

HRA Preliminary Budget Testimony

Steven Banks, Commissioner

March 27, 2017



Human Resources
Administration
Department of
Social Services

DHS

Shelter Program

Operations:

- Adult Services
- Family Services

Shelter Support

Operations:

- Capacity Planning & Development
- Shelter Maintenance & Repair
- Shelter Administration (e.g. supplies, food, etc.)
- Office of the Medical Director
- Shelter Security
- Public-Private Partnerships
- DHS Program Budgeting

DSS

- Advocacy & Outreach
- Citywide Health Insurance Access
- Constituent Services & Ombudsperson
- Contracts/ACCO
- EEO
- External Affairs
- Facilities (Offices)
- Finance
- Human Resources
- IDNYC
- Infoline
- Labor Relations
- Legal Affairs
- MIS/OIT
- Policy & Planning
- Program Accountability & Audit
- Security (Offices)
- Emergency Management
- Public/Private Partnerships and Grants

HRA

HRA Benefits

Programs:

- Cash Assistance
- SNAP/ Food Stamps
- Health Insurance
- Child Support

HRA Special Services:

- HIV/AIDS Services
- Domestic Violence
- Adult Protective Services
- Home Care
- Customized Care
- Disaster Relief

Homelessness

Prevention:

- Diversion/ Prevention
- Legal Services
- Permanency (Rental Assistance & Housing)

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 2018 (\$7.5 billion in City funds)
 - 80% is for Medicaid payments and cash assistance benefits
 - HRA continues to be responsible for much of the Medicaid program - which totals \$33.3 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 \$200 million (\$141 million in City funds) between Fiscal Year's 2017-2021 supports the agency's technology and physical infrastructure

OVERVIEW: NYC Human Resources Administration (HRA)

Education, training, and job placement services to assist low-income New Yorkers in obtaining employment

Cash Assistance (CA) to meet basic human needs

Rental assistance to prevent homelessness

Federal Supplemental Nutrition Assistance Program (SNAP)/Food Stamps benefits and emergency food assistance to food pantries and community kitchens to fight hunger

Services for survivors of domestic violence

Services for New Yorkers with HIV/AIDS

Services for children, including child support and child care

Protective services for adults unable to care for themselves

Home care for seniors and individuals with disabilities

Home energy assistance

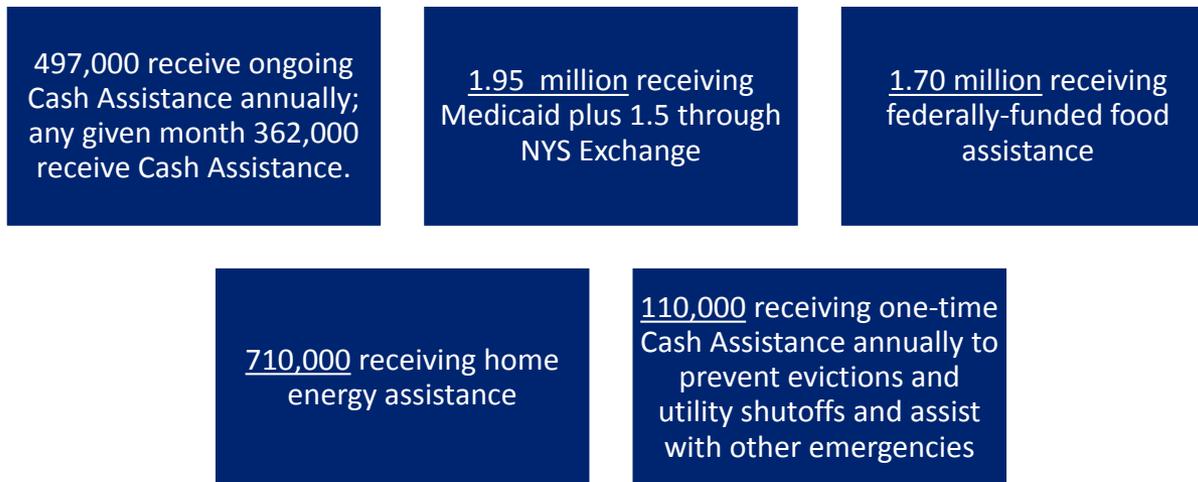
Legal Services, including homelessness prevention and anti-harassment services and immigration assistance

