

HUMAN RESOURCES ADMINISTRATION

Steven Banks, Commissioner



WHAT WE DO

The Human Resources Administration (HRA) provides economic support and social services to families and individuals through the administration of major benefit programs including Cash Assistance (CA), the Supplemental Nutritional Assistance Program (SNAP), Medicaid and Child Support Services. HRA also provides homelessness prevention and rental assistance, educational, vocational and employment services, assistance for persons with disabilities, services for immigrants, civil legal aid and disaster relief. For the most vulnerable, it provides HIV/AIDS Services, Adult Protective Services, Home Care and programs for survivors of domestic violence.

FOCUS ON EQUITY

HRA promotes equity for New Yorkers through its commitment to services that fight poverty and income inequality, prevent homelessness and promote employment. HRA increases economic security by facilitating access to benefits and to employment and educational programs. New initiatives include a redesigned employment model for clients, emphasizing individualized assessment, training and education, including access to four-year college and sustainable jobs; the elimination of processes that lead to unnecessary case sanctions for clients willing to comply with work rules; and Benefits Re-engineering, which uses technology to streamline SNAP and Cash Assistance (CA) eligibility processes. HRA has enhanced programs to prevent homelessness, including expansion of anti-eviction, anti-harassment and civil legal services contracts; expedited access to rental arrears benefits; and created nine new rental assistance programs for homeless families and adults in partnership with the Department of Homeless Services (DHS), the federal government and New York State.

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 (SNAP) benefits for all eligible children and adults.
- Goal 1c Provide access to Medicaid public health insurance coverage for all eligible children and adults.

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

- Goal 2a Increase the proportion of cash assistance recipients who obtain and retain paid employment.
- Goal 2b Provide wellness, rehabilitation and employment services to cash assistance recipients with special needs to assist them to become healthy enough to work, or to obtain federal disability benefits if they are unable to work.
- Goal 2c Provide access to child support services for eligible parents and their children.

SERVICE 3 Reduce homelessness among children and adults.

- Goal 3a Provide HRA homelessness prevention benefits and services to eligible children and adults.
- Goal 3b Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.

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

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

HOW WE PERFORMED

- The total unduplicated cumulative 12 month Cash Assistance (CA) caseload increased by 1.1 percent as of October 2015 from the previous year; with 489,259 receiving recurring assistance and 108,100 receiving non-recurring assistance. The October 2015 monthly cash assistance caseload was 5.9 percent higher than October 2014, the result of policy changes that reduced punitive actions that had produced a “churning” cycle of application and re-application and subjected the City to a potential penalty of \$10 million from New York State (NYS) for unnecessary fair hearings. There were also fewer applications during the period as a result of the reduction in churning. The reduction of unnecessary punitive actions led to a 2.4 percentage point decline in cases in the sanction process, and those cases with an actual sanction (a grant reduction for non-compliance with administrative requirements) declined by 1.8 percentage points.
- In October 2015 the SNAP caseload declined 2.4 percent compared to the same time last year. While improvement in economic conditions contributed to the decline, HRA continues initiatives to make SNAP benefits more accessible to eligible clients by streamlining the application process and increasing self-service options, including online applications, mobile document uploads and client-initiated scheduling for interviews. During the first four months of Fiscal 2016 75 percent of SNAP applications were filed electronically, a 6.4 percentage point increase over the previous year. SNAP application timeliness improved to 88.2 percent.
- As of October 2015, 2.27 million clients were enrolled in Medicaid administered by HRA, 13.5 percent fewer than in October 2014. This decline is the continued result of the NYS takeover of Medicaid administration through the NYS Health Care Exchange, which began in January 2014. As NYS phases in its multi-year redesign of Medicaid and public health insurance programs, the HRA-administered caseload will continue to decline and the numbers served through the Exchange will increase. There was also a decline in the timeliness of applications due to a temporary malfunction that did not permit the automated recording of activity in the system of record during the month of August.
- HRA helped 14,356 clients obtain jobs during the first four months of Fiscal 2016, seven percent fewer than in the same period in Fiscal 2015. This decline is the result of a policy shift away from rapid but time-limited job placements that led to returns to the caseload and towards connecting clients to more sustainable employment. HRA continues to emphasize individual client assessments, greater access to education and training, literacy programs and other training consistent with the Mayor’s Jobs for New Yorkers Task Force recommendations. Therefore, the percentage of family cases engaged in education and training increased by 3.5 percentage points and the percentage of Safety Net cases in education and training increased by 5.3 percentage points.
- For the federal fiscal year ending September 2015, the City’s official federal family work participation rate was 34.1 percent. Under the federal Temporary Assistance for Needy Families (TANF) rules, the statutorily required participation rate is 50 percent for all families, though this rate is reduced for states that achieve caseload reductions and maintain state funding for cash assistance and other TANF-related programs. New York State’s effective requirement was substantially less than 50 percent due to these adjustments, with HRA’s efforts significantly contributing to the State achieving its adjusted rate.
- In October 2015 there were 50,916 clients participating in HRA’s Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) services, which assist cash assistance clients with barriers to employment. WeCARE also helps people with disabilities apply for Federal Disability Assistance. The number of WeCARE program participants increased by 44.2 percent between October 2014 and October 2015 due to a large number of clients awaiting assessment that accumulated in 2015 during settlement negotiations on litigation related to HRA services for clients with disabilities. The litigation was settled during Fiscal 2015 and HRA is implementing new processes for clients with disabilities that will address this issue. During this same period, the number of disability awards increased 2.8 percent. New, dedicated Supplemental Security Income (SSI) appeals services contracts in 2016 are expected to continue improving SSI award rates.
- In the first four months of Fiscal 2016 the number of new child support orders decreased by 12.3 percent as there were fewer CA applicants and therefore fewer referrals from Job Centers. The total number of cases with active support orders decreased 0.7 percent due to the closing of unproductive and inactive cases. The amount of child support collected increased by 1.8 percent over the same period in Fiscal 2015. The percentage of current child support obligations collected declined from 73.4 percent to 58.7 percent. As of April 2015 NYS changed the reporting methodology and no longer adjusts the amount of obligations owed when the original order is administratively adjusted by a judge or

