



HUMAN RESOURCES ADMINISTRATION

Robert Doar, Commissioner

What We Do

The Human Resources Administration (HRA) assists individuals and families to achieve and sustain their maximum degree of self-sufficiency. HRA provides cash assistance and access to employment services at 24 Job Centers, the Family Services Call Center and its satellites, and the Special Project Center. Currently, 16 of these sites are Model Offices designed to streamline workflow and enhance access to services. Supplemental Nutrition Assistance Program (SNAP) benefits are provided at 16 home centers and two special population centers. HRA offers public health insurance at 13 Medicaid Community Model Offices. HRA provides HIV/AIDS Services Administration (HASA) support services to medically eligible individuals at 12 centers (nine of which are Model Offices) and Adult Protective Services through seven HRA borough offices and six contracted programs. HRA determines the personal care eligibility of disabled or frail Medicaid recipients through seven Community Alternative Systems Agency (CASA) offices and contracts for services with 51 vendors. Services to victims of domestic violence are offered at 52 State-licensed shelters, 15 community-based programs, 57 school-based programs, and in addition, include Department of Homeless Services (DHS), New York City Housing Authority (NYCHA) and Job Center-based services. HRA assists New York City families in obtaining child support orders and collecting child support payments at four borough and five Family Court offices.

Our Services and Goals

Service 1: Provide access to services that increase self-sufficiency, including job search, job placement, work experience, education, wellness and skills enhancement.

Goal 1a: Increase the proportion of cash assistance recipients moving from dependence to self-sufficiency through obtaining and retaining employment.

Goal 1b: Provide wellness, rehabilitation and employment (WeCARE) services to all eligible cash assistance recipients to assist them to become healthy enough to work, or, where appropriate, to obtain federal disability benefits if they are unable to work.

Service 2: Provide work supports and basic assistance to eligible individuals and families.

Goal 2a: Provide access to cash assistance benefits for all eligible individuals and families.

Goal 2b: Provide access to Supplemental Nutrition Assistance Program benefits for all eligible households.

Goal 2c: Provide access to public health insurance coverage for eligible individuals and families.

Service 3: Provide services for custodial parents seeking child support.

Goal 3a: Ensure that child support orders are obtained and payments are made and disbursed to custodial parents.

Service 4: Provide necessary and appropriate support services for eligible vulnerable, frail and/or disabled residents.

Goal 4a: Ensure that all eligible vulnerable, frail and/or disabled residents receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

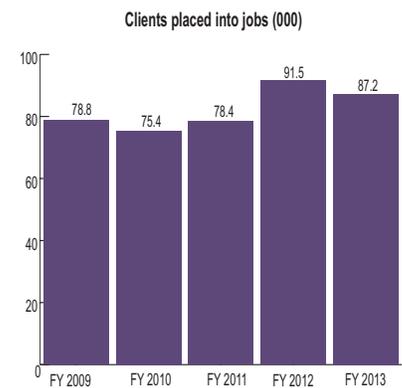
How We Performed in Fiscal 2013

Service 1: Provide access to services that increase self-sufficiency, including job search, job placement, work experience, education, wellness and skills enhancement.

Goal 1a: Increase the proportion of cash assistance recipients moving from dependence to self-sufficiency through obtaining and retaining employment.

Over 87,200 job placements were made, a decline of 4.7 percent compared to the previous year. The change was primarily due to disruptions to normal services at HRA and in contract agencies as a result of Hurricane Sandy and to delays related to the transition to new employment contracts in 2013, as well as to a one-time initiative for unemployed, able-bodied adults in the SNAP program in 2012. The percent of clients who retained jobs for at least 180 days post placement increased in Fiscal 2013 and exceeded HRA's goal of 75 percent.