Temporary Relocation of New Yorkers living in Three Quarter Housing

HomeBase prevention programs, operated in 23 locations

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">• 497,000 receive ongoing assistance over the course of a year, another 110,000 get one-time emergency grants. 362,000 recipients in January 2017 receiving ongoing benefits and 10,000 are getting one-time assistance
Supplemental Nutrition Assistance Program	<ul style="list-style-type: none">• 1,696,761 recipients as of January 2017
HRA Administered Medicaid	<ul style="list-style-type: none">• 1,952,405 enrollees as of January 2017 (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">• 1,235,942 average monthly meals/people served in fiscal year 2016
Home Energy Assistance Program	<ul style="list-style-type: none">• 709,874 recipients in heat year 2016*
Child Support	<ul style="list-style-type: none">• 280,346 cases with orders as of January 2017• Over \$762.1 million in collections in fiscal year 2016

*heat year runs from November 2016 to February 2017.

TABLE 2: Support for Vulnerable Populations

Adult Protective Services

- 4,080 cases being assessed for services as of January 2017
- 7,411 undercare cases as of January 2017

Homecare

- 148,457 total home care enrollees as of January 2017 (also included in Medicaid enrollment)

HIV/AIDS Services Administration

- 32,019 cases served as of January 2017

Domestic Violence

- 847 average number of families served per day in emergency and transitional shelters in December 2016
- 1,819 non-residential cases served in December 2016

Teen Relationship Abuse Prevention Program

- 10,506 students in 87 schools received counseling or attended a 3-session curriculum cycle during school year 2015-2016

Homebase

- 26,525 Homebase enrollments as of CY 2016

OVERVIEW: NYC HRA Staff

- 14,700 budgeted headcount in FY18, 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	

January Plan Overview

- HRA budget* in FY17 is \$9.7 billion (\$7.3 billion tax levy) increasing to \$9.8 billion (\$7.5 billion tax levy) in FY18.
- HRA's 2017 budget includes:
 - \$5.9 billion for **Medicaid** (\$5.8 billion tax levy, or 60% of the total HRA budget and 77% of the HRA City funds budget);
 - \$1.7 billion (\$718 million tax levy) for **Cash Assistance grants**;
 - \$151 million (\$104 million tax levy) for **rental assistance**;
 - \$96 million in **legal services** (\$76 million tax levy);
 - \$275 million (\$98 million tax levy) for **employment and related support services** such as transportation;
 - \$181 million (\$89 million tax levy) for **HIV/AIDS housing and support services**;
 - \$137 million (\$31 million tax levy) for **domestic violence, crisis and adult services**;
 - \$17 million (\$14 million tax levy) for **emergency food**;
 - \$847 million (\$285 million tax levy) for staff, working with clients in SNAP and Job Centers, child support offices, HIV/AIDS service centers, and Medicaid offices; and
 - \$345 million (\$93 million tax levy) for **administrative costs**: leases and supplies for HRA's 68 Job Centers, SNAP centers, HASA offices and other client serving locations.

January Plan Overview

- HRA's 2018 budget* includes:
 - \$5.9 billion for **Medicaid** (\$5.8 billion tax levy, or 60% of the total HRA budget and 77% of the HRA City funds budget);
 - \$1.8 billion (\$880 million tax levy) for **Cash Assistance grants**;
 - \$165 million (\$114 million tax levy) for **rental assistance**;
 - \$72** million in **legal services** (\$45 million tax levy);
 - \$263 million (\$88 million tax levy) for **employment and related support services** such as transportation;
 - \$181 million (\$89 million tax levy) for **HIV/AIDS housing and support services**;
 - \$155 million (\$36 million tax levy) for **domestic violence, crisis and adult services**;
 - \$11 million (\$9 million tax levy) for **emergency food**;
 - \$850 million (\$285 million tax levy) for staff, working with clients in SNAP and Job Centers, child support offices, HIV/AIDS service centers, and Medicaid offices; and
 - \$373 million (\$164 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 18

** does not include the one time FY17 City Council allocation and PS funding

January Budget: Eliminating WEP

Job Training Program (JTP) helps replace Work Experience Program (WEP)

Effective December 31, 2016, HRA has eliminated WEP and replaced it with other work activity initiatives, including additional Job Training Program (JTP) slots. In addition to the Parks Department and the Department of Sanitation JTP slots, DCAS and NYPD will acquire 105 slots to serve up to a total of 210 cash assistance participants annually.

