

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, affordable housing services, and legal services programs to families and individuals. 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 inequality 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.
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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.
 - Goal 2d Expand access to municipal benefits and other financial supports.
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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.
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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 IN FISCAL 2024

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

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

The number of persons receiving Cash Assistance (CA) was 557,600 in June 2024, 16 percent higher than in June 2023. COVID-19 pandemic-related waivers that suspended employment requirements until mid-Fiscal 2024 as well as high levels of new applications continue to impact the growth in the caseload. The 12-month unduplicated number of CA recipients, the measure of total clients served over the course of a year, increased by 19 percent in Fiscal 2024 compared to Fiscal 2023.

Applications for CA increased by 14 percent in Fiscal 2024 compared to Fiscal 2023. 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 from their homes, contributing to an almost four percentage point-increase in CA applications filed electronically in Fiscal 2024 compared to Fiscal 2023. Applications may be duplicated, an occurrence that increased with the move to on-line applications.

In Fiscal 2024, the CA application timeliness rate improved compared to Fiscal 2023 by almost 14 percentage points. HRA has taken aggressive action to fill critical staffing vacancies, invest in technology and implement process improvements, working through a backlog driven by an unprecedented application volume and the expiration of New York State waivers suspending recertifications during the pandemic.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Cash Assistance — Persons receiving Assistance (000)	378.3	371.4	425.0	481.5	557.6	*	*	Up	*
★ Cash Assistance — Caseload (point in time) (000)	208.3	203.6	235.5	267.4	311.6	*	*	Up	*
★ Cash Assistance — Unduplicated number of persons (12-month) (000)	583.3	556.6	585.5	660.8	787.4	*	*	Up	*
Cash Assistance — Applications (000)	316.6	305.5	374.6	489.7	560.3	*	*	Up	*
Cash Assistance — Application acceptance rate (%)	54.5%	36.1%	44.1%	40.7%	36.5%	*	*	Down	*
★ Cash Assistance Application timeliness rate (%)	91.9%	95.4%	82.3%	28.8%	42.4%	96.0%	95.0%	Down	Up
Cash Assistance — Applications filed electronically (%)	NA	88.8%	89.1%	88.9%	92.6%	*	*	NA	*
Cash Assistance — Cases in sanction status (%)	2.4%	0.5%	0.1%	0.0%	0.0%	*	*	Down	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

Goal 1b Provide access to Supplemental Nutrition Assistance Program benefits for all eligible children and adults.

The SNAP caseload remains at an historically high level. As of Fiscal 2024, the number of persons receiving SNAP benefits increased slightly compared to 2023, driven by a 16 percent growth in the number of SNAP recipients also receiving CA. The number of non-CA and Supplemental Security Income (SSI) SNAP recipients decreased by nearly three percent and one percent, respectively, in Fiscal 2024 compared to Fiscal 2023. As a result of the end of SNAP Emergency Allotments, which provided a temporary pandemic-related monthly supplemental benefit, the average monthly household benefit levels decreased by 10 percent for CA households and by 17 percent for non-CA households in Fiscal 2024 compared to 2023 .

HRA's on-line application and recertification options, telephone interviews, remote document uploads, and modernized interactive voice response (IVRS) telephone system have produced steady increases in the submission of online applications and telephone interviews for SNAP benefits since 2015. While SNAP applications filed electronically were lower by less than two percentage points in Fiscal 2024 compared to Fiscal 2023, the rate remains over 90 percent and is higher than before the COVID-19 pandemic.

