

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | Cash Assistance unduplicated number of persons (12-month) (000) |
| Description: | This indicator measures the number of distinct people who received Cash Assistance benefit on either the time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net program within last 12 months. Each individual receiving any of these types of cash assistance is counted only once during the 12-month period. |
| Source: | HRA Office of Planning and Program Management (OPPM) and WMS report CRM01OR1 |
| Indicator name: | Cash Assistance unduplicated number of persons receiving recurring assistance (12-month) (000) |
| Description: | This indicator measures the number of distinct people who received an ongoing, monthly Cash Assistance benefit on either the time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net program within last 12 months. Each individual receiving any of these types of cash assistance is counted only once during the 12-month period. |
| Source: | HRA Office of Planning and Program Management (OPPM) and WMS report CRM01OR1 |
| Indicator name: | Cash Assistance unduplicated number of persons receiving emergency assistance (12-month) (000) |
| Description: | This indicator measures the number of distinct people who received a one-time only emergency Cash Assistance benefit on either the time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net program within last 12 months. Each individual receiving any of these types of cash assistance is counted only once during the 12-month period. |
| Source: | HRA Office of Planning and Program Management (OPPM) and WMS report CRM01OR1 |
| Indicator name: | Cash Assistance Caseload (point in time) (000) |
| Description: | At the end of the reporting period, the total number of cases receiving Cash Assistance. |
| Source: | HRA OPPM and WMS report |
| Indicator name: | Persons receiving cash assistance (000) |
| Description: | As of the end of the reporting month, this indicator measures the number of persons who are receiving cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net, both recurring and emergency cash assistance. |
| Source: | HRA OPPM and WMS report CRM01OR1 |
| Indicator name: | Persons receiving recurring assistance (000) |
| Description: | As of the end of the reporting month, this indicator measures only the number of persons who are receiving ongoing, monthly cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net. |
| Source: | HRA OPPM and WMS report CRM01OR1 |
| Indicator name: | Persons receiving recurring emergency assistance (000) |
| Description: | As of the end of the reporting month, this indicator measures only the number of persons who are receiving one time only emergency cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net. |
| Source: | HRA OPPM and WMS report CRM01OR1 |
| Indicator name: | Cash assistance applications |
| Description: | The total number of cases applying for Cash Assistance (Recurring or Single Issue benefits) in the respective month. |
| Source: | HRA Office of Planning and Program Management (OPPM) |

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | Cash assistance application acceptance rate (%) |
| Description: | The percentage of Cash Assistance Applications with the application outcome of single issue or active or closed out of the total number of cases applying for Cash Assistance (Recurring or Single Issue benefits) in the respective month. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Cash assistance cases in sanction process (%) |
| Description: | The percentage of Cash Assistance cases that were in conference/conciliation/awaiting conciliation/fair hearing process out of the total number of Cash Assistance cases (on the engagement report) at the end of the reporting month. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Cash assistance cases in sanction status (%) |
| Description: | The percentage of Cash Assistance cases that were in sanction due to non-compliance out of the total number of Cash Assistance cases (on the engagement report) at the end of the reporting month. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Cash Assistance application timeliness rate (%) |
| Description: | This indicator measures the percent of Cash Assistance application processing completed by the Agency in the required 30-day time frame. |
| Source: | HRA Family Independence Administration (FIA) |
| Indicator name: | Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000) |
| Description: | As of the end of the reporting period, the number of eligible persons receiving federally supported Supplemental Nutrition Assistance Program benefits, 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 Office of Planning and Program Management (OPPM) |
| Indicator name: | Cash assistance persons receiving SNAP benefits (000) |
| Description: | At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits and Cash Assistance |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Non-cash assistance persons receiving SNAP benefits (000) |
| Description: | At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | SSI persons receiving SNAP benefits (000) |
| Description: | The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Cash assistance households receiving SNAP benefits (000) |
| Description: | The total number of Cash Assistance eligible households receiving Supplemental Nutrition Assistance Program benefits. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Non-cash assistance households receiving SNAP benefits (000) |
| Description: | At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients. |
| Source: | HRA Office of Planning and Program Management (OPPM) |

