



**Department of
Social Services**

Human Resources
Administration

Department of
Homeless Services

W-1
04/23

Molly Wasow Park
Commissioner

150 Greenwich Street
New York, NY 10007

929 221 7315 tel

December 15, 2023

Honorable Eric Adams
Mayor of the City of New York
City Hall
New York, NY 10007

Honorable Adrienne Adams
Speaker New York City Council
City Hall
New York, NY 10007

Re: HIV/AIDS Services Administration
Quarterly Performance Report FY 24.1 (July - September 2023)

Dear Mayor Adams and Speaker Adams:

I am pleased to submit to you the HIV/AIDS Services Administration Quarterly Performance Report, as required by Section 21-128 (j) of Chapter I of Title 21 of the Administrative Code of the City of New York.

The report includes data for July through September 2023. We welcome any questions.

Sincerely,

Molly Wasow Park

The City of New York
Human Resources Administration

HIV/AIDS SERVICES ADMINISTRATION

**QUARTERLY
PERFORMANCE
REPORT**

FY 24.1

July—September 2023



Eric Adams
Mayor

Molly Wasow Park
Commissioner

Jacqueline M. Dudley
Deputy Commissioner
HIV/AIDS Services Administration

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HIV/AIDS Services Administration

Quarterly Performance Report

July—September 2023

The HIV/AIDS Services Administration (HASA) is the primary entity within the Human Resources Administration (HRA) to expedite access to essential benefits and social services needed by persons diagnosed with HIV or AIDS and their families. HASA provides:

- Specialized intake and needs assessment;
- Direct linkages to Cash Assistance, Medicaid, Food Stamps, Home Care, and Homemaking;
- Ongoing intensive case management services;
- Emergency and permanent housing services and placements;
- Voluntary vocational counseling/rehabilitation, job training and placement;
- Assistance with clients' applications for Supplemental Security Income (SSI) and Social Security Disability (SSDI); and,
- Referrals to community-based resources, including for mental health, substance use and other supportive services.

HASA is committed to service provision that is client-centered, efficient, effective and of high quality. The work that HASA performs with its clients is based on the framework that all sectors of the community must work together to ensure that people living with HIV have adequate permanent housing, financial security, and access to medical care and other services necessary to allow them to appropriately manage their health and to live their lives with the highest level of self-reliance and dignity.

Local Law 32 of 2005 requires HASA to submit Quarterly Performance Reports (QPRs) to the City Council. The law also requires the QPR to include descriptive statistics, by field operations location, on: the size and demographics of the client population; levels at which financial assistance and social services are requested and granted; time frames for the provision of services; and data on case closings and re-openings. The legislation also requires HASA to report on client utilization of the appeals process, as well as the number of field operations staff, by job title, who directly provide services to clients.

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Caseload and Client Data

Admission Statistics ¹	Total for FY 24.1	FY 24 To Date
Information and Referral Inquiries at ServiceLine	2,235	2,235
Applications Received	1,479	1,479
Applications Ineligible: Did Not Meet Medical Criteria	53	53
Applications Pending	130	130
Applications Withdrawn By Referral Source	80	80
Applications Eligible	1,216	1,216
Cases Reopened	677	677
Cases Assigned	1,335	1,335
Cases Closed	1,011	1,011

Numbers Served	Cases Served @ FY 24.1 End
Cases ²	32,818
Clients ³	33,225
ACMs ⁴	8,544
Total persons served by HASA	41,769

Cases By Unit Type	Cases Served @ FY 24.1 End	% of All Cases
Single Cases	30,166	91.9%
Family Cases	2,601	7.9%
Prison (Assignment upon prison release)	51	0.2%
Total Cases	32,818	100.0%

¹ These admission statistics refer to medical determinations of HASA eligibility for case management services.

² A case is defined as having one or more clients with clinical/symptomatic HIV -illness or AIDS.

³ A client is any individual meeting HASA medical eligibility. The number of clients served may exceed the number of active cases as cases may include more than one client.

⁴ Associated Case Members. Members of a case who do not meet HASA medical eligibility criteria. These individuals are spouses, dependent children, etc.

Cases By Field Center

**Cases Served
@ FY 24.1 End**

	Family	% of All Family Cases	Overall	% of All Cases
Amsterdam	119	4.6%	2517	7.7%
Brownsville	521	20.0%	3997	12.2%
Coney Island	175	6.7%	2311	7.0%
Garrison	650	25.0%	7044	21.5%
Gramercy	1	0.0%	1424	4.3%
Grand Concourse	521	20.0%	5696	17.4%
Greenwood	192	7.4%	3298	10.0%
Hamilton	136	5.2%	2487	7.6%
HPU	7	0.3%	131	0.4%
Queensboro	199	7.7%	3036	9.3%
Servicline (pending assignment)	2	0.1%	122	0.4%
Staten Island	78	3.0%	755	2.3%
Total Cases	2,601	100.0%	32,818	100.0%

Clients By Age Group and Gender	Adults		Children (17 and under)	
	% of All Clients	Active Clients @ FY 24.1 End	% of All Clients	Active Clients @ FY 24.1 End
Males	67.2%	22,337	0.0%	13
Females	32.7%	10,860	0.0%	15
<i>Subtotal</i>	<i>99.9%</i>	33,197	<i>0.1%</i>	28
Total Clients		33,225		

Clients By Borough of Residence	Clients Served @ FY 24.1 End	% of All Clients
Bronx	13,606	41.0%
Brooklyn	9,657	29.1%
Manhattan	6,004	18.1%
Queens	3,151	9.5%
Staten Island	754	2.3%
Unknown	53	0.2%
Total Clients	33,225	100.0%

