA MICSA
- Indicator name: Cases receiving home care services (000)  
Description: The number of cases receiving Medicaid-funded Home Attendant and Housekeeping; Long Term Home Health Care; and AIDS Project/AIDS Lombardi Home Care services at the end of the month.  
Source: HRA Home Care Services Program
- Indicator name: Average number of days to initiate Home Attendant and Housekeeper Services cases  
Description: At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are currently enrolled in Medicaid and those who have applied for but not begun to receive Medicaid.  
Source: HRA Home Care Services Program

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- Indicator name: Personal care services - average weekly billable hours  
Description: At the end of the reporting period, the average number of weekly billable hours of service for all clients receiving personal care services (home attendant and housekeeping). Billable hours measures the number of hours during which service is actually provided.  
Source: HRA Home Care Services Program
- Indicator name: Serious personal care complaints resolved in 24 hours (%)  
Description: Percent of client serious complaints resolved within required timeframe of 24 hours. Vendors must remove the risk has to the client within 24 hours for the complaint to be resolved.  
Source: HRA MICSA
- Indicator name: Adult Protective Services (APS) Assessment Cases  
Description: The unduplicated number of individuals in the assessment phase for APS services during the month.  
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Adult Protective Services (APS) Cases Eligible for Services  
Description: The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month.  
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Individuals referred to an Adult Protective Services field office visited within three working days (%)  
Description: The city fiscal year-to-date average percent of cases referred to Adult Protective Services (APS) that are visited within the State-mandated three working days.  
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Adult Protective Services (APS) assessment cases accepted or denied for undercare within State-mandated 60 days (%)  
Description: Percent of referrals to the borough offices or contracted vendors with a decision made to accept or deny a case within the State-mandated 60 days.  
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Individuals receiving HIV/AIDS services (000)  
Description: At the end of the reporting period, the number of individual clients (individuals who are either HIV Symptomatic or with AIDS) served during the reporting month.  
Source: HRA HIV/AIDS Services Administration (HASA)

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- Indicator name: Average number of days from submission of a completed application to approval or denial of enhanced housing benefits to keep HASA clients in stable housing
- Description: At the end of the period, the average number of days to grant or deny HASA housing-related enhanced financial benefits after the completed application is submitted. Benefits are required in order for clients to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
- Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database
- Indicator name: Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients
- Description: The average number of calendar days from submission of a completed application it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
- Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database
- Indicator name: HASA clients receiving ongoing enhanced housing benefits (%)
- Description: The percent of HASA clients who receive on-going monthly supplemental rents in addition to the basic HASA shelter grant.
- Source: IPA 705 report generated by HRA/MIS
- Indicator name: Individuals and families at imminent risk diverted from becoming homeless (%)
- Description: The percent of individuals and families who were still domiciled at the point they were seen by the Diversion Team at an HRA Job Center, but were at imminent risk of losing their homes, who are diverted from becoming homeless. As of January 2009 HRA began cross-referencing diverted families to determine if any of these families subsequently came to the Prevention Assistance and Temporary Housing (PATH) at the Department of Homeless Services during the fiscal year. If a family previously diverted by HRA subsequently became homeless despite efforts at PATH, the original diversion at the HRA Job Center is not counted.
- Source: IPA 705 report generated by HRA/MIS

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- Indicator name: Total WeCARE cases (000)  
Description: The unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) cases. WeCARE provides a continuum of services to help cash assistance clients with medical and/or mental health conditions that affect their employability to attain their maximum levels of self-sufficiency. Individuals referred to WeCARE receive a comprehensive biopsychosocial assessment to identify possible clinical conditions and social barriers that may affect their ability to participate in work-related activities. Based on the results of this assessment, WeCARE contractors determine an individual's functional capacity, develop a customized service plan, and provide a range of services tailored to meet a client's needs.  
Source: WeCARE Engagement Report
- Indicator name: Number of WeCARE federal disability awards  
Description: The cumulative number, for the reporting period, of HRA clients assisted by the Agency who obtain federal SSI benefits for the aged, blind, or disabled as of January 2009 only one award per person is counted: either the award granted for the initial appeal or the award granted in a subsequent appeal if the initial application was denied.  
Source: HRA Payment and Claiming System (PACS)
- Indicator name: Domestic Violence Non-residential Services Program active caseload  
Description: The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential program.  
Source: Monthly reports from contracted non-residential shelter providers
- Indicator name: Number of Domestic Violence emergency beds (capacity)  
Description: At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.  
Source: The number of beds licensed by the State Office of Children and Family Services and reported through the HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) shelter occupancy system
- Indicator name: Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)  
Description: Percent of families seeking shelter at Department of Homeless Service's Prevention Assistance and Temporary Housing (PATH) who entered HRA domestic violence shelters.  
Source: HRA ODVEIS
- Indicator name: HRA human services contracts submitted to the Comptroller on time (%)  
Description: Percent of contracts for human services that are submitted to the Comptroller by the start date of the contract.  
Source: HRA Contracts Office
- Indicator name: Billed revenue as a percentage of budgeted revenue (%)  
Description: Billed revenue as a percentage of budgeted revenue indicates where HRA is in meeting its projected targeted revenue,  
Source: HRA Finance Office



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Indicator name: Percentage of claims filed within 60 days of close of expenditure month (%)  
Description: This indicator measures the percent of claims filed on a timely basis, since the State and Federal funding of major HRA programs and the timing of future advances relies on such filing.  
Source: HRA Finance Office

Indicator name: Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$ millions)  
Description: This indicator shows the amount recovered from concealment of income and resources by clients, provider audits for waste and abuse, collections from windfalls, personal injury lawsuit settlements and liens on properties and estates, and cost savings from various efforts such as Medicaid prescription drug fraud investigations and clients receiving Medicaid in more than one state.  
Source: HRA Investigations, Revenue & Enforcement Administration

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