

The City of New York
Human Resources Administration

HIV/AIDS SERVICES ADMINISTRATION

**QUARTERLY
PERFORMANCE
REPORT**

FY 25.1

July—September 2024



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HIV/AIDS Services Administration
Quarterly Performance Report
July—September 2024

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 25.1	FY 25 To Date
Information and Referral Inquiries at ServiceLine	2,747	2,747
Applications Received	1,609	1,609
Applications Ineligible: Did Not Meet Medical Criteria	44	44
Applications Pending	163	163
Applications Withdrawn By Referral Source	76	76
Applications Eligible	1,326	1,326
Cases Reopened	795	795
Cases Assigned	1,466	1,466
Cases Closed	1,475	1,475

Numbers Served	Cases Served @ FY 25.1 End
Cases ²	33,088
Clients ³	33,501
ACMs ⁴	8,567
Total persons served by HASA	42,068

Cases By Unit Type	Cases Served @ FY 25.1 End	% of All Cases
Single Cases	30,436	92.0%
Family Cases	2,589	7.8%
Prison (Assignment upon prison release)	63	0.2%
Total Cases	33,088	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 25.1 End

	Family	% of All Family Cases	Overall	% of All Cases
Amsterdam	108	4.2%	2509	7.6%
Brownsville	509	19.7%	3957	12.0%
Coney Island	171	6.6%	2403	7.3%
Garrison	640	24.7%	7147	21.6%
Gramercy	3	0.1%	1309	4.0%
Greenwood	212	8.2%	3153	9.5%
Hamilton	125	4.8%	2450	7.4%
HPU	10	0.4%	181	0.5%
Jerome	500	19.3%	5852	17.7%
Queensboro	230	8.9%	3274	9.9%
Servicline (pending assignment)	4	0.2%	153	0.5%
Staten Island	77	3.0%	700	2.1%
Total Cases	2,589	100.0%	33,088	100.0%

Clients By Age Group and Gender	Adults		Children (17 and under)	
	% of All Clients	Active Clients @ FY 25.1 End	% of All Clients	Active Clients @ FY 25.1 End
Males	68.0%	22,793	0.0%	13
Females	31.9%	10,681	0.0%	14
<i>Subtotal</i>	<i>99.9%</i>	33,474	<i>0.1%</i>	27
Total Clients		33,501		

Clients By Borough of Residence	Clients Served @ FY 25.1 End	% of All Clients
Bronx	13,868	41.4%
Brooklyn	9,651	28.8%
Manhattan	5,848	17.5%
Queens	3,370	10.1%
Staten Island	690	2.1%
Unknown	74	0.2%
Total Clients	33,501	100.0%

Clients By Race / Ethnicity	Clients Served @ FY 25.1 End	% of All Clients
African-American	17,327	51.7%
Latino	11,534	34.4%
White	2,956	8.8%
Asian/Pacific Islander/Native American	382	1.1%
Unknown/Not Reported	1,302	3.9%
Total Clients	33,501	100.0%

Financial Assistance

BENEFITS

SUMMARY

Number of Cases Receiving:	Active Cases @ FY 25.1 End	% of All Cases
Standard Rental Assistance	378	1.1%
Enhanced Rental Assistance	250	0.8%
Above Enhanced Rental Assistance	20,062	60.6%
Total receiving rental assistance	20,690	62.5%
Temporary Assistance to Needy Families (TANF)	1,413	4.3%
Safety Net (SN)	27,398	82.8%
Total receiving PA cash assistance	28,811	87.1%
Supplemental Security Income (SSI) ⁵	6,559	19.8%
Social Security Disability (SSD) ⁶	3,226	9.7%
Received both SSI & SSD	1,913	5.8%
Veterans Administration Benefits (VA) ⁷	83	0.3%
Total receiving SSI,SSD,VA benefits	11,781	35.6%

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 25.1

	Excess Income	Excess Income w/ SS	Where- abouts Unknown	Institution- alized	Died	In Prison	Failure to Recert	Other	Total
Amsterdam	35	6	17	5	8	5	21	12	109
Brownsville	40	8	15	6	13	3	47	22	154
Coney Island	13	6	1	0	10	1	40	27	98
Garrison	37	16	15	6	33	3	80	24	214
Gramercy	17	4	9	1	10	1	39	14	95
Greenwood	24	6	1	3	7	2	51	19	113
Hamilton	17	6	15	2	14	1	22	11	88
Jerome	34	22	27	6	19	0	84	24	216
Queensboro	24	6	2	2	11	0	11	16	72
Staten Island	8	4	4	1	5	1	10	6	39
Total	249	84	106	32	130	17	405	175	1198

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

	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
FY 25.1								
Amsterdam	5	2	1	0	0	0	0	8
Brownsville	8	2	0	0	0	0	0	10
Coney Island	2	7	1	1	0	0	0	11
Garrison Center	8	5	3	1	0	0	0	17
Gramercy Center	7	2	0	1	0	0	0	10
Greenwood	4	1	2	0	0	0	0	7
Hamilton	4	4	1	0	0	0	0	9
Jerome Center	7	4	2	1	0	0	0	14
Queensboro	2	0	1	0	0	0	1	4
Staten Island	1	0	0	0	0	0	0	1
Total	48	27	11	4	0	0	1	91