Clients By Race / Ethnicity	Clients Served @ FY 24.1 End	% of All Clients
African-American	17,398	52.4%
Latino	11,097	33.4%
White	2,999	9.0%
Asian/Pacific Islander/Native American	358	1.1%
Unknown/Not Reported	1,373	4.1%
Total Clients	33,225	100.0%

Financial Assistance

BENEFITS

SUMMARY

	Active Cases @ FY 24.1 End	% of All Cases
Number of Cases Receiving:		
Standard Rental Assistance	393	1.2%
Enhanced Rental Assistance	303	0.9%
Above Enhanced Rental Assistance	18,586	56.6%
Total receiving rental assistance	19,282	58.8%
Temporary Assistance to Needy Families (TANF)	1,447	4.4%
Safety Net (SN)	26,140	79.7%
Total receiving PA cash assistance	27,587	84.1%
Supplemental Security Income (SSI) ⁵	7,369	22.5%
Social Security Disability (SSD) ⁶	3,415	10.4%
Received both SSI & SSD	1,973	6.0%
Veterans Administration Benefits (VA) ⁷	112	0.3%
Total receiving SSI,SSD,VA benefits	12,869	39.2%

As of July 2015 the Housing Assistance data section is an unduplicated snapshot of the type of housing for individual cases and the type of assistance received.

As of July 2015 Rental Assistance (Private Market) category includes only cases in independent housing receiving rental assistance as part of their cash assistance grant.

^{5,6,7} These figures represent all active HASA individuals with or without cash assistance.

Cash Assistance Data By Center
Number of Closings/Reason for Closings

FY 24.1

	Excess Income	Excess Income w/ SS	Where- abouts Unknown	Institution- alized	Died	In Prision	Failure to Recert	Other	Total
Amsterdam	41	9	17	4	10	2	25	17	125
Brownsville	40	11	3	1	19	2	87	36	199
Coney Island	27	4	0	1	5	2	35	19	93
Garrison	59	15	28	3	25	2	89	36	
Gramercy	27	4	11	2	5	2	41	9	101
Grand Concourse	56	15	15	4	21	1	50	33	195
Greenwood	42	7	0	0	11	3	39	14	116
Hamilton	34	4	8	0	16	1	25	20	108
Queensboro	14	7	8	3	12	2	20	21	87
Staten Island	10	2	0	1	1	0	7	28	49
Total	350	78	90	19	125	17	418	233	1330

Cash Assistance Data By Center
Cases Closed In Error/Days to Re-open ⁸

FY 24.1	0 to 15 days	16 to 30 days	31 to 45 days	46 to 60 days	61 to 75 days	76 to 90 days	90 + days	Total Cases Reopened
Amsterdam	8	1	0	0	0	0	0	9
Brownsville	12	5	0	0	0	0	0	17
Coney Island	2	3	1	0	0	0	0	6
Garrison	8	5	6	1	0	0	0	20
Gramercy	7	3	1	0	0	0	0	11
Grand Concourse	8	0	0	0	0	0	0	8
Greenwood	5	1	0	0	0	0	0	6
Hamilton	9	3	1	0	0	0	0	13
Queensboro	5	5	1	0	0	0	0	11
Staten Island	0	0	0	0	0	0	0	0
Total	64	26	10	1	0	0	0	101

⁸ The re-openings report has been designed to show all re-openings that were closed in error, by days to re-open. These re-openings may include cases closed prior to the current reporting period, therefore the individual cases in each of the 2 reports on this page may not correlate to each other.

Cash Assistance Data By Center: FY 24.1

Amsterdam: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	71	23	45
16 to 30 days	12	16	24
31 to 45 days	5	12	12
46 to 65 days	2	7	2
66 to 75 days	3	1	0
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	34	29
1 to 5 days	7	4
6 to 10 days	1	2
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	22	15
16 to 30 days	4	9
31 to 45 days	3	2
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	5	2
16 to 30 days	6	3
31 to 45 days	0	4
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Brownsville: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	97	31	55
16 to 30 days	16	12	36
31 to 45 days	2	10	13
46 to 65 days	1	4	2
66 to 75 days	0	1	0
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	49	46
1 to 5 days	5	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	32	11
16 to 30 days	0	9
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	8	3
16 to 30 days	4	2
31 to 45 days	2	8
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Coney Island: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	50	19	32
16 to 30 days	11	8	16
31 to 45 days	4	7	11
46 to 65 days	1	4	2
66 to 75 days	0	1	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	20	15
1 to 5 days	0	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	11	4
16 to 30 days	2	3
31 to 45 days	0	1
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	3	1
16 to 30 days	2	1
31 to 45 days	1	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1
Garrison Center: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	112	25	47
16 to 30 days	26	23	58
31 to 45 days	12	21	28
46 to 65 days	8	18	9
66 to 75 days	2	3	1
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	55	48
1 to 5 days	6	4
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	41	16
16 to 30 days	2	6
31 to 45 days	1	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	8	4
16 to 30 days	4	10
31 to 45 days	3	11
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Gramercy Center: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	39	4	17
16 to 30 days	8	12	21
31 to 45 days	4	5	6
46 to 65 days	2	2	4
66 to 75 days	1	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	22	18
1 to 5 days	2	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	8	3
16 to 30 days	0	1
31 to 45 days	2	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	3	2
16 to 30 days	1	1
31 to 45 days	1	4
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Grand Concourse: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	100	29	48
16 to 30 days	28	50	35
31 to 45 days	5	15	26
46 to 65 days	5	2	4
66 to 75 days	1	2	2
76+ days	0	1	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	60	47
1 to 5 days	1	6
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	40	13
16 to 30 days	2	13
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	5	3
16 to 30 days	3	2
31 to 45 days	1	11
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Greenwood: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	50	7	23
16 to 30 days	12	13	20
31 to 45 days	4	9	10
46 to 65 days	2	1	4
66 to 75 days	1	4	1
76+ days	1	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	22	18
1 to 5 days	2	3
6 to 10 days	0	0
11 to 17 days	1	0
18+ days	1	1