The SNAP payment error rate was 14.46 percent in Federal Fiscal 2023, higher than recent years due to the unprecedented increases in applications and associated volume of work for HRA staff. Note that a national payment error threshold was not established in Federal Fiscal 2021 due to the pandemic-related suspension of SNAP payment quality control reviews for most of the year. HRA continues to implement system improvements designed to prevent errors, including targeted trainings for front-line staff and increased management oversight to identify and remediate payment errors. In Fiscal 2024, the SNAP timeliness rate was 65.1 percent, 25 percentage points higher than during the previous year as the Agency began working through backlogs created by high application volumes and pandemic-related recertification waivers.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ ● Supplemental Nutrition Assistance Program (SNAP) — Persons receiving benefits (000)	1,642.3	1,734.2	1,713.4	1,739.2	1,789.6	*	*	Neutral	*
SNAP — Cash assistance persons receiving benefits (000)	405.1	406.1	446.1	483.2	562.4	*	*	Up	*
● SNAP — Non-cash assistance persons receiving program benefits (000)	987.2	1,084.7	1,038.6	1,026.0	999.4	*	*	Neutral	*
SNAP — SSI persons receiving benefits (000)	250.0	243.4	228.8	230.0	227.8	*	*	Neutral	*
SNAP — Total households receiving benefits (000)	961.9	1,021.4	1,011.0	1,031.9	1,066.4	*	*	Neutral	*
SNAP — Cash assistance households receiving benefits (000)	207.2	209.6	232.5	254.7	300.1	*	*	Up	*
SNAP — Non-cash assistance households receiving benefits (000)	523.2	585.8	565.3	562.6	553.8	*	*	Neutral	*
SNAP — SSI households receiving benefits (000)	231.6	226.1	213.2	214.6	212.4	*	*	Neutral	*
SNAP — Payment Error Rate (federal fiscal year) (%)	9.81%	NA	13.91%	14.46%	NA	6.00%	6.00%	NA	Down
★ SNAP — Application timeliness rate (%)	74.5%	91.9%	60.1%	39.7%	65.1%	90.6%	95.0%	Down	Up
SNAP — Applications filed electronically (%)	93.9%	95.3%	96.9%	91.6%	90.2%	*	*	Neutral	*
SNAP — Average monthly benefit for Cash Assistance households receiving benefits	\$158	\$207	\$263	\$278	\$249	*	*	Up	*
SNAP — Average monthly benefit for non-Cash Assistance households receiving benefits	\$157	\$214	\$270	\$272	\$227	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.

In Fiscal 2024, approximately 4.16 million New York City residents were enrolled in Medicaid. This includes approximately 1.66 million enrolled in Medicaid administered by HRA, pursuant to State rules, with the balance enrolled in Medicaid through the New York State Health Care Exchange. 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 during the spring of Calendar 2023. Total enrollment in the portion of the Medicaid program administered by HRA, which includes persons enrolled through CA and SSI, increased by nearly six percent in Fiscal 2023, in part due to additional recertification extensions for non-responders to avoid inappropriate closings. Medicaid application timeliness rates remained higher than pre-pandemic levels, but declined slightly to 88 percent in Fiscal 2024, an approximate six percentage-point decline compared to Fiscal 2023, due to the continuation of the recertification waivers.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Medicaid — Enrollees administered by HRA (000)	1,541.2	1,591.1	1,474.5	1,572.7	1,658.6	*	*	Neutral	*
Medicaid — Medicaid-only enrollees administered by HRA (000)	780.6	867.2	719.9	740.9	750.7	*	*	Neutral	*
Medicaid — Application timeliness rate (%)	80.5%	87.4%	96.8%	94.2%	88.4%	99.4%	95.0%	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 Increase financial independence and upward mobility out of poverty through employment, education, skills enhancement, job search, job placement, wellness services and other supports.

Goal 2a Increase the proportion of cash assistance recipients who obtain and retain paid employment.

HRA Employment Services helps CA applicants, recipients and non-custodial parent child support clients obtain and retain employment. HRA provides services through contracts, training and education referrals, and placement in transitional subsidized jobs and unsubsidized jobs in 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. In Fiscal 2024, HRA began a phased-in reinstatement of mandated participation in employment and training programs.

In Fiscal 2024, HRA helped approximately 8,100 clients obtain jobs, 12 percent fewer than in Fiscal 2023. The decline is partially attributable to a pause in referrals to voluntary employment activities as the Agency prepared to resume New York State mandated activities. In Fiscal 2024, 74.7 percent of clients who obtained a job either retained it or did not return to CA within six months (180 days), and 58.2 percent of employed clients either retained their jobs or did not return to CA within 12 months, both higher than in Fiscal 2023 and closer to pre-pandemic levels. HRA's Employment Services vendors assist clients to help them return to the labor force if they lose their job within a year of employment.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Clients whom HRA helped obtain employment (000)	32.1	5.1	9.2	9.2	8.1	↑	↑	Down	Up
★ HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	70.7%	70.2%	70.5%	69.3%	74.7%	80.0%	80.0%	Neutral	Up
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	61.6%	60.4%	56.7%	57.2%	58.2%	*	*	Neutral	Up
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	NA	↑	↑	NA	Up
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	NA	↑	↑	NA	Up
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	18.5%	10.6%	12.5%	13.6%	NA	34.0%	↑	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2b Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.

HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment program (WeCARE) supports CA clients with barriers to employment achieve self-sufficiency in the workforce and helps those who have disabilities apply for federal disability assistance. In Fiscal 2024, the number of WeCARE recipients is not available due to the transition to a new employment services system. During the same period, federal disability awards decreased by 18 percent. Disability awards are lagged, and the decline is related to fewer WeCARE recipients being served since the onset of the COVID-19 pandemic and the pause in mandatory engagement requirements.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Total WeCARE recipients	42,608	32,937	26,944	17,684	NA	*	*	NA	*
★ WeCARE federal disability awards	2,612	1,519	1,193	1,161	953	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2c Provide access to child support services for eligible parents and their children.

Although new child support orders obtained continue to be lower than prior to the COVID-19 pandemic, they were almost 15 percent higher in Fiscal 2024 compared to Fiscal 2023 due to the resumption of Family Court activities and an expansion in the number of hearing slots as the court hires more Support Magistrates 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 CA cases, and fewer applications from custodial parents not involved with CA. Child support collections on behalf of custodial parents and their children slightly decreased compared to the prior period.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Total new child support orders obtained	8,948	3,610	3,742	4,502	5,159	*	*	Down	Up
Total child support cases with active orders (end of period)	248,488	225,512	209,544	200,554	191,190	*	*	Down	Up
★ Child support cases with orders of support (%)	79.0%	82.3%	84.2%	80.6%	75.8%	80.0%	↑	Neutral	Up
Child support collected (\$000,000)	\$811.1	\$857.5	\$705.3	\$685.4	\$672.7	*	*	Down	Up
★ Support cases with active orders receiving current payments (%)	61.5%	70.2%	62.0%	67.3%	67.7%	↑	↑	Neutral	Up

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

Goal 2d Expand access to municipal benefits and other financial supports.

DSS/HRA administers the largest municipal identification card program in the nation. 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 memberships for the City's leading museums, zoos, concert halls, and botanical gardens. In Fiscal 2024, there were 183,682 cards issued, adding to the more than 2.24 million cards issued since the program's inception in Fiscal 2015. In Fiscal 2024, the number of IDNYC applications processed grew by almost five percent, in part due to the influx of asylum seekers to New York City. The IDNYC timeliness rate was 96.7 percent in Fiscal 2024, six percentage points higher than the previous year, due to the implementation of appointment scheduling, additional outreach providing information about the process to applicants, and the introduction of multifactor authentication to expedite the renewal process.

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 mid-Fiscal 2024, Fair Fares eligibility expanded to 120 percent of the federal poverty level and as of June 2024, 339,748 people were enrolled in the program, an increase of 15 percent from Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
IDNYC — Number of applications processed	163,350	164,399	167,962	191,817	200,922	*	*	Up	*
IDNYC — Number of cards issued	155,459	167,070	162,627	175,612	183,682	*	*	Up	*
IDNYC — Application timeliness rate (%)	90.6%	96.1%	98.2%	90.6%	96.7%	*	*	Neutral	Up
★ Fair Fares NYC — Total enrollment	193,864	235,583	271,892	294,505	339,748	*	*	Up	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

SERVICE 3 Reduce homelessness among children and adults.

Goal 3a Prevent homelessness and support housing stability.

HRA provides homelessness prevention assistance to families and individuals with housing emergencies and to those at potential risk of homelessness. HRA offers access to emergency rent arrears payments and ongoing rental assistance at Benefit Access Centers, Housing Courts, and at DHS shelter intake and HomeBase locations.