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 25.1

Amsterdam: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	67	19	20
16 to 30 days	10	17	36
31 to 45 days	0	19	13
46 to 65 days	0	1	2
66 to 75 days	0	0	1
76+ days	0	0	2

Immediate Needs

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

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	14	8
16 to 30 days	0	19
31 to 45 days	0	2
46 to 65 days	0	1
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	7
16 to 30 days	2	1
31 to 45 days	0	5
46 to 65 days	1	1
66 to 75 days	1	1
76+ days	4	0

Cash Assistance Data By Center: FY 25.1

Brownsville: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	67	8	19
16 to 30 days	17	20	38
31 to 45 days	6	12	20
46 to 65 days	0	4	9
66 to 75 days	0	2	0
76+ days	1	0	4

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	32	27
1 to 5 days	12	8
6 to 10 days	0	0
11 to 17 days	1	2
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	22	14
16 to 30 days	0	28
31 to 45 days	0	4
46 to 65 days	1	1
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	10
16 to 30 days	1	4
31 to 45 days	0	10
46 to 65 days	0	1
66 to 75 days	1	0
76+ days	1	0

Cash Assistance Data By Center: FY 25.1

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	31	6	10
16 to 30 days	8	7	16
31 to 45 days	0	7	12
46 to 65 days	3	1	3
66 to 75 days	0	0	1
76+ days	0	1	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	18	15
1 to 5 days	8	6
6 to 10 days	0	1
11 to 17 days	0	1
18+ days	1	1

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	14	14
16 to 30 days	0	16
31 to 45 days	0	2
46 to 65 days	1	1
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	1
16 to 30 days	3	2
31 to 45 days	0	4
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	3	1

Cash Assistance Data By Center: FY 25.1

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	63	17	10
16 to 30 days	17	22	33
31 to 45 days	4	25	29
46 to 65 days	10	12	8
66 to 75 days	0	3	5
76+ days	0	2	6

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	44	33
1 to 5 days	5	8
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	15
16 to 30 days	1	25
31 to 45 days	1	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	10	10
16 to 30 days	4	5
31 to 45 days	3	9
46 to 65 days	1	1
66 to 75 days	0	0
76+ days	3	1

Cash Assistance Data By Center: FY 25.1

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	32	2	4
16 to 30 days	10	5	24
31 to 45 days	4	2	14
46 to 65 days	0	0	2
66 to 75 days	0	0	0
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	19	20
1 to 5 days	5	6
6 to 10 days	1	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	4
16 to 30 days	0	9
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	5
16 to 30 days	1	3
31 to 45 days	1	0
46 to 65 days	1	1
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 25.1

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	11	19
16 to 30 days	13	16	26
31 to 45 days	2	10	8
46 to 65 days	2	7	5
66 to 75 days	0	0	1
76+ days	1	3	6

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	28	25
1 to 5 days	4	3
6 to 10 days	0	2
11 to 17 days	0	0
18+ days	0	1

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	20	12
16 to 30 days	1	17
31 to 45 days	0	0
46 to 65 days	0	1
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	8
16 to 30 days	2	3
31 to 45 days	1	4
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	1	0

Cash Assistance Data By Center: FY 25.1

Hamilton: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	52	14	15
16 to 30 days	19	21	32
31 to 45 days	7	14	19
46 to 65 days	0	2	8
66 to 75 days	2	1	4
76+ days	0	0	2

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	36	34
1 to 5 days	9	10
6 to 10 days	2	2
11 to 17 days	1	1
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	15	17
16 to 30 days	0	23
31 to 45 days	1	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	1	4
16 to 30 days	1	3
31 to 45 days	3	3
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	1	0

Cash Assistance Data By Center: FY 25.1

Jerome: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	92	27	35
16 to 30 days	40	65	61
31 to 45 days	8	9	35
46 to 65 days	0	3	8
66 to 75 days	0	0	0
76+ days	0	1	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	62	52
1 to 5 days	4	3
6 to 10 days	0	2
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	51	34
16 to 30 days	1	43
31 to 45 days	0	7
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	12
16 to 30 days	8	2
31 to 45 days	2	15
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	1	1

Cash Assistance Data By Center: FY 25.1

Queensboro: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	71	8	15
16 to 30 days	12	18	46
31 to 45 days	4	16	17
46 to 65 days	2	0	8
66 to 75 days	2	0	1
76+ days	0	0	2

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	29	20
1 to 5 days	9	5
6 to 10 days	2	2
11 to 17 days	2	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	9	11
16 to 30 days	0	21
31 to 45 days	1	1
46 to 65 days	0	3
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	3
16 to 30 days	0	2
31 to 45 days	0	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	3	0

Cash Assistance Data By Center: FY 25.1

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

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	6	3
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	6	1
16 to 30 days	0	2
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	2
16 to 30 days	0	2
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 25.1

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	534	117	151
16 to 30 days	149	197	318
31 to 45 days	35	114	168
46 to 65 days	17	30	53
66 to 75 days	4	6	13
76+ days	2	7	24