HRA for reasons such as the emancipation of a child. This methodological change resulted in a calculation that shows a lower percentage of obligations collected compared to prior periods.

- HRA provides homelessness prevention assistance to families and individuals with housing emergencies and to those seeking shelter. HRA provides access to emergency rental arrears payments and ongoing rental assistance at Job Centers, Housing Courts, and DHS shelter intake and HomeBase locations. Of those who received homelessness prevention services at DHS's Prevention Assistance and Temporary Housing (PATH) family intake unit, 15.3 percent were successfully diverted from entering shelter on the day they received the service, 3.6 percentage points fewer than the same period in the previous year. This decline is due to a change in the process that reduced the number of clients referred to HRA. HRA served only those applicants who were not successfully diverted by DHS in a new process at initial intake. Those who were later referred to HRA often faced more complex situations and could not be diverted, resulting in a decline in the diversion rate compared to the same period in Fiscal 2015.
- HRA assists domestic violence (DV) survivors with services in the community or with placement in emergency DV shelters. HRA helps families and individuals residing in DV shelters find permanent housing, including through the new rental assistance programs. With the start of the Living in Communities (LINC) rental assistance during Fiscal 2015, eligible families residing in an HRA DV shelter and awaiting a LINC placement remained in shelter beyond the normal 180-day time limit. This policy resulted in less short-term turnover in the HRA shelters, reducing HRA's capacity to receive new families found eligible at PATH for DV services. As a result, the number of these families entering HRA's DV shelters declined by 31.6 percentage points during the first four months of Fiscal 2016. To address this issue, HRA is adding 300 additional emergency shelter beds and 400 DV Tier II Units in Fiscal 2016 and 2017. Compared to last year, the average non-residential DV caseload showed a 43 percent decline from 3,463 to 1,973. This decrease is due to the implementation of a new system that tracks unique clients rather than visits. Due to this change, Fiscal 2016 data cannot be compared to prior periods.
- The 31,835 clients served by HIV/AIDS Services Administration (HASA) in October 2015 was slightly below the number of clients served in October 2014. During the first four months of Fiscal 2016 it took about a half-day longer to issue ongoing enhanced benefits to eligible clients who had submitted a completed application compared to last year. The increase is the result of slightly higher eligibility rates that increased workload and overall processing time.
- During the first four months of Fiscal 2016 HRA generated \$70.5 million in Medicaid recoveries and cost avoidance related to fraud, waste or abuse, 14.9 percent more than in Fiscal 2015. This was due to an unusually high collection amount in September 2015 as part of a successful investigation into a fraud case. With most new Medicaid applications now processed through the NYS Health Care Exchange, HRA anticipates that Medicaid recoveries and cost avoidance values will fluctuate and decline over time. HRA continues to focus on Medicaid prescription drug fraud investigations and increased efforts to recover monies owed from collection activities such as Supplemental Needs Trusts, property and negligence liens.
- Cash assistance collections and cost avoidance was 9.1 percent lower during the first four months of Fiscal 2016 compared to the same period in Fiscal 2015, and SNAP savings were 10.7 percent lower than the previous period. Cash assistance and SNAP collections and cost avoidance are the result of HRA efforts to secure repayments from clients who received monetary settlements while on assistance or who concealed income while applying for or receiving assistance. The decline is primarily the result of fewer CA applications during the period, which reduces CA and SNAP cost avoidance. There was a 16.7 percent decline in the number of recurring CA applications during the first four months of 2016 compared to 2015 and a concomitant decline of 17 percent in CA applications that were denied and included in the cost avoidance calculations.
- As a result of reforms, including improvements to the conciliation and other pre-hearing processes, the number of fair hearing requests declined by 13.7 percent during the first four months of Fiscal 2016, compared to the same period in Fiscal 2015. Of the hearings that were held and determinations made, 7.2 percent resulted in HRA's decisions being upheld, an increase of 1.9 percentage points from the prior fiscal year. Ongoing reforms are expected to continue to reduce the number of fair hearing requests. It is anticipated that reforms, along with reductions in unnecessary punitive actions, will continue to improve the rate of HRA decisions that are upheld.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Cash assistance unduplicated number of persons (12-month)(000)	607.0	589.1	591.1	*	*	591.1	597.4
★Cash assistance caseload (point in time)(000)	193.1	182.4	192.4	*	*	187.8	198.8
★Persons receiving cash assistance (000)	357.2	337.0	360.0	*	*	349.6	373.5
Persons receiving recurring assistance (000)	352.0	331.3	351.7	*	*	339.8	361.4
Persons receiving emergency assistance (000)	5.1	5.6	8.3	*	*	9.7	12.1
Cash assistance applications (000)	344.7	385.1	348.5	*	*	134.0	115.7
Cash assistance application acceptance rate (%)	NA	45.7%	50.9%	*	*	49.6%	51.3%
Cash assistance cases in sanction process (%)	NA	6.3%	4.8%	*	*	6.0%	3.6%
Cash assistance cases in sanction status (%)	NA	5.2%	3.5%	*	*	4.5%	2.7%
★Cash assistance application timeliness rate (%)	92.6%	93.6%	94.4%	96.0%	96.0%	93.6%	97.3%

