

HRA Preliminary Budget Testimony

Steven Banks, Commissioner

March 15, 2016



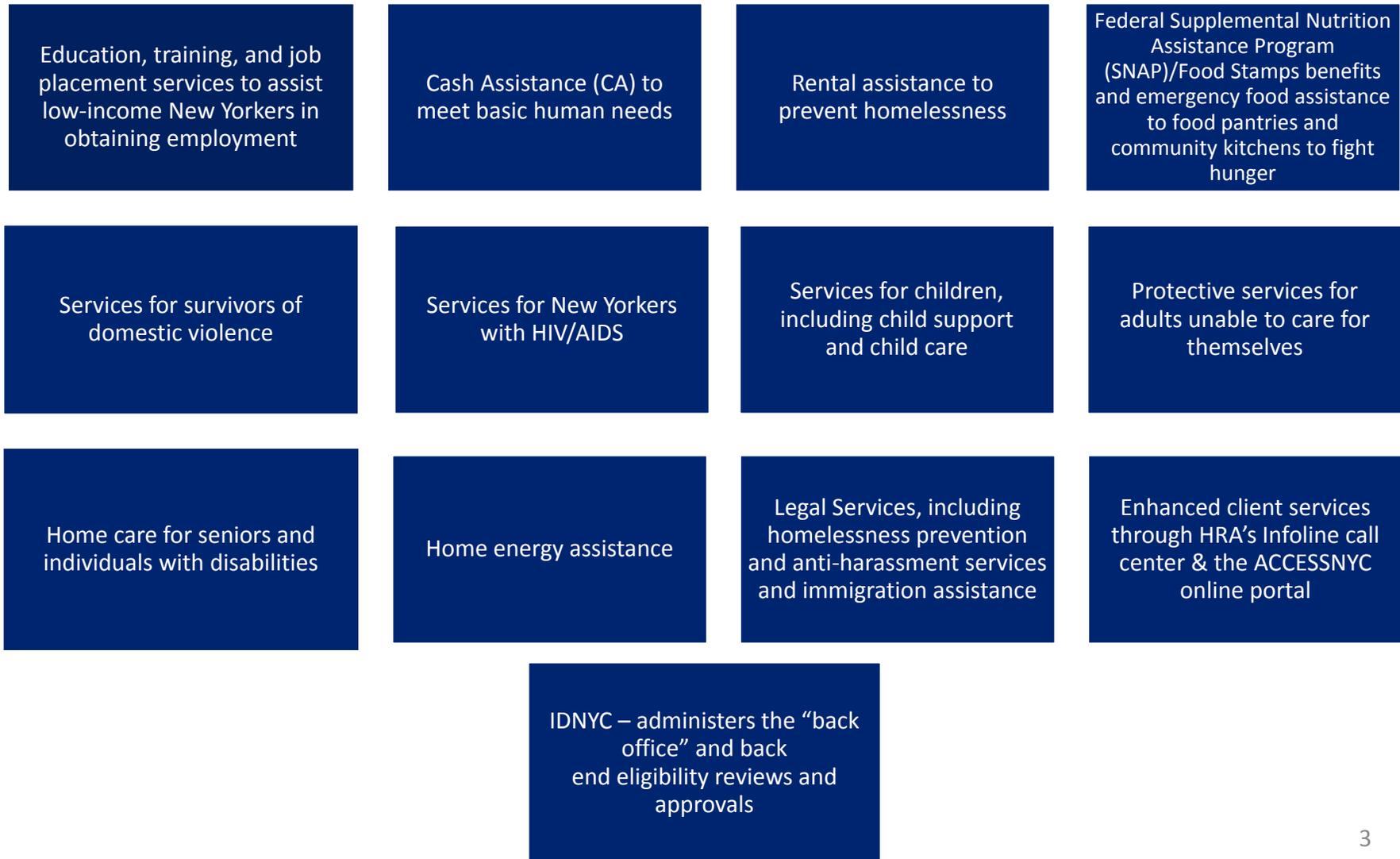
Human Resources
Administration

Department of
Social Services

OVERVIEW: NYC Human Resources Administration (HRA)