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	329	277
1 to 5 days	61	54
6 to 10 days	5	9
11 to 17 days	4	5
18+ days	2	3

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	201	130
16 to 30 days	3	203
31 to 45 days	3	23
46 to 65 days	2	9
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	46	62
16 to 30 days	22	27
31 to 45 days	10	56
46 to 65 days	3	4
66 to 75 days	2	1
76+ days	17	3

Cash Assistance Data By Center: FY 25.1

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	0
16 to 30 days	2	2	2
31 to 45 days	0	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	1	0
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	1	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	1	0

Cash Assistance Data By Center: FY 25.1

Brownsville: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

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

Cash Assistance Data By Center: FY 25.1

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	5	0	1
16 to 30 days	1	0	2
31 to 45 days	0	1	2
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	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	1	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	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	1

Cash Assistance Data By Center: FY 25.1

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	2	0	1
16 to 30 days	1	2	1
31 to 45 days	2	4	1
46 to 65 days	0	4	0
66 to 75 days	0	0	0
76+ days	0	0	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	1	1
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	0	3
16 to 30 days	0	2
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	0
16 to 30 days	2	2
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 25.1

Greenwood: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	4	0	2
16 to 30 days	2	2	2
31 to 45 days	1	3	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	2	2
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	0	2
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	0
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 25.1

Hamilton: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	3	1	1
16 to 30 days	2	1	0
31 to 45 days	0	1	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	1	1
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	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	0	1
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

Cash Assistance Data By Center: FY 25.1

Jerome: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	1	2	0
16 to 30 days	6	9	2
31 to 45 days	0	1	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	1	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	2	2
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	1	0
16 to 30 days	0	0
31 to 45 days	0	2
46 to 65 days	1	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 25.1

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	1
16 to 30 days	0	2	1
31 to 45 days	2	1	1
46 to 65 days	0	1	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	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	1
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	2
16 to 30 days	0	2
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 25.1

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	0	0	0
16 to 30 days	2	0	1
31 to 45 days	0	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	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	0	0
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	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 25.1

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	33	9	9
16 to 30 days	19	21	13
31 to 45 days	6	17	10
46 to 65 days	1	7	6
66 to 75 days	0	0	0
76+ days	0	1	1

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	8	6
1 to 5 days	4	4
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	6	7
16 to 30 days	0	10
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	6	3
16 to 30 days	5	6
31 to 45 days	1	7
46 to 65 days	3	0
66 to 75 days	0	0
76+ days	2	1

Quarterly CBCFA Data: FY 25.1

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	1443	25	0	0	0	1468
Ongoing Rent	460	6	1	0	0	467
Rent Increase	1835	17	0	0	0	1852
Establishment of Home	964	17	0	0	0	981
Clothing	84	4	0	0	0	88
Client Share Rent Arrears	1588	36	1	0	0	1625
Miscellaneous	653	6	1	0	1	661
Work Opp & Trans Bens	35	0	0	0	0	35
Moving Expenses	120	0	0	0	0	120
Storage Fees	230	5	0	0	0	235
Grand Total	7412	116	3	0	1	7532

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	117	8	0	0	0	125
Ongoing Rent	50	2	0	0	0	52
Rent Increase	109	4	0	0	0	113
Establishment of Home	86	5	0	0	0	91
Clothing	12	1	0	0	0	13
Client Share Rent Arrears	98	12	0	0	0	110
Miscellaneous	26	0	0	0	0	26
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	7	0	0	0	0	7
Storage Fees	46	3	0	0	0	49
Subtotal	552	35	0	0	0	587

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	195	1	0	0	0	196
Ongoing Rent	56	0	0	0	0	56
Rent Increase	211	1	0	0	0	212
Establishment of Home	82	0	0	0	0	82
Clothing	8	0	0	0	0	8
Client Share Rent Arrears	205	2	0	0	0	207
Miscellaneous	129	0	0	0	0	129
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	41	0	0	0	0	41
Storage Fees	19	0	0	0	0	19
Subtotal	946	4	0	0	0	950

Quarterly CBCFA Data: FY 25.1

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	92	1	0	0	0	93
Ongoing Rent	28	0	0	0	0	28
Rent Increase	143	1	0	0	0	144
Establishment of Home	53	1	0	0	0	54
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	87	4	0	0	0	91
Miscellaneous	51	0	0	0	0	51
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	9	0	0	0	0	9
Storage Fees	16	0	0	0	0	16
Subtotal	487	7	0	0	0	494

Garrison Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	214	3	0	0	0	217
Ongoing Rent	51	0	0	0	0	51
Rent Increase	384	2	0	0	0	386
Establishment of Home	166	2	0	0	0	168
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	268	2	0	0	0	270
Miscellaneous	109	1	0	0	0	110
Work Opp & Trans Bens	19	0	0	0	0	19
Moving Expenses	11	0	0	0	0	11
Storage Fees	31	0	0	0	0	31
Subtotal	1262	10	0	0	0	1272

Gramercy Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	70	7	0	0	0	77
Ongoing Rent	15	1	0	0	0	16
Rent Increase	39	0	0	0	0	39
Establishment of Home	58	5	0	0	0	63
Clothing	7	2	0	0	0	9
Client Share Rent Arrears	39	3	0	0	0	42
Miscellaneous	19	1	0	0	0	20
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	0	0	0	0	2
Storage Fees	15	1	0	0	0	16
Subtotal	264	20	0	0	0	284