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,873.5	1,755.8	1,706.7	*	*	1,738.4	1,696.6
- Cash assistance persons receiving SNAP benefits (000)	408.6	385.9	402.1	*	*	396.2	410.1
- Non-cash assistance persons receiving SNAP benefits (000)	1,189.0	1,098.7	1,039.0	*	*	1,070.3	1,019.4
- SSI persons receiving SNAP benefits (000)	275.9	271.3	265.6	*	*	272.0	265.0
- Cash assistance households receiving SNAP benefits (000)	196.7	186.4	195.5	*	*	191.1	198.9
- Non-cash assistance households receiving SNAP benefits (000)	585.7	541.6	515.6	*	*	529.4	506.2
- SSI households receiving SNAP benefits (000)	252.7	249.2	244.2	*	*	250.0	243.8
Supplemental Nutritional Assistance Program (SNAP) Estimated Payment Error Rate (%)	5.55%	6.81%	4.01%	6.00%	6.00%	1.00%	NA
★SNAP application timeliness rate (%)	96.0%	87.2%	81.4%	90.6%	90.6%	76.2%	88.2%
SNAP applications filed electronically (%)	NA	58.7%	71.5%	*	*	68.6%	75.0%

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Goal 1c

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Medicaid enrollees administered by HRA (000)	3,085.6	2,808.0	2,371.7	*	*	2,626.6	2,270.8
- Medicaid-only enrollees administered by HRA (000)	2,317.8	2,064.4	1,608.1	*	*	1,867.8	1,496.3
★ Application timeliness rate for Medicaid administered by HRA (%)	98.3%	91.7%	96.5%	99.4%	99.4%	97.8%	93.8%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Clients whom HRA helped obtain employment (000)	NA	48.1	46.6	↑	↑	15.4	14.4
★ HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	NA	74.5%	73.9%	80.0%	80.0%	75.1%	73.3%
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	NA	NA	64.2%	*	*	64.6%	64.2%
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	16.2%	19.0%	20.7%	↑	↑	19.6%	24.9%
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	23.7%	24.3%	25.5%	↑	↑	24.0%	27.5%
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	34.1%	33.9%	34.1%	34.0%	34.0%	NA	NA