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | SSI households receiving SNAP benefits (000) |
| Description: | The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Supplemental Nutrition Assistance Program (SNAP) estimated Payment Error Rate (%) |
| Description: | This indicator measures the estimated percent of Supplemental Nutrition Assistance Program benefits Payment Errors for CA and non-CA recipients where the incorrect Supplemental Nutrition Assistance Program 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 |
| Indicator name: | SNAP application timeliness rate (%) |
| Description: | The percent of Supplemental Nutrition Assistance Program Cash Assistance and Non-Cash Assistance application processing completed by the Agency in the federally required 30-day timeframe. |
| Source: | HRA FIA |
| Indicator name: | Percent of SNAP applications filed electronically (%) |
| Description: | The percentage of cases that applied for SNAP benefits online out of the total number of cases that applied for SNAP benefits in the respective month. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Medicaid enrollees administered by HRA (000) |
| Description: | At the end of the reporting period, the total number of persons enrolled in Medicaid administered by HRA who also receive cash assistance or SSI, and Medicaid without cash assistance (Medicaid-only) administered by HRA. |
| Source: | WMS report WINR0521 and HealthStat Report |
| Indicator name: | Medicaid-only enrollees administered by HRA (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 administered by HRA. In January 2014, the majority of Medicaid-only (non- Cash Assistance Medicaid) eligible clients began to be enrolled in the New York State administered Medicaid program through the State Health Care Exchange |
| Source: | HealthStat Report |
| Indicator name: | Application timeliness rate for Medicaid administered by HRA (%) |
| Description: | Percent of Community and Hospital new applications processed by the Agency within required timeframes. |
| Source: | HRA MICSA |

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | Clients whom HRA helped obtain employment (000) |
| Description: | HRA revised its methodology for calculating the number of clients who were assisted by the Agency in finding a job. Under the prior administration, HRA included applicants who were rejected for assistance and recipients of one-time emergency grants who were already employed. These groups are excluded from the new calculations. Currently, HRA reports an unduplicated count of only those placements for Cash Assistance clients and non-custodial parents obtained through HRA's contracted vendors, including Back to Work (B2W) and WeCARE. HRA also counts placements achieved through non-contracted services, such as placements following a client's engagement in an educational program. Job placements that are self-attained by clients while engaged in HRA programs and services are also counted. This revised calculation method has only been applied to FY 2014 and 2015 and therefore data for these two years are not comparable to previous fiscal years. |
| Source: | Source of Cash Assistance (CA): HRA New York City WAY (NYCWAY), Welfare Management System (WMS), CA and Non-CA cases matched against State New Hire Placements file, and OPPM. |
| Source of STEP: | HRA's Payment and Claiming System (PaCS)] |
| Indicator name: | HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%) |
| Description: | The city fiscal year-to-date percent of both those cash assistance cases for which HRA helped a client obtain employment 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 for which HRA helped the client obtain employment six months prior to the reporting period, that remained open and were not re-budgeted within 180 days due to the loss of employment income. |
| Source: | HRA NYCWAY, WMS and OPPM |
| Indicator name: | HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%) |
| Description: | The city fiscal year-to-date percent of both those cash assistance cases for which HRA helped a client obtain employment 12 months prior to the reporting period where the client earned enough income to close their cash assistance cases and did not return to cash assistance within the last 12 months of the reporting period, and those cash assistance cases for which HRA helped the client obtain employment 12 months prior to the reporting period where the clients cash assistance cases remained open and were not re-budgeted within 12 months due to the loss of employment income. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator Name: | Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%) |
| Description: | The city fiscal year-to-date percent of partially or fully engageable (able to work) SNA cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP) (for those clients who participate in WEP in Agencies other than HRA) and/or job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (B2W) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and/or language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs. |
| Source: | HRA NYCWAY and OPPM |

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | Family cases engaged in training or education in accordance with New York City guidelines (%) |
| Description: | The city fiscal year-to-date percent of partially or fully engageable (able to work) family cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. (Family cases include the total of those clients who receive TANF and those who receive 60-month Converted to Safety Net.) These training/ education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP) (for those clients who participate in WEP in Agencies other than HRA) and/or job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (B2W) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and/or language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs. |
| Source: | HRA NYCWAY and OPPM |
| Indicator name: | Cash Assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%) |
| Description: | The official federal fiscal year-to-date 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, WMS and OPPM |
| Indicator name: | Total WeCARE cases |
| 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 (000) |
| 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: | Total new Support Orders obtained |
| Description: | The total number of new child support orders obtained. |
| Source: | New York State Department of Child Support Enforcement, Office of Child Support Enforcement: |
| Support Enforcement: | 157 Report |
| Indicator name: | Total Child Support Cases with active orders (End of Period) |
| Description: | The total number of child support cases with active child support orders. |
| Source: | New York State Department of Child Support Enforcement, Office of Child Support Enforcement: |
| Support Enforcement: | 157 Report |