Quarterly CBCFA Data: FY 25.1

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	135	1	0	0	0	136
Ongoing Rent	57	0	0	0	0	57
Rent Increase	143	1	0	0	0	144
Establishment of Home	68	0	0	0	0	68
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	148	3	0	0	0	151
Miscellaneous	62	1	0	0	0	63
Work Opp & Trans Bens	8	0	0	0	0	8
Moving Expenses	8	0	0	0	0	8
Storage Fees	21	0	0	0	0	21
Subtotal	657	6	0	0	0	663

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	108	0	0	0	0	108
Ongoing Rent	37	0	0	0	0	37
Rent Increase	137	1	0	0	0	138
Establishment of Home	93	0	0	0	0	93
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	111	0	0	0	0	111
Miscellaneous	44	0	0	0	1	45
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	13	0	0	0	0	13
Storage Fees	24	0	0	0	0	24
Subtotal	577	1	0	0	1	579

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	56	0	0	0	0	56
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	27	0	0	0	0	27
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	1	0	0	0	0	1
Miscellaneous	31	0	0	0	0	31
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	3	0	0	0	0	3
Subtotal	120	0	0	0	0	120

Quarterly CBCFA Data: FY 25.1

Number of Days from Initial Request to Completed Application

Jerome Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	263	3	0	0	0	266
Ongoing Rent	77	1	1	0	0	79
Rent Increase	398	2	0	0	0	400
Establishment of Home	201	3	0	0	0	204
Clothing	11	1	0	0	0	12
Client Share Rent Arrears	401	6	1	0	0	408
Miscellaneous	109	2	0	0	0	111
Work Opp & Trans Bens	4	0	0	0	0	4
Moving Expenses	17	0	0	0	0	17
Storage Fees	22	1	0	0	0	23
Subtotal	1503	19	2	0	0	1524

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	176	1	0	0	0	177
Ongoing Rent	73	2	0	0	0	75
Rent Increase	227	4	0	0	0	231
Establishment of Home	123	1	0	0	0	124
Clothing	11	0	0	0	0	11
Client Share Rent Arrears	190	2	0	0	0	192
Miscellaneous	53	0	1	0	0	54
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	12	0	0	0	0	12
Storage Fees	25	0	0	0	0	25
Subtotal	891	10	1	0	0	902

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	17	0	0	0	0	17
Ongoing Rent	16	0	0	0	0	16
Rent Increase	44	1	0	0	0	45
Establishment of Home	7	0	0	0	0	7
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	40	2	0	0	0	42
Miscellaneous	20	1	0	0	0	21
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	8	0	0	0	0	8
Subtotal	153	4	0	0	0	157

Quarterly CBCFA Data: FY 25.1**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	1,077	338	8	2	4	1,429
Ongoing Rent	319	118	6	1	3	447
Rent Increase	1,458	308	9	1	2	1,778
Establishment of Home	713	226	3	0	1	943
Clothing	78	5	1	0	1	85
Client Share Rent Arrears	1,036	511	18	3	3	1,571
Miscellaneous	579	76	3	0	1	659
Work Opp & Trans Bens	15	23	0	0	0	38
Moving Expenses	101	16	0	0	0	117
Storage Fees	209	21	0	0	2	232
Grand Total	5,585	1,642	48	7	17	7,299

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	87	26	0	0	1	114
Ongoing Rent	32	13	2	0	0	47
Rent Increase	91	16	1	0	0	108
Establishment of Home	61	20	0	0	0	81
Clothing	12	0	0	0	0	12
Client Share Rent Arrears	64	35	2	0	0	101
Miscellaneous	23	1	0	0	0	24
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	6	1	0	0	0	7
Storage Fees	43	2	0	0	0	45
Subtotal	419	115	5	0	1	540

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	145	52	4	1	0	202
Ongoing Rent	35	21	1	0	0	57
Rent Increase	150	52	5	1	0	208
Establishment of Home	67	12	0	0	0	79
Clothing	8	0	0	0	0	8
Client Share Rent Arrears	114	78	8	1	0	201
Miscellaneous	120	9	1	0	0	130
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	36	4	0	0	0	40
Storage Fees	18	1	0	0	0	19
Subtotal	693	229	19	3	0	944

Quarterly CBCFA Data: FY 25.1

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	81	7	1	0	0	89
Ongoing Rent	23	4	0	0	0	27
Rent Increase	136	4	0	0	0	140
Establishment of Home	48	3	0	0	0	51
Clothing	8	1	0	0	0	9
Client Share Rent Arrears	85	8	1	0	0	94
Miscellaneous	44	5	0	0	0	49
Work Opp & Trans Bens	1	2	0	0	0	3
Moving Expenses	8	0	0	0	0	8
Storage Fees	17	0	0	0	0	17