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	17	5
16 to 30 days	1	5
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	6	0
16 to 30 days	3	3
31 to 45 days	3	7
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Hamilton: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	59	22	26
16 to 30 days	17	16	24
31 to 45 days	14	12	17
46 to 65 days	6	4	3
66 to 75 days	1	2	3
76+ days	0	0	2

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	19	20
1 to 5 days	10	8
6 to 10 days	1	2
11 to 17 days	0	0
18+ days	2	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	26	7
16 to 30 days	0	3
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	5
16 to 30 days	1	3
31 to 45 days	0	10
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Queensboro: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	39	12	15
16 to 30 days	9	14	20
31 to 45 days	8	4	8
46 to 65 days	7	5	6
66 to 75 days	2	5	1
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	27	22
1 to 5 days	1	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	12	3
16 to 30 days	0	6
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	2
16 to 30 days	2	4
31 to 45 days	1	10
46 to 65 days	3	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Staten Island: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	19	2	12
16 to 30 days	2	0	6
31 to 45 days	1	1	4
46 to 65 days	0	1	0
66 to 75 days	1	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	8	4
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	5	1
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	1	0
16 to 30 days	0	0
31 to 45 days	0	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Totals for all Centers: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	636	174	320
16 to 30 days	141	164	260
31 to 45 days	59	96	135
46 to 65 days	34	48	36
66 to 75 days	12	19	9
76+ days	1	1	7

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	316	267
1 to 5 days	34	29
6 to 10 days	2	4
11 to 17 days	1	0
18+ days	3	1

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	214	78
16 to 30 days	11	55
31 to 45 days	6	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	39	22
16 to 30 days	26	29
31 to 45 days	12	71
46 to 65 days	8	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Amsterdam: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	4	3	3
16 to 30 days	1	0	0
31 to 45 days	0	2	1
46 to 65 days	1	0	0
66 to 75 days	1	0	0
76+ days	1	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	0	0
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	1	0
16 to 30 days	0	3
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	0
16 to 30 days	1	0
31 to 45 days	1	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Brownsville: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	8	8	3
16 to 30 days	4	3	4
31 to 45 days	1	5	3
46 to 65 days	0	0	0
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	2	0
1 to 5 days	1	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	4	6
16 to 30 days	0	1
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	1
16 to 30 days	2	0
31 to 45 days	1	2
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Coney Island: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	1	0	1
16 to 30 days	3	4	2
31 to 45 days	0	0	1
46 to 65 days	1	0	0
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	0	0
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	4	5
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	0
16 to 30 days	1	8
31 to 45 days	0	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1
Garrison Center: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	7	1	1
16 to 30 days	4	4	2
31 to 45 days	3	8	4
46 to 65 days	1	0	0
66 to 75 days	0	0	0
76+ days	2	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	3	3
1 to 5 days	1	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	2	3
16 to 30 days	1	1
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	2	0
16 to 30 days	0	8
31 to 45 days	1	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Grand Concourse: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	13	9	3
16 to 30 days	3	10	5
31 to 45 days	1	4	4
46 to 65 days	2	0	0
66 to 75 days	1	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	2	1
1 to 5 days	2	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	2	3
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	1
16 to 30 days	0	8
31 to 45 days	0	1
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Greenwood: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	1	3	0
16 to 30 days	0	0	0
31 to 45 days	1	1	1
46 to 65 days	0	0	1
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	0	0
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	2	3
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	0
16 to 30 days	2	1
31 to 45 days	0	6
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Hamilton: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	2	0	1
16 to 30 days	2	0	0
31 to 45 days	1	5	1
46 to 65 days	0	0	0
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	0	0
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	1	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	0	0
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	1	2
16 to 30 days	1	1
31 to 45 days	0	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Queensboro: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	5	0	3
16 to 30 days	1	9	2
31 to 45 days	1	1	1
46 to 65 days	0	0	0
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	1	1
1 to 5 days	1	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	0	0
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	0
16 to 30 days	0	1
31 to 45 days	0	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Staten Island: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	2	0	2
16 to 30 days	0	10	0
31 to 45 days	0	0	0
46 to 65 days	1	0	0
66 to 75 days	0	0	0
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	0	0
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	2	1
16 to 30 days	0	7
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	0
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 24.1

Totals for all Centers: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	43	24	17
16 to 30 days	18	40	15
31 to 45 days	8	26	16
46 to 65 days	6	0	1
66 to 75 days	2	0	1
76+ days	3	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	8	5
1 to 5 days	5	2
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	1	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	17	21
16 to 30 days	1	12
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	3	4
16 to 30 days	7	27
31 to 45 days	3	26
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Quarterly CBCFA Data: FY 24.1

Number of Days from Initial Request to Completed Application

Total for all Centers

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	807	16	1	0	1	825
Ongoing Rent	537	10	0	0	0	547
Rent Increase	1528	7	2	0	0	1537
Establishment of Home	749	10	0	0	0	759
Clothing	129	2	0	0	0	131
Client Share Rent Arrears	1327	28	1	0	0	1356
Miscellaneous	736	10	0	0	0	746
Work Opp & Trans Bens	153	0	0	0	0	153
Moving Expenses	76	2	0	0	0	78
Storage Fees	191	0	0	0	0	191
Grand Total	6233	85	4	0	1	6323