For the federal fiscal year ending September 2012, the City's official federal family work participation rate was 34.2 percent. Under the federal Temporary Assistance for Needy Families (TANF) rules, the statutory participation rate is 50 percent for all families, but this rate is reduced for states that achieve caseload reductions and maintain state funding for cash assistance and other TANF programs. Because New York State qualifies for the reduction credit, the City's official rate met or exceeded the actual federal requirements for New York State. In addition, the City work participation rate is higher than the most recent federal fiscal year work participation rate of 29 percent for all states according to United States Department of Health and Human Services.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Clients whom HRA helped to obtain employment (000)	78.8	75.4	78.4	91.5	87.2	*	*	Neutral	Up
★ Percent of HRA clients whom HRA helped to obtain employment compared to monthly goal (calendar year-to-date) (%)	101.4%	101.4%	96.4%	101.0%	98.2%	*	100.0%	Up	Neutral
★ Current and former cash assistance cases that retained employment income 180 days after being placed in a job (calendar year-to-date average) (%)	80.3%	80.4%	80.0%	80.8%	81.4%	75.0%	80.0%	Up	Neutral
★ Family cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	23.7%	*	*	Neutral	NA
★ Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	NA	NA	NA	NA	16.2%	*	*	Neutral	NA
★ Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	32.3%	35.6%	36.2%	34.2%	NA	50.0%	34.0%	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b: Provide wellness, rehabilitation and employment (WeCARE) services to all eligible cash assistance recipients to assist them to become healthy enough to work, or, where appropriate, to obtain federal disability benefits if they are unable to work.

HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program assists cash assistance clients with barriers to employment to achieve self-sufficiency in the work force and assists those who are disabled to apply for Federal Disability Assistance. Through integrated, individualized clinical and support services, clients are assessed and those who are able to work are given immediate assistance with job search and placement, while those with medical or other conditions that require time to improve are assigned to wellness or rehabilitation programs. Those who are unable to achieve self-sufficiency and are eligible to apply for disability benefits receive assistance with applications and appeals. The number of disability awards granted during Fiscal 2013 was 3,739, a decline of 24.6 percent compared to Fiscal 2012. Although fluctuations occur year-to-year based on client characteristics, some of the decline is attributable to the transition to new contracts in Fiscal 2013.

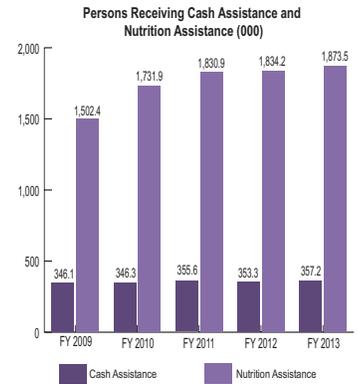
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Total WeCARE cases	24,999	25,629	24,395	25,454	33,280	*	*	Neutral	Up
★ Number of WeCARE federal disability awards	6,419	7,128	6,305	4,957	3,739	*	*	Neutral	Down

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Service 2: Provide work supports and basic assistance to eligible individuals and families.

Goal 2a: Provide access to cash assistance benefits for all eligible individuals and families.

As of June 2013, HRA provided cash assistance benefits to 357,000 individuals in 193,000 households in need of temporary assistance and emergency benefits. The overall number of persons receiving assistance remained nearly flat when compared to Fiscal 2012. The number of Safety Net recipients increased by five percent with a one percent decline in family recipients (TANF and “60-month converted” combined). While the sub-categories of federally-funded family recipients (TANF) and state and locally funded family recipients (60-month converted to SNA) are reported separately, the Fiscal 2013 recipient numbers within the two categories are not comparable to previous years due to changes in reporting methodology. The total family caseload is not affected by the change.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Persons receiving cash assistance (000)	346.1	346.3	355.6	353.3	357.2	*	*	Neutral	Neutral
Temporary Assistance for Needy Families (TANF) recipients (000)	152.6	150.6	151.9	143.9	150.8	*	*	Neutral	Neutral
60-month converted to SNA recipients (000)	88.1	87.4	84.6	88.7	79.4	*	*	Neutral	Neutral
SNA recipients (000)	105.4	108.3	119.0	120.7	126.9	*	*	Neutral	Up
★ Cash assistance caseload (000)	185.2	185.7	191.6	190.3	193.1	*	*	Neutral	Neutral
★ Cash assistance fair hearing win rate (%)	87.2%	87.9%	89.3%	90.3%	90.1%	*	92.0%	Up	Neutral
★ Cash assistance application timeliness rate (%)	88.9%	91.9%	94.4%	94.5%	93.6%	*	96.0%	Up	Neutral

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Goal 2b: Provide access to Supplemental Nutrition Assistance Program benefits for all eligible households.