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Goal 2b

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Total WeCARE cases	33,280	29,138	46,510	*	*	35,313	50,916
★ Number of WeCARE federal disability awards	3,739	2,950	2,929	*	*	925	951

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Total new child support orders obtained	17,981	20,286	20,351	*	*	7,570	6,641
Total child support cases with active orders (end of period)	287,426	285,173	283,114	*	*	284,951	282,923
★ Child support cases with orders of support (%)	70.1%	71.5%	73.2%	77.0%	78.0%	72.9%	77.0%
★ Current obligations collected (%)	70.9%	84.4%	68.4%	60.0%	60.0%	73.4%	58.7%
Child support collected (\$000,000)	\$735.6	\$741.7	\$748.3	\$750.0	\$752.0	\$247.0	\$251.5

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SERVICE 3 Reduce homelessness among children and adults.

Goal 3a Provide HRA homelessness prevention benefits and services to eligible children and adults.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ HRA clients successfully diverted at PATH from entering a homeless shelter (%)	23.5%	28.5%	16.3%	*	*	18.9%	15.3%
Requests for Emergency Assistance at the Rental Assistance Unit	NA	57,912	65,138	*	*	22,108	26,748
Rent Assistance Unit Emergency Assistance Requests Approved (%)	NA	66.5%	74.2%	*	*	73.3%	71.6%
Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court	NA	NA	8,900	*	*	2,353	2,852

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Goal 3b Provide safe and appropriate services in shelter and in the community to survivors of domestic violence.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	80.8%	78.5%	48.6%	*	*	59.5%	27.9%
Domestic violence non-residential services programs active caseload	3,279	3,468	3,036	*	*	3,463	1,973
Average number of families served per day in the domestic violence shelter program	755	769	786	*	*	793	794
Number of domestic violence emergency beds (capacity)	2,228	2,228	2,228	*	*	2,228	2,228

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Adult Protective Services (APS) assessment cases	3,419	3,723	3,905	*	*	4,021	4,146
★ Individuals referred to an APS field office visited within three working days (%)	99.8%	99.8%	94.3%	85.0%	85.0%	96.3%	93.7%
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	98.8%	98.4%	88.8%	*	*	94.9%	91.7%
★ APS cases eligible for services	6,098	5,406	6,107	*	*	5,468	6,828
Total referrals received for APS	22,055	23,657	24,203	*	*	8,352	8,560
★ Personal care services - average weekly billable hours	49.9	48.1	43.6	*	*	44.0	43.2
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
★ Average days to initiate home attendant and housekeeper services for all cases	27.5	14.1	24.6	30.0	30.0	24.7	20.9
Cases receiving home care services	116,883	118,120	122,173	*	*	121,279	121,573
New applicants for HIV/AIDS Services Administration (HASA) services	5,491	5,385	5,033	*	*	1,845	1,735
★ Individuals receiving HASA services	32,442	32,288	32,110	*	*	32,453	31,835
HASA clients receiving ongoing enhanced housing benefits (%)	84.3%	84.0%	84.7%	*	*	83.9%	83.9%
★ 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	7.0	8.4	7.6	8.0	8.0	7.8	7.4
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	14.5	14.1	14.2	15.5	15.5	14.8	15.2

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	\$205.09	\$224.89	\$170.79	↑	↑	\$61.35	\$70.5
Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	\$177.8	\$180.7	\$182.1	*	*	\$64.7	\$58.8
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	\$29.6	\$29.6	\$29.7	*	*	\$10.3	\$9.2
Fair hearings requested	NA	396,196	328,469	*	*	123,006	106,162
Fair hearings upheld (%)	NA	7.0%	5.2%	*	*	5.3%	7.2%
IDNYC - number of applications processed	NA	NA	366,473	*	*	NA	259,042
IDNYC - total number of cards issued	NA	NA	334,794	*	*	NA	270,901
IDNYC application timeliness (%)	NA	NA	95%	*	*	NA	98%
Billed revenue as a percentage of budgeted revenue (%)	71.9%	72.8%	74.2%	*	*	7.3%	16.4%
Claims filed within 60 days of the close of the expenditure month (%)	99.0%	100.0%	100.0%	*	*	100.0%	100.0%
Calls resolved within 48 hours to the customer service call line for vendors (%)	67.7%	69.4%	71.0%	*	*	66.5%	73.1%
Collisions involving City vehicles	43	62	43	*	*	23	19
Workplace injuries reported	194	196	170	*	*	63	70
Applications filed with the United States Citizenship and Immigration Services	NA	NA	1,548	*	*	NA	NA