Subtotal	451	34	2	0	0	487
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Garrison Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	160	38	0	0	0	198
Ongoing Rent	39	14	0	0	0	53
Rent Increase	326	43	0	0	0	369
Establishment of Home	125	32	0	0	0	157
Clothing	9	2	0	0	0	11
Client Share Rent Arrears	213	74	1	1	0	289
Miscellaneous	100	14	0	0	0	114
Work Opp & Trans Bens	7	11	0	0	0	18
Moving Expenses	10	3	0	0	0	13
Storage Fees	29	5	0	0	0	34

Subtotal	1,018	236	1	1	0	1,256
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Gramercy Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	53	27	0	0	0	80
Ongoing Rent	11	1	1	0	2	15
Rent Increase	36	2	0	0	1	39
Establishment of Home	39	24	0	0	0	63
Clothing	5	0	1	0	0	6
Client Share Rent Arrears	27	10	2	0	0	39
Miscellaneous	10	8	2	0	0	20
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	0	0	0	0	2
Storage Fees	10	1	0	0	2	13

Subtotal	193	73	6	0	5	277
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Quarterly CBCFA Data: FY 25.1

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	107	18	0	1	1	127
Ongoing Rent	32	18	1	0	1	52
Rent Increase	110	18	1	0	0	129
Establishment of Home	55	10	1	0	1	67
Clothing	6	0	0	0	1	7
Client Share Rent Arrears	93	42	3	0	2	140
Miscellaneous	59	7	0	0	0	66
Work Opp & Trans Bens	5	6	0	0	0	11
Moving Expenses	6	2	0	0	0	8
Storage Fees	19	2	0	0	0	21

Subtotal	492	123	6	1	6	628
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Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	94	14	0	0	0	108
Ongoing Rent	29	8	0	0	0	37
Rent Increase	113	22	2	0	1	138
Establishment of Home	81	11	0	0	0	92
Clothing	8	1	0	0	0	9
Client Share Rent Arrears	78	33	1	0	1	113
Miscellaneous	34	7	0	0	1	42
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	9	3	0	0	0	12
Storage Fees	21	2	0	0	0	23

Subtotal	467	102	3	0	3	575
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HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	48	6	1	0	0	55
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	22	4	0	0	0	26
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	1	0	0	0	0	1
Miscellaneous	30	1	0	0	0	31
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	3	0	0	0	0	3

Subtotal	106	11	1	0	0	118
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Quarterly CBCFA Data: FY 25.1

Number of Days from Completed Application Approval or Denial

Jerome Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	130	126	1	0	2	
Ongoing Rent	41	23	0	1	0	65
Rent Increase	260	117	0	0	0	377
Establishment of Home	95	96	2	0	0	193
Clothing	8	0	0	0	0	8
Client Share Rent Arrears	173	187	0	1	0	361
Miscellaneous	87	20	0	0	0	107
Work Opp & Trans Bens	1	2	0	0	0	3
Moving Expenses	13	3	0	0	0	16
Storage Fees	19	4	0	0	0	23
Subtotal	827	452	2	2	0	1,283

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	159	22	0	0	0	181
Ongoing Rent	64	10	0	0	0	74
Rent Increase	205	25	0	0	0	230
Establishment of Home	115	14	0	0	0	129
Clothing	11	1	0	0	0	12
Client Share Rent Arrears	162	36	0	0	0	198
Miscellaneous	50	3	0	0	0	53
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	11	0	0	0	0	11
Storage Fees	23	3	0	0	0	26
Subtotal	801	114	0	0	0	915

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	13	2	1	0	0	16
Ongoing Rent	13	6	1	0	0	20
Rent Increase	31	9	0	0	0	40
Establishment of Home	5	0	0	0	0	5
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	26	8	0	0	0	34
Miscellaneous	22	1	0	0	0	23
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	7	1	0	0	0	8
Subtotal	118	27	2	0	0	147

Quarterly CBCFA Data: FY 25.1

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	938	109	9	1	0	1,057
Ongoing Rent	128	58	7	0	0	193
Rent Increase	573	328	127	5	3	1,036
Establishment of Home	659	77	3	0	0	739
Clothing	36	4	0	0	0	40
Client Share Rent Arrears	909	92	13	0	0	1,014
Miscellaneous	475	41	2	0	0	518
Work Opp & Trans Bens	24	2	0	0	0	26
Moving Expenses	82	8	1	0	0	91
Storage Fees	165	13	0	0	0	178
Grand Total	3,989	732	162	6	3	4,892

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	68	0	0	0	0	68
Ongoing Rent	11	2	0	0	0	13
Rent Increase	58	10	0	0	0	68
Establishment of Home	58	0	0	0	0	58
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	39	0	0	0	0	39
Miscellaneous	14	0	0	0	0	14
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	6	0	0	0	0	6
Storage Fees	34	0	0	0	0	34
Subtotal	290	12	0	0	0	302

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	159	13	0	0	0	172
Ongoing Rent	33	4	0	0	0	37
Rent Increase	141	10	1	0	0	152
Establishment of Home	72	8	0	0	0	80
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	143	6	0	0	0	149
Miscellaneous	116	2	0	0	0	118
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	31	3	0	0	0	34
Storage Fees	19	1	0	0	0	20
Subtotal	720	47	1	0	0	768