The HomeBase program, a network of community-based organizations that provide homelessness prevention services, had 29,520 enrollments in Fiscal 2024, an increase of one percent compared to Fiscal 2023. The program continues to exceed the target of diverting 85 percent of those who receive services from entering shelter. In Fiscal 2024, 96.7 percent of families with children, 97.0 percent of adult family households, and 94.6 percent of single adults who received HomeBase prevention services remained in their communities and avoided shelter entry within 12 months following the service.

With the introduction of the federally-funded Emergency Rental Assistance Program (ERAP) in June 2021, the number of cases receiving emergency rental assistance through HRA decreased markedly in Fiscal 2022 compared to previous years. Applications for ERAP were not accepted after January 2023, leading to more people applying for emergency rental assistance through HRA and an over 30 percent increase in emergency rental assistance cases in Fiscal 2024 compared to Fiscal 2023. In addition to the end of ERAP, this increase was also driven by the expiration of the pandemic-related eviction moratorium and the resumption of housing court proceedings.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Homebase enrollments	29,184	26,113	25,636	29,215	29,520	*	*	Neutral	*
★ Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)	12.0%	8.3%	8.1%	7.6%	8.3%	*	*	Down	*
★ Adults receiving preventive services who did not enter the shelter system (%)	89.7%	90.6%	94.4%	93.9%	94.6%	85.0%	85.0%	Neutral	Up
★ Adult families receiving preventive services who did not enter the shelter system (%)	94.5%	96.2%	98.0%	96.6%	97.0%	85.0%	85.0%	Neutral	Up
★ Families with children receiving preventive services who did not enter the shelter system (%)	93.4%	96.7%	97.0%	96.7%	96.7%	85.0%	85.0%	Neutral	Up
Cases receiving emergency rental assistance	52,170	40,471	23,082	42,915	56,506	*	*	Up	*
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	24,109	13,875	28,730	34,218	NA	*	*	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.

HRA assists individuals and families who are domestic violence (DV) survivors and require DV services within the community or placement in an emergency DV shelter. In Fiscal 2024, the percent of DV-eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered an HRA DV shelter was 14.1 percent, nine percentage points lower than the prior year, which reflects fewer new families entering HRA DV shelter as existing families continued their stays. This trend is also reflected in the average number of families served per day in HRA emergency DV shelter, which remained mostly consistent in Fiscal 2024 compared to Fiscal 2023. HRA is working to bring on additional DV emergency shelter capacity in Fiscal 2025. The average number of families served per day in HRA’s DV Tier II shelter program increased by approximately 10 percent in Fiscal 2024 as a result of over 50 new units that were added during the fiscal year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA’s domestic violence shelters (%)	44.9%	56.9%	39.0%	23.0%	14.1%	*	*	Down	*
Average number of families served per day in the Emergency Domestic Violence shelter program	843	794	751	758	745	*	*	Down	*
Average number of individuals served per day in the Emergency Domestic Violence shelter program	2,159	1,990	1,893	1,952	1,905	*	*	Down	*
Average number of families served per day in the Domestic Violence Tier II shelter program	334	331	416	473	522	*	*	Up	*
Average number of individuals served per day in the Domestic Violence Tier II shelter program	932	909	1,125	1,257	1,401	*	*	Up	*
Domestic violence emergency beds (capacity)	2,514	2,451	2,375	2,375	2,290	*	*	Neutral	*
Domestic Violence Tier II units (capacity)	362	355	480	539	593	*	*	Up	*
Domestic Violence non-residential services programs average monthly caseload	1,685	1,717	1,616	1,620	1,489	*	*	Down	*

★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None

SERVICE 4 Provide support services for eligible vulnerable and/or frail children and adults and for children and adults with disabilities.

Goal 4a Ensure that all eligible vulnerable and/or frail children and adults and children and adults with disabilities receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

Adult Protective Services (APS) is a State-mandated program that provides services including case management, financial management, assistance in obtaining Medicaid and other public benefits, and eviction prevention assistance for physically and/or mentally impaired adults who are unable to care for themselves. In Fiscal 2024, 97 percent of individuals were visited within three days of referral and determinations were made within the State-mandated 60-day time frame 95 percent of the time. After steady declines in the number of referrals received by APS after the onset of COVID-19, referrals increased by 25 percent in Fiscal 2024 compared to Fiscal 2023. APS accepts referrals from multiple sources; the increase from Fiscal 2023 to Fiscal 2024 is primarily driven by agency referrals, which include government and private organizations. Department of Investigation Marshal referrals related to adults at potential risk of eviction are also up from Fiscal 2023 but continue to remain below pre-pandemic levels. APS assessment cases increased by 35 percent in Fiscal 2024, driven by the large increase in referrals.

