



Human Resources
Administration

Department of
Homeless Services

W-1
Rev. 12/16

Steven Banks
Commissioner

150 Greenwich Street
New York, NY 10007

929 221 7315

November 30, 2020

Honorable Bill de Blasio
Mayor of the City of New York
City Hall
New York, NY 10007

Honorable Corey Johnson
Speaker
New York City Council
City Hall
New York, NY 10007

Re: HIV/AIDS Services Administration
Quarterly Performance Report FY 21.1 (July – September 2020)

Dear Mayor de Blasio and Speaker Johnson:

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

The report includes data for July through September 2020. Although the City remains in the midst of the COVID pandemic, HASA continues to conduct routine wellness checks on clients to ensure they are safe and have access to essential resources and services. We also have centers open in each borough to assist clients with any emergencies. We welcome any questions.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to be "SB", written over the printed name and title of the commissioner.

Steven Banks
New York City Department of Social Services

The City of New York
Human Resources Administration

HIV/AIDS SERVICES ADMINISTRATION

QUARTERLY PERFORMANCE REPORT

FY 21.1

July—September 2020



Bill de Blasio
Mayor

Steven Banks
Commissioner

Jacqueline M. Dudley
Deputy Commissioner
HIV/AIDS Services Administration

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HIV/AIDS Services Administration
Quarterly Performance Report
July—September 2020

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 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 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 notion that all sectors of the community must work together to ensure that people living with HIV have adequate housing, financial security, medical care and other services necessary to allow them to manage the virus 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.

Please note that the period covered in this report, July through September of 2020, was the height of the COVID-19 emergency in New York City. HASA continued providing critical benefits and services to clients despite the implementation of necessary operational changes in response to the pandemic.

Caseload and Client Data

	Total for FY 21.1	FY 21 To Date
Admission Statistics ¹		
Information and Referral Inquiries at ServiceLine	3,985	3,985
Applications Received	1,493	1,493
Applications Ineligible: Did Not Meet Medical Criteria	30	30
Applications Pending	91	91
Applications Withdrawn By Referral Source	79	79
Applications Eligible	1,304	1,304
Cases Reopened	820	820
Cases Assigned	1,449	1,449
Cases Closed	1,264	1,264

	Cases Served @ FY 21.1 End
Numbers Served	
Cases ²	33,982
Clients ³	34,490
ACMs ⁴	9,541
Total persons served by HASA	44,031

	Cases Served @ FY 21.1 End	% of All Cases
Cases By Unit Type		
Single Cases	30,967	91.1%
Family Cases	3,001	8.8%
Prison (Assignment upon prison release)	14	0.0%
Total Cases	33,982	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 21.1 End

	Family	% of All Family Cases	Overall	% of All Cases
Amsterdam	178	5.9%	2796	9.0%
Brownsville	568	18.9%	3589	11.6%
Coney Island	150	5.0%	1905	6.1%
Crotona	225	7.5%	1928	6.2%
Grand Concourse	337	11.2%	2886	9.3%
Greenwood	355	11.8%	3952	12.8%
Hamilton	153	5.1%	2708	8.7%
Housing Placement Unit	39	1.3%	234	0.8%
Jerome	299	10.0%	2296	7.4%
Kingsbridge	397	13.2%	3637	11.7%
Queensboro	229	7.6%	3001	9.7%
Staten Island	67	2.2%	749	2.4%
Waverly	4	0.1%	1303	4.2%
In ServiceLine (pending assignment)	0	0.0%	10	0.0%
Total Cases	3,001	100.0%	30,994	100.0%

	Adults		Children (17 and under)	
Clients By Age Group and Gender	% of All Clients	Active Clients @ FY 21.1 End	% of All Clients	Active Clients @ FY 21.1 End
Males	67.1%	23,139	0.1%	22
Females	32.8%	11,302	0.1%	27
<i>Subtotal</i>	99.9%	34,441	0.1%	49
Total Clients		34,490		

Clients By Borough of Residence	Clients Served @ FY 21.1 End	% of All Clients
Bronx	14,138	41.0%
Brooklyn	9,949	28.8%
Manhattan	6,569	19.0%
Queens	2,936	8.5%
Staten Island	873	2.5%
Unknown	25	0.1%
Total Clients	34,490	100.0%