Quarterly CBCFA Data: FY 25.1

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	67	7	1	0	0	75
Ongoing Rent	19	3	0	0	0	22
Rent Increase	71	19	4	0	0	94
Establishment of Home	35	5	2	0	0	42
Clothing	5	0	0	0	0	5
Client Share Rent Arrears	54	6	0	0	0	60
Miscellaneous	35	7	1	0	0	43
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	4	1	0	0	0	5
Storage Fees	14	1	0	0	0	15

Subtotal	306	49	8	0	0	363
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Garrison Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	129	23	8	1	0	161
Ongoing Rent	5	28	7	0	0	40
Rent Increase	14	204	118	4	1	341
Establishment of Home	115	19	1	0	0	135
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	167	23	8	0	0	198
Miscellaneous	77	6	0	0	0	83
Work Opp & Trans Bens	12	1	0	0	0	13
Moving Expenses	7	1	1	0	0	9
Storage Fees	21	3	0	0	0	24

Subtotal	553	308	143	5	1	1,010
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Gramercy Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	35	7	0	0	0	42
Ongoing Rent	1	2	0	0	0	3
Rent Increase	8	3	1	0	0	12
Establishment of Home	29	4	0	0	0	33
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	17	7	0	0	0	24
Miscellaneous	10	2	0	0	0	12
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	1	0	0	0	0	1
Storage Fees	6	0	0	0	0	6

Subtotal	108	26	1	0	0	135
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Quarterly CBCFA Data: FY 25.1

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	82	8	0	0	0	90
Ongoing Rent	5	0	0	0	0	5
Rent Increase	4	2	0	0	0	6
Establishment of Home	55	3	0	0	0	58
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	79	3	0	0	0	82
Miscellaneous	51	2	0	0	0	53
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	7	0	0	0	0	7
Storage Fees	16	1	0	0	0	17
Subtotal	310	19	0	0	0	329

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	72	15	0	0	0	87
Ongoing Rent	9	3	0	0	0	12
Rent Increase	45	19	0	0	2	66
Establishment of Home	67	11	0	0	0	78
Clothing	3	0	0	0	0	3
Client Share Rent Arrears	75	18	0	0	0	93
Miscellaneous	30	4	0	0	0	34
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	10	1	0	0	0	11
Storage Fees	14	1	0	0	0	15
Subtotal	326	72	0	0	2	400

HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	53	0	0	0	0	53
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	25	0	0	0	0	25
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	1	0	0	0	0	1
Miscellaneous	30	0	0	0	0	30
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	3	1	0	0	0	4
Subtotal	112	1	0	0	0	113

Quarterly CBCFA Data: FY 25.1

Number of Days from Approval to Provision of Benefits

Jerome Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	135	19	0	0	0	154
Ongoing Rent	20	5	0	0	0	25
Rent Increase	162	32	0	0	0	194
Establishment of Home	104	13	0	0	0	117
Clothing	4	0	0	0	0	4
Client Share Rent Arrears	182	10	0	0	0	192
Miscellaneous	68	6	0	0	0	74
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	8	1	0	0	0	9
Storage Fees	14	0	0	0	0	14

Subtotal	700	86	0	0	0	786
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Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	129	13	0	0	0	142
Ongoing Rent	21	5	0	0	0	26
Rent Increase	55	27	2	0	0	84
Establishment of Home	94	14	0	0	0	108
Clothing	4	3	0	0	0	7
Client Share Rent Arrears	139	15	5	0	0	159
Miscellaneous	37	7	0	0	0	44
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	8	1	0	0	0	9
Storage Fees	21	5	0	0	0	26

Subtotal	508	91	7	0	0	606
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Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	9	4	0	0	0	13
Ongoing Rent	4	6	0	0	0	10
Rent Increase	15	2	1	1	0	19
Establishment of Home	5	0	0	0	0	5
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	13	4	0	0	0	17
Miscellaneous	7	5	1	0	0	13
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	3	1	0	0	0	4

Subtotal	56	22	2	1	0	81
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Quarterly CBCFA Data: FY 25.1

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	487	544	35	7	1	1,074
Ongoing Rent	56	96	35	7	0	194
Rent Increase	236	492	257	52	3	1,040
Establishment of Home	317	413	14	1	1	746
Clothing	31	9	0	0	1	41
Client Share Rent Arrears	423	569	48	8	3	1,051
Miscellaneous	365	142	14	0	1	522
Work Opp & Trans Bens	5	23	2	0	0	30
Moving Expenses	69	22	1	1	0	93
Storage Fees	128	49	1	0	2	180
Grand Total	2,117	2,359	407	76	12	4,971

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	40	28	0	0	0	68
Ongoing Rent	6	7	1	0	0	14
Rent Increase	32	39	1	0	0	72
Establishment of Home	34	24	0	0	0	58
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	15	23	1	0	0	39
Miscellaneous	14	0	0	0	0	14
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	6	0	0	0	0	6
Storage Fees	28	6	0	0	0	34
Subtotal	176	128	3	0	0	307