The total number of cases receiving Medicaid-funded home care services in New York City increased 11 percent in Fiscal 2024, driven by an increase in enrollment of 27,917 New York State-administered Managed Long-Term Care (MLTC) clients during the fiscal year. 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. Included within the total number of cases receiving home care services are 6,579 cases administered by HRA. In 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 34.3 days, a one-day increase compared to Fiscal 2023. This increase is due to a continuing shortage of available certified home health aides, employed by State licensed home health care agencies. HRA Personal Care billable hours decreased by four percent in Fiscal 2024 compared to Fiscal 2023. Once cases are opened, billable hours are attributed to HRA until eligible clients are transitioned to MLTC within 60 to 90 days.

During Fiscal 2024, the number of new applicants for HIV/AIDS Services Administration (HASA) increased by almost 12 percent, surpassing pre-pandemic levels, though the number of individuals who received HASA services remained about the same due to ongoing case closures. The increase in 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. While the average time to process applications for enhanced housing benefits increased from 8.3 days to 9.1 days in Fiscal 2024, which is attributable to the increased application volumes, the average time to issue these enhanced benefits remained stable at just over 15 days. In Fiscal 2024, cases receiving emergency housing assistance and ongoing rental assistance both increased compared to Fiscal 2023, by one percent and five percent, respectively. Cases receiving supportive housing assistance decreased from Fiscal 2023 to Fiscal 2024 by over two percent.

In Fiscal 2024, the Community Food Connection (CFC) distributed 43 million pounds of fresh and shelf stable food to over 660 community food programs in all five boroughs, compared to over 45 million pounds in Fiscal 2023. The slight drop between years is due to a change in vendor in early Fiscal 2023; CFC made additional food deliveries during the transition to ensure there were no disruptions in service during that period.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Adult Protective Services (APS) — Total referrals received	24,843	18,672	19,403	23,485	29,433	*	*	Up	*
APS — Assessment cases	4,485	3,271	3,025	3,706	4,991	*	*	Up	*
★ APS — Cases referred that are visited within three working days	97.4%	96.9%	98.5%	97.7%	97.0%	85.0%	85.0%	Neutral	Up
APS — Cases accepted or denied for undercare within State-mandated 60 days (%)	98.0%	98.1%	98.6%	97.7%	95.0%	*	*	Neutral	Up
★ APS — Cases eligible for services	6,630	6,131	5,413	5,556	5,567	*	*	Down	*
★ Serious personal care complaints resolved in 24 hours (%)	84.0%	97.0%	100.0%	97.0%	100.0%	100.0%	100.0%	Up	Up
★ Average days to initiate home attendant and housekeeper services for all cases	23.5	23.5	29.3	33.3	34.3	30.0	↓	Up	Down
★ Average weekly billable hours for personal care services	55.2	58.0	59.4	60.0	57.7	*	*	Neutral	*
Total cases receiving home care services	222,182	229,280	240,799	261,865	290,507	*	*	Up	*
Cases receiving home care services — HRA clients	5,287	6,086	6,545	5,854	6,579	*	*	Up	*
HIV/AIDS Services Administration (HASA) — New Applicants	4,948	3,998	4,761	5,432	6,070	*	*	Up	*
★ ● HASA — Individuals receiving services	34,383	34,290	32,851	32,867	33,140	*	*	Neutral	*
HASA — Clients receiving housing assistance (%)	83.1%	81.6%	83.5%	83.7%	85.4%	*	*	Neutral	*
HASA — Cases receiving emergency housing assistance	3,658	2,842	2,527	2,444	2,465	*	*	Down	*
HASA — Cases receiving supportive housing assistance	4,894	4,882	4,868	4,799	4,685	*	*	Neutral	*
HASA — Cases receiving on-going rental assistance	18,488	18,799	18,821	19,139	20,152	*	*	Neutral	*
★ ● HASA — Average number of days from submission of a completed application to approval or denial of enhanced housing benefits	6.8	6.2	6.5	8.3	9.1	8.0	8.0	Up	Down
★ HASA — Average number of days from submission of a completed application to issuance of enhanced housing benefits	17.1	14.9	14.3	15.2	15.3	15.5	15.5	Neutral	Down
Pounds of food distributed through Community Food Connection (000)	NA	NA	17,755	45,726	43,093	*	*	NA	*
Active Community Food Connection programs — Food Pantries	462	501	503	586	585	*	*	Up	*
Active Community Food Connection programs — Soup Kitchens	109	103	85	87	83	*	*	Down	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