HRA streamlines the Supplemental Nutrition Assistance Program (SNAP) application process by offering multiple self-service options including mail, fax and online access outside of HRA offices. In Fiscal 2013, the number of SNAP recipients grew by 2.1 percent compared to Fiscal 2012, increasing by nearly 25 percent since Fiscal 2009. HRA placed computer banks in six SNAP centers at the end of the Fiscal 2013 and the beginning of Fiscal 2014, allowing clients to apply online at their own pace in these centers rather than waiting to see an HRA worker. This pilot program provides another self-service option and expansion is planned for additional centers in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,502.4	1,731.9	1,830.9	1,834.2	1,873.5	*	*	Neutral	Up
- Cash assistance persons receiving SNAP benefits (000)	399.0	402.4	408.9	404.4	408.6	*	*	Neutral	Neutral
- Non-cash assistance persons receiving SNAP benefits (000)	860.1	1,071.0	1,159.1	1,159.4	1,189.0	*	*	Neutral	Up
- SSI persons receiving SNAP benefits (000)	243.3	258.4	262.9	274.4	275.9	*	*	Neutral	Up
Total SNAP households (000)	822.4	950.1	1,006.6	1,009.9	1,035.2	*	*	Neutral	Up
- Cash assistance households receiving SNAP benefits (000)	193.0	194.0	198.3	194.4	196.7	*	*	Neutral	Neutral
- Non-cash assistance households receiving SNAP benefits (000)	NA	520.6	568.4	565.3	585.7	*	*	Neutral	NA
- SSI households receiving SNAP benefits (000)	221.4	235.4	239.8	250.2	252.7	*	*	Neutral	Up
★ SNAP estimated payment error rate (%)	6.68%	6.74%	4.37%	6.10%	NA	*	6.00%	Down	NA
★ SNAP application timeliness rate (%)	93.0%	95.2%	96.8%	95.7%	94.6%	*	90.6%	Up	Neutral

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Goal 2c: Provide access to public health insurance coverage for eligible individuals and families.

The five year trend of increased public health insurance coverage for eligible clients continued in Fiscal 2013. The total number of all Public Health Insurance enrollees was 2.6 percent higher in Fiscal 2013, compared to Fiscal 2012 and Medicaid-only enrollees increased by 3.4 percent over the same period.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Public health insurance enrollees (000)	2,704.9	2,843.6	2,912.7	3,006.5	3,085.6	*	*	Neutral	Up
- Public health insurance Medicaid-only enrollees (000)	1,949.2	2,088.4	2,150.9	2,241.6	2,317.8	*	*	Neutral	Up
★ Public health insurance fair hearing win rate (%)	81.7%	84.6%	88.8%	91.3%	86.1%	*	91.3%	Up	Neutral
★ Public health insurance application timeliness rate (%)	99.1%	98.9%	98.9%	99.4%	98.3%	*	99.4%	Up	Neutral

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Service 3: Provide services for custodial parents seeking child support.

Goal 3a: Ensure that child support orders are obtained and payments are made and disbursed to custodial parents.

HRA performs ongoing outreach efforts to help non-custodial parents understand the importance of participating in the child support program. In Fiscal 2013, approximately 9,000 participants attended more than 650 presentations, workshops and other events held by HRA Office of Child Support Enforcement staff. In Fiscal 2013, the number of new child support orders obtained increased by 20 percent, exceeding the performance of any of the previous five years. The percent of current child support obligations collected on behalf of cash assistance and non-cash assistance custodial parents increased by two percentage points in Fiscal 2013 compared to Fiscal 2012.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Total new Support Orders obtained	9,311	13,295	14,236	14,988	17,981	*	*	Up	Up
Total Child Support Cases with Active Orders (End of Period)	310,281	280,890	281,796	287,832	287,426	*	*	Up	Neutral
★ Child support cases with orders of support (%)	76.2%	70.5%	69.7%	70.1%	70.1%	73.0%	73.0%	Up	Neutral
★ Current obligations collected (%)	70.4%	69.3%	69.1%	68.5%	70.5%	69.0%	70.0%	Up	Neutral
Child support collected (\$000,000)	\$671.3	\$686.4	\$718.3	\$748.8	\$735.6	\$732.7	\$750.0	Up	Up

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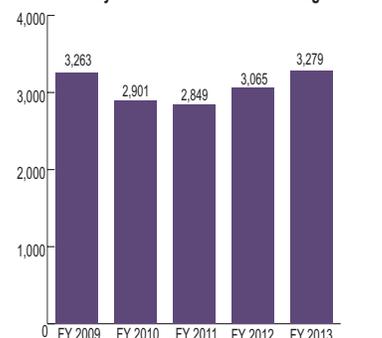
Service 4: Provide necessary and appropriate support services for eligible vulnerable, frail and/or disabled residents.

