

The City of New York
Human Resources Administration

HIV/AIDS SERVICES ADMINISTRATION

**QUARTERLY
PERFORMANCE
REPORT**

FY 18.1

July—September 2017



Bill de Blasio
Mayor

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Commissioner

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HIV/AIDS Services Administration

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HIV/AIDS Services Administration
Quarterly Performance Report
July—September 2017

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;
- Emergency and non-emergency 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 for a variety of additional services.

HASA is committed to service provision that is individualized, efficient, effective and of high quality. The work that HASA performs with its clients is based on the notion that all sectors of the community must work together to ensure that people living with HIV illness have adequate housing, financial security, medical care and other services necessary to allow them to manage the illness 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 18.1	FY 18 To Date
Information and Referral Inquiries at ServiceLine	4,147	4,147
Applications Received	1,669	1,669
Applications Ineligible: Did Not Meet Medical Criteria	53	53
Applications Pending	89	89
Applications Withdrawn By Referral Source	71	71
Applications Eligible	1,456	1,456
Cases Reopened	814	814
Cases Assigned	1,566	1,566
Cases Closed	1,206	1,206

Numbers Served	Cases Served @ FY 18.1 End
Cases ²	33,390
Clients ³	33,981
ACMs ⁴	10,259
Total persons served by HASA	44,240

Cases By Unit Type	Cases Served @ FY 18.1 End	% of All Cases
Single Cases	29,943	89.7%
Family Cases	3,408	10.2%
Prison (Assignment upon prison release)	39	0.1%
Total Cases	33,390	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.

Cases By Field Center

Cases Served
@ FY 18.1 End

	Family	% of All Family Cases	Overall	% of All Cases
Amsterdam	182	5.3%	2938	8.8%
Brownsville	558	16.4%	4141	12.4%
Coney Island	249	7.3%	2317	6.9%
Crotona	284	8.3%	2355	7.1%
Grand Concourse	315	9.2%	2939	8.8%
Greenwood	313	9.2%	3615	10.8%
Hamilton	179	5.3%	2732	8.2%
Housing Placement Unit	86	2.5%	539	1.6%
Jerome	309	9.1%	2229	6.7%
Kingsbridge	533	15.6%	4061	12.2%
Queensboro	301	8.8%	3308	9.9%
Staten Island	88	2.6%	735	2.2%
Waverly	11	0.3%	1451	4.3%
In ServiceLine (pending assignment)	0	0.0%	30	0.1%
Total Cases	3,408	100.0%	33,390	100.0%

	Adults		Children (17 and under)	
Clients By Age Group and Gender	% of All Clients	Active Clients @ FY 18.1 End	% of All Clients	Active Clients @ FY 18.1 End
Males	65.9%	22,380	0.1%	40
Females	33.9%	11,522	0.1%	39
<i>Subtotal</i>	<i>99.8%</i>	<i>33,902</i>	<i>0.2%</i>	<i>79</i>
Total Clients		33,981		

Clients By Borough of Residence	Clients Served @ FY 18.1 End	% of All Clients
Bronx	13,768	40.5%
Brooklyn	9,971	29.3%
Manhattan	6,454	19.0%
Queens	2,908	8.6%
Staten Island	847	2.5%
Unknown	33	0.1%
Total Clients	33,981	100.0%

Clients By Race / Ethnicity	Clients Served @ FY 18.1 End	% of All Clients
African-American	18,280	53.8%
Latino	10,858	32.0%
White	2,958	8.7%
Asian/Pacific Islander/Native American	288	0.8%
Unknown/Not Reported	1,597	4.7%
Total Clients	33,981	100.0%

Financial Assistance

BENEFITS SUMMARY

Number of Cases Receiving:

Active
Cases @
FY 18.1
End % of All
Cases

Rental Assistance ⁵

Standard Rental Assistance	447	1.3%
Enhanced Rental Assistance	667	2.0%
Above Enhanced Rental Assistance	16,598	49.7%
Total receiving rental assistance	17,712	53.0%
Temporary Assistance to Needy Families (TANF)	1,635	4.9%
Safety Net (SN)	26,125	78.2%
Total receiving PA cash assistance	27,760	83.1%
Federal Income (Individuals)		
Supplemental Security Income (SSI)	9,997	29.4%
Social Security Disability (SSD)	3,778	11.1%
Receiving both SSI & SSD	2,093	6.2%
Veterans Administration Benefits (VA)	174	0.5%
Total receiving SSI,SSD,VA benefits	13,949	41.0%

Clients With Earned Income ⁶

FY 18.1 End

1,936

⁵ 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.

Please note that these figures are not comparable to the rental assistance figures reported for prior periods.

These figures represent all active HASA individuals with or without cash assistance.

⁶ This number reflects all active Cash Assistance cases budgeted for income.

Cash Assistance Data By Center

Number of Closings/Reason for Closings

FY 18.1	Excess Income	Excess Income w/ SSI	Where abouts Unknown	Institutionalized	Died	In Prison	Failure to Recert	All Others	Total Cases Closed
Amsterdam	27	14	16	4	0	3	48	149	261
Brownsville	20	14	4	2	5	4	28	83	160
Coney Island	20	3	2	0	2	1	16	43	87
Crotona	31	7	3	1	3	0	37	68	150
Grand Concourse	32	13	12	2	5	5	33	84	186
Greenwood	34	9	7	5	3	4	14	93	169
Hamilton	26	9	3	0	1	1	18	73	131
Jerome	11	11	6	1	1	0	22	45	97
Kingsbridge	38	16	1	5	7	2	33	84	186
Queensboro	25	7	4	1	2	1	32	64	136
Staten Island	7	4	1	0	0	0	3	28	43
Waverly	7	15	5	0	2	2	9	53	93
Total	278	122	64	21	31	23	293	867	1,699

Cash Assistance Data By Center

Cases Closed In Error/Days to Re-open

FY 18.1	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	52	20	6	1	1	0	0	80
Brownsville	11	8	2	0	0	0	1	22
Coney Island	10	0	0	0	0	0	0	10
Crotona	13	3	0	1	0	0	0	17
Grand Concourse	21	4	1	0	0	0	0	26
Greenwood	7	9	0	0	1	1	0	18
Hamilton	6	3	2	1	1	0	0	13
Jerome	8	8	1	1	1	0	0	19
Kingsbridge	12	3	1	0	0	0	0	16
Queensboro	13	8	2	1	0	0	0	24
Staten Island	7	1	0	0	0	0	0	8
Waverly	7	2	0	0	0	0	0	9
Total	167	69	15	5	4	1	1	262