In March 2020, at the start of the COVID-19 pandemic, most benefit recovery operations were deferred or suspended, reducing the Medicaid, Cash Assistance and SNAP recoveries and cost avoidance results. DSS continued to focus on maintaining the integrity of the benefit programs it oversees and ensuring that funds are collected appropriately through its Accountability Office (AO). In Fiscal 2024 compared to Fiscal 2023, cost avoidance and recoveries increased by 16 percent for Cash Assistance and 17 percent for SNAP, but decreased 23 percent for Medicaid due to pauses in investigations while recertifications are phased in. Efforts include investigation of provider fraud, recovery 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 Medicaid clients through the State Exchange.

State administrative fair hearings are held when HRA clients dispute findings on their cases, usually related to eligibility determinations or benefit levels. The number of fair hearing requests in Fiscal 2024 was 22 percent higher than Fiscal 2023, but continues to be lower than prior to the COVID-19 pandemic. Of the hearings that were held where determinations were made in Fiscal 2024, 12 percent resulted in HRA's decisions being upheld, three percentage points lower than in Fiscal 2023, 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 denominator even though the outcome is considered satisfactory for the Agency.

During Fiscal 2024, the number of Workers' Compensation Reports filed due to workplace injuries increased by almost six percent compared to Fiscal 2023 to 93 Workers, which continues to be lower than prior to the COVID-19 pandemic. HRA conducts annual workshops on workplace safety with a strong emphasis on reducing workplace violence.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Medicaid recoveries and cost avoidance for fraud waste and abuse (\$000,000)	\$257.89	\$232.14	\$252.11	\$293.80	\$226.44	*	*	Neutral	*
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$158.92	\$60.91	\$58.56	\$64.22	\$74.81	*	*	Down	*
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$27.38	\$20.80	\$21.05	\$28.91	\$33.60	*	*	Up	*
Fair Hearings requested	197,991	149,697	164,888	149,196	182,051	*	*	Neutral	*
Fair hearings upheld (%)	20.0%	18.4%	14.0%	15.2%	12.0%	*	*	Down	Up
Billed revenue as a percentage of budgeted revenue (%)	57.1%	52.6%	66.9%	69.3%	54.6%	*	*	Neutral	Up
Claims filed within 60 days of the close of the expenditure month (%)	98.8%	100.0%	100.0%	100.0%	100.0%	*	*	Neutral	Up
Calls resolved within 48 hours to the customer service call line for vendors (%)	72.2%	68.3%	65.0%	58.9%	43.5%	*	*	Down	Up
Workplace injuries reported	116	55	90	88	93	*	*	Neutral	Down
Applications filed with the United States Citizenship and Immigration Services	3,535	4,665	4,568	NA	NA	*	*	NA	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None

AGENCY CUSTOMER SERVICE

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 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 Calendar 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 Fiscal 2024. In Fiscal 2024 the rate of calls answered within 30 seconds was 8.3 percent, due to staffing challenges.