- DCAS is funded at \$1.2m million total city funds in FY17; \$1.5 million in FY18; \$1.6 million in FY19; \$1.7 million in FY20 and the outyears.
 - DCAS will make available 45 job slots to serve 90 cash assistance participants annually.
- NYPD is funded at \$863,000 in City tax levy in FY17; \$1.8m in FY18; \$2m in FY19; \$2.1m in FY20 and the outyears.
 - NYPD will make available 60 job slots to serve 120 cash assistance participants annually.

The annual increase in funding for this initiative is based on future wage increases for these jobs as a result of the increased minimum wage requirements.

January Budget Initiatives

- Action NYC for immigration legal services at Health & Hospital facilities is funded at \$1 million in total and City funds in FY18 and outyears.
- 80 HC and \$11.8 million in total funds and City funds in FY17; \$13.8 million in total funds and City funds in FY18 and outyears for the NYC Public Engagement Unit (PEU). PEU identifies and executes proactive strategies to connect more New Yorkers to key City services. Relying heavily on data analytics, the use of new technologies, and large-scale outreach tactics, this unit identifies New Yorkers in need of assistance and assists them navigating and obtaining City services.

January Initiatives, cont.

- 10 HC and \$380,000 in total funds and City funds in FY17; \$761,000 in total funds and City funds in FY18 and outyears for Thrive NYC to conduct outreach to encourage Mental Health Well-being.
- \$729,000 in total funds and City funds in FY17 for program evaluation for the Center for Economic Opportunity (CEO).
- \$309,000 City funds in FY17 and \$658,000 City funds in FY18 for the Mayor's Office to Combat Domestic Violence (MOCDV) to expand Domestic Violence Prevention and Education programming.

HRA Capital Budget

HRA's five year capital budget of \$200 million, of which \$141 million are City funds includes:

- \$65 million for facilities and construction.
- \$116 million for information technology, including development related to Benefits Re-engineering.
- \$19 million for telecommunications and other capital projects.