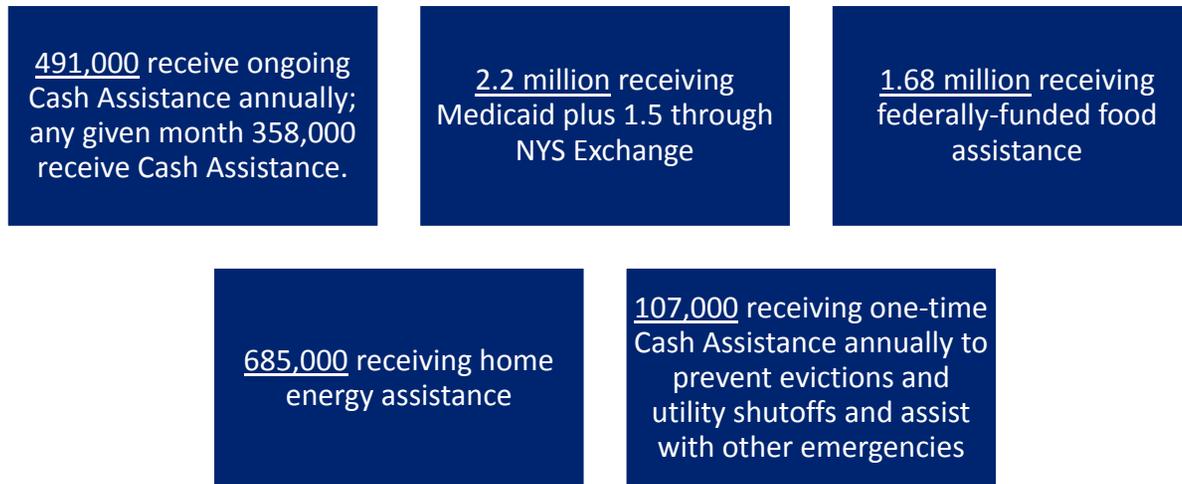
- HRA serves more than 3 million low-income New Yorkers through a broad range of programs to address poverty and income inequality and prevent homelessness
- Operating budget of \$9.8 billion in Fiscal Year 2017 (\$7.6 billion in City funds)
 - 78% is for Medicaid payments and cash assistance benefits
 - HRA continues to be responsible for much of the Medicaid program - which totals \$30 billion in NYC, although only one-fifth of these costs are part of the HRA budget
 - In addition, HRA administers \$3 billion in federal SNAP (food stamps) benefits that do not pass through the City budget
 - The HRA Capital budget of \$151.9 million (\$105.5 million in City funds) between Fiscal Year's 2017-2020 supports the agency's technology and physical infrastructure

OVERVIEW: NYC Human Resources Administration (HRA)



HRA is about more than Cash Assistance; we help low-income workers stay on the job

- Annually HRA provides critical support that helps many low-income New Yorkers remain in the workforce:



- Efforts aimed at keeping low-income workers in the workforce are much less expensive and more efficient than providing assistance to individuals after they are out of the workforce, especially after an extended absence.

TABLE 1: Benefits and Services

Cash Assistance	<ul style="list-style-type: none">• 491,000 receive ongoing assistance over the course of a year, another 107,000 get one-time emergency grants. 358,000 recipients in January 2016 receiving on-going benefits and 9,000 are getting one-time assistance
Supplemental Nutrition Assistance Program	<ul style="list-style-type: none">• 1,676,800 recipients as of January 2016
HRA Administered Medicaid	<ul style="list-style-type: none">• 2,196,950 enrollees as of January 2016 (including Medicaid clients in the NYS Exchange, there are over 3.7 million New York City residents enrolled)
Emergency Food Assistance Program	<ul style="list-style-type: none">• 1,186,505 average monthly meals/people served in fiscal year 2015
Home Energy Assistance Program	<ul style="list-style-type: none">• 685,000 recipients in heat year 2015*
Child Support	<ul style="list-style-type: none">• 283,923 cases with orders as of October 2015• Over \$748 million in collections in fiscal year 2015

*heat year runs from November to October.