Clients By Race / Ethnicity	Clients Served @ FY 21.1 End	% of All Clients
African-American	18,826	54.6%
Latino	10,852	31.5%
White	3,176	9.2%
Asian/Pacific Islander/Native American	329	1.0%
Unknown/Not Reported	1,307	3.8%
Total Clients	34,490	100.0%

Financial Assistance

BENEFITS SUMMARY

Number of Cases Receiving:	Active Cases @ FY 21.1 End	% of All Cases
Rental Assistance		
Standard Rental Assistance	401	1.2%
Enhanced Rental Assistance	473	1.4%
Above Enhanced Rental Assistance	17,592	51.8%
Total receiving rental assistance	18,466	54.3%
Temporary Assistance to Needy Families (TANF)	1,473	4.3%
Safety Net (SN)	26,709	78.6%
Total receiving PA cash assistance	28,182	82.9%
Federal Income (Individuals)		
Supplemental Security Income (SSI)	9,114	26.4%
Social Security Disability (SSD)	3,765	10.9%
Receiving both SSI & SSD	2,090	6.1%
Veterans Administration Benefits (VA)	145	0.4%
Total receiving SSI,SSD,VA benefits	13,024	37.8%

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.

Cash Assistance Data By Center

Number of Closings/Reason for Closings

FY 21.1	Excess Income	Excess Income w/ SSI	Where abouts Unknown	Institutionalized	Died	In Prison	Failure to Recert	All Others	Total Cases Closed
Amsterdam	46	11	11	2	12	1	0	61	144
Brownsville	52	10	2	2	16	0	0	62	144
Coney Island	29	2	4	2	5	2	0	47	91
Crotona	22	4	6	2	10	0	0	43	87
Grand Concourse	32	4	7	4	15	1	1	57	121
Greenwood	39	5	3	2	16	0	0	47	112
Hamilton	35	6	3	0	16	1	0	66	127
Jerome	20	2	5	4	16	2	0	65	114
Kingsbridge	31	8	7	4	11	4	0	72	137
Queensboro	42	7	4	4	12	0	0	47	116
Staten Island	9	4	0	2	2	2	0	21	40
Waverly	18	6	4	4	7	2	0	83	124
Total	375	69	56	32	138	15	1	671	1,357

Cash Assistance Data By Center

Cases Closed In Error/Days to Re-open ⁸

FY 21.1	0 to 15 days	16 to 30 days	31 to 45 days	46 to 60 days	61 to 75 days	76 to 90 days	90 + days	Total Cases Reopened
Amsterdam	8	0	1	0	0	0	0	9
Brownsville	6	0	0	0	2	0	0	8
Coney Island	1	1	0	0	0	0	0	2
Crotona	0	1	0	0	0	0	0	1
Grand Concourse	1	1	0	0	0	0	0	2
Greenwood	3	1	1	1	0	0	0	6
Hamilton	1	2	0	0	0	0	0	3
Jerome	2	0	0	0	0	0	1	3
Kingsbridge	2	1	0	0	0	0	0	3
Queensboro	2	3	1	0	0	0	0	6
Staten Island	2	0	0	0	0	0	0	2
Waverly	5	0	1	0	0	0	0	6
Total	33	10	4	1	2	0	1	51

Cash Assistance Data By Center: FY 21.1

Amsterdam: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	27	42	11
16 to 30 days	3	9	5
31 to 45 days	0	0	3
46 to 65 days	1	1	6
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	2
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	42	23
16 to 30 days	0	5
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	16	25
16 to 30 days	8	6
31 to 45 days	0	7
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

Brownsville: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	36	50	11
16 to 30 days	4	8	7
31 to 45 days	0	0	6
46 to 65 days	0	0	8
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	46	22
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	15	29
16 to 30 days	6	18
31 to 45 days	1	8
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

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	39	23	17
16 to 30 days	4	7	8
31 to 45 days	0	2	7
46 to 65 days	0	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	4	4
1 to 5 days	0	0
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	26	12
16 to 30 days	1	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	12	17
16 to 30 days	1	6
31 to 45 days	0	4
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

Crotona: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	28	26	10
16 to 30 days	2	11	3
31 to 45 days	1	3	8
46 to 65 days	0	0	6
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	8	5
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	16	12
16 to 30 days	1	1
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	10	10
16 to 30 days	3	3
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 21.1

