



**Human Resources Administration**  
Department of Social Services  
Steven Banks, *Commissioner*

## **HRA Exceeds National and State Average for SNAP Program Accuracy, Achieves Perfect Score on Timeliness**

In the first five months of the 2016 Fiscal Year (which runs from July 2015 to June 2016), HRA's Family Independence Administration's Operations division had a SNAP payment error rate of only 2.72%, the lowest rate in over a decade and lower than both the national payment error rate of 3.66% and statewide error rate of 3.73%. Maintaining a low payment error rate is vital to ensuring that food insecure New Yorkers get the benefits they are entitled to in order to help feed their families.

The effects of New York City's well-run program are felt beyond the city. NYC's error rate was a major part of the overall state payment error rate decreasing in the 2016 fiscal year, which earned the state accolades from the U.S. Department of Agriculture for its role in bringing down the error rate for the entire Northeast region.

This isn't FIA Operations' only achievement for the fiscal year. HRA's timeliness rating for SNAP payments was a perfect 100%, which brought the overall State timeliness rating up to 90.32%. The Case and Procedural Error Rate for NYC was 25.19%, below the State rate of 26.03%. The State Case and Procedural Error Rate excluding New York City was 27.1%.

The State Office of Temporary and Disability Assistance recently recognized HRA for the agency's hard work in bringing down the payment error rate and achieving a perfect timeliness record. At the upcoming SNAP North East Regional Office meeting, OTDA will be presenting on error reduction, and will include the best practices HRA used to reduce the payment error rate in New York City. Data on HRA's performance during the rest of the 2016 fiscal year is still being processed.

This meaningful accomplishment could not have been achieved without the hard work of FIA Operations, along with HRA's Management Information Systems (MIS); the Office of Quality Assurance (OQA); the Office of Policy, Procedures and Training (OPPT); the Division of Fair Hearings Administration (DFHA) and the Office of Business Process Innovation (BPI).