Cash Assistance Data By Center: FY 18.1

Amsterdam: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	111	12	22
16 to 30 days	15	40	45
31 to 45 days	6	12	16
46 to 65 days	1	0	50
66 to 75 days	0	0	2
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	67	55
1 to 5 days	8	11
6 to 10 days	0	1
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	38	14
16 to 30 days	26	56
31 to 45 days	10	10
46 to 65 days	0	4
66 to 75 days	0	0
76+ days	2	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	16	4
16 to 30 days	41	10
31 to 45 days	9	18
46 to 65 days	6	0
66 to 75 days	0	0
76+ days	1	0

Cash Assistance Data By Center: FY 18.1

Brownsville: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	115	10	17
16 to 30 days	18	25	43
31 to 45 days	8	20	22
46 to 65 days	4	10	57
66 to 75 days	0	0	3
76+ days	1	0	3

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	70	44
1 to 5 days	4	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	42	26
16 to 30 days	8	42
31 to 45 days	8	8
46 to 65 days	0	6
66 to 75 days	0	4
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	17	14
16 to 30 days	26	16
31 to 45 days	3	38
46 to 65 days	4	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	60	12	12
16 to 30 days	7	24	14
31 to 45 days	2	2	17
46 to 65 days	0	2	27
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	34	17
1 to 5 days	4	2
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	18	4
16 to 30 days	4	26
31 to 45 days	4	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	11	2
16 to 30 days	14	10
31 to 45 days	2	16
46 to 65 days	3	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Crotona: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	100	12	25
16 to 30 days	22	34	29
31 to 45 days	2	4	19
46 to 65 days	0	0	51
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	61	47
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	20	8
16 to 30 days	6	48
31 to 45 days	0	8
46 to 65 days	6	2
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	4	20
16 to 30 days	21	21
31 to 45 days	4	18
46 to 65 days	3	4
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	125	4	21
16 to 30 days	15	40	42
31 to 45 days	4	6	12
46 to 65 days	1	0	69
66 to 75 days	0	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	65	43
1 to 5 days	3	2
6 to 10 days	0	0
11 to 17 days	0	1
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	16	18
16 to 30 days	18	70
31 to 45 days	4	8
46 to 65 days	0	2
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	9	2
16 to 30 days	38	20
31 to 45 days	11	18
46 to 65 days	0	4
66 to 75 days	2	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Greenwood: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	113	10	16
16 to 30 days	13	29	35
31 to 45 days	5	22	21
46 to 65 days	3	4	58
66 to 75 days	1	0	2
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	54	40
1 to 5 days	6	11
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	34	14
16 to 30 days	2	52
31 to 45 days	10	2
46 to 65 days	2	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	11	6
16 to 30 days	31	16
31 to 45 days	9	22
46 to 65 days	3	2
66 to 75 days	1	0
76+ days	2	0

Cash Assistance Data By Center: FY 18.1

Hamilton: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	105	9	26
16 to 30 days	12	34	38
31 to 45 days	2	30	15
46 to 65 days	1	2	38
66 to 75 days	0	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	80	57
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	22	10
16 to 30 days	24	88
31 to 45 days	12	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	12	12
16 to 30 days	25	12
31 to 45 days	3	32
46 to 65 days	3	0
66 to 75 days	0	2
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Jerome: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	62	6	12
16 to 30 days	20	18	19
31 to 45 days	6	10	6
46 to 65 days	0	0	48
66 to 75 days	0	0	3
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	38	37
1 to 5 days	4	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	16	8
16 to 30 days	6	32
31 to 45 days	4	6
46 to 65 days	2	2
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	4
16 to 30 days	11	18
31 to 45 days	4	12
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Kingsbridge: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	124	29	35
16 to 30 days	29	48	35
31 to 45 days	9	28	24
46 to 65 days	0	1	67
66 to 75 days	0	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	79	61
1 to 5 days	2	5
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	46	16
16 to 30 days	22	70
31 to 45 days	2	8
46 to 65 days	4	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	13	8
16 to 30 days	41	16
31 to 45 days	11	24
46 to 65 days	4	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Queensboro: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	80	16	25
16 to 30 days	20	34	28
31 to 45 days	3	8	8
46 to 65 days	0	2	41
66 to 75 days	0	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	55	50
1 to 5 days	3	3
6 to 10 days	1	0
11 to 17 days	2	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	18	10
16 to 30 days	10	80
31 to 45 days	6	8
46 to 65 days	2	0
66 to 75 days	0	0
76+ days	2	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	5	2
16 to 30 days	20	14
31 to 45 days	6	14
46 to 65 days	0	0
66 to 75 days	1	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	18	22	1
16 to 30 days	6	8	5
31 to 45 days	0	0	4
46 to 65 days	1	2	14
66 to 75 days	0	0	1
76+ days	0	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	5	4
1 to 5 days	1	2
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	14	0
16 to 30 days	10	10
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	4	6
16 to 30 days	14	5
31 to 45 days	2	10
46 to 65 days	2	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Waverly: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	73	4	21
16 to 30 days	8	10	25
31 to 45 days	2	10	6
46 to 65 days	0	4	31
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	45	37
1 to 5 days	2	2
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	14	0
16 to 30 days	6	6
31 to 45 days	4	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	2	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	5	0
16 to 30 days	21	10
31 to 45 days	6	16
46 to 65 days	0	2
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	1086	146	233
16 to 30 days	185	344	358
31 to 45 days	49	152	170
46 to 65 days	11	27	551
66 to 75 days	2	0	15
76+ days	1	0	4

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	653	492
1 to 5 days	38	53
6 to 10 days	1	1
11 to 17 days	2	1
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	298	128
16 to 30 days	142	580
31 to 45 days	64	62
46 to 65 days	16	16
66 to 75 days	0	4
76+ days	6	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	112	80
16 to 30 days	303	168
31 to 45 days	70	238
46 to 65 days	29	12
66 to 75 days	4	2
76+ days	3	0

Cash Assistance Data By Center: FY 18.1

Amsterdam: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

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

Cash Assistance Data By Center: FY 18.1

Brownsville: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	15	10	3
16 to 30 days	4	10	8
31 to 45 days	2	14	4
46 to 65 days	0	0	5
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	7	4
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	12	8
16 to 30 days	15	19
31 to 45 days	6	0
46 to 65 days	2	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	4
16 to 30 days	3	4
31 to 45 days	0	16
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	3	0	1
16 to 30 days	1	12	1
31 to 45 days	2	6	2
46 to 65 days	0	0	2
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	12	0
16 to 30 days	0	10
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	5	4
31 to 45 days	0	8
46 to 65 days	0	2
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Crotona: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	0	0	0
16 to 30 days	6	10	1
31 to 45 days	1	10	3
46 to 65 days	0	0	3
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	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	0	0
16 to 30 days	2	4
31 to 45 days	0	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	2	2
16 to 30 days	4	8
31 to 45 days	1	4
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