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	104	59	10	0	0	173
Ongoing Rent	19	18	0	0	0	37
Rent Increase	95	48	5	2	0	150
Establishment of Home	53	25	2	0	0	80
Clothing	5	1	0	0	0	6
Client Share Rent Arrears	76	67	2	1	0	146
Miscellaneous	102	14	2	0	0	118
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	25	8	1	0	0	34
Storage Fees	17	3	0	0	0	20
Subtotal	496	243	22	3	0	764

Quarterly CBCFA Data: FY 25.1

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	49	22	3	1	0	75
Ongoing Rent	13	7	2	0	0	22
Rent Increase	56	31	7	0	0	94
Establishment of Home	29	10	3	0	0	42
Clothing	5	0	0	0	0	5
Client Share Rent Arrears	46	12	3	0	0	61
Miscellaneous	31	11	2	0	0	44
Work Opp & Trans Bens	0	2	0	0	0	2
Moving Expenses	4	1	0	0	0	5
Storage Fees	12	3	0	0	0	15
Subtotal	245	99	20	1	0	365

Garrison Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	60	101	7	5	0	173
Ongoing Rent	1	7	27	5	0	40
Rent Increase	3	78	214	46	1	342
Establishment of Home	43	95	2	1	0	141
Clothing	6	1	0	0	0	7
Client Share Rent Arrears	89	125	11	6	1	232
Miscellaneous	53	31	2	0	0	86
Work Opp & Trans Bens	3	13	1	0	0	17
Moving Expenses	6	4	0	1	0	11
Storage Fees	12	12	1	0	0	25
Subtotal	276	467	265	64	2	1,074

Gramercy Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	10	28	4	0	0	42
Ongoing Rent	1	2	0	0	0	3
Rent Increase	3	7	1	1	0	12
Establishment of Home	10	21	2	0	0	33
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	6	14	4	0	0	24
Miscellaneous	4	5	3	0	0	12
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	1	0	0	0	0	1
Storage Fees	3	1	0	0	2	6
Subtotal	39	79	14	1	2	135

Quarterly CBCFA Data: FY 25.1**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	53	37	1	0	1	92
Ongoing Rent	3	3	0	0	0	6
Rent Increase	2	4	1	0	0	7
Establishment of Home	33	24	0	0	1	58
Clothing	3	2	0	0	1	6
Client Share Rent Arrears	36	47	1	1	1	86
Miscellaneous	43	10	0	0	0	53
Work Opp & Trans Bens	2	3	0	0	0	5
Moving Expenses	5	2	0	0	0	7
Storage Fees	12	5	0	0	0	17

Subtotal	192	137	3	1	4	337
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Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	27	59	3	0	0	89
Ongoing Rent	2	8	2	0	0	12
Rent Increase	7	50	7	0	2	66
Establishment of Home	20	56	2	0	0	78
Clothing	3	0	0	0	0	3
Client Share Rent Arrears	19	69	6	0	1	95
Miscellaneous	14	18	1	0	1	34
Work Opp & Trans Bens	0	0	1	0	0	1
Moving Expenses	7	4	0	0	0	11
Storage Fees	11	4	0	0	0	15

Subtotal	110	268	22	0	4	404
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HPU

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	18	2	1	0	53
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	13	11	1	0	0	25
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	1	0	0	0	0	1
Miscellaneous	24	6	0	0	0	30
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	3	1	0	0	0	4
						0

Subtotal	73	36	3	1	0	113
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Quarterly CBCFA Data: FY 25.1

Number of Days from Completed Application to Provision of Benefits

Jerome Center

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	18	132	4	0	0	154
Ongoing Rent	2	20	1	1	0	24
Rent Increase	8	176	10	0	0	194
Establishment of Home	17	99	2	0	0	118
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	35	151	5	0	0	191
Miscellaneous	44	30	0	0	0	74
Work Opp & Trans Bens	0	3	0	0	0	3
Moving Expenses	7	2	0	0	0	9
Storage Fees	11	3	0	0	0	14
Subtotal	145	617	22	1	0	785

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	89	52	1	0	0	142
Ongoing Rent	7	18	1	0	0	26
Rent Increase	22	55	7	1	0	85
Establishment of Home	62	46	0	0	0	108
Clothing	4	3	0	0	0	7
Client Share Rent Arrears	92	55	12	0	0	159
Miscellaneous	30	11	3	0	0	44
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	8	1	0	0	0	9
Storage Fees	17	9	0	0	0	26
Subtotal	331	251	24	1	0	607

Staten Island

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	5	8	0	0	0	13
Ongoing Rent	2	6	1	1	0	10
Rent Increase	8	4	4	2	0	18
Establishment of Home	3	2	0	0	0	5
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	8	6	3	0	0	17
Miscellaneous	6	6	1	0	0	13
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	2	2	0	0	0	4
Subtotal	34	34	9	3	0	80

HOUSING SERVICES

	Active Cases @ FY 25.1	Capacity (units)	Capacity (%)
<u>Emergency Housing Occupancy</u>			
Commercial MOU/SRO Hotels			
Family	214	234	91.5%
Single	1,437	1,836	78.3%
Subtotal	1,651	2,070	79.8%
Transitional Congregate Facility	708	776	91.2%
<u>Non-Emergency Supported Housing Occupancy</u>			
Scatter Site	2,346	2,574	91.1%
Permanent Congregate facility	2,314	2,859	80.9%
Total	7,019	8,279	84.8%