TABLE 2: Support for Vulnerable Populations

Adult Protective Services	<ul style="list-style-type: none">• 3,722 cases being assessed for services as of January 2016• 6,819 undercare cases as of January 2016
Homecare	<ul style="list-style-type: none">• 127,866 total home care enrollees as of January 2016 (also included in Medicaid enrollment)
HIV/AIDS Services Administration	<ul style="list-style-type: none">• 31,160 cases served as of January 2016
Domestic Violence	<ul style="list-style-type: none">• Over 1,000 families served per day in emergency and transitional shelters in January 2016• 1,724 non-residential cases served in January 2016
Teen Relationship Abuse Prevention Program	<ul style="list-style-type: none">• 11,903 students in 64 schools received counseling or attended a 3-session curriculum cycle during calendar year 2015

OVERVIEW: NYC HRA Staff

- 14,301 budgeted headcount, paid for with a combination of City, State, and federal funds
- Public servants who chose to work at HRA and help New Yorkers in need; many dedicating their entire careers to public service
- Diverse workforce: 70% women, 59% African-American, 18% Hispanic, 15% White, and 8% Asian
- Unionized workforce

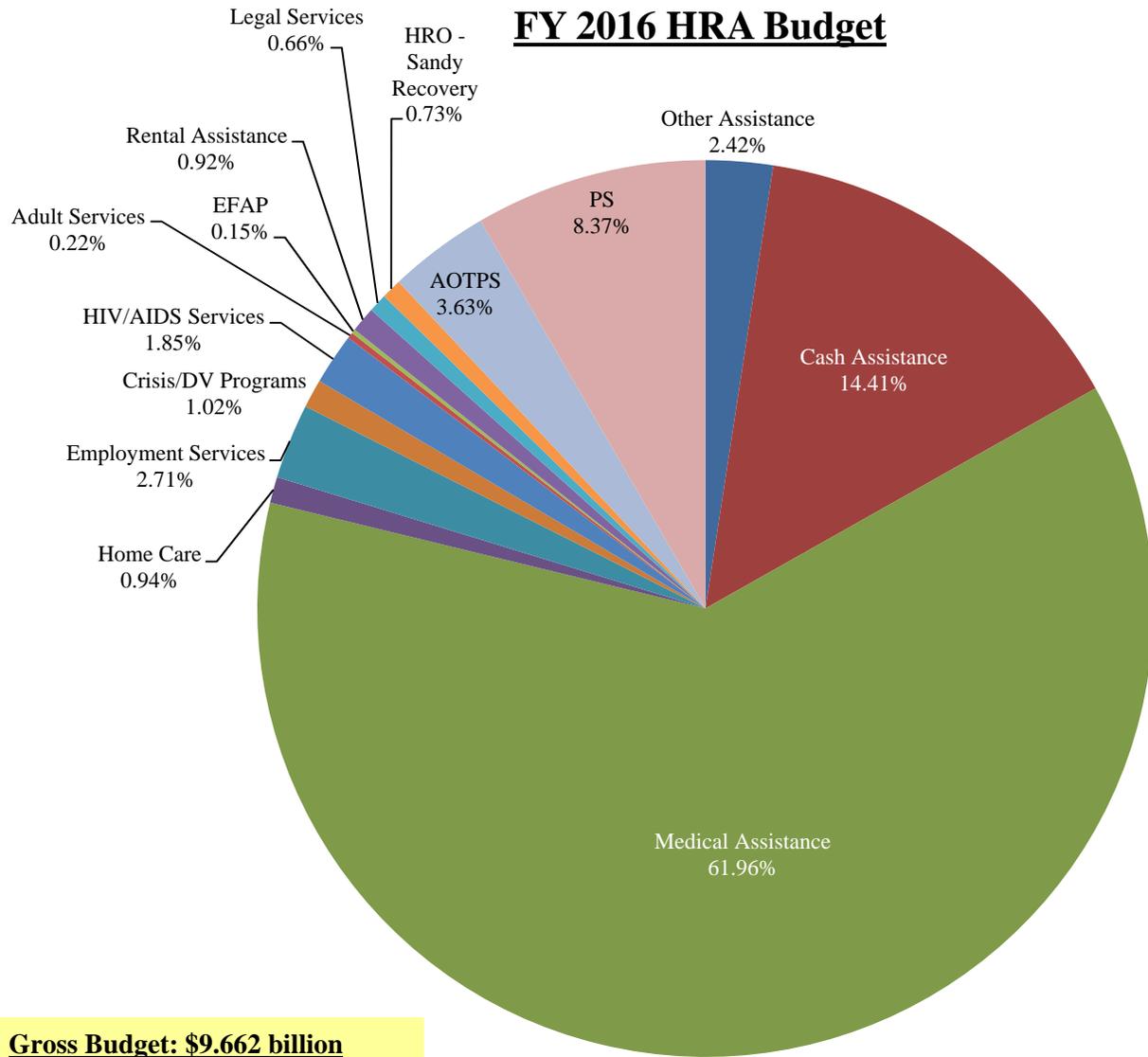
DC 37 Local 1549	DC 37 SSEU Local 371	DC 37 Local 2627	DC 37 Local 1407	DC 37 Local 924
CWA Local 1180	Teamsters Local 237	The Civil Services Bar Association of Local 237	The Organization of Staff Analysts	The New York State Nurses Association
	The United Brotherhood of Carpenters and Joiners	IBEW Local 3	Local 30 of the International Union of Operating Engineers	