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	9	4	5
16 to 30 days	5	12	3
31 to 45 days	0	0	1
46 to 65 days	0	0	5
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	4	1
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	0	6
16 to 30 days	0	16
31 to 45 days	0	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	1	2
16 to 30 days	2	4
31 to 45 days	0	0
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Greenwood: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	5	0	1
16 to 30 days	0	2	4
31 to 45 days	0	10	0
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	3	1
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	10	0
16 to 30 days	2	10
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	10
16 to 30 days	2	12
31 to 45 days	0	8
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Hamilton: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	4	2	2
16 to 30 days	3	6	2
31 to 45 days	0	0	2
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	4	4
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	6	0
16 to 30 days	2	12
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	4	0
76+ days	0	0

Food Stamp Separate Determinations

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

Cash Assistance Data By Center: FY 18.1

Jerome: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	0	0	0
16 to 30 days	3	5	0
31 to 45 days	1	0	2
46 to 65 days	0	0	2
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	0
16 to 30 days	2	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	3	2
16 to 30 days	1	6
31 to 45 days	0	2
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Kingsbridge: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	3	0	0
16 to 30 days	1	20	2
31 to 45 days	2	10	2
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	2	3
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	2
16 to 30 days	6	12
31 to 45 days	0	0
46 to 65 days	4	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	4
16 to 30 days	8	2
31 to 45 days	2	20
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 18.1

Queensboro: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	10	0	1
16 to 30 days	2	0	6
31 to 45 days	1	12	2
46 to 65 days	1	0	4
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	3	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	10	6
16 to 30 days	10	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	4	14
16 to 30 days	3	0
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 18.1

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	1	0	1
16 to 30 days	0	0	0
31 to 45 days	0	0	0
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	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	4	0
16 to 30 days	0	0
31 to 45 days	4	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	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 18.1

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	51	20	14
16 to 30 days	27	83	28
31 to 45 days	9	62	19
46 to 65 days	1	0	24
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	26	14
1 to 5 days	4	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	62	24
16 to 30 days	51	89
31 to 45 days	14	8
46 to 65 days	6	0
66 to 75 days	4	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	24	46
16 to 30 days	34	44
31 to 45 days	4	78
46 to 65 days	4	2
66 to 75 days	2	0
76+ days	0	0

Quarterly CBCFA Data: FY 18.1

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	641	6	0	0	0	647
Ongoing Rent	723	12	0	0	0	735
Rent Increase	1323	7	1	0	0	1331
Establishment of Home	276	3	0	0	0	279
Immigration Status	375	5	0	0	0	380
Clothing	188	1	0	0	0	189
Client Share Rent Arrears	1461	17	0	0	0	1478
Miscellaneous	1014	6	1	0	0	1021
Work Opp & Trans Bens	359	5	3	0	0	367
Moving Expenses	165	1	0	0	0	166
Storage Fees	732	4	1	0	0	737
Grand Total	7257	67	6	0	0	7330

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	46	2	0	0	0	48
Ongoing Rent	62	3	0	0	0	65
Rent Increase	64	0	0	0	0	64
Establishment of Home	26	0	0	0	0	26
Immigration Status	13	0	0	0	0	13
Clothing	23	0	0	0	0	23
Client Share Rent Arrears	102	2	0	0	0	104
Miscellaneous	65	2	0	0	0	67
Work Opp & Trans Bens	27	1	1	0	0	29
Moving Expenses	13	0	0	0	0	13
Storage Fees	55	1	0	0	0	56
Subtotal	496	11	1	0	0	508

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	84	0	0	0	0	84
Ongoing Rent	84	0	0	0	0	84
Rent Increase	174	1	0	0	0	175
Establishment of Home	19	0	0	0	0	19
Immigration Status	82	2	0	0	0	84
Clothing	21	1	0	0	0	22
Client Share Rent Arrears	179	1	0	0	0	180
Miscellaneous	126	1	0	0	0	127
Work Opp & Trans Bens	54	2	0	0	0	56
Moving Expenses	44	0	0	0	0	44
Storage Fees	155	2	0	0	0	157
Subtotal	1022	10	0	0	0	1032

Quarterly CBCFA Data: FY 18.1

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	30	0	0	0	0	30
Ongoing Rent	58	0	0	0	0	58
Rent Increase	119	0	0	0	0	119
Establishment of Home	6	0	0	0	0	6
Immigration Status	35	0	0	0	0	35
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	77	0	0	0	0	77
Miscellaneous	61	0	0	0	0	61
Work Opp & Trans Bens	17	0	0	0	0	17
Moving Expenses	14	0	0	0	0	14
Storage Fees	19	0	0	0	0	19
Subtotal	440	0	0	0	0	440

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	55	0	0	0	0	55
Ongoing Rent	78	1	0	0	0	79
Rent Increase	121	0	0	0	0	121
Establishment of Home	36	0	0	0	0	36
Immigration Status	45	1	0	0	0	46
Clothing	17	0	0	0	0	17
Client Share Rent Arrears	143	2	0	0	0	145
Miscellaneous	97	0	0	0	0	97
Work Opp & Trans Bens	25	0	0	0	0	25
Moving Expenses	9	0	0	0	0	9
Storage Fees	81	0	0	0	0	81
Subtotal	707	4	0	0	0	711

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	52	0	0	0	0	52
Ongoing Rent	63	0	0	0	0	63
Rent Increase	156	2	1	0	0	159
Establishment of Home	26	0	0	0	0	26
Immigration Status	29	0	0	0	0	29
Clothing	22	0	0	0	0	22
Client Share Rent Arrears	185	3	0	0	0	188
Miscellaneous	94	0	0	0	0	94
Work Opp & Trans Bens	48	0	0	0	0	48
Moving Expenses	3	0	0	0	0	3
Storage Fees	39	0	0	0	0	39
Subtotal	717	5	1	0	0	723

Quarterly CBCFA Data: FY 18.1

Number of Days from Initial Request to Completed Application

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	50	0	0	0	0	50
Ongoing Rent	70	2	0	0	0	72
Rent Increase	127	2	0	0	0	129
Establishment of Home	15	0	0	0	0	15
Immigration Status	22	1	0	0	0	23
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	115	2	0	0	0	117
Miscellaneous	82	2	0	0	0	84
Work Opp & Trans Bens	29	0	0	0	0	29
Moving Expenses	18	0	0	0	0	18
Storage Fees	76	0	1	0	0	77
Subtotal	614	9	1	0	0	624

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	43	2	0	0	0	45
Ongoing Rent	68	3	0	0	0	71
Rent Increase	46	1	0	0	0	47
Establishment of Home	32	2	0	0	0	34
Immigration Status	16	0	0	0	0	16
Clothing	12	0	0	0	0	12
Client Share Rent Arrears	88	4	0	0	0	92
Miscellaneous	64	0	0	0	0	64
Work Opp & Trans Bens	16	0	0	0	0	16
Moving Expenses	10	0	0	0	0	10
Storage Fees	46	0	0	0	0	46
Subtotal	441	12	0	0	0	453