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	43	27	20
16 to 30 days	3	7	9
31 to 45 days	1	2	4
46 to 65 days	2	4	8
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	16	13
1 to 5 days	1	3
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	25	17
16 to 30 days	1	0
31 to 45 days	0	1
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	12
16 to 30 days	4	10
31 to 45 days	1	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

Greenwood: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	24	28	12
16 to 30 days	8	23	12
31 to 45 days	2	3	2
46 to 65 days	0	2	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	5	4
1 to 5 days	1	4
6 to 10 days	1	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	14
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	13	27
16 to 30 days	4	5
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 21.1

Hamilton: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	37	55	15
16 to 30 days	3	13	7
31 to 45 days	0	1	5
46 to 65 days	0	0	6
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	3	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	29	29
16 to 30 days	0	4
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	19	26
16 to 30 days	4	10
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 21.1

Jerome: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	14	21	8
16 to 30 days	0	5	2
31 to 45 days	1	0	1
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	1	0
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	15	9
16 to 30 days	1	1
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	10	17
16 to 30 days	1	4
31 to 45 days	1	8
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

Kingsbridge: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	35	24	14
16 to 30 days	1	5	5
31 to 45 days	0	0	4
46 to 65 days	0	0	9
66 to 75 days	0	0	0
76+ days	1	0	0

Immediate Needs

	Application to first Immediate Needs Grant	Application to first Expedited Food Stamp Grant
Same Day	5	5
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	18	10
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	11	37
16 to 30 days	3	4
31 to 45 days	0	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

Queensboro: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	32	11	6
16 to 30 days	8	18	18
31 to 45 days	3	12	11
46 to 65 days	1	2	8
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	20	19
1 to 5 days	2	2
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	34	18
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	7	12
16 to 30 days	3	1
31 to 45 days	1	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

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	11	9	4
16 to 30 days	1	4	3
31 to 45 days	0	0	4
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	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	13	2
16 to 30 days	0	1
31 to 45 days	2	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

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

Cash Assistance Data By Center: FY 21.1

Waverly: Single Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	34	8	13
16 to 30 days	3	1	11
31 to 45 days	0	1	7
46 to 65 days	0	0	6
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	23	19
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	12	5
16 to 30 days	1	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	4	12
16 to 30 days	2	3
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 21.1

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	360	324	141
16 to 30 days	40	111	90
31 to 45 days	8	24	62
46 to 65 days	4	9	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	93	77
1 to 5 days	8	17
6 to 10 days	1	2
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	298	173
16 to 30 days	5	21
31 to 45 days	2	1
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	125	228
16 to 30 days	39	70
31 to 45 days	6	55
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Cash Assistance Data By Center: FY 21.1

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	14	0
16 to 30 days	0	0	1
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	10	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	2	12
16 to 30 days	1	0
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 21.1

Brownsville: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	4	29	0
16 to 30 days	1	5	2
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	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	15	9
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	3	21
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

Cash Assistance Data By Center: FY 21.1

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	4	3	3
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	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	11	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	4
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 21.1

Crotona: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	4	7	2
16 to 30 days	1	5	2
31 to 45 days	0	0	0
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	5
16 to 30 days	0	0
31 to 45 days	0	0
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	0	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

Cash Assistance Data By Center: FY 21.1

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	4	4	1
16 to 30 days	1	0	3
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	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	6	0
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

Food Stamp Separate Determinations

	Application to Provision of Benefits	Application to Denial
0 to 15 days	2	10
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 21.1

Greenwood: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	2	9	0
16 to 30 days	0	6	2
31 to 45 days	1	0	0
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	13	4
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	2	5
16 to 30 days	2	2
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 21.1

Hamilton: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	2	7	1
16 to 30 days	0	0	1
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	1
6 to 10 days	0	0
11 to 17 days	0	0
18+ days	0	0

Medicaid Separate Determinations

	Application to Approval	Application to Denial
0 to 15 days	4	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	5
16 to 30 days	1	0
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 21.1

Jerome: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	2	9	2
16 to 30 days	0	1	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	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	3	7
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 21.1