Average customer in-person wait time for service at HRA offices increased by almost 14 percent in Fiscal 2024 compared to Fiscal 2023 because of increased foot traffic and high application volume with the resumption of in-person service provision. HRA received an overall Customers Observing and Reporting Experience (CORE) rating of 98 out of a possible 100 in Fiscal 2024, in which Mayor's Office of Operations inspectors arrive unannounced at the Agency service centers, conduct observations and rate 11 physical conditions and four customer service elements.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	877,824	592,901	485,805	788,716	910,892	*	*	Up	*
Letters responded to in 14 days (%)	97.5%	100%	99%	98.5%	98.3%	90%	90%	Neutral	Up
E-mails responded to in 14 days (%)	93.5%	97.5%	97.9%	99.2%	97.8%	90%	90%	Neutral	Up
Average customer in-person wait time (minutes:seconds)	41:26	57:02	44:26	68:00	77:30	60:00	60:00	Up	Down
CORE facility rating	98	98	99	98	98	80	80	Neutral	Up
Calls answered in 30 seconds (%)	42%	43.1%	22.8%	11.3%	8.3%	80%	80%	Down	Up
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	94.0%	94.0%	100.0%	95.7%	97.1%	*	*	Neutral	Up

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$10,555.9	\$10,093.5	\$10,965.0	\$11,127.0	\$12,597.3	\$12,861.7	\$11,811.2	Up
Revenues (\$000,000)	\$67.3	\$80.1	\$54.7	\$55.6	\$61.1	\$42.6	\$42.6	Down
Personnel	12,520	11,913	10,923	10,841	11,044	12,134	12,138	Down
Overtime paid (\$000,000)	\$45.1	\$52.7	\$85.3	\$96.8	\$18.8	\$24.7	\$41.9	Neutral
Capital commitments (\$000,000)	\$23.0	\$29.8	\$16.5	\$57.5	\$116.6	\$180.9	\$170.0	Up
Human services contract budget (\$000,000)	\$722.4	\$726.3	\$811.3	\$823.6	\$937.9	\$944.6	\$871.0	Up

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available
* None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$867.5	\$957.6	
201 - Administration	\$326.2	\$336.8	All
203 - Public Assistance	\$320.0	\$347.9	1a, 1b, 2a, 2b, 2c, 3a
204 - Medical Assistance	\$69.7	\$100.6	1c, 2b, 4a
205 - Adult Services	\$117.1	\$115.0	1c, 2a, 2b, 2c, 3a, 3b, 4a
207 - Legal Services	\$2.3	\$3.5	All
208 - Home Energy Assistance	\$0.9	\$1.3	1a
209 - Child Support Services	\$31.2	\$36.7	2c
211- Fair Fares ⁴	NA	\$0.6	2d
212 - Domestic Violence Services ⁴	NA	\$15.3	3b
Other Than Personal Services - Total	\$10,259.5	\$11,639.6	
101 - Administration	\$361.9	\$437.9	All
103 - Public Assistance	\$3,105.0	\$3,849.1	1a, 1b, 2a, 2b, 2c, 3a
104 - Medical Assistance	\$5,968.6	\$6,364.9	1c, 2b, 4a
105 - Adult Services	\$424.4	\$439.4	1c, 2a, 2b, 2c, 3a, 3b, 4a
107 - Legal Services	\$237.9	\$268.2	All
108 - Home Energy Assistance	\$82.4	\$64.0	1a
109 - Child Support Services	\$18.5	\$27.3	2c
110 - Emergency Food	\$60.7	\$56.5	1b
111 - Fair Fares ⁴	NA	\$85.0	2d
112 - Domestic Violence Services ⁴	NA	\$47.4	3b
Agency Total	\$11,127.0	\$12,597.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. ⁴This UA originated in Fiscal 2024. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

In Fiscal 2024, HRA completed a comprehensive review of the services, goals, and indicators, resulting in significant updates to the Agency chapter. Changes include the full retirement of certain indicators, replacement of previously published indicators to ensure the data reflects the new scope of work or improved methodology, renaming to accurately reflect what is captured by the indicator, and the addition of entirely new performance indicators. The changes are as follows:

- Goal 1a:
 - The indicator 'Cash Assistance—Applications filed electronically (%)' was added.
 - The indicators 'Cash assistance unduplicated number of persons receiving recurring assistance (12-month)(000),' 'Cash assistance unduplicated number of persons receiving emergency assistance (12-month)(000),' 'Persons receiving recurring assistance (as of the end of the reporting month) (000),' and 'Persons receiving emergency assistance (as of the end of reporting month) (000),' were removed as the distinction here between recurring assistance versus emergency assistance does not give an accurate picture of the composition of the caseload.
 - The indicator 'Cash assistance cases in sanction process (%)' was removed as it does not speak to the final outcome for the case, which is captured in the 'Cash assistance cases in sanction status (%)' indicator.
 - Fiscal 2025 target for 'Cash Assistance—Application timeliness rate (%)' was changed from 96 percent to 95 percent for consistency across programs.