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	90	6	0	0	0	96
Ongoing Rent	68	2	0	0	0	70
Rent Increase	95	1	0	0	0	96
Establishment of Home	60	3	0	0	0	63
Clothing	12	0	0	0	0	12
Client Share Rent Arrears	108	4	0	0	0	112
Miscellaneous	45	0	0	0	0	45
Work Opp & Trans Bens	6	0	0	0	0	6
Moving Expenses	36	1	0	0	0	37
Storage Fees	0	0	0	0	0	0
Subtotal	520	17	0	0	0	537

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	120	0	0	0	0	120
Ongoing Rent	47	0	0	0	0	47
Rent Increase	202	1	0	0	0	203
Establishment of Home	39	0	0	0	0	39
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	165	0	0	0	0	165
Miscellaneous	98	0	0	0	0	98
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	15	0	0	0	0	15
Storage Fees	12	0	0	0	0	12
Subtotal	708	1	0	0	0	709

Quarterly CBCFA Data: FY 24.1

Number of Days from Initial Request to Completed Application

Coney Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	58	0	0	0	1	59
Ongoing Rent	40	0	0	0	0	40
Rent Increase	153	0	0	0	0	153
Establishment of Home	27	0	0	0	0	27
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	129	0	0	0	0	129
Miscellaneous	70	0	0	0	0	70
Work Opp & Trans Bens	10	0	0	0	0	10
Moving Expenses	14	0	0	0	0	14
Storage Fees	17	0	0	0	0	17
Subtotal	527	0	0	0	1	528

Garrison

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	183	0	0	0	0	183
Ongoing Rent	56	1	0	0	0	57
Rent Increase	346	1	0	0	0	347
Establishment of Home	131	0	0	0	0	131
Clothing	16	0	0	0	0	16
Client Share Rent Arrears	318	6	0	0	0	324
Miscellaneous	142	2	0	0	0	144
Work Opp & Trans Bens	15	0	0	0	0	15
Moving Expenses	6	0	0	0	0	6
Storage Fees	44	0	0	0	0	44
Subtotal	1257	10	0	0	0	1267

Gramercy

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	56	1	0	0	0	57
Ongoing Rent	24	2	0	0	0	26
Rent Increase	29	0	0	0	0	29
Establishment of Home	36	1	0	0	0	37
Clothing	6	1	0	0	0	7
Client Share Rent Arrears	38	3	0	0	0	41
Miscellaneous	30	2	0	0	0	32
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	1	0	0	0	0	1
Storage Fees	7	0	0	0	0	7
Subtotal	227	10	0	0	0	237

Quarterly CBCFA Data: FY 24.1

Number of Days from Initial Request to Completed Application

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	170	1	0	0	0	171
Ongoing Rent	67	0	0	0	0	67
Rent Increase	375	1	0	0	0	376
Establishment of Home	119	0	0	0	0	119
Clothing	12	0	0	0	0	12
Client Share Rent Arrears	335	2	0	0	0	337
Miscellaneous	80	0	0	0	0	80
Work Opp & Trans Bens	14	0	0	0	0	14
Moving Expenses	8	1	0	0	0	9
Storage Fees	32	0	0	0	0	32
Subtotal	1212	5	0	0	0	1217

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	83	1	0	0	0	84
Ongoing Rent	38	0	0	0	0	38
Rent Increase	161	1	0	0	0	162
Establishment of Home	59	1	0	0	0	60
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	140	1	0	0	0	141
Miscellaneous	50	0	0	0	0	50
Work Opp & Trans Bens	6	0	0	0	0	6
Moving Expenses	2	0	0	0	0	2
Storage Fees	11	0	0	0	0	11
						0
Subtotal	559	4	0	0	0	563

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	58	2	0	0	0	60
Ongoing Rent	45	0	0	0	0	45
Rent Increase	92	0	0	0	0	92
Establishment of Home	49	1	0	0	0	50
Clothing	13	1	0	0	0	14
Client Share Rent Arrears	95	1	0	0	0	96
Miscellaneous	57	3	0	0	0	60
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	3	0	0	0	0	3
Storage Fees	42	0	0	0	0	42
Subtotal	455	8	0	0	0	463

Quarterly CBCFA Data: FY 24.1

Number of Days from Initial Request to Completed Application

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	20	0	0	0	0	20
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	7	0	0	0	0	7
Clothing	3	0	0	0	0	3
Client Share Rent Arrears	2	0	0	0	0	2
Miscellaneous	17	0	0	0	0	17
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	0	0	0	0	0	0
Subtotal	50	0	0	0	0	50

Number of Days from Initial Request to Completed Application

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	81	3	1	0	0	85
Ongoing Rent	63	3	0	0	0	66
Rent Increase	195	1	2	0	0	198
Establishment of Home	56	2	0	0	0	58
Clothing	8	0	0	0	0	8
Client Share Rent Arrears	137	8	1	0	0	146
Miscellaneous	60	3	0	0	0	63
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	1	0	0	0	0	1
Storage Fees	21	0	0	0	0	21
Subtotal	625	20	4	0	0	649

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	8	2	0	0	0	10
Ongoing Rent	15	2	0	0	0	17
Rent Increase	35	2	0	0	0	37
Establishment of Home	3	1	0	0	0	4
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	18	3	0	0	0	21
Miscellaneous	20	0	0	0	0	20
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	0	0	0	0	2
Storage Fees	2	0	0	0	0	2
Subtotal	105	10	0	0	0	115

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Approval or Denial

Total for all Centers

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	808	141	2	1	2	954
Ongoing Rent	383	89	2	1	0	475
Rent Increase	1535	128	4	2	5	1674
Establishment of Home	505	85	3	1	2	596
Clothing	85	10	0	0	0	95
Client Share Rent Arrears	1179	322	5	1	6	1513
Miscellaneous	602	55	0	2	0	659
Work Opp & Trans Bens	23	23	0	0	0	46
Moving Expenses	55	7	0	0	0	62
Storage Fees	211	21	0	0	0	232
Grand Total	5386	881	16	8	15	6306