Goal 4a: Ensure that all eligible vulnerable, frail and/or disabled residents receive services to resolve immediate risk and provide ongoing assistance to enhance their safety and independence.

HRA's commitment to serve its vulnerable, frail and/or disabled clients in a timely fashion continued throughout Fiscal 2013 with performance in many areas meeting or exceeding 5-year levels. Referrals to Adult Protective Services (APS) increased by 6.1 percent compared to Fiscal 2012.

In Fiscal 2013 the average non-residential domestic violence (DV) caseload increased seven percent compared to Fiscal 2012, while the average number of families served in emergency domestic violence shelters stayed relatively constant. HRA staff work within the Department of Homeless Services' (DHS) Prevention Assistance and Temporary Housing (PATH) program to assist families applying for shelter to explore viable alternatives to the shelter system, including assistance in maintaining their current housing situation, where feasible. HRA also assists with emergency DV shelter placement when necessary. The number of families with DV shelter eligibility who were found eligible at PATH and who were placed in an HRA DV shelter decreased by 2.7 percentage points in 2013. Even with this decrease, the placement rate remains higher than any period before 2012.

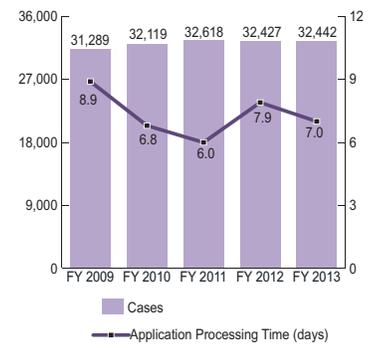
Average Monthly Number of Domestic Violence Cases Served by Non-Residential Services Programs



The fluctuation in placements depends on multiple factors, including ability to place families in DV shelters due to large family size, the number of families deciding to remain in the DHS system even though they are eligible to be placed in a DV shelter, and the availability of beds.

The total number of NYC residents receiving home care services increased by 5.5 percent in Fiscal 2013 compared to Fiscal 2012. The increase is related to a change in New York State policy, which mandates that most home care clients participate in managed long-term care (MLTC). As of June 2013, 98,935 of the total 116,883 home care cases were in MLTC plans, a 96.4 percent increase when compared to the 50,383 MLTC cases in June 2012. The average number of days to initiate home attendant and housekeeper services decreased by approximately five days, or 16.9 percent due to staff efforts and supervisory monitoring. In 2013, HRA was below the State target of 30 days.

HIV/AIDS Services Caseload and Housing Application Processing Time (days)



The HIV/AIDS Services Administration (HASA) caseload remained steady in 2013, with improving performance in the application review process for enhanced housing benefits. These enhanced housing benefits were issued to clients well within the state mandated 30 days, while the time to complete the application review process declined by 11.4 percent and the time required to issue ongoing enhanced benefits to eligible clients went down by 16.2 percent. This improved performance is due to a new automated housing benefit application review and issuance process, resulting in better documentation and increased accountability at all levels of supervision and review.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Adult Protective Services (APS) assessment cases	3,411	3,362	3,159	3,050	3,419	*	*	Neutral	Neutral
★ Individuals referred to an APS field office visited within three working days (%)	98.4%	98.9%	99.7%	99.7%	99.8%	85.0%	85.0%	Up	Neutral
APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	96.4%	96.4%	98.4%	98.5%	98.8%	*	*	Up	Neutral
★ APS cases eligible for services	6,167	6,129	6,113	6,227	6,098	*	*	Neutral	Neutral
Total referrals received for APS	17,802	18,727	19,525	20,791	22,055	*	*	Neutral	Up
★ Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	62.2%	70.0%	79.8%	83.5%	80.8%	*	*	Neutral	Up
Domestic violence non-residential services programs active caseload	3,263	2,901	2,849	3,065	3,279	*	*	Up	Neutral
★ Individuals and families at imminent risk diverted from becoming homeless (%)	92.2%	94.4%	90.1%	92.0%	93.9%	95.0%	95.0%	Up	Neutral
Average number of families served per day in the domestic violence shelter program	750	794	773	766	755	*	*	Neutral	Neutral
Number of domestic violence emergency beds (capacity)	2,144	2,208	2,228	2,228	2,228	*	*	Neutral	Neutral
★ Personal care services - average weekly billable hours	48.2	48.3	47.8	48.4	49.9	*	*	Neutral	Neutral
★ Serious personal care complaints resolved in 24 hours (%)	100.0%	100.0%	100.0%	100.0%	100.0%	*	100.0%	Up	Neutral
★ Average days to initiate home attendant and housekeeper services for all cases	NA	NA	NA	33.1	27.5	*	30.0	Down	NA
Cases receiving home care services	83,899	85,251	88,722	99,716	116,883	*	*	Neutral	Up
New applicants for HIV/AIDS Services Administration (HASA) services	3,646	5,166	5,800	5,797	5,491	*	*	Neutral	Up
★ Individuals receiving HASA services	31,289	32,119	32,618	32,427	32,442	*	*	Neutral	Neutral
HASA clients receiving ongoing enhanced housing benefits (%)	81.1%	80.7%	81.4%	83.7%	84.3%	*	*	Neutral	Neutral
★ 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	8.9	6.8	6.0	7.9	7.0	*	7.9	Down	Down
★ Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients	NA	17.5	16.6	17.3	14.5	*	17.3	Down	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Agency-wide Management