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	42	0	0	0	0	42
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	4	0	0	0	0	4
Immigration Status	0	0	0	0	0	0
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	43	0	0	0	0	43
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	6	0	0	0	0	6
Storage Fees	19	0	0	0	0	19
Subtotal	121	0	0	0	0	121

Quarterly CBCFA Data: FY 18.1

Number of Days from Initial Request to Completed Application

Jerome

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	34	1	0	0	0	35
Ongoing Rent	27	0	0	0	0	27
Rent Increase	103	0	0	0	0	103
Establishment of Home	17	0	0	0	0	17
Immigration Status	14	0	0	0	0	14
Clothing	16	0	0	0	0	16
Client Share Rent Arrears	136	0	0	0	0	136
Miscellaneous	80	0	1	0	0	81
Work Opp & Trans Bens	36	0	0	0	0	36
Moving Expenses	10	0	0	0	0	10
Storage Fees	40	1	0	0	0	41
Subtotal	513	2	1	0	0	516

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	72	0	0	0	0	72
Ongoing Rent	66	0	0	0	0	66
Rent Increase	211	0	0	0	0	211
Establishment of Home	32	0	0	0	0	32
Immigration Status	42	0	0	0	0	42
Clothing	39	0	0	0	0	39
Client Share Rent Arrears	267	1	0	0	0	268
Miscellaneous	182	1	0	0	0	183
Work Opp & Trans Bens	46	0	0	0	0	46
Moving Expenses	19	0	0	0	0	19
Storage Fees	57	0	0	0	0	57
Subtotal	1033	2	0	0	0	1035

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	71	0	0	0	0	71
Ongoing Rent	83	3	0	0	0	86
Rent Increase	145	0	0	0	0	145
Establishment of Home	32	0	0	0	0	32
Immigration Status	55	1	0	0	0	56
Clothing	11	0	0	0	0	11
Client Share Rent Arrears	109	2	0	0	0	111
Miscellaneous	80	0	0	0	0	80
Work Opp & Trans Bens	28	2	1	0	0	31
Moving Expenses	11	1	0	0	0	12
Storage Fees	86	0	0	0	0	86
Subtotal	711	9	1	0	0	721

Quarterly CBCFA Data: FY 18.1

Number of Days from Initial Request to Completed Application

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	26	1	0	0	0	27
Ongoing Rent	32	0	0	0	0	32
Rent Increase	33	0	0	0	0	33
Establishment of Home	13	1	0	0	0	14
Immigration Status	14	0	0	0	0	14
Clothing	8	0	0	0	0	8
Client Share Rent Arrears	24	0	0	0	0	24
Miscellaneous	19	0	0	0	0	19
Work Opp & Trans Bens	23	0	1	0	0	24
Moving Expenses	5	0	0	0	0	5
Storage Fees	35	0	0	0	0	35
Subtotal	232	2	1	0	0	235

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	36	0	0	0	0	36
Ongoing Rent	31	0	0	0	0	31
Rent Increase	24	1	0	0	0	25
Establishment of Home	18	0	0	0	0	18
Immigration Status	8	0	0	0	0	8
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	36	0	0	0	0	36
Miscellaneous	21	0	0	0	0	21
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	3	0	0	0	0	3
Storage Fees	24	0	0	0	0	24
Subtotal	210	1	0	0	0	211

Quarterly CBCFA Data: FY 18.1

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	586	42	2	0	0	630
Ongoing Rent	596	81	1	2	1	681
Rent Increase	1,190	72	2	1	0	1,265
Establishment of Home	216	24	0	1	0	241
Immigration Status	339	39	1	1	0	380
Clothing	149	4	0	0	0	153
Client Share Rent Arrears	1,112	150	7	1	0	1,270
Miscellaneous	885	41	2	1	0	929
Work Opp & Trans Bens	276	54	4	0	0	334
Moving Expenses	186	3	0	0	0	189
Storage Fees	626	14	1	0	0	641
Grand Total	6,161	524	20	7	1	6,713

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	40	4	1	0	0	45
Ongoing Rent	46	12	1	2	0	61
Rent Increase	55	7	0	0	0	62
Establishment of Home	21	5	0	0	0	26
Immigration Status	12	1	0	1	0	14
Clothing	20	2	0	0	0	22
Client Share Rent Arrears	67	30	4	1	0	102
Miscellaneous	59	6	1	0	0	66
Work Opp & Trans Bens	17	9	2	0	0	28
Moving Expenses	12	1	0	0	0	13
Storage Fees	52	0	0	0	0	52
Subtotal	401	77	9	4	0	491

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	81	8	1	0	0	90
Ongoing Rent	70	11	0	0	0	81
Rent Increase	154	23	0	0	0	177
Establishment of Home	15	3	0	1	0	19
Immigration Status	80	6	1	0	0	87
Clothing	18	0	0	0	0	18
Client Share Rent Arrears	144	32	0	0	0	176
Miscellaneous	116	5	0	0	0	121
Work Opp & Trans Bens	47	12	1	0	0	60
Moving Expenses	45	0	0	0	0	45
Storage Fees	154	2	0	0	0	156
Subtotal	924	102	3	1	0	1,030

Quarterly CBCFA Data: FY 18.1**Number of Days from Completed Application Approval or Denial****Coney Island**

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	1	0	0	0	33
Ongoing Rent	46	6	0	0	0	52
Rent Increase	114	2	0	0	0	116
Establishment of Home	7	0	0	0	0	7
Immigration Status	31	3	0	0	0	34
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	71	6	0	0	0	77
Miscellaneous	58	1	0	0	0	59
Work Opp & Trans Bens	18	1	0	0	0	19
Moving Expenses	14	0	0	0	0	14
Storage Fees	18	0	0	0	0	18
Subtotal	413	20	0	0	0	433

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	1	0	0	0	33
Ongoing Rent	46	6	0	0	0	52
Rent Increase	114	2	0	0	0	116
Establishment of Home	7	0	0	0	0	7
Immigration Status	31	3	0	0	0	34
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	71	6	0	0	0	77
Miscellaneous	58	1	0	0	0	59
Work Opp & Trans Bens	18	1	0	0	0	19
Moving Expenses	14	0	0	0	0	14
Storage Fees	18	0	0	0	0	18
Subtotal	413	20	0	0	0	433

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	1	0	0	0	33
Ongoing Rent	46	6	0	0	0	52
Rent Increase	114	2	0	0	0	116
Establishment of Home	7	0	0	0	0	7
Immigration Status	31	3	0	0	0	34
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	71	6	0	0	0	77
Miscellaneous	58	1	0	0	0	59
Work Opp & Trans Bens	18	1	0	0	0	19
Moving Expenses	14	0	0	0	0	14
Storage Fees	18	0	0	0	0	18
Subtotal	413	20	0	0	0	433