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	79	15	0	0	0	94
Ongoing Rent	61	12	0	0	0	73
Rent Increase	90	11	1	0	0	102
Establishment of Home	53	6	1	0	0	60
Clothing	10	1	0	0	0	11
Client Share Rent Arrears	88	30	0	0	1	119
Miscellaneous	38	7	0	0	0	45
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	6	0	0	0	0	6
Storage Fees	37	0	0	0	0	37
Subtotal	462	82	2	0	1	547

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	97	19	0	0	1	117
Ongoing Rent	38	2	0	1	0	41
Rent Increase	180	14	0	0	1	195
Establishment of Home	33	6	0	0	1	40
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	128	21	0	2	0	151
Miscellaneous	93	1	0	0	0	94
Work Opp & Trans Bens	0	4	0	0	0	4
Moving Expenses	12	2	0	0	0	14
Storage Fees	12	0	0	0	0	12
Subtotal	599	69	0	3	3	674

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Approval or Denial

Coney Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	54	0	0	1	0	55
Ongoing Rent	37	3	0	0	0	40
Rent Increase	145	6	1	0	0	152
Establishment of Home	24	0	0	1	0	25
Clothing	8	1	0	0	0	9
Client Share Rent Arrears	120	12	1	0	0	133
Miscellaneous	63	3	0	0	0	66
Work Opp & Trans Bens	1	4	0	0	0	5
Moving Expenses	14	0	0	0	0	14
Storage Fees	17	0	0	0	0	17
Subtotal	483	29	2	2	0	516

Garrison

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	166	14	0	0	0	180
Ongoing Rent	45	7	0	0	0	52
Rent Increase	334	16	0	0	0	350
Establishment of Home	115	11	0	0	0	126
Clothing	12	2	0	0	0	14
Client Share Rent Arrears	277	62	1	0	1	341
Miscellaneous	131	5	0	0	0	136
Work Opp & Trans Bens	9	4	0	0	0	13
Moving Expenses	6	1	0	0	0	7
Storage Fees	40	5	0	0	0	45
Subtotal	1135	127	1	0	1	1264

Gramercy

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	34	20	0	0	0	54
Ongoing Rent	18	5	0	1	0	24
Rent Increase	22	6	0	0	0	28
Establishment of Home	19	16	1	0	0	36
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	22	14	0	0	0	36
Miscellaneous	21	7	0	0	0	28
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	8	2	0	0	0	10
Subtotal	153	70	1	1	0	225

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Approval or Denial

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	142	30	0	0	0	172
Ongoing Rent	50	15	0	0	0	65
Rent Increase	321	32	0	0	0	353
Establishment of Home	99	19	0	0	0	118
Clothing	12	0	0	0	0	12
Client Share Rent Arrears	244	79	0	0	0	323
Miscellaneous	75	6	0	0	0	81
Work Opp & Trans Bens	10	4	0	0	0	14
Moving Expenses	7	2	0	0	0	9
Storage Fees	28	5	0	0	0	33
Subtotal	988	192	0	0	0	1180

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	80	11	1	0	1	93
Ongoing Rent	27	17	1	0	0	45
Rent Increase	144	19	2	0	1	166
Establishment of Home	51	9	1	0	1	62
Clothing	7	1	0	0	0	8
Client Share Rent Arrears	97	37	3	1	1	139
Miscellaneous	46	1	0	0	0	47
Work Opp & Trans Bens	1	5	0	0	0	6
Moving Expenses	4	0	0	0	0	4
Storage Fees	12	0	0	0	0	12
						0
Subtotal	469	100	8	1	4	582

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	40	23	1	0	0	64
Ongoing Rent	30	16	1	0	0	47
Rent Increase	78	14	0	0	0	92
Establishment of Home	37	16	0	0	0	53
Clothing	8	4	0	0	0	12
Client Share Rent Arrears	66	39	0	0	0	105
Miscellaneous	43	13	0	0	0	56
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	3	1	0	0	0	4
Storage Fees	34	9	0	0	0	43
Subtotal	340	135	2	0	0	477

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Approval or Denial

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	21	0	0	0	0	21
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	8	0	0	0	0	8
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	1	1	0	0	0	2
Miscellaneous	17	0	0	0	0	17
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	0	0	0	0	0	0
Subtotal	51	2	0	0	0	53

Number of Days from Completed Application to Approval or Denial

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	86	4	0	0	0	90
Ongoing Rent	64	9	0	0	0	73
Rent Increase	194	5	0	1	3	203
Establishment of Home	60	1	0	0	0	61
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	125	21	0	0	3	149
Miscellaneous	59	6	0	0	0	65
Work Opp & Trans Bens	1	2	0	0	0	3
Moving Expenses	1	0	0	0	0	1
Storage Fees	22	0	0	0	0	22
Subtotal	619	48	0	1	6	674

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	9	5	0	0	0	14
Ongoing Rent	12	3	0	0	0	15
Rent Increase	27	5	0	0	0	32
Establishment of Home	6	1	0	0	0	7
Clothing	3	0	0	0	0	3
Client Share Rent Arrears	11	6	0	0	0	17
Miscellaneous	16	6	0	0	0	22
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	1	0	0	0	3
Storage Fees	1	0	0	0	0	1
Subtotal	87	27	0	0	0	114

Quarterly CBCFA Data: FY 24.1

Number of Days from Approval to Provision of Benefits

Total for all Centers

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	543	46	4	1	1	595
Ongoing Rent	218	26	6	0	0	250
Rent Increase	769	124	23	6	4	926
Establishment of Home	525	45	0	0	0	570
Clothing	76	2	1	0	0	79
Client Share Rent Arrears	771	83	1	0	3	858
Miscellaneous	459	34	1	1	1	496
Work Opp & Trans Bens	116	2	0	0	0	118
Moving Expenses	36	5	0	0	0	41
Storage Fees	153	10	0	0	0	163
Grand Total	3666	377	36	8	9	4096