Medicaid Recoveries and Cost Avoidance

In Fiscal 2013, HRA continued its efforts to increase recoveries from Medicaid provider compliance audits through a focused effort on client and provider Medicaid prescription drug fraud investigations and increased efforts to recover monies owed from collection activities such as Supplemental Needs Trusts, property and negligence liens. During Fiscal 2013, the amounts collected and costs avoided because of efforts to combat Medicaid fraud, waste and abuse increased by 14.9 percent compared to the same period in Fiscal 2012.

Cash Assistance and SNAP Collections and Cost Avoidance

Cash Assistance and SNAP collections and cost avoidance are the result of HRA efforts to secure repayments from clients who received settlements of various kinds while on assistance or who concealed income while receiving assistance. It also includes cost avoidance savings from various efforts such as fraud investigations that uncovered unreported income and resources or duplicate benefits.

Motor Vehicle Accidents

HRA has 233 vehicles in its fleet and 1,427 authorized drivers, of whom 165 have authorization for daily use of a vehicle. HRA drivers are required to submit an accident report if involved in an accident driving an agency vehicle regardless of driving frequency. The number of motor vehicle accident reports filed by HRA drivers dropped by 15 percent during Fiscal 2013 compared to Fiscal 2012. HRA began holding defensive driver classes during Fiscal 2010 in an effort to reduce accidents. These classes are geared for the drivers who drive at least once a week and these same drivers take these classes at least once every three years. HRA also has an accident review committee that meets several times per year to review accidents and individual accident history and to make corrective action recommendations. These actions include additional driver training, suspension of driving privileges, or termination of driving privileges.

Employee Injuries

HRA conducts annual workshops on workplace safety and a strong emphasis is placed on how to reduce workplace violence. For Fiscal 2013, 194 Workers' Compensation Reports were filed, nearly the same number filed during Fiscal 2012. These results show a small decrease from the 203 reports filed in Fiscal 2011 and the 210 reports filed in Fiscal 2010. Of the injury reports filed during Fiscal 2013, 32 were the result of assaults committed at HRA worksites. In order to reduce these assault-related injuries, HRA led the City's efforts to advocate strongly for State legislation to increase the penalties for assault on city workers and this legislation was enacted in August 2012.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$000,000)	NA	NA	NA	\$214.3	\$246.23	*	↑	Up	NA
Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	NA	NA	NA	NA	\$351.3	*	*	Up	NA
Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)	NA	NA	NA	NA	\$29.6	*	*	Up	NA
Billed revenue as a percentage of budgeted revenue (%)	78.50%	78.21%	80.21%	78.30%	71.92%	*	*	Up	Neutral
Calls resolved within 48 hours to the customer service call line for vendors (%)	56.27%	58.60%	70.03%	71.30%	67.69%	*	*	Up	Up
Accidents involving city vehicles	NA	NA	43	53	46	*	*	Down	NA
Workplace injuries reported	128	210	203	195	194	*	*	Down	Up