CHART 1: HRA January Plan Budget FY 2017

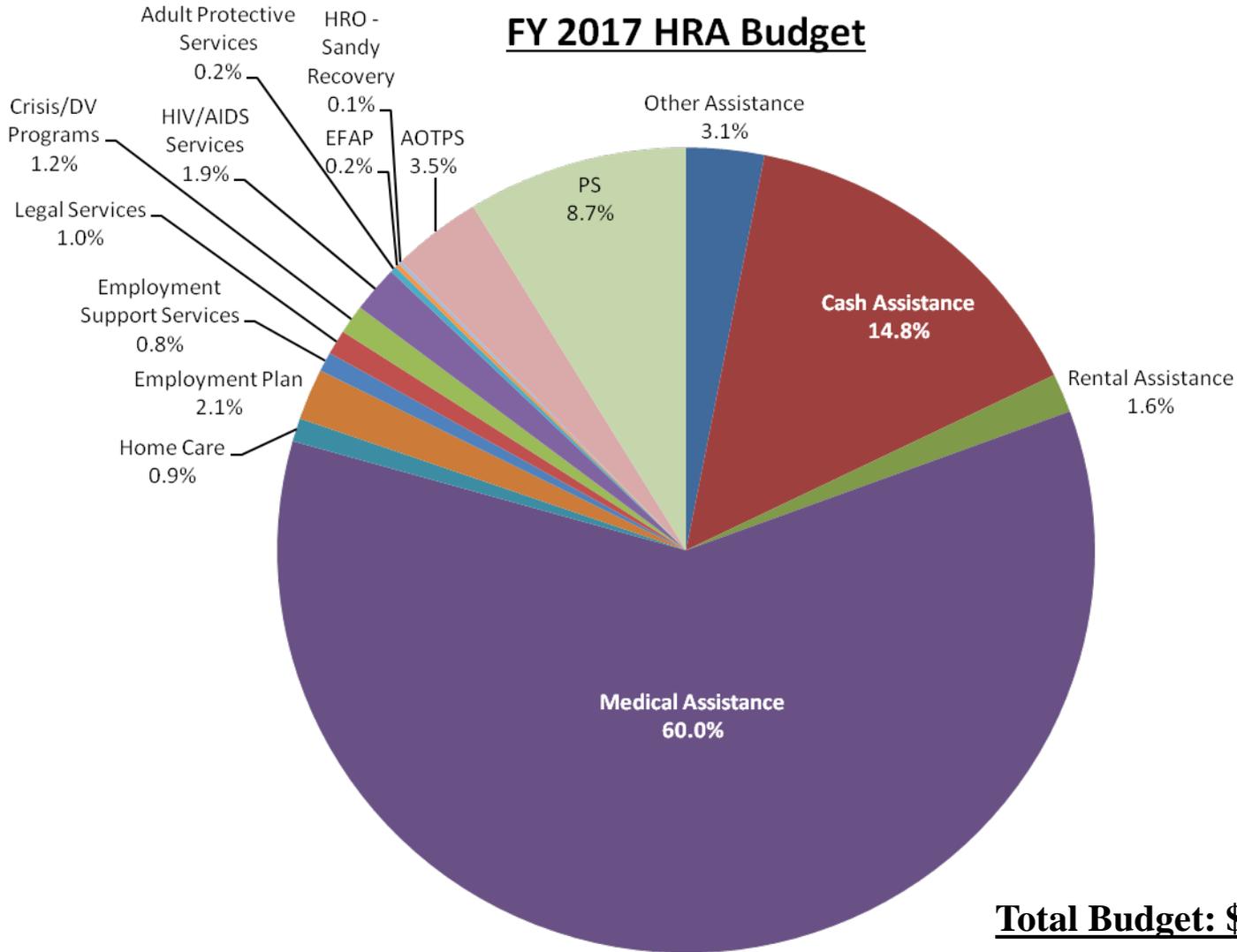
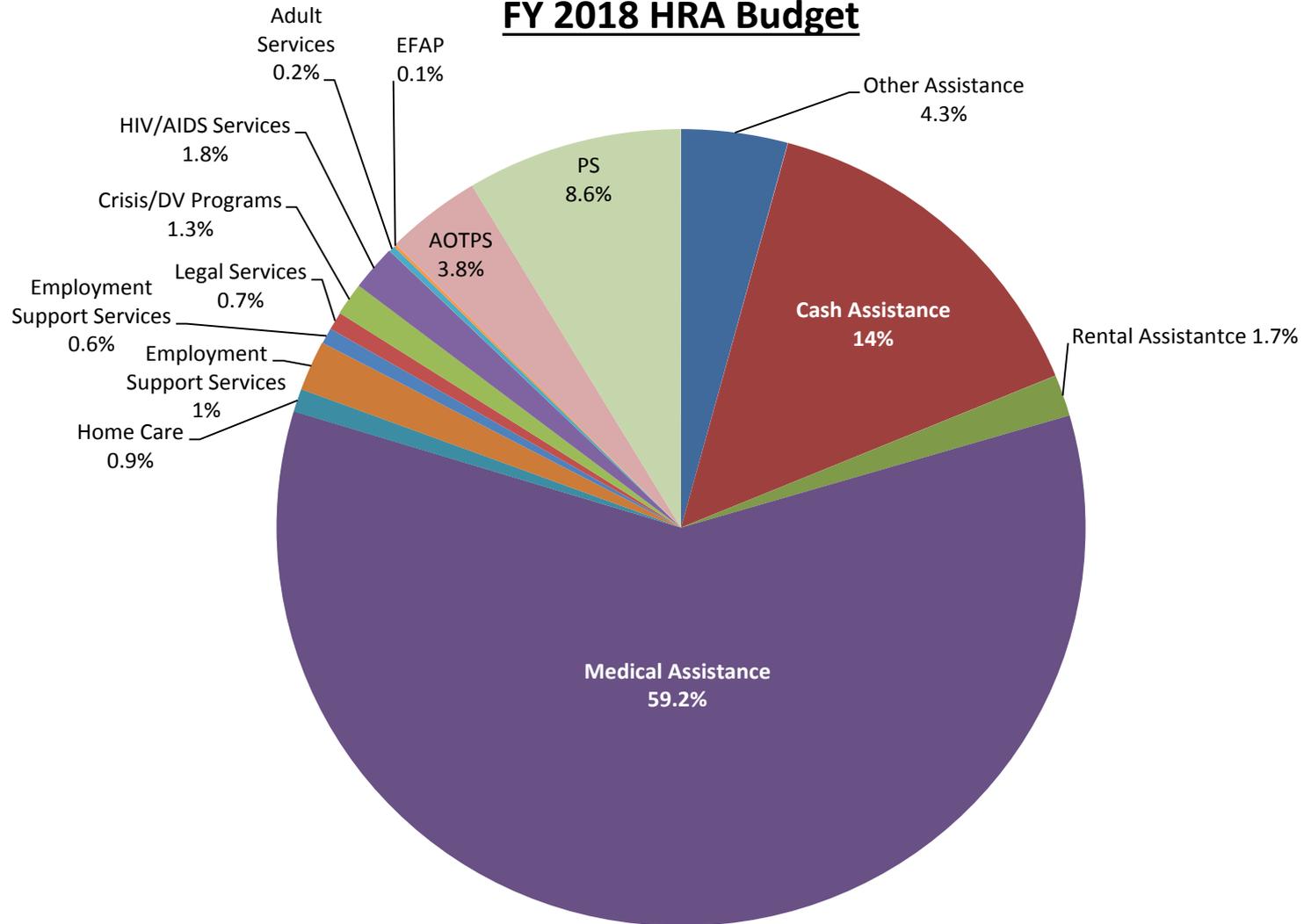