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	72	1	0	0	0	73
Ongoing Rent	22	3	2	0	0	27
Rent Increase	63	12	3	0	0	78
Establishment of Home	50	2	0	0	0	52
Clothing	3	0	0	0	0	3
Client Share Rent Arrears	65	0	1	0	0	66
Miscellaneous	28	1	0	0	0	29
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	3	0	0	0	0	3
Storage Fees	26	0	0	0	0	26
Subtotal	332	19	6	0	0	357

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	78	2	0	0	0	80
Ongoing Rent	28	1	0	0	0	29
Rent Increase	148	7	0	0	0	155
Establishment of Home	31	1	0	0	0	32
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	116	0	0	0	1	117
Miscellaneous	90	0	0	0	0	90
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	13	0	0	0	0	13
Storage Fees	11	1	0	0	0	12
Subtotal	524	12	0	0	1	537

Quarterly CBCFA Data: FY 24.1

Number of Days from Approval to Provision of Benefits

Coney Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	47	4	0	0	0	51
Ongoing Rent	7	2	0	0	0	9
Rent Increase	45	14	0	0	1	60
Establishment of Home	23	4	0	0	0	27
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	84	9	0	0	2	95
Miscellaneous	58	5	0	0	0	63
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	12	1	0	0	0	13
Storage Fees	12	2	0	0	0	14
Subtotal	300	41	0	0	3	344

Garrison

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	103	21	2	0	0	126
Ongoing Rent	27	5	1	0	0	33
Rent Increase	277	27	6	2	2	314
Establishment of Home	78	20	0	0	0	98
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	167	31	0	0	1	199
Miscellaneous	79	10	0	0	0	89
Work Opp & Trans Bens	4	0	0	0	0	4
Moving Expenses	5	0	0	0	0	5
Storage Fees	23	3	0	0	0	26
Subtotal	766	118	9	2	3	898

Gramercy

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	27	0	0	0	0	27
Ongoing Rent	6	2	0	0	0	8
Rent Increase	6	1	0	0	0	7
Establishment of Home	20	0	0	0	0	20
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	13	0	0	0	0	13
Miscellaneous	13	0	0	0	0	13
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	4	0	0	0	0	4
Subtotal	91	3	0	0	0	94

Quarterly CBCFA Data: FY 24.1

Number of Days from Approval to Provision of Benefits

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	95	5	1	0	0	101
Ongoing Rent	26	5	2	0	0	33
Rent Increase	200	33	9	2	0	244
Establishment of Home	67	3	0	0	0	70
Clothing	9	0	1	0	0	10
Client Share Rent Arrears	193	13	0	0	0	206
Miscellaneous	46	8	0	1	0	55
Work Opp & Trans Bens	11	2	0	0	0	13
Moving Expenses	5	0	0	0	0	5
Storage Fees	18	0	0	0	0	18
Subtotal	670	69	13	3	0	755

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	56	0	0	1	1	58
Ongoing Rent	8	0	0	0	0	8
Rent Increase	42	2	1	0	0	45
Establishment of Home	43	2	0	0	0	45
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	73	6	0	0	0	79
Miscellaneous	34	6	0	0	0	40
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	4	1	0	0	0	5
Storage Fees	9	0	0	0	0	9
Subtotal	276	17	1	1	1	296

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	43	5	0	0	0	48
Ongoing Rent	18	1	1	0	0	20
Rent Increase	32	13	1	0	1	47
Establishment of Home	39	4	0	0	0	43
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	66	8	0	0	0	74
Miscellaneous	32	1	0	0	0	33
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	3	1	0	0	0	4
Storage Fees	30	3	0	0	0	33
Subtotal	268	36	2	0	1	307

Quarterly CBCFA Data: FY 24.1

Number of Days from Approval to Provision of Benefits

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	21	0	0	0	0	21
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	7	0	0	0	0	7
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	2	0	0	0	0	2
Miscellaneous	16	0	0	0	0	16
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	0	0	0	0	0	0
Subtotal	48	0	0	0	0	48

Number of Days from Approval to Provision of Benefits

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	67	7	0	0	0	74
Ongoing Rent	25	6	0	0	0	31
Rent Increase	69	18	2	1	0	90
Establishment of Home	44	3	0	0	0	47
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	89	16	0	0	0	105
Miscellaneous	37	3	1	0	0	41
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	1	0	0	0	0	1
Storage Fees	17	2	0	0	0	19
Subtotal	352	55	3	1	0	411

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	12	1	1	0	0	14
Ongoing Rent	1	0	0	0	0	1
Rent Increase	7	3	1	1	0	12
Establishment of Home	6	0	0	0	0	6
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	13	0	0	0	0	13
Miscellaneous	0	0	0	0	0	0
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	2	0	0	0	2
Storage Fees	1	0	0	0	0	1
Subtotal	50	6	2	1	0	59

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Provision of Benefits

Total for all Centers

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	377	238	16	1	3	635
Ongoing Rent	137	101	14	1	0	253
Rent Increase	587	290	41	9	10	937
Establishment of Home	384	189	5	0	1	579
Clothing	56	12	1	0	0	69
Client Share Rent Arrears	503	369	22	0	8	902
Miscellaneous	390	115	7	3	1	516
Work Opp & Trans Bens	97	22	0	0	0	119
Moving Expenses	29	10	2	0	0	41
Storage Fees	129	38	1	0	0	168
Grand Total	2689	1384	109	14	23	4219