Quarterly CBCFA Data: FY 18.1

Number of Days from Completed Application Approval or Denial

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	48	3	0	0	0	51
Ongoing Rent	64	5	0	0	0	69
Rent Increase	124	3	0	0	0	127
Establishment of Home	12	1	0	0	0	13
Immigration Status	26	2	0	0	0	28
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	110	7	0	0	0	117
Miscellaneous	87	0	0	0	0	87
Work Opp & Trans Bens	26	5	0	0	0	31
Moving Expenses	17	0	0	0	0	17
Storage Fees	73	0	0	0	0	73
Subtotal	597	26	0	0	0	623

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	41	2	0	0	0	43
Ongoing Rent	59	13	0	0	0	72
Rent Increase	42	4	0	1	0	47
Establishment of Home	32	4	0	0	0	36
Immigration Status	14	2	0	0	0	16
Clothing	13	0	0	0	0	13
Client Share Rent Arrears	73	14	1	0	0	88
Miscellaneous	54	8	1	1	0	64
Work Opp & Trans Bens	12	2	0	0	0	14
Moving Expenses	9	1	0	0	0	10
Storage Fees	40	3	1	0	0	44
Subtotal	389	53	3	2	0	447

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	41	0	0	0	0	41
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	3	0	0	0	0	3
Immigration Status	0	0	0	0	0	0
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	45	0	0	0	0	45
Work Opp & Trans Bens	4	0	0	0	0	4
Moving Expenses	6	0	0	0	0	6
Storage Fees	18	0	0	0	0	18
Subtotal	119	0	0	0	0	119

Quarterly CBCFA Data: FY 18.1

Number of Days from Completed Application Approval or Denial

Jerome

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	
New Apartment	38	4	0	0	0	Total
Ongoing Rent	30	3	0	0	0	33
Rent Increase	97	5	0	0	0	102
Establishment of Home	20	1	0	0	0	21
Immigration Status	12	1	0	0	0	13
Clothing	16	1	0	0	0	17
Client Share Rent Arrears	122	10	1	0	0	133
Miscellaneous	76	4	0	0	0	80
Work Opp & Trans Bens	34	4	0	0	0	38
Moving Expenses	13	0	0	0	0	13
Storage Fees	42	0	0	0	0	42
Subtotal	500	29	1	0	0	530

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	70	4	0	0	0	74
Ongoing Rent	59	6	0	0	0	65
Rent Increase	189	12	2	0	0	203
Establishment of Home	30	1	0	0	0	31
Immigration Status	37	6	0	0	0	43
Clothing	35	1	0	0	0	36
Client Share Rent Arrears	228	21	1	0	0	250
Miscellaneous	166	5	0	0	0	171
Work Opp & Trans Bens	37	9	1	0	0	47
Moving Expenses	19	0	0	0	0	19
Storage Fees	58	1	0	0	0	59
Subtotal	928	66	4	0	0	998

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	76	7	0	0	0	83
Ongoing Rent	73	5	0	0	1	79
Rent Increase	137	7	0	0	0	144
Establishment of Home	37	3	0	0	0	40
Immigration Status	47	9	0	0	0	56
Clothing	11	0	0	0	0	11
Client Share Rent Arrears	100	8	0	0	0	108
Miscellaneous	71	6	0	0	0	77
Work Opp & Trans Bens	23	6	0	0	0	29
Moving Expenses	12	1	0	0	0	13
Storage Fees	82	2	0	0	0	84
Subtotal	669	54	0	0	1	724

Quarterly CBCFA Data: FY 18.1**Number of Days from Completed Application Approval or Denial****Staten Island**

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	24	6	0	0	0	30
Ongoing Rent	29	4	0	0	0	33
Rent Increase	28	3	0	0	0	31
Establishment of Home	11	5	0	0	0	16
Immigration Status	12	2	0	0	0	14
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	22	4	0	0	0	26
Miscellaneous	17	3	0	0	0	20
Work Opp & Trans Bens	19	4	0	0	0	23
Moving Expenses	6	0	0	0	0	6
Storage Fees	34	4	0	0	0	38
Subtotal	211	35	0	0	0	246

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	31	1	0	0	0	32
Ongoing Rent	27	4	0	0	0	31
Rent Increase	22	2	0	0	0	24
Establishment of Home	14	1	0	0	0	15
Immigration Status	6	1	0	0	0	7
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	33	6	0	0	0	39
Miscellaneous	20	1	0	0	0	21
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	5	0	0	0	0	5
Storage Fees	19	2	0	0	0	21
Subtotal	184	18	0	0	0	202

Quarterly CBCFA Data: FY 18.1

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	426	43	3	2	0	474
Ongoing Rent	172	70	7	2	0	251
Rent Increase	406	191	26	11	1	635
Establishment of Home	203	15	3	0	0	221
Immigration Status	334	9	1	2	0	346
Clothing	100	14	2	2	1	119
Client Share Rent Arrears	858	152	24	6	1	1,041
Miscellaneous	722	81	12	2	1	818
Work Opp & Trans Bens	194	37	10	5	1	247
Moving Expenses	113	14	5	2	0	134
Storage Fees	514	48	12	4	0	578
Grand Total	4,042	674	105	38	5	4,864

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	31	1	0	0	0	32
Ongoing Rent	7	2	0	0	0	9
Rent Increase	7	2	0	0	0	9
Establishment of Home	23	1	1	0	0	25
Immigration Status	13	0	0	0	0	13
Clothing	12	2	0	0	0	14
Client Share Rent Arrears	45	7	0	0	1	53
Miscellaneous	52	4	1	1	0	58
Work Opp & Trans Bens	9	1	0	0	0	10
Moving Expenses	9	0	0	0	0	9
Storage Fees	37	3	1	1	0	42
Subtotal	245	23	3	2	1	274

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	49	11	2	1	0	63
Ongoing Rent	7	5	2	1	0	15
Rent Increase	15	11	9	5	0	40
Establishment of Home	13	1	0	0	0	14
Immigration Status	84	1	0	1	0	86
Clothing	13	3	0	0	0	16
Client Share Rent Arrears	81	28	13	4	0	126
Miscellaneous	81	14	7	0	0	102
Work Opp & Trans Bens	25	7	2	3	0	37
Moving Expenses	24	7	5	1	0	37
Storage Fees	108	16	7	2	0	133
Subtotal	500	104	47	18	0	669

Quarterly CBCFA Data: FY 18.1

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	22	1	0	0	0	23
Ongoing Rent	24	8	0	0	0	32
Rent Increase	78	17	0	0	0	95
Establishment of Home	7	1	0	0	0	8
Immigration Status	31	0	0	0	0	31
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	56	7	0	0	0	63
Miscellaneous	47	1	0	0	0	48
Work Opp & Trans Bens	16	0	0	0	0	16
Moving Expenses	10	0	0	0	0	10
Storage Fees	17	0	0	0	0	17
Subtotal	310	35	0	0	0	345