CHART 2: HRA January Plan Budget FY 2018

FY 2018 HRA Budget



Total Budget: \$9.832 billion

Major HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Homebase

- Since 2014, Homebase expansion from 11 to 16 providers operating 23 locations across the five boroughs and a doubling the program's funding.
- As a result of these increases Homebase reached 25,632 households in FY16, a 115% increase of households served compared to FY14.

Major HRA Initiatives

Expansion of HRA's Homelessness Prevention and Housing Initiatives:

Rental Assistance and Emergency Grants

- Reinstated and expanded rental assistance and rehousing programs that have helped nearly 55,500 New Yorkers move out of shelter or avoid homelessness; and
- Greater use of emergency rental assistance to keep New Yorkers in their homes - between January 2014 and December 2016, more than 161,000 household received assistance, representing a 24% increase in cases compared to 2013.

Major HRA Initiatives

Rental Assistance Results:

<u>Move outs FY15, FY16 & FY17 (thr. February 2017)</u>		
	Total Households	Total Individuals
DHS LINC 1	1,410	4,907
DHS LINC 2	672	2,338
DHS LINC 3	601	2,091
DHS LINC 4	2,386	2,707
DHS LINC 5	1,344	1,491
DHS LINC 6	85	283
HRA LINC 3	511	1,778
CFEPS	3,684	12,820
NYCHA	5,073	17,473
SECTION 8	1,836	5,961
SEPS	2,242	2,513
HOME TBRA	339	1,118
TOTAL	20,183	55,480

Major New HRA Initiatives

Legal Services Initiatives:

The January 2018 Plan includes funding as follows:

- **\$62.2 million** for legal services programs for tenants facing eviction, harassment and displacement, which includes \$28.8 million for eviction defense legal services for low-income tenants in Housing Court and \$33.4 million for anti-harassment/displacement legal services, as well as administrative and staff support;
- **\$11.2 million** for immigration legal assistance, which includes \$3.2 million for legal assistance programs including the Immigrant Opportunities Initiative (IOI) and \$2.1 million in immigration legal programs funded by Community Service Block Grants, as well as \$5.9 million for legal and navigation services and outreach through the ActionNYC program operated in partnership with MOIA and CUNY;
- **\$2.1 million** for civil legal services for seniors; and
- **\$1.9 million** for legal services related to access to federal benefits such as SSI.

Major HRA Initiatives

Improving Access to Food Stamps:

Enhancements to ACCESSNYC

Allow City residents to not only apply for SNAP online, but to submit SNAP recertification applications.

Two new features, My Cases and My Documents were recently added:

- My Cases displays a 12-month case history, benefits balance, case status, case members, recent payments, appointments, eligibility documents needed to be submitted to HRA, and an online budget letter request, as well as other case information.
- My Documents also records when eligibility documents a client submitted are added to the client's electronic file.

Major HRA Initiatives

Improving Access to Food Stamps:

Launching the HRA Mobile App

Allows clients to upload relevant documents instead of visiting a SNAP Center or a partnering community-based organization, or faxing or sending documents by postal mail.