Budget Detail

- HRA budget* in FY' 16 is \$9.66b (\$7.4b tax levy) increasing to \$9.8b (\$7.6b tax levy) in FY' 17.
- HRA's 2017 budget includes:
 - \$6.2 billion for **Medicaid** (\$6.1 billion tax levy, or 64% of the total HRA budget and 80% of the HRA City funds budget);
 - \$1.4 billion (\$570 million tax levy) for **Cash Assistance grants**;
 - \$124 million (\$94 million tax levy) for **rental assistance**;
 - \$67 million in **legal services** (\$53 million tax levy);
 - \$259 million (\$83 million tax levy) for **employment and related support services** such as transportation;
 - \$179 million (\$87 million tax levy) for **HIV/AIDS housing and support services**;
 - \$112 million (\$23 million tax levy) for **domestic violence, crisis and adult services**;
 - \$11 million (\$9 million tax levy) for **emergency food**;
 - \$804 million (\$247 million tax levy) for staff, working with clients in SNAP and Job Centers, child support offices, HIV/AIDS service centers, and Medicaid offices; and
 - \$355 million (\$141 million tax levy) for **administrative costs**: leases and supplies for HRA's 68 Job Centers, SNAP centers, HASA offices and other client serving locations.

*as of January Plan

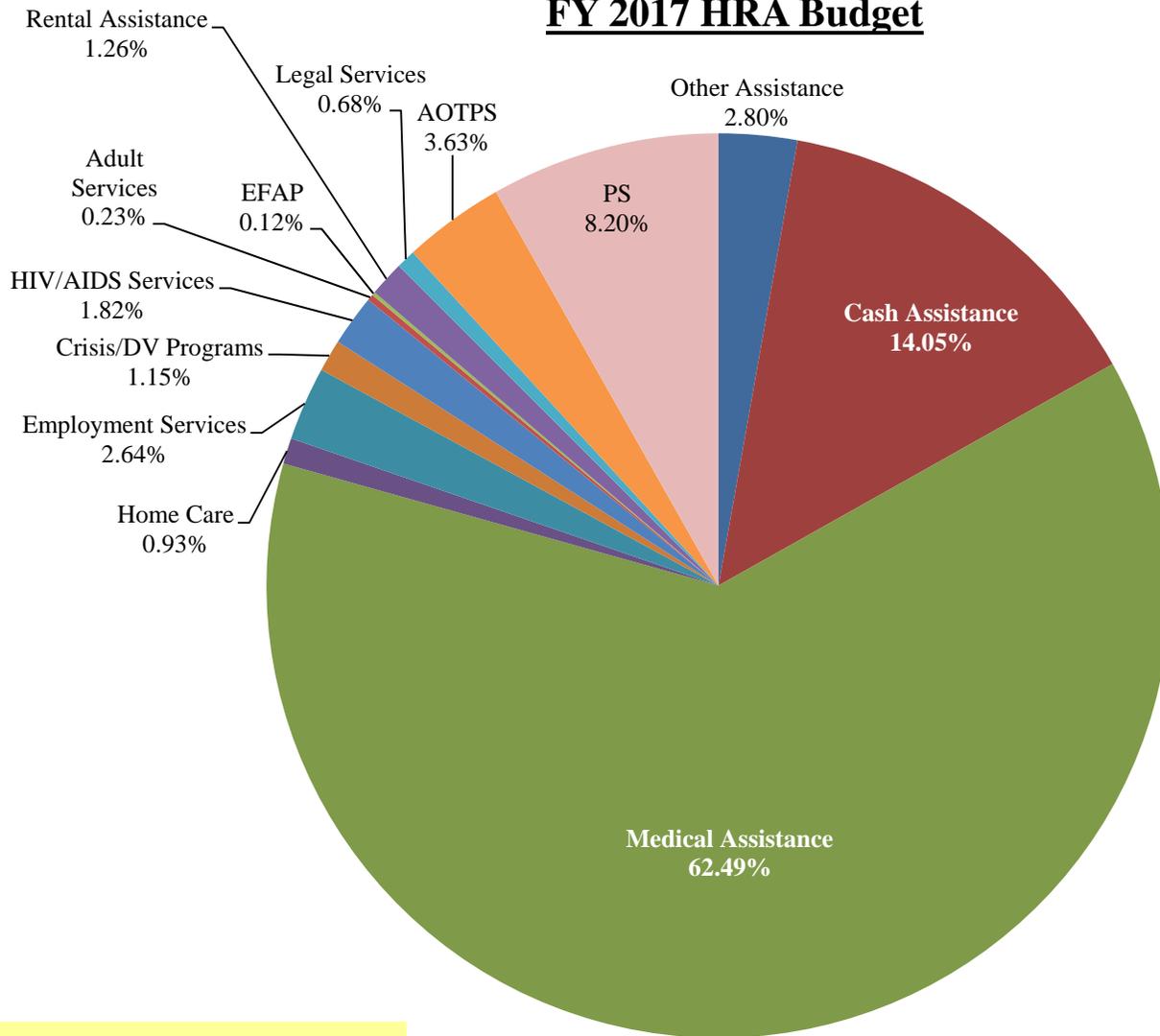
CHART 1: HRA January Plan Budget FY 2016