- Goal 1b:
 - Fiscal 2025 target for ‘SNAP—Application timeliness rate (%)’ was changed from 90.6 percent to 95 percent for consistency across programs.
- Goal 1c:
 - Fiscal 2025 target for Medicaid—Application timeliness rate (%)’ was changed from 99.4 percent to 95 percent for consistency across programs.
- Goal 2a:
 - Fiscal 2025 target for ‘Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)’ was changed from 34 percent to an upward arrow as the target is set externally by the State and changes year to year.
- Goal 2c:
 - Fiscal 2025 target for ‘Child support cases with orders of support (%)’ was changed from 80.0 percent to upward arrow as the Agency works with its partners to continuously increase support orders based on case circumstances.
- Goal 2d:
 - Goal 2d ‘Expand access to municipal benefits and other financial supports’ was added to Service 2.
 - The following indicators were moved from Agency-Wide Management to goal 2d: ‘IDNYC—Number of applications processed’, ‘IDNYC—Number of cards issued’, ‘IDNYC—Application timeliness rate (%)’, and ‘Fair Fares NYC—Total enrollment.’
- Goal 3a:
 - Goal 3a renamed from ‘Provide homelessness prevention benefits and services to eligible children and adults’ to ‘Prevent homelessness and support housing stability’.
 - The indicators ‘Rent assistance unit emergency assistance requests approved (%)’ and ‘Requests for emergency assistance at the rental assistance unit’ were replaced with the indicator ‘Cases receiving emergency rental assistance’. The retired indicators only included data from the Rental Assistance Unit (RAU), whereas the new indicator captures the full universe of those receiving emergency rental assistance from HRA.
 - The indicator ‘Homebase Enrollments’ was added.
- Goal 3b:
 - The indicator ‘Domestic Violence Tier II units (capacity)’ was added.
 - The indicators ‘Average number of families served per day in the domestic violence shelter program’ was renamed to ‘Average number of families served per day in the emergency domestic violence shelter program.’
- Goal 4a:
 - The indicator ‘Cases receiving home care services’ was renamed to ‘Total cases receiving home care services.’
 - The indicator ‘Cases receiving home care services—HRA clients’ was added.
 - The indicators ‘HASA — Cases receiving emergency housing assistance’, ‘HASA — Cases receiving supportive housing assistance,’ and ‘HASA — Cases receiving Cases receiving on-going rental assistance’ were added.
 - Indicator ‘HASA—Individuals served in HASA emergency and transitional housing (point in time)’ was replaced with ‘HASA—Cases receiving emergency and transitional housing assistance.’

- Fiscal 2025 target for ‘Average days to initiate home attendant and housekeeper services for all cases’ was changed from 30.0 days to downward arrow as timing is dependent on the time it takes agencies and clients who are in certain programs to hire aides.
- Agency-Wide Management:
 - The directional target for the indicator ‘Medicaid recoveries and cost avoidance for fraud waste and abuse (\$000,000)’ and the desired direction for both for the indicators ‘Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)’ and ‘Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)’ were removed. While HRA seeks to increase recoveries and cost avoidance for fraud, waste and abuse, the ultimate goal is for less fraud, waste and abuse to occur and therefore for HRA to have less to collect against.
- 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 a transition to a new employment services system, Fiscal 2024 data for ‘Total WeCARE recipients’ is not available.
- Due to processing delays associated with a systems transition, Fiscal 2024 data for ‘Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court’ are 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.
- Fiscal 2023 and 2024 data for ‘Applications filed with the United States Citizenship and Immigration Services’ are not available due to data processing delays.
- ‘Average customer in-person wait time (minutes)’ was renamed to ‘Average customer in-person wait time (minutes:seconds)’, and the previously published data was revised from decimal format to mm:ss format. This change was made in order to standardize publication of time-value indicators.

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.