- Earlier this month, HRA launched a mobile app with additional features that provide SNAP and CA clients access to their HRA cases online.
- This gives clients the ability to use their smartphones or tablets to view:
 - Case status and benefits issued,
 - Read electronic notices,
 - See upcoming appointments; and
 - Receive text messages or email alerts about their case.
- Clients who need to submit documents will be able to see which have been requested from them, take pictures and upload the documents, and then view when they are added to their case file.

Major HRA Initiatives

Improving Access to Food Stamps:

Expanding the Self-service document scanning areas at SNAP centers and CBOs

- Currently at 15 SNAP centers and 92 community-based organizations
- 12 Job Centers now have scanners and 10 Job centers have self-service kiosks.

Major HRA Initiatives

Improving Access to Food Stamps:

- Providing self-service PC terminals at all but one of HRA's SNAP Centers.
- Implementing On-Demand interviews citywide, which allow clients to conduct their recertification applications at their convenience, rather than wait for a call during a four-hour window, or come into a center and wait for an interview.
- We plan to introduce on-demand telephone interviews for new SNAP applicants by this Fall.

Major HRA Initiatives

Employment Plan:

- HRA's new employment services model connects clients to individualized education, training, employment and other services that give them the skills and training they need to compete in the job market and reach their maximum earning potential.
- Of the 59,145 employable clients on HRA's caseload, 44% lack a high school diploma.
- As of November 18, 2016, there were 3,798 HRA clients enrolled in a college or university and 8,402 HRA clients enrolled in a high school or an equivalent program.

Major HRA Initiatives

Employment Plan:

In November of 2016, HRA announced contracts for our Employment Plan programs that will benefit more than 68,000 clients annually:

- Youth Pathways
- Career Compass
- Career Advance

Major HRA Initiatives

Employment Plan:

Youth Pathways targets New Yorkers aged 18-24 and will provide in-depth assessment, training, education, job placement and other services that are specifically focused on this population.

- Contracts were awarded to: ResCare Workforce Services, America Works of New York, Inc., Fedcap Rehabilitation Services, Goodwill Industries of Greater NY and Northern NJ, Inc., Maximus Human Services Inc., and East River Development Alliance.
- Subcontractors include: Queens Library, Association of Community Employment, Avondale Care Group, Career & Educational Consultants, Community Service Society, Futures and Options, HANAC, Project Renewal, Pro-Placement Solutions, Quality Employment Services, and StartFresh.

Major HRA Initiatives

Employment Plan:

CareerCompass will assess the skills and experience of clients 25 and over, help them create a service plan, and match them with employment, sector-based training, education, adult literacy, high school equivalency, or other programs as needed.

- Contracts were awarded to: America Works of New York, Inc., Fedcap Rehabilitation Services, National Association on Drug Abuse Problems of New York State, Inc., Goodwill Industries of Greater NY and Northern NJ, Inc., Maximus Human Services, Inc., DB Grant Associates, Inc., and Educational Data Systems, Inc.
- These vendors will be working with the following subcontractors: HANAC, Community Service Society, Project Renewal, Inc., and Career & Educational Consultants.

Major HRA Initiatives

Employment Plan:

CareerAdvance, which will provide expert sector training, employment, and retention services in growth industries.

- Includes borough-based contracts and those tailored to populations with special needs including homeless and formerly homeless New Yorkers; survivors of domestic violence; individuals with justice system involvement; those with limited English proficiency and immigrants; Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI) New Yorkers; and older adults.
- Contracts were awarded to DB Grant Associates Inc., Maximus Human Services Inc., America Works of New York, Inc., and Goodwill Industries of Greater NY and Northern NJ, Inc., Fedcap Rehabilitation Services, and Gay Men's Health Crisis.
- These vendors will be working with the following subcontractors: York College, Association of Community Employment, Avondale Care Group, Career & Educational Consultants, Community Service Society, Futures and Options, HANAC, Nontraditional Employment for Women, Project Renewal, Madison Strategies Group, StartFresh, Quality Employment Services, Pro-Placement Solutions, and Association of Women Construction Workers of America, Inc.

Major HRA Initiatives

HIV Services:

HASA for All

- On August 29, 2016, medical eligibility for the HASA program expanded so as to permit all financially-eligible New York City residents with HIV to voluntarily seek and obtain HASA services.
- The financial requirements remain unchanged, an applicant need no longer have AIDS or be “symptomatic” in order to be eligible for HASA services.
- From August 29, 2016 through January 31, 2017, HASA has accepted 3,444 new clients; compared with 2,034 new clients during the same period in 2015 and 2016.
- Of the 3,444 new clients, 1,822 were expansion clients.
- To accommodate the increase in caseload, HASA was provided additional funding to hire 28 new case managers through FY18.