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	22	1	0	0	0	23
Ongoing Rent	24	8	0	0	0	32
Rent Increase	78	17	0	0	0	95
Establishment of Home	7	1	0	0	0	8
Immigration Status	31	0	0	0	0	31
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	56	7	0	0	0	63
Miscellaneous	47	1	0	0	0	48
Work Opp & Trans Bens	16	0	0	0	0	16
Moving Expenses	10	0	0	0	0	10
Storage Fees	17	0	0	0	0	17
Subtotal	310	35	0	0	0	345

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	34	2	0	0	0	36
Ongoing Rent	23	12	0	0	0	35
Rent Increase	89	19	3	0	0	111
Establishment of Home	21	0	0	0	0	21
Immigration Status	29	0	0	0	0	29
Clothing	8	2	0	0	0	10
Client Share Rent Arrears	129	9	1	0	0	139
Miscellaneous	66	4	0	0	0	70
Work Opp & Trans Bens	11	13	3	2	1	30
Moving Expenses	2	1	0	0	0	3
Storage Fees	27	3	0	0	0	30
Subtotal	439	65	7	2	1	514

Quarterly CBCFA Data: FY 18.1

Number of Days from Approval to Provision of Benefits

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	36	4	0	0	0	40
Ongoing Rent	10	12	0	0	0	22
Rent Increase	12	39	2	0	0	53
Establishment of Home	13	0	0	0	0	13
Immigration Status	21	1	0	0	0	22
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	86	14	1	0	0	101
Miscellaneous	71	6	0	0	0	77
Work Opp & Trans Bens	19	2	0	0	0	21
Moving Expenses	14	0	0	0	0	14
Storage Fees	60	2	0	0	0	62
Subtotal	352	80	3	0	0	435

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	31	3	0	1	0	35
Ongoing Rent	6	3	2	1	0	12
Rent Increase	9	3	1	5	1	19
Establishment of Home	26	3	1	0	0	30
Immigration Status	13	0	0	0	0	13
Clothing	6	1	1	2	1	11
Client Share Rent Arrears	48	7	1	2	0	58
Miscellaneous	43	3	1	1	0	48
Work Opp & Trans Bens	3	0	2	0	0	5
Moving Expenses	9	0	0	0	0	9
Storage Fees	32	5	2	0	0	39
Subtotal	226	28	11	12	2	279

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	29	5	1	0	0	35
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	4	0	0	0	0	4
Immigration Status	0	0	0	0	0	0
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	40	3	0	0	1	44
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	3	0	0	0	0	3
Storage Fees	16	0	1	0	0	17
Subtotal	95	8	2	0	1	106

Quarterly CBCFA Data: FY 18.1

Number of Days from Approval to Provision of Benefits

Jerome

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	29	7	0	0	0	36
Ongoing Rent	14	4	0	0	0	18
Rent Increase	21	18	3	0	0	42
Establishment of Home	15	3	0	0	0	18
Immigration Status	12	1	0	0	0	13
Clothing	8	3	1	0	0	12
Client Share Rent Arrears	64	32	6	0	0	102
Miscellaneous	53	22	1	0	0	76
Work Opp & Trans Bens	27	6	2	0	0	35
Moving Expenses	5	2	0	1	0	8
Storage Fees	27	10	1	1	0	39
Subtotal	275	108	14	2	0	399

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	46	4	0	0	0	50
Ongoing Rent	22	10	3	0	0	35
Rent Increase	62	45	7	1	0	115
Establishment of Home	22	3	1	0	0	26
Immigration Status	34	2	1	1	0	38
Clothing	22	1	0	0	0	23
Client Share Rent Arrears	168	28	2	0	0	198
Miscellaneous	130	15	2	0	0	147
Work Opp & Trans Bens	31	2	1	0	0	34
Moving Expenses	12	2	0	0	0	14
Storage Fees	52	1	0	0	0	53
Subtotal	601	113	17	2	0	733

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	61	2	0	0	0	63
Ongoing Rent	18	4	0	0	0	22
Rent Increase	23	18	0	0	0	41
Establishment of Home	28	1	0	0	0	29
Immigration Status	49	3	0	0	0	52
Clothing	9	2	0	0	0	11
Client Share Rent Arrears	87	7	0	0	0	94
Miscellaneous	67	6	0	0	0	73
Work Opp & Trans Bens	19	2	0	0	0	21
Moving Expenses	8	1	0	0	0	9
Storage Fees	71	6	0	0	0	77
Subtotal	440	52	0	0	0	492

Quarterly CBCFA Data: FY 18.1

Number of Days from Approval to Provision of Benefits

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	22	0	0	0	0	22
Ongoing Rent	6	1	0	0	0	7
Rent Increase	3	1	0	0	0	4
Establishment of Home	14	0	0	0	0	14
Immigration Status	10	0	0	0	0	10
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	22	0	0	0	0	22
Miscellaneous	14	1	0	0	0	15
Work Opp & Trans Bens	14	3	0	0	0	17
Moving Expenses	5	0	0	0	0	5
Storage Fees	34	0	0	0	0	34
Subtotal	150	6	0	0	0	156

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	14	2	0	0	0	16
Ongoing Rent	10	1	0	0	0	11
Rent Increase	9	1	1	0	0	11
Establishment of Home	10	1	0	0	0	11
Immigration Status	7	1	0	0	0	8
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	16	6	0	0	0	22
Miscellaneous	11	1	0	0	0	12
Work Opp & Trans Bens	2	1	0	0	0	3
Moving Expenses	2	1	0	0	0	3
Storage Fees	16	2	0	0	0	18
Subtotal	99	17	1	0	0	117

Quarterly CBCFA Data: FY 18.1

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	326	146	15	4	0	491
Ongoing Rent	95	110	34	1	1	241
Rent Increase	233	273	62	15	2	585
Establishment of Home	151	75	13	0	0	239
Immigration Status	295	48	5	5	0	353
Clothing	94	27	4	4	1	130
Client Share Rent Arrears	587	427	70	15	1	1,100
Miscellaneous	613	199	35	2	2	851
Work Opp & Trans Bens	92	127	21	13	1	254
Moving Expenses	96	27	7	2	0	132
Storage Fees	482	117	22	8	0	629
Grand Total	3,064	1,576	288	69	8	5,005