HUMAN RESOURCES ADMINISTRATION

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| 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: |
| Support Enforcement: | 157 Report - Performance Measures – SEP |
| Indicator name: | Child support collected (\$000,000) |
| 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: | Support cases with active orders receiving current payments (%) |
| Description: | This indicator measures the City Fiscal Year to date percent of child support cases with active orders (cases with an ongoing obligation) receiving current payments in the month. |
| Source: | NYC Office of Child Support Enforcement |
| Indicator Name: | HRA clients successfully diverted at PATH from entering a homeless shelter (%) |
| Description: | Due to HRA interventions at PATH, the percent of HRA clients who are diverted from entering a homeless shelter. HRA attempts to provide prevention assistance that allows clients to either remain in place or find alternative housing. |
| Source: | HRA Homeless Prevention Administration |
| Indicator Name: | Requests for emergency assistance at the Rental Assistance Unit |
| Description: | Emergency benefits provide rental arrears, rent in advance to secure an apartment, security deposits, broker's/finder's fee, and back mortgage and taxes. |
| Source: | HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit |
| Indicator Name: | Rental Assistance Unit Emergency Assistance Requests approved (%) |
| Description: | Percent of emergency assistance requests at the Rental Assistance Unit that are approved. |
| Source: | HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit |
| Indicator Name: | Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court. |
| Description: | The number of low-income households who are facing eviction in Housing Court and are at risk of homelessness to whom HRA legal services providers gave either full representation or legal advice. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Eligible Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%) |
| Description: | The percentage of families found eligible for domestic violence shelter through the No Violence Again (NoVA) program, housed at the Department of Homeless Services' Prevention Assistance and Temporary Housing (PATH) center, who get placed in an HRA domestic violence shelter. |
| Source: | HRA ODVEIS NoVA Program Reports |
| Indicator name: | Domestic violence non-residential services programs average active caseload |
| Description: | The number of clients who have received non-residential domestic violence services within the past 30 days averaged across city fiscal year months. |
| Source: | Contracted non-residential shelter provider reports |

HUMAN RESOURCES ADMINISTRATION

| | |
|-----------------|---|
| Indicator name: | Average number of families served per day in the domestic violence shelter program |
| Description: | The monthly average of the number of families served per day in emergency domestic violence shelters. |
| Source: | HRA ODVEIS Shelter Occupancy Referral Tracking System |
| 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 in domestic violence emergency shelters at the end of the reporting period. Source HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) recorded state certifications of facilities. |
| Indicator name: | Adult Protective Services (APS) assessment cases |
| Description: | The unduplicated number of individuals in the assessment phase for APS services during the month. The fiscal year to date number is calculated as an average of monthly cases. |
| Source: | HRA Adult Protective Services Monthly Compliance Report |
| Indicator name: | Individuals referred to an APS 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: | 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: | APS cases eligible for services |
| Description: | The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month. The fiscal year to date number is calculated as an average of monthly cases. |
| Source: | HRA Adult Protective Services Monthly Compliance Report |
| Indicator name: | Total referrals received for APS |
| Description: | Referrals screened at Central Intake Unit for presumptive eligibility or referral to other agencies. |
| Source: | HRA Adult Protective Services Monthly Compliance Report |
| 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: | Average days to initiate home attendant and housekeeper services for all 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 |

HUMAN RESOURCES ADMINISTRATION

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|-----------------|---|
| Indicator name: | Cases receiving home care services |
| 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: | New applicants for HIV/AIDS Services Administration (HASA) services |
| Indicator name: | The number of applicants to HASA services. |
| Source: | HRA HIV/AIDS Services Administration (HASA) |
| Indicator name: | Individuals receiving HASA services |
| 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) |
| 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: | 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: | Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000) |
| 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. The Medicaid Integrity Investigation Program concluded in January 2014 since most new Medicaid applications began in January 2014 taking place through New York State of Health, the Official Health Plan Marketplace for New York State. As the number of HRA-administered Medicaid recipients has declined, HRA has seen diminished volume through the quarterly Medicaid PARIS match. Therefore, HRA anticipates that going forward the Medicaid cost avoidance values will gradually decline. |
| Source: | HRA Investigations, Revenue & Enforcement Administration |