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Agency Customer Service

HRA was above its 90 percent target of responding to emails within 14 days, and its response to letters within 14 days was below the 90 percent target. HRA is seeking to improve its letter response time by closely tracking responses that are soon to be overdue and revising the internal business process to eliminate logjams. HRA's ability to answer calls within 30 seconds or less remained well below the 80 percent target, but showed a nearly 12.3 percent improvement over the Fiscal 2012 call response time. During Fiscal 2013, the average wait time to speak with a customer service agent at a Model Center improved by 17 percent.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	58	83	89	93	96	90	90	Up
Letters responded to in 14 days (%)	63	73	68	76	78	90	90	Up
Calls answered in 30 seconds (%)	10	31	46	57	64	80	80	Up
Average customer in-person wait time at Model Offices (minutes)	27	40	58	58	48	60	60	Up
Completed customer requests for interpretation	324,493	703,994	914,256	732,605	1,016,101	NA	NA	Up
CORE customer experience rating (0-100)	NA	78	79	80	83	80	80	NA
Customer satisfaction rating for Public Health Insurance Program services "good" or better (%)	NA	NA	NA	NA	88	NA	NA	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$8,327.8	\$8,482.4	\$8,068.8	\$9,391.2	\$9,525.1	\$9,355.9	\$9,455.7	Up
Revenues (\$000,000)	\$27.5	\$25.8	\$26.9	\$39.8	\$47.0	\$48.7	\$43.7	Up
Personnel	14,114	14,019	13,840	13,948	13,808	14,610	14,129	Neutral
Overtime paid (\$000,000)	\$28.2	\$19.4	\$21.9	\$18.6	\$19.1	\$23.7	\$16.7	Down
Capital commitments (\$000,000)	\$11.7	\$11.4	\$23.7	\$22.7	\$14.3	\$64.7	\$143.5	Up
Human services contract budget (\$000,000)	\$584.7	\$609.2	\$599.3	\$636.6	\$678.9	\$642.9	\$613.0	Up
Work Experience Program (WEP) participants assigned	627	663	1,213	901	547	*	*	Neutral

¹Authorized Budget Level ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- HRA revised its calculation methodology for the indicator 'Clients whom HRA helped to obtain employment (000)'. The calculation is now based on the methodology used in other agency job placement reports that include new hire data and allows for consistency among these reports. This new methodology has been applied back to Fiscal 2009.
- HRA revised its calculation methodology for the indicator 'Percent of HRA clients whom HRA helped to obtain employment compared to monthly goal (calendar year-to-date) (%)'. The calculation is now based on the methodology used in other agency job placement reports and allows for consistency among these reports. This new methodology has been applied back to Fiscal 2009.
- Beginning in Fiscal 2013, the methodology for counting the WeCARE caseload changed. The WeCARE caseload now includes the following categories: participants who are concurrently in a WeCARE and substance abuse assignment, WeCARE participants who are employed and WeCARE participants who are in the fair hearing process.
- HRA revised calculation methodology for three indicators: 'TANF (000)', '60-month converted to SNA (000),' and 'SNA (000)'. Prior to June 2013, some 60-month converted cases that were changed by New York State programming directives to the Family Assistance category continued to be reported as 60-month converted cases. Beginning in

June 2013, these cases are reported correctly in the Family Assistance category. While month-to-month and year-to-year changes in total cases and total persons are not affected by the re-categorization, the change does not permit year-to-year comparisons between the two case types prior to June 2013. Fiscal 2013 overall total of 'Persons Receiving Cash Assistance (000)' remains comparable to previous years because it is not affected by the change in calculation methodology for determining the different categories of recipients.

- HRA revised the Fiscal 2014 target for the indicator 'Cash assistance family cases participating in work or work related activities per federal guidelines (official federal fiscal year-to-date average) (%)' to more closely reflect participation rates and the required rate, which is adjusted based on previous caseload declines and other factors. The Fiscal 2014 target published in the Preliminary Fiscal 2013 Mayor's Management Report used the federal statutory rate, which is higher than the required rate for New York State.
- HRA revised its training and education indicators for clients able to participate to reflect the replacement of the BEGIN Literacy programs with the Back to Work (BTW) Literacy Programs that started in January 2013. The new BTW contracts offer contextualized literacy and language services (specialized literacy programs designed specifically for different types of jobs) along with full and part-time GED programs. These programs will be counted as training/education activities. Instead of reporting on all Cash Assistance cases engaged in training and education, HRA is reporting on 'Family cases engaged in training or education in accordance with New York City guidelines (%)'. Due to the revised calculation and change of indicators, the Fiscal 2013 training and education indicator results are not comparable to previous years.
- HRA added new management indicators. 'Cash Assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)' 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. Also included are 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. 'Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse (\$000,000)' shows the cost avoidance from client fraud through concealment of income and resources and from clients receiving SNAP benefits in more than one state. HRA also added the following indicators: 'Accidents involving City vehicles' and 'Workplace injuries reported.'

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.