Major New HRA Initiatives

Lovely H. Settlement

Following the March 2015 class action lawsuit settlement, HRA began to implement major systemic reforms to enhance assistance and services for clients with disabilities.

- HRA, working with an expert consultant, developed tools to assess whether clients need reasonable accommodations as the result of physical and/or mental health limitations or other impairments.
- HRA then provides the appropriate accommodations, including referrals to HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment ("WeCARE") program or other services designed to assess and meet the needs of clients with disabilities.

Major New HRA Initiatives

Lovely H. Settlement

- HRA has developed a procedure by which clients who have been referred to WeCARE within the past 12 months can elect to accept a direct referral to WeCARE, rather than being called in to the Job Center.
- In FY17, 5,471 clients were referred directly to WeCARE as a result of this reform.

Major HRA Initiatives

Lovely H Settlement:

- We are providing additional assistance to obtain medical documentation for the HVN/HB designation.
- We call the client at least twice to remind them of the need of providing this documentation.
- We search our records for any medical documentation we already have to see if it can be used in our clinical evaluation, and we offer to work with the client's medical provider directly to get medical documentation.

Major HRA Initiatives

Lovely H Settlement:

- Accepting documentation from the Community-Based Organizations (CBOs) in DHS's street homelessness outreach project indicating client eligibility for HVN/HB status and exemption from participation in work activities consistent with state regulations (18 NYCRR 385.2(d)).
- HRA has formed a much closer relationship with the CBOs that serve street homeless clients. HRA created a significantly expedited process, including regular holding office hours at the CBO locations, to register these clients and quickly process their homebound status requests.

Major HRA Initiatives

Lovely H Settlement:

Implemented effective appointment rescheduling procedures for clients with a disability.

- HRA set up an interactive voice response system to ensure that clients who need to reschedule an appointment can always get through to HRA during business hours.
- These calls are processed by specialized HRA call units, which have full access to the client's HRA calendar, can reschedule an appointment on the spot, and give a confirmation number to the client for his or her records.
- Most common appointments that can be rescheduled are: applications, recertifications, and BEV appointments.

Major HRA Initiatives

Client Notices:

Plain language notice updates: HRA notices include a lot of instructions and legal language that can make them difficult to understand. In partnership with the Mayor's Office of Operations, HRA created a Plain Language and Clean Design policy for our writers to follow when creating or revising any client-facing notices.

- Standards set forth in this procedure include using short sentences and simpler words, larger font and spacing, the use of visual icons and boxes to highlight the most critical information.
- While all future client facing notices will be measured by this new policy, HRA is also engaged in a massive effort to revise existing notices to meet the plain language and clean design standards. The end result is the production of notices that our clients will understand more easily.

Major HRA Initiatives

Cross Training:

Conducting cross training throughout the Agency, particularly at the points of entry and in programs most likely to serve persons with disabilities.

- HRA created an extensive training curriculum, developed by our Director of Disability Affairs, to raise awareness of the needs and legal rights of clients with disabilities.
- The training addresses common encounters and scenarios of HRA workers in working with clients with disabilities, as well as all the new processes we have put in place to assist these clients (e.g. reasonable accommodations).
- To date, we've trained 6,500 HRA employees.

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 subjected the City to potential financial penalties:

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.

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 and FY16.

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

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 HomeBase locations.

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

HRA Reforms

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.

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.

HRA Reforms

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.

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.

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.

HRA Reforms

ACCESS NYC Release 2: Cash Assistance Online Recertification, Cash Assistance Online Applications (recurring CILOCA, Emergency Grants), My Cases, Recent Documents, and Account information

Implemented systems changes to allow gender self-identification and use of preferred name

Launched Community Services Pilot with CBOs for Cash Assistance Clients

Expanded shelters for survivors of domestic violence to serve approximately 13,000 more children and adults annually

Increased supportive housing over the next 15 years by creating 7,500 scatter site units.

Provide gender neutral signage for all single occupancy bathroom signs in HRA and DHS facilities

Implement Child Support Robo Calls for Cash Assistance clients

Thank you!



**Human Resources
Administration**

Department of
Social Services