HUMAN RESOURCES ADMINISTRATION

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|-----------------|--|
| Indicator name: | Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000) |
| Description: | This indicator shows, pursuant to Cash Assistance eligibility rules, the amount recovered from concealment of income and resources by clients, collections from windfalls, lawsuit settlements and liens on properties, repayment of emergency assistance, and federal reimbursement for assistance given while Social Security Disability benefit applications were pending. It also includes, cost savings from various efforts such as fraud investigations, case re-budgeting for income changes, and clients receiving Cash Assistance in more than one state. In Fiscal 2014, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). Fiscal 2013 indicator values have also been updated to follow this logic, and therefore, Fiscal 2013 and 2014 results are comparable. HRA is updating its calculation of cost avoidance to more accurately reflect the type of recommendations likely to result in savings. |
| Source: | HRA Investigations, Revenue & Enforcement Administration |
| Indicator name: | Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000) |
| Description: | This indicator shows the cost avoidance from client fraud through concealment of income and resources and from clients receiving SNAP benefits in more than one state. |
| Source: | HRA Investigations, Revenue & Enforcement Administration |
| Indicator name: | Fair Hearings requested |
| Description: | Client requests for hearings to contest decisions made by HRA regarding any benefit programs administered by HRA. |
| Source: | HRA Office of Planning and Program Management (OPPM) |
| Indicator name: | Fair hearings upheld (%) |
| Description: | In Fiscal 2014, HRA has changed its method for calculating Fair Hearings outcomes. The agency win rate includes issues that are affirmed and that are found to be correct at the time they were made and excludes client defaults. Defaults were included as Agency wins in prior periods but are excluded here because they do not reflect contested issues that are actually heard at hearings. The numerator of this indicator includes all fair hearing issues heard with an outcome of affirmation of the Agency's decision or correct decision when originally made by the Agency, while the denominator includes all fair hearing issues heard with all outcomes including affirmation, correct when made, agency withdrawal, settled, reversal and other. This rate is different than the previously reported rate in that it is calculated based on all outcomes on hearings heard, as opposed to select outcomes and it does not include defaults in which the client fails to appear and the hearing is not actually heard. |
| Source: | OPPM |
| Indicator name: | IDNYC – number of applications processed |
| Description: | The number of IDNYC applications processed for eligibility in each period. The number of cards mailed in each period will not match the number of applications processed due to time required to print and mail cards. IDNYC is a free identification card available to New York City residents. The card helps New Yorkers gain access to City services and buildings, and also offers free membership in the City's leading museums, zoos, concert halls and botanical gardens. |
| Source: | HRA Office IDNYC |
| Indicator name: | IDNYC – number of cards issued |
| Description: | This indicator measures the City Fiscal Year to Date number of IDNYC cards mailed. IDNYC is a free identification card available to New York City residents. The card helps New Yorkers gain access to City services and buildings, and also offers free membership in the City's leading museums, zoos, concert halls and botanical gardens. |
| Source: | HRA Office IDNYC |

HUMAN RESOURCES ADMINISTRATION

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| Indicator name: | IDNYC – application timeliness rate% |
| Description: | This indicator measures the City Fiscal Year to Date percentage of mailed IDNYC cards that have been mailed within 14 business days of receiving an application. |
| Source: | HRA Office IDNYC |
| 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 |
| Indicator name: | Claims filed within 60 days of close of expenditure month (%) |
| Description: | 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: | Calls resolved within 48 hours to the Finance customer service call line for vendors (%) |
| Description: | Percent of calls made by vendors to the HRA Finance Office Customer Service Call Line that are resolved. |
| Source: | HRA Finance Office |
| Indicator name: | Collisions involving city vehicles |
| Description: | Number of state reports, MV-104, filed. These reports are required whenever an accident occurs that involves death, personal injury or property damage. |
| Source: | HRA Fleet Administration |
| Indicator name: | Workplace injuries reported |
| Description: | All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost. |
| Source: | HRA Office of Staff Resources |
| Indicator Name: | Applications filed with the United States Citizenship and Immigration Services |
| Description: | The number of applications for permanent residence, citizenship, asylum, or other special immigration status that DYCD/HRA funded community-based organizations helped file with the United States Citizenship and Immigration Services (USCIS). Other special immigration status applications can include U or T visas, Special Immigrant Juvenile Status (SIJS), and immigration relief under VAWA or the VTVPA. |
| Source: | HRA Office of Rental Assistance Programs and Legal Services |