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	54	17	2	0	0	73
Ongoing Rent	10	13	3	1	0	27
Rent Increase	39	30	7	2	0	78
Establishment of Home	38	13	1	0	0	52
Clothing	2	1	0	0	0	3
Client Share Rent Arrears	34	29	2	0	1	66
Miscellaneous	24	4	1	0	0	29
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	3	0	0	0	0	3
Storage Fees	25	1	0	0	0	26
Subtotal	229	108	16	3	1	357

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	59	20	1	0	0	80
Ongoing Rent	24	5	0	1	0	30
Rent Increase	131	25	0	0	0	156
Establishment of Home	26	6	0	0	0	32
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	95	17	3	2	1	118
Miscellaneous	87	3	0	0	0	90
Work Opp & Trans Bens	0	3	0	0	0	3
Moving Expenses	11	2	0	0	0	13
Storage Fees	11	1	0	0	0	12
Subtotal	450	82	4	3	1	540

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Provision of Benefits

Coney Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	33	17	0	0	0	50
Ongoing Rent	4	5	0	0	0	9
Rent Increase	33	25	1	0	1	60
Establishment of Home	20	7	0	0	0	27
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	59	32	2	0	2	95
Miscellaneous	49	14	0	0	0	63
Work Opp & Trans Bens	1	4	0	0	0	5
Moving Expenses	12	0	1	0	0	13
Storage Fees	9	5	0	0	0	14
Subtotal	227	109	4	0	3	343

Garrison

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	84	53	6	0	0	143
Ongoing Rent	20	11	2	0	0	33
Rent Increase	231	64	13	2	3	313
Establishment of Home	60	44	2	0	0	106
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	144	88	8	0	2	242
Miscellaneous	75	20	0	0	0	95
Work Opp & Trans Bens	3	2	0	0	0	5
Moving Expenses	3	2	0	0	0	5
Storage Fees	21	8	0	0	0	29
Subtotal	644	293	31	2	5	975

Gramercy

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	12	14	1	0	0	27
Ongoing Rent	5	2	1	0	0	8
Rent Increase	3	4	0	0	0	7
Establishment of Home	7	12	1	0	0	20
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	6	7	0	0	0	13
Miscellaneous	9	3	1	0	0	13
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	4	0	0	0	0	4
Subtotal	47	43	4	0	0	94

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Provision of Benefits

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	46	54	1	0	0	101
Ongoing Rent	12	19	3	0	0	34
Rent Increase	153	84	11	3	0	251
Establishment of Home	33	37	0	0	0	70
Clothing	8	1	1	0	0	10
Client Share Rent Arrears	111	95	0	0	0	206
Miscellaneous	34	20	0	1	0	55
Work Opp & Trans Bens	5	8	0	0	0	13
Moving Expenses	4	1	0	0	0	5
Storage Fees	14	4	1	0	0	19
Subtotal	420	323	17	4	0	764

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	48	12	1	0	3	64
Ongoing Rent	6	4	0	0	0	10
Rent Increase	36	9	2	0	1	48
Establishment of Home	28	16	0	0	1	45
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	52	30	1	0	1	84
Miscellaneous	31	9	0	0	0	40
Work Opp & Trans Bens	0	3	0	0	0	3
Moving Expenses	4	1	0	0	0	5
Storage Fees	9	0	0	0	0	9
Subtotal	218	84	4	0	6	312

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	15	30	2	1	0	48
Ongoing Rent	2	16	2	0	0	20
Rent Increase	11	33	3	0	1	48
Establishment of Home	14	28	1	0	0	43
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	19	54	1	0	0	74
Miscellaneous	19	13	1	0	0	33
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	2	2	0	0	0	4
Storage Fees	18	15	0	0	0	33
Subtotal	103	193	10	1	1	308

Quarterly CBCFA Data: FY 24.1

Number of Days from Completed Application to Provision of Benefits

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	20	1	0	0	0	21
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	7	0	0	0	0	7
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	1	1	0	0	0	2
Miscellaneous	16	0	0	0	0	16
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	0	0	0	0	0	0
Subtotal	46	2	0	0	0	48

Number of Days from Completed Application to Provision of Benefits

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	57	15	1	0	0	73
Ongoing Rent	18	11	2	0	0	31
Rent Increase	53	30	3	1	3	90
Establishment of Home	41	6	0	0	0	47
Clothing	0	1	0	0	0	1
Client Share Rent Arrears	69	25	8	0	2	104
Miscellaneous	29	11	1	0	0	41
Work Opp & Trans Bens	1	1	0	0	0	2
Moving Expenses	1	0	0	0	0	1
Storage Fees	17	3	0	0	0	20
Subtotal	286	103	15	1	5	410

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	8	5	1	0	0	14
Ongoing Rent	1	0	0	0	0	1
Rent Increase	4	6	1	0	1	12
Establishment of Home	5	1	0	0	0	6
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	2	8	0	0	0	10
Miscellaneous	9	4	0	0	0	13
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	1	1	0	0	2
Storage Fees	1	0	0	0	0	1
Subtotal	30	25	3	0	1	59

HOUSING SERVICES

	Active Cases @ FY 24.1	Capacity (units)	Capacity (%)
<u>Emergency Housing Occupancy</u>			
Commercial MOU/SRO Hotels			
Family	217	234	92.7%
Single	1,626	1,836	88.6%
Subtotal	1,843	2,070	89.0%
Transitional Congregate Facility	733	776	94.5%
<u>Non-Emergency Supported Housing Occupancy</u>			
Scatter Site	2,351	2,574	91.3%
Permanent Congregate facility	2,419	2,859	84.6%
Total	7,346	8,279	88.7%

FY 24.1	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,589	1,692	1,061
Transitional Congregate Facilities		658	480
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	266	110	13
Permanent Congregate Facilities		142	15
Total	2,855	2,602	1,569

FY 24 Year to Date	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,589	1,692	1,061
Transitional Congregate Facilities		658	480
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	266	110	13
Permanent Congregate Facilities		142	15
Total	2,855	2,602	1,569

Additional Housing Data: FY 24.1**FY 24.1 End**

Number of Commercial SRO Facilities	83 facilities / 2070 units
Number of Transitional Housing Providers	14 facilities / 776 units
Emergency Housing Facilities Inspected ⁹	73
Average Length of Stay (number of days) for Emergency Placements ¹⁰	151.7
Number of facilities used to provide emergency shelter placed on non-referral status	0
Number of facilities used to provide emergency shelter placed on discontinuance of use status	0

⁹ The number of inspections includes a quarterly inspection and any follow-up inspections.