Gross Budget: \$9.662 billion

CHART 2: HRA January Plan Budget FY 2017

FY 2017 HRA Budget



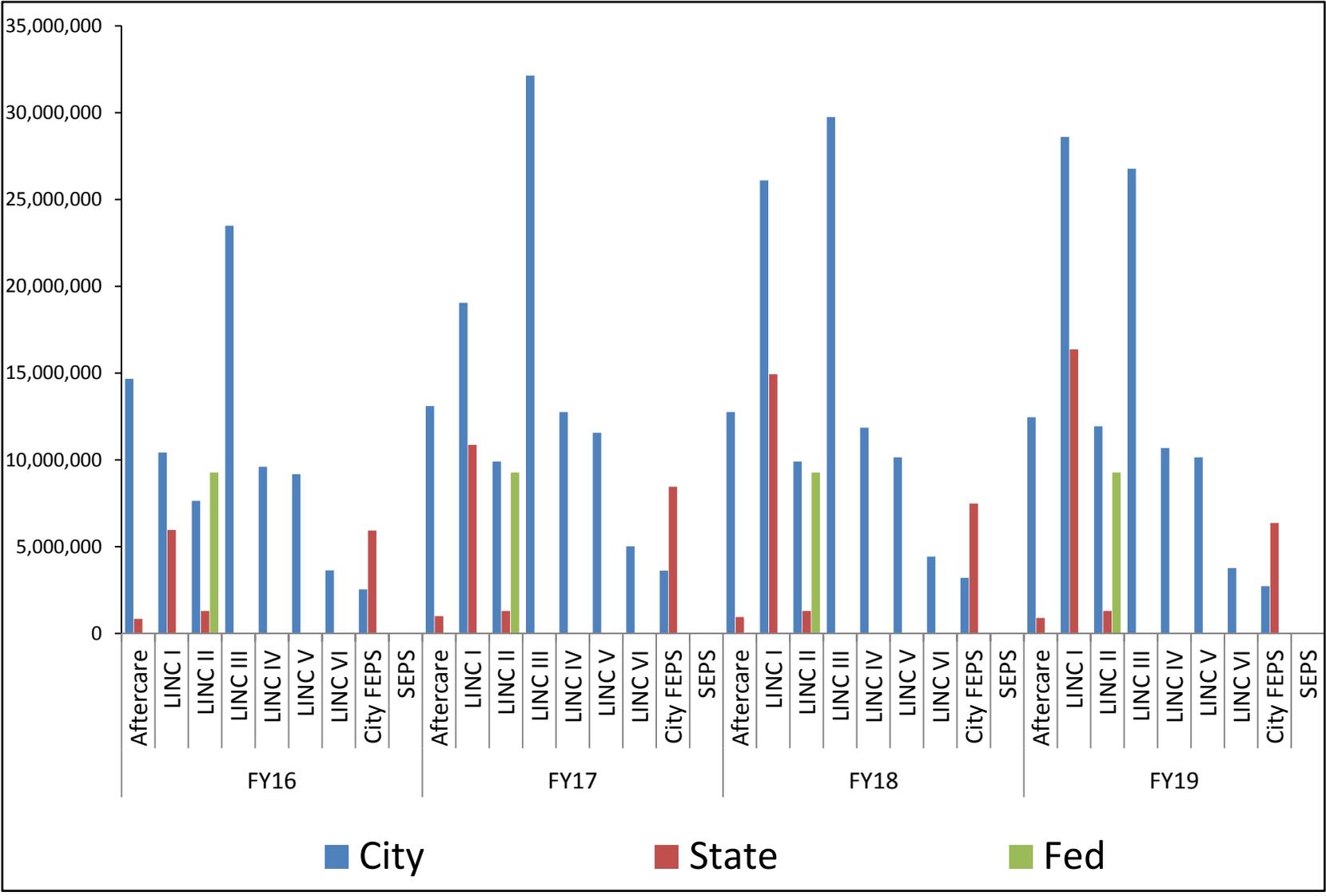
Gross Budget: \$9.808 billion

Major New HRA Initiatives

Housing Assistance Results:

	FY15 and FY16 (through Feb. 2016)	
	Total Households	Total Individuals
DHS LINC 1	951	3,309
DHS LINC 2	540	1,879
DHS LINC 3	520	1,810
DHS LINC 4	1,295	1,542
DHS LINC 5	807	905
DHS LINC 6	51	172
HRA LINC 3	384	1,336
CFEPS	1,422	4,949
NYCHA	2,955	10,243
SECTION 8	1,155	3,785
SEPS	147	147
HOME TBRA	15	52
TOTAL	10,242	30,129

Rental Assistance Funding Sources



Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Supportive Housing

- Funding of \$13.3M in FY17 growing to over \$100M by 2020 to operate 15,000 new units of supportive congregate and scattered site housing to be developed over the next 15 years
- \$13.3M includes initial roll out of approximately 500 units

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Shelter Move Out Initiatives

- funding of \$18.3M in FY16 for CBOs and to extend funding for bonuses for landlords and brokers to encourage participation in the rental assistance programs, through June 2016
- FY17 and out years includes funding for CBOs to assist clients to obtain housing

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Three-Quarter Housing

- \$4.5M in FY17 to investigate sites and relocate clients to other safe temporary and permanent housing
- Funding includes security, case management, and rapid rehousing contracts

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Veterans Initiatives

- \$2.9M in FY17 to provide supportive housing and on-site services, including workforce development, to stably house formerly homeless veterans.
- Rental assistance is provided through the City's rental assistance programs, Section 8, and HUD VASH

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Domestic Violence Shelter Expansion

- \$4.6M in City funds and \$15.4M in total funds in FY17 for 300 Emergency Shelter beds and 400 Tier II family units, as well as funds to increase NoVA program and other DV program screening, referrals and services at DHS sites