FY 25.1

	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,633	1,637	1,065
Transitional Congregate Facilities		766	554
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	370	265	43
Permanent Congregate Facilities		300	48
Total	3,003	2,968	1,710

FY 25 Year to Date

	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,633	1,637	1,065
Transitional Congregate Facilities		766	554
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	370	265	43
Permanent Congregate Facilities		300	48
Total	3,003	2,968	1,710

Additional Housing Data: FY 25.1**FY 25.1 End**

Number of Commercial SRO Facilities	83 facilities / 2070 units
Number of Transitional Housing Providers	14 facilities / 776 units
Emergency Housing Facilities Inspected ⁹	134
Average Length of Stay (number of days) for Emergency Placements ¹⁰	154.7
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 25.1

Center	Referrals	Placements
	(Referrals to an emergency housing facility)	(Indicates placements of at least one night in an emergency housing facility)
Amsterdam	209	113
Brownsville	179	122
Coney Island	65	43
Garrison	377	243
Gramercy	149	90
Greenwood	165	113
Hamilton	182	117
Housing Placement Unit	39	25
Jerome	254	170
Queensboro	144	101
Serviceline	611	462
Staten Island	29	20
Total	2,403	1,619

* 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 25.1

Center	0-15 days	16-30 days	31-45 days	46-75 days	76-100 days	101+ days	Total
Amsterdam	5	1	1	1	2	5	15
Brownsville	5	0	1	1	0	2	9
Coney Island	3	1	0	1	0	3	8
Garrison	0	0	0	0	0	1	1
Gramercy	9	2	4	5	3	4	27
Greenwood	4	0	2	0	0	4	10
Hamilton	5	1	1	2	0	2	11
Housing Placement Unit	5	1	2	3	1	9	21
Jerome	1	0	3	0	2	4	10
Queensboro	5	5	6	2	0	3	21
Serviceline	0	2	0	1	0	0	3
Staten Island	1	0	0	0	0	0	1
Total	43	13	20	16	8	37	137

VOCATIONAL REHABILITATION ACTIVITY

Vocational Rehabilitation Services Program:	Total for FY	
	25.1	FY 25
Computer Training	4	4
Individual Counseling Sessions	9	9
Job Club	0	0
Skills Day Sessions	2	2
Work Readiness Group	4	4

	FY 25.1
Clients With Earned Income ¹¹	2,600

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

Field Operations Staff

Total Number of Staff at End of FY 25.1

Center	Case Manager	Eligibility Specialist	PAA I	PAA II	PAA III	Sup I	Sup II	Sup III	Total Staff
Amsterdam	35	8	2	2	0	9	3	1	60
Brownsville	65	13	2	2	0	14	3	0	99
Coney Island	36	6	2	1	0	7	3	0	55
Garrison	115	21	5	2	0	19	4	1	167
Gramercy	23	3	1	1	0	5	0	0	33
Greenwood	43	12	3	2	0	12	4	0	76
Hamilton	39	6	2	2	0	9	3	0	61
Housing Placement Unit	9	0	0	4	1	0	0	0	14
Jerome	87	20	5	1	1	17	4	0	135
Queensboro	50	12	3	2	0	11	4	0	82
Serviceline	12	3	1	0	0	3	0	1	20
Staten Island	9	3	1	1	0	4	1	0	19
Total	523	107	27	20	2	110	29	3	821

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	104	2,354	2,458	5	45	50	20.8	52.3	49.2
Brownsville	508	3,415	3,923	21	63	84	24.2	54.2	46.7
Coney Island	174	2,183	2,357	3	45	48	58.0	48.5	49.1
Garrison	635	6,472	7,107	25	116	141	25.4	55.8	50.4
Gramercy	1	1,281	1,282	0	29	29	NA	44.2	44.2
Greenwood	213	2,893	3,106	10	51	61	21.3	56.7	50.9
Hamilton	125	2,277	2,402	6	46	52	20.8	49.5	46.2
Housing Placement Unit	10	152	162	0	8	8	NA	19.0	20.3
Jerome	504	5,256	5,760	15	94	109	33.6	55.9	52.8
Queensboro	226	2,994	3,220	9	57	66	25.1	52.5	48.8
Staten Island	78	613	691	3	12	15	26.0	51.1	46.1
Totals	2,578	29,890	32,468	97	566	663	26.6	52.8	49.0

*Active caseload as of September 30, 2024.

Quarterly Fair Hearings FY 25.1

Center	Hearings Requested	Decisions Rendered in Favor of Client	Compliance Within 30 Days	Compliance After 30 Days	Pending as of 9/30/24
Amsterdam	30	0	0	0	27
Brownsville	70	3	3	0	55
Coney Island	27	1	1	0	22
Garrison	98	8	8	0	70
Gramercy	23	3	3	0	13
Greenwood	29	2	2	0	19
Hamilton	35	1	1	0	32
Jerome	89	6	6	0	67
Queensboro	38	3	3	0	29
Staten Island	10	0	0	0	10
Total	449	27	27	0	344

Decisions Rendered in Favor of Client **27**

Article 78 Decisions for Appellant **0**