¹⁰ Average length of stay is based on exit date minus entry date.

Quarterly Emergency Housing Data *
FY 24.1

Center	Referrals (Referrals to an emergency housing facility)	Placements (Indicates placements of at least one night in an emergency housing facility)
Amsterdam	316	162
Brownsville	197	135
Coney Island	82	47
Garrison	407	263
Gramercy	155	73
Grand Concourse	342	217
Greenwood	176	123
Hamilton	196	116
Housing Placement Unit	81	46
Queensboro	107	80
Serviceline	530	388
Staten Island	47	30
Total	2,636	1,680

* Of those clients that were referred to a facility and were not placed, the vast majority are no-shows.

Non-Emergency Housing Data: Number of Days from Approval to Placement

FY 24.1

Center	0-15 days	16-30 days	31-45 days	46-75 days	76-100 days	101+ days	Total
Amsterdam	3	0	1	2	1	2	9
Brownsville	1	0	2	2	2	1	8
Coney Island	5	0	1	0	0	2	8
Garrison	7	4	4	3	6	15	39
Gramercy	6	2	0	2	0	3	13
Grand Concourse	4	1	3	3	0	2	13
Greenwood	3	1	1	2	2	1	10
Hamilton	7	1	0	4	1	6	19
Housing Placement Unit	1	0	0	3	1	3	8
Queensboro	2	0	0	2	0	1	5
Serviceline	1	0	0	0	0	0	1
Staten Island	0	0	0	1	0	1	2
Total	40	9	12	24	13	37	135

VOCATIONAL REHABILITATION ACTIVITY

Vocational Rehabilitation Services Program:	Total for FY	
	24.1	FY 24
Computer Training	2	2
Individual Counseling Sessions	8	8
Job Club	0	0
Skills Day Sessions	2	2
Work Readiness Group	4	4

Clients With Earned Income ¹¹

FY 24.1

2,154

¹¹ This number reflects all active Cash Assistance cases budgeted for income.

Field Operations Staff

Total Number of Staff at End of FY 24.1

Center	Case Manager	Eligibility Specialist	PAA I	PAA II	PAA III	Sup I	Sup II	Sup III	Total Staff
Amsterdam	41	9	2	2	0	11	3	0	68
Brownsville	59	16	2	3	0	14	4	1	99
Coney Island	37	10	2	2	0	7	3	0	61
Garrison	108	27	5	4	0	23	5	1	173
Gramercy	24	6	2	2	0	5	2	0	41
Grand Concourse	79	24	6	2	0	18	3	1	133
Greenwood	48	13	2	2	0	9	4	0	78
Hamilton	43	7	3	2	0	7	3	0	65
Housing Placement Unit	10	0	0	0	0	1	1	0	12
Queensboro	58	14	3	3	0	8	4	0	90
Serviceline	11	2	1	0	0	3	0	0	17
Staten Island	11	3	2	1	0	3	1	0	21
Total	529	131	30	23	0	109	33	3	858

Case Staffing Ratio Based on Active Caseload *

Center	Cases			Staff			Family/ Staff Caseload Ratio	Single/ Staff Caseload Ratio	Overall Staff Caseload Ratio
	Family	Single	Total	Family	Single	Total			
Amsterdam	120	2,427	2,547	5	50	55	24.0	48.5	46.3
Brownsville	515	3,485	4,000	19	59	78	27.1	59.1	51.3
Coney Island	179	2,133	2,312	3	44	47	59.7	48.5	49.2
Garrison	642	6,260	6,902	25	112	137	25.7	55.9	50.4
Gramercy	1	1,427	1,428	0	31	31	NA	46.0	46.1
Grand Concourse	520	5,146	5,666	15	86	101	34.7	59.8	56.1
Greenwood	193	2,896	3,089	8	53	61	24.1	54.6	50.6
Hamilton	128	2,337	2,465	4	49	53	32.0	47.7	46.5
Housing Placement Unit	5	118	123	0	12	12	NA	9.8	10.3
Queensboro	200	2,846	3,046	10	60	70	20.0	47.4	43.5
Staten Island	80	681	761	3	12	15	26.7	56.8	50.7
Totals	2,583	29,756	32,339	92	568	660	28.1	52.4	49.0

*Active caseload as of September 30, 2023.

Quarterly Fair Hearings FY 24.1

Center	Hearings Requested	Decisions Rendered in Favor of Client	Compliance Within 30 Days	Compliance After 30 Days	Pending as of 9/30/23
Amsterdam	12	2	2	0	0
Brownsville	10	1	1	0	0
Coney Island	3	0	0	0	0
Garrison	31	2	2	0	0
Gramercy	6	0	0	0	0
Grand Concourse	20	3	3	0	0
Greenwood	10	2	2	0	0
Hamilton	4	1	1	0	0
Queensboro	5	0	0	0	0
Staten Island	3	0	0	0	0
Total	104	11	11	0	0

Decisions Rendered in Favor of Client **11**

Article 78 Decisions for Appellant **1**