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Legal Services

- Increasing housing legal assistance funding 10-fold to \$62 million at full ramp up
- Expanding services in ten neighborhoods that contribute about 15% of DHS family shelter eviction-related entrants annually
- Increasing citywide anti-eviction and anti-harassment legal services spending to serve some 33,000 households, including more than 113,000 people, by full implementation

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Infoline for Shelter Residents

\$2M for Infoline expansion and staff to answer a new hotline for shelter residents with concerns about shelter conditions and services

Major New HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Subsidized Jobs

- \$4.6M, including \$3.4M transferred from DHS in FY17
- Employment assistance strategy to fund 500 transitional public and private sector jobs program slots for shelter clients who move into permanent housing

Major New HRA Initiatives

Expansion of HRA Programs:

IDNYC

- New need of \$7.6M and 80 positions in FY17
- To support the continued operation of IDNYC
- Baseline budget: \$18.7M and 241HC

Major New HRA Initiatives

Expansion of HRA Programs for Vulnerable Populations

Ending The AIDS Epidemic

- \$26.2M in FY17 in City funds
- Expected to be matched equally with State funds
- Estimated 7,300 new clients would be eligible if the State funds its share
- Expanded services, including rental assistance, transportation, and nutrition benefits

Major New HRA Initiatives

Expansion of HRA Programs for Vulnerable Populations

Lovely H. Settlement

- \$3.3M in City funds for Reasonable Accommodations for Cash Assistance Clients with Disabilities
- Requires HRA to re-assess and engage approximately 23,000 clients with disabilities receiving Cash Assistance to provide reasonable accommodations on an ongoing basis and provide assistance applying for federal disability benefits, where applicable
- In addition to the \$3.8M added for FY17 in the 2016 Executive Budget for WeCARE services and the expansion of fair hearing services

Major New HRA Initiatives

Expansion of HRA Programs for Vulnerable Populations

Community Guardian Program

- \$2.2M in total funds (\$1.1M City funds) in FY17
- Funds additional costs of the Community Guardian program, a contracted service for adults unable to care for themselves

Major New HRA Initiatives

Expansion of HRA Programs for Vulnerable Populations

Teen Relationship Abuse and Prevention Program (Teen RAPP)

- \$1.6M in total funds (\$800k City funds) for additional Teen Relationship Abuse and Prevention Program (Teen RAPP) services
- Contract program that directly serves approximately 11,000 students citywide and indirectly reaches additional students with positive health relationship and zero tolerance for school violence messages
- Addresses emotional and safety needs, enhances knowledge of relationship abuse, and provides an introduction to healthy social norms

Budget Detail: Capital

- HRA's capital budget of \$151.9 million* of which \$105.5 million are City funds:
 - \$85 million for technology to streamline operations and enhance client services, including key investments to Client Benefits Re-engineering.
 - \$43.7 million for facilities maintenance, equipment and improvements
 - \$15.1 million for the installation of telecommunications equipment
 - \$1.3 million for vehicles

* 4-year Capital Plan total funds

New HRA Initiatives

Employment Plan and WEP Phase Out

- Compared to April 2014, the number of clients currently enrolled in City Agency WEP is under 2,000, down by 1,686 (-46%)
- The number of WEP-participating agencies decreased from 19 in April 2014 to 13 in Feb 2015 and to 8 in Feb 2016.

New HRA Initiatives

Improving Access to SNAP/Food Stamps

- The launch of an enhanced ACCESS NYC website.
- SNAP “On-demand” interviews began in Staten Island and expanded to Washington Heights. Clients no longer have to wait for HRA to call during a scheduled appointment time to complete the interview portion of their recertification. After they submit their recertification application, clients are able to call HRA’s new call center at any time during business hours for an “on-demand” interview.
- HRA’s Document Upload makes it easy for clients to upload important eligibility documents connected to their SNAP/food stamps case by using their mobile device to photograph and submit documents such as pay stubs or utility bills.

HRA Reforms

Examples of Reforms to Date and Key Impacts

- Reforms to address HRA policies that have harmed clients, have had an adverse impact on staff workload and morale, and subject the City to potential financial penalties:

Joining every other social services district in New York State and 43 other States by accepting the federal SNAP/Food Stamp waiver for able-bodied adults without dependents (ABAWDs) who are unemployed or underemployed.