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	25	5	2	0	0	32
Ongoing Rent	6	2	1	0	0	9
Rent Increase	4	5	0	0	0	9
Establishment of Home	15	9	1	0	0	25
Immigration Status	10	2	0	1	0	13
Clothing	12	1	1	0	0	14
Client Share Rent Arrears	21	24	5	1	1	52
Miscellaneous	42	11	4	0	1	58
Work Opp & Trans Bens	6	4	0	0	0	10
Moving Expenses	6	3	0	0	0	9
Storage Fees	30	9	1	2	0	42
Subtotal	177	75	15	4	2	273

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	33	24	5	1	0	63
Ongoing Rent	4	8	3	1	0	16
Rent Increase	6	14	15	5	0	40
Establishment of Home	7	5	2	0	0	14
Immigration Status	77	6	2	1	0	86
Clothing	10	5	1	0	0	16
Client Share Rent Arrears	48	45	25	8	0	126
Miscellaneous	67	25	9	1	0	102
Work Opp & Trans Bens	10	19	3	5	0	37
Moving Expenses	20	9	7	1	0	37
Storage Fees	92	28	9	4	0	133
Subtotal	374	188	81	27	0	670

Quarterly CBCFA Data: FY 18.1

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	16	7	0	0	0	23
Ongoing Rent	18	14	0	0	0	32
Rent Increase	65	29	1	0	0	95
Establishment of Home	4	4	0	0	0	8
Immigration Status	28	3	0	0	0	31
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	49	14	0	0	0	63
Miscellaneous	42	6	0	0	0	48
Work Opp & Trans Bens	5	11	0	0	0	16
Moving Expenses	8	2	0	0	0	10
Storage Fees	16	1	0	0	0	17
Subtotal	253	91	1	0	0	345

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	27	14	0	0	0	41
Ongoing Rent	3	17	1	0	0	21
Rent Increase	27	16	2	0	0	45
Establishment of Home	15	8	1	0	0	24
Immigration Status	33	5	0	0	0	38
Clothing	11	1	0	0	0	12
Client Share Rent Arrears	69	39	3	0	0	111
Miscellaneous	58	20	1	0	0	79
Work Opp & Trans Bens	7	11	1	0	0	19
Moving Expenses	6	1	0	0	0	7
Storage Fees	55	11	0	1	0	67
Subtotal	311	143	9	1	0	464

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	19	14	1	2	0	36
Ongoing Rent	17	8	10	0	0	35
Rent Increase	48	50	11	2	0	111
Establishment of Home	11	8	2	0	0	21
Immigration Status	25	4	0	0	0	29
Clothing	6	4	0	0	0	10
Client Share Rent Arrears	65	66	9	0	0	140
Miscellaneous	48	20	2	0	0	70
Work Opp & Trans Bens	3	16	6	5	1	31
Moving Expenses	2	1	0	0	0	3
Storage Fees	20	8	2	0	0	30
Subtotal	264	199	43	9	1	516

Quarterly CBCFA Data: FY 18.1

Number of Days from Completed Application to Provision of Benefits

Greenwood

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	8	0	0	0	40
Ongoing Rent	5	16	1	0	0	22
Rent Increase	10	39	4	0	0	53
Establishment of Home	11	2	0	0	0	13
Immigration Status	17	5	0	0	0	22
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	72	26	3	0	0	101
Miscellaneous	65	12	0	0	0	77
Work Opp & Trans Bens	12	10	1	0	0	23
Moving Expenses	13	1	0	0	0	14
Storage Fees	53	8	0	0	0	61
Subtotal	300	127	9	0	0	436

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	24	8	1	1	0	34
Ongoing Rent	5	0	6	0	1	12
Rent Increase	7	2	3	5	2	19
Establishment of Home	17	9	4	0	0	30
Immigration Status	11	2	0	0	0	13
Clothing	5	2	0	3	1	11
Client Share Rent Arrears	29	22	4	3	0	58
Miscellaneous	34	10	3	1	0	48
Work Opp & Trans Bens	1	2	1	1	0	5
Moving Expenses	7	2	0	0	0	9
Storage Fees	24	10	5	0	0	39
Subtotal	164	69	27	14	4	278

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	28	4	2	0	0	34
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	4	0	0	0	0	4
Immigration Status	0	0	0	0	0	0
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	39	4	0	0	1	44
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	3	0	0	0	0	3
Storage Fees	16	0	1	0	0	17
Subtotal	93	8	3	0	1	105

Quarterly CBCFA Data: FY 18.1

Number of Days from Completed Application to Provision of Benefits

Jerome

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	15	18	2	0	0	35
Ongoing Rent	6	11	1	0	0	18
Rent Increase	9	25	7	1	0	42
Establishment of Home	8	10	0	0	0	18
Immigration Status	11	1	1	0	0	13
Clothing	5	4	2	1	0	12
Client Share Rent Arrears	27	57	14	3	0	101
Miscellaneous	33	34	8	0	0	75
Work Opp & Trans Bens	9	19	7	0	0	35
Moving Expenses	5	2	0	1	0	8
Storage Fees	22	14	3	1	0	40
Subtotal	150	195	45	7	0	397

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	35	16	1	0	0	52
Ongoing Rent	15	11	9	0	0	35
Rent Increase	41	56	16	2	0	115
Establishment of Home	21	4	3	0	0	28
Immigration Status	27	7	1	3	0	38
Clothing	18	6	0	0	0	24
Client Share Rent Arrears	123	82	5	0	0	210
Miscellaneous	112	31	7	0	0	150
Work Opp & Trans Bens	13	20	1	1	0	35
Moving Expenses	12	3	0	0	0	15
Storage Fees	47	7	0	0	0	54
Subtotal	464	243	43	6	0	756

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	48	14	1	0	0	63
Ongoing Rent	9	12	1	0	0	22
Rent Increase	9	31	1	0	0	41
Establishment of Home	22	7	0	0	0	29
Immigration Status	41	10	1	0	0	52
Clothing	9	2	0	0	0	11
Client Share Rent Arrears	64	28	2	0	0	94
Miscellaneous	55	18	0	0	0	73
Work Opp & Trans Bens	13	8	0	0	0	21
Moving Expenses	8	1	0	0	0	9
Storage Fees	63	14	0	0	0	77
Subtotal	341	145	6	0	0	492

Quarterly CBCFA Data: FY 18.1

Number of Days from Completed Application to Provision of Benefits

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	12	10	0	0	0	22
Ongoing Rent	2	4	1	0	0	7
Rent Increase	2	1	1	0	0	4
Establishment of Home	9	5	0	0	0	14
Immigration Status	9	1	0	0	0	10
Clothing	4	2	0	0	0	6
Client Share Rent Arrears	11	11	0	0	0	22
Miscellaneous	10	4	1	0	0	15
Work Opp & Trans Bens	10	5	1	1	0	17
Moving Expenses	5	0	0	0	0	5
Storage Fees	28	5	1	0	0	34
Subtotal	102	48	5	1	0	156

