



Human Resources  
Administration

Department of  
Homeless Services

W-2-601  
Rev. 10/24

**Office of Performance  
Management and Data  
Analytics**

**Molly Wasow Parker**  
Commissioner

**Rosine A. Ferdinand**  
Interim Chief Program  
Performance and Financial  
Management Officer

**Karl Snyder**  
Deputy Commissioner

**150 Greenwich Street  
New York, NY 10007**

**929-221-7043**

**To:** NYC Council  
**From:** Karl Snyder  
**Subject:** LL168/170 CA and SNAP Client Experience Reports  
**Date:** Monday, December 9, 2024

Dear Council,

As a result of recertification extensions granted during COVID, there were significant increases in the number of CA and SNAP recertifications scheduled July-September 2024. Since the absolute number of recertifications increased, the number of recert related closures increased proportionally.