Changing HRA's position and supporting the provision in the 2014/2015 State budget that offers four years of college as an option to HRA clients as part of HRA's training and employment initiatives.

Disbanding the counterproductive Center 71 program that resulted in unnecessary case sanctions and closings.

Discontinuing the Immigrant Sponsor Recovery Program that harmed sponsors of low-income legal immigrants and implementing a process to return all payments that had been collected.

Working with the State Office of Temporary and Disability Assistance to resolve substantial numbers of pending fair hearings. Avoided the \$10 million penalty in FY15.

Phasing out the requirement that all homeless New Yorkers seek services at a single center in Queens.

HRA Reforms

Increasing access to services for homeless New Yorkers by working with DHS to accept applications for Cash Assistance at DHS intake centers, to process recertifications for assistance at DHS shelters, and to provide rent arrears assistance directly at DHS HomeBase locations.

Created a centralized HRA rent check processing unit to improve the timely processing of rent arrears payments to prevent evictions and homelessness.

Worked with the Mayor's Office, the Office of Management and Budget, and DHS to develop nine new rental assistance initiatives to prevent and alleviate homelessness, including initiatives targeted to survivors of domestic violence who seek shelter from HRA.

Developed an expedited implementation plan for the new 30% rent cap for HASA clients with HIV and AIDS pursuant to the requirements of the 2014/2015 State budget.

Developed and implemented a letter for landlords specifying the rental assistance levels for which HASA clients are eligible to maximize access to permanent housing.

Implemented reminder and missed appointment calls for Cash Assistance and SNAP recipients to improve client compliance and reduce unnecessary fair hearings

Developed a new initiative with the Robin Hood Foundation to maximize access to SNAP/Food Stamps for senior citizens who are in receipt of Medicaid or LiHEAP but not SNAP/Food Stamps.

Developed a pilot program to reduce unnecessary case sanctions and resulting fair hearings by providing participants in employment programs with five excused absences for illness or a family emergency prior to the implementation of a sanction, like the standard in the Local Law requiring the provision of five paid sick days.

Maximizing access to federal SNAP benefits by seeking a waiver from the USDA to allow applicants to self-attest their housing expenses.

HRA Reforms

Received additional SNAP waivers to allow SNAP applicants and recipients to schedule telephone interviews at a time of their own choosing.

Extended the time Cash Assistance applicants have to find appropriate child care arrangements from 5 days to 15 days, with an additional 5 day extension.

Consolidated and substantially expanded civil legal services programs at HRA to enhance the provision of legal assistance to fight poverty and income inequality and prevent homelessness.

Worked with OMB and DHS to make sure that adequate broker's fees are in place to alleviate homelessness.

Worked with HPD on a new initiative to address inadequate housing conditions in buildings where substantial numbers of Cash Assistance recipients reside.

Working with NYCHA to ensure that HRA makes timely rent payments to avert the eviction of NYCHA tenants.

Expanded ACCESNYC's plan for an online portal for applicants and recipients of SNAP/Food Stamps by using the system's existing capacity to include an online portal for Cash Assistance applicants and recipients.

Developed a new client advocacy unit for clients, community members and elected officials, including an ADA coordinator, a Language Access coordinator, and a LGBTQI Services coordinator, to expedite inquiries about client service needs and the resolution of client concerns about their cases.

HRA Reforms

Implementation of Mental Health First Aid Training: APS successfully rolled out the training of 45 APS managers and senior supervisors in Mental Health First Aid, MHFA. MHFA is the help offered to a person developing a mental health problem or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves. This training provided senior staff and supervisors with the skills to safeguard vulnerable individuals who may have mental health problems.

Implementation of APS referrals for rent arrears and other cash assistance services: Developed a streamlined automated process for referring eligible and ineligible APS cases to the HRA Rental Assistance Unit for eviction prevention and related services to enhance efficiency and prevent homelessness.

Improve Access to Benefits and Services: Implemented an improved and formalized collaboration between HRA's APS and DFTA.

Thank you!



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