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	12	4	0	0	0	14
Ongoing Rent	4	7	0	0	0	18
Rent Increase	5	5	1	0	0	27
Establishment of Home	7	4	0	0	0	21
Immigration Status	6	2	0	0	0	9
Clothing	2	0	0	0	0	13
Client Share Rent Arrears	9	13	0	0	0	16
Miscellaneous	8	4	0	0	0	12
Work Opp & Trans Bens	1	2	0	0	0	3
Moving Expenses	1	2	0	0	0	3
Storage Fees	16	2	0	0	0	18
Subtotal	71	45	1	0	0	117

HOUSING SERVICES

	Active Cases @ FY 18.1 End	Capacity (units)	Capacity (%)
<u>Emergency Housing Occupancy</u>			
Commercial MOU/SRO Hotels			
Family	383	407	94.1%
Single	2,567	2,712	94.7%
Subtotal	2,950	3,119	94.6%
Transitional Congregate Facility	765	830	92.2%
<u>Non-Emergency Supported Housing Occupancy</u>			
Scatter Site	2,430	2,520	96.4%
Permanent Congregate facility	2,185	2,341	93.3%
Total	8,330	8,810	94.6%

FY 18.1	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	3,362	2,353	1,778
Transitional Congregate Facilities		769	612
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	2,654	206	38
Permanent Congregate Facilities		532	93
Total	6,016	3,860	2,521

FY 18 Year to Date	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	3,362	2,353	1,778
Transitional Congregate Facilities		769	612
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	2,654	206	38
Permanent Congregate Facilities		532	93
Total	6,016	3,860	2,521

Additional Housing Data: FY 18.1**FY 18.1 End**

Number of Commercial SRO Facilities	184 facilities / 3,119 units
Number of Transitional Housing Providers	17 facilities / 830 units
Emergency Housing Facilities Inspected ⁷	179
Average Length of Stay (number of days) for Emergency Placements ⁸	152.5
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	1

⁷ The number of inspections includes a quarterly inspection and any follow-up inspections.

⁸ Average length of stay is based on exit date minus entry date.

Quarterly Emergency Housing Data *
FY 18.1

Center	Referrals (Referrals to an emergency housing facility)	Placements (Indicates placements of at least one night in an emergency housing facility)
Amsterdam	368	229
Brownsville	263	217
Coney Island	95	77
Crotona	240	188
Grand Concourse	275	199
Greenwood	196	151
Hamilton	303	225
Housing Placement Unit	48	40
Jerome	183	147
Kingsbridge	278	221
Queensboro	145	119
Serviceline	497	408
Staten Island	38	30
Waverly	193	139
Total	3,122	2,390

* 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 18.1

Center	0-15 days	16-30 days	31-45 days	46-75 days	76-100 days	101+ days	Total
Amsterdam	3	1	3	2	1	1	11
Brownsville	2	2	1	1	0	1	7
Coney Island	0	0	2	0	0	0	2
Crotona	2	0	1	0	0	0	3
Grand Concourse	4	0	1	0	0	0	5
Greenwood	0	2	0	0	0	0	2
Hamilton	4	2	3	3	1	0	13
Housing Placement Unit	0	3	0	1	0	0	4
Jerome	2	4	2	2	0	0	10
Kingsbridge	4	5	3	1	0	0	13
Queensboro	0	0	3	1	0	0	4
Serviceline	0	0	0	0	0	0	0
Staten Island	0	0	0	0	0	0	0
Waverly	2	2	0	3	0	1	8
Total	23	21	19	14	2	3	82

VOCATIONAL REHABILITATION ACTIVITY

Vocational Rehabilitation Services Program:	Total for FY 18.1	FY 18 Total
Computer Training	13	13
Individual Counseling Sessions	22	22
Job Club	12	12
Skills Day Sessions	27	27
Work Readiness Group	13	13

Field Operations Staff

Total Number of Staff at End of FY 18.1

Center	Case Manager	Eligibility Specialist	PAA I	PAA II	PAA III	Sup I	Sup II	Sup III	Total Staff
Amsterdam	53	11	2	2	0	9	3	0	80
Brownsville	95	15	4	3	0	13	3	1	134
Coney Island	42	8	2	2	0	7	5	0	66
Crotona	46	6	2	2	0	6	2	0	64
Grand Concourse	66	13	3	3	0	13	2	0	100
Greenwood	73	14	4	3	0	12	5	0	111
Hamilton	49	7	2	2	0	9	4	0	73
Housing Placement Unit	14	1	0	0	0	2	0	0	17
Jerome	44	10	3	1	0	7	2	0	67
Kingsbridge	101	22	3	2	0	16	5	0	149
Queensboro	62	12	3	3	0	10	4	0	94
Serviceline	15	3	1	0	0	3	0	0	22
Staten Island	14	3	2	1	0	1	2	0	23
Waverly	29	5	2	2	0	7	2	0	47
Total	703	130	33	26	0	115	39	1	1,047

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	172	2,533	2,705	8	57	65	21.5	44.4	41.6
Brownsville	629	3,670	4,299	28	85	113	22.5	43.2	38.0
Coney Island	244	2,012	2,256	11	40	51	22.2	50.3	44.2
Crotona	279	2,246	2,525	12	42	54	23.3	53.5	46.8
Grand Concourse	342	2,964	3,306	16	68	84	21.4	43.6	39.4
Greenwood	269	2,861	3,130	13	76	89	20.7	37.6	35.2
Hamilton	173	2,468	2,641	8	53	61	21.6	46.6	43.3
Housing Placement Unit	39	117	156	3	14	17	13.0	8.4	9.2
Jerome	331	1,987	2,318	11	42	53	30.1	47.3	43.7
Kingsbridge	558	4,002	4,560	19	103	122	29.4	38.9	37.4
Queensboro	261	2,562	2,823	12	64	76	21.8	40.0	37.1
Staten Island	93	694	787	4	13	17	23.3	53.4	46.3
Waverly	1	1,432	1,433	0	38	38	NA	37.7	37.7
Totals	3,391	29,548	32,939	145	695	840	23.4	42.5	39.2

*Active caseload as of September 30, 2017.

Quarterly Fair Hearings FY 18.1

Center	Hearings Requested	Decisions Rendered in Favor of Client	Compliance Within 30 Days	Compliance After 30 Days	Pending as of 9/30/17
Amsterdam	7	2	2	0	0
Brownsville	10	1	1	0	0
Coney Island	8	0	0	0	0
Crotona	6	1	1	0	0
Grand Concourse	14	2	2	0	0
Greenwood	1	0	0	0	0
Hamilton	15	4	4	0	0
Jerome	9	4	4	0	0
Kingsbridge	17	5	5	0	0
Queensboro	12	4	4	0	0
Staten Island	3	1	1	0	0
Waverly	4	1	1	0	0
Total	106	25	25	0	0

Decisions Rendered in Favor of Client

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