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	1,016,101	1,116,886	909,712	*	*	356,320	308,512
Letters responded to in 14 days (%)	77.8%	87.3%	80.5%	90%	90%	87.1%	91.9%
E-mails responded to in 14 days (%)	95.5%	96.2%	93.5%	90%	90%	91.3%	95.8%
Average customer in-person wait time (minutes)	48.2	39.9	42.2	60	60	46.3	36.8
CORE facility rating	83	90	90	80	80	NA	NA
Calls answered in 30 seconds (%)	63.6%	69.7%	65.8%	80%	80%	58.5%	78.5%
Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	88.0%	91.0%	92.0%	*	*	NA	NA

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AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$9,513.8	\$9,531.1	\$9,771.2	\$9,787.1	\$9,662.4	\$9,808.3	\$3,463.6	\$3,474.7
Revenues (\$000,000)	\$47.0	\$50.1	\$50.0	\$41.8	\$42.6	\$42.6	\$10.3	\$8.8
Personnel	13,808	13,559	13,690	14,495	14,643	14,308	13,621	13,567
Overtime paid (\$000,000)	\$20.8	\$22.3	\$25.3	\$18.1	\$18.1	\$18.1	\$8.1	\$9.2
Capital commitments (\$000,000)	\$14.3	\$64.6	\$88.6	\$39.4	\$79.6	\$32.8	\$56.3	\$4.4
Human services contract budget (\$000,000)	\$548.3	\$367.4	\$454.2	\$540.4	\$563.3	\$524.5	\$94.6	\$104.0
Work Experience Program (WEP) participants assigned	547	563	226	*	*	*	484	0

¹January 2016 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- HRA renamed the indicator from 'Cash assistance unduplicated caseload (12-month)' (000) to 'Cash assistance unduplicated number of persons (12-month)(000)' for clarity.
- HRA has added new indicators related to IDNYC: 'IDNYC - number of applications processed', 'IDNYC – total number of cards issued' and 'IDNYC – application timeliness rate (%)'. 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. The data reported for Fiscal 2015 is for the six month period from January to June 2015 as the program started in January 2015.
- Beginning in Fiscal 2015 legal services contracts that had been in multiple City agencies were consolidated into HRA. HRA is now reporting legal services indicators, including citizenship applications generated by contractors who had previously been part of the Department of Youth and Community Development. Data for the indicator 'Applications filed with the United States Citizenship and Immigration Services' is reported quarterly, therefore the data presented for this indicator is as of September 2015, compared to September 2014.
- APS implemented a new data reporting system in Fiscal 2015. Due to data migration issues, Fiscal 2015 data is available for October 2014 and forward only. The four-month figure for Fiscal 2015 represents October only while the Fiscal 2016 is all for months of the reporting period. Fiscal 2015 data is therefore not fully comparable to other periods.
- The Fiscal 2017 target has been updated for 'Child support collected (\$000,000)' and both the Fiscal 2016 and 2017 targets were updated for 'Child support cases with orders of support (%)'.

- Fiscal 2013 data is now available for the indicator 'Cash assistance applications (000)'. Fiscal 2015 data is now available for the indicators 'Supplemental Nutritional Assistance Program (SNAP) Estimated Payment Error Rate (%)' and 'Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)'. Fiscal 2015 data has been revised for the indicators 'Fair hearing requested' and 'Applications filed with the United States Citizenship and Immigration Services.'
- HRA has revised its calculation method for 'Domestic violence non-residential services programs active caseload' and now tracks unique clients rather than visits. Due to this change, Fiscal 2016 data is not directly comparable to prior periods.
- In Fiscal 2016 HRA changed the methodology for reporting 'HASA clients receiving ongoing enhanced housing benefits (%)' to provide an unduplicated count of cases receiving housing assistance. The Fiscal 2016 figures for enhanced housing benefits now represent all HASA cases receiving housing benefits across all types of housing as a percentage of the total caseload.
- Previously reported data for the following indicators has been revised for October 2014: 'Supplemental Nutritional Assistance Program (SNAP) Estimated Payment Error Rate (%)', 'Total WeCARE cases.'
- As part of HRA's new employment model, it is no longer referring clients to Work Experience Program (WEP) assignments at HRA. It is replacing WEP assignments with activities that provide opportunities geared to more stable employment for cash assistance clients.
- Beginning with the Fiscal 2016 Mayor's Management Report, the agency resources indicator 'Work Experience Program (WEP) participants assigned' will be replaced with 'Work Experience Program (WEP) Enrollment' to better reflect actual program participation.

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>

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