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

Cash Assistance Data By Center: FY 21.1

Queensboro: Family Cases

Joint Cash Assistance/Medicaid/Food Stamps

	Application to Approval	Application to Denial	Application to Provision of Benefits
0 to 15 days	3	9	2
16 to 30 days	2	1	1
31 to 45 days	0	0	0
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	1	2
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	6	3
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	5
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 21.1

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	2	0
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	2	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	3
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 21.1

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	29	99	12
16 to 30 days	5	21	12
31 to 45 days	1	0	3
46 to 65 days	0	0	6
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	4
1 to 5 days	2	3
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	86	27
16 to 30 days	0	3
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	13	78
16 to 30 days	4	10
31 to 45 days	1	5
46 to 65 days	0	0
66 to 75 days	0	0
76+ days	0	0

Quarterly CBCFA Data: FY 21.1

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	795	10	1	0	0	806
Ongoing Rent	393	6	0	0	0	399
Rent Increase	1,110	1	1	0	0	1112
Establishment of Home	425	3	0	0	0	428
Clothing	88	1	1	0	0	90
Client Share Rent Arrears	1,202	15	0	0	0	1217
Miscellaneous	463	5	0	0	0	468
Work Opp & Trans Bens	56	1	0	0	0	57
Moving Expenses	99	0	0	0	0	99
Storage Fees	337	1	0	0	0	338
Grand Total	4,968	43	3	0	0	5014

Amsterdam

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	33	0	0	0	0	33
Rent Increase	61	0	1	0	0	62
Establishment of Home	30	0	0	0	0	30
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	74	2	0	0	0	76
Miscellaneous	45	1	0	0	0	46
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	8	0	0	0	0	8
Storage Fees	25	0	0	0	0	25
Subtotal	342	3	1	0	0	346

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	129	0	0	0	0	129
Ongoing Rent	48	0	0	0	0	48
Rent Increase	113	0	0	0	0	113
Establishment of Home	51	1	0	0	0	52
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	121	0	0	0	0	121
Miscellaneous	67	0	0	0	0	67
Work Opp & Trans Bens	13	1	0	0	0	14
Moving Expenses	21	0	0	0	0	21
Storage Fees	54	0	0	0	0	54
Subtotal	624	2	0	0	0	626

Quarterly CBCFA Data: FY 21.1

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	46	0	0	0	0	46
Ongoing Rent	39	0	0	0	0	39
Rent Increase	87	0	0	0	0	87
Establishment of Home	20	0	0	0	0	20
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	79	0	0	0	0	79
Miscellaneous	37	0	0	0	0	37
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	10	0	0	0	0	10
Storage Fees	12	0	0	0	0	12
Subtotal	342	0	0	0	0	342

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	58	1	0	0	0	59
Ongoing Rent	29	1	0	0	0	30
Rent Increase	111	0	0	0	0	111
Establishment of Home	42	0	0	0	0	42
Clothing	8	0	1	0	0	9
Client Share Rent Arrears	124	2	0	0	0	126
Miscellaneous	37	0	0	0	0	37
Work Opp & Trans Bens	6	0	0	0	0	6
Moving Expenses	3	0	0	0	0	3
Storage Fees	29	0	0	0	0	29
Subtotal	447	4	1	0	0	452

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	43	1	0	0	0	44
Ongoing Rent	40	0	0	0	0	40
Rent Increase	169	0	0	0	0	169
Establishment of Home	26	0	0	0	0	26
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	173	0	0	0	0	173
Miscellaneous	30	0	0	0	0	30
Work Opp & Trans Bens	7	0	0	0	0	7
Moving Expenses	5	0	0	0	0	5
Storage Fees	23	0	0	0	0	23
Subtotal	525	1	0	0	0	526

Quarterly CBCFA Data: FY 21.1

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	73	3	0	0	0	76
Ongoing Rent	38	0	0	0	0	38
Rent Increase	64	1	0	0	0	65
Establishment of Home	19	0	0	0	0	19
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	88	3	0	0	0	91
Miscellaneous	40	0	0	0	0	40
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	12	0	0	0	0	12
Storage Fees	29	0	0	0	0	29
Subtotal	369	7	0	0	0	376

Hamilton

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	49	2	0	0	0	51
Rent Increase	61	0	0	0	0	61
Establishment of Home	42	0	0	0	0	42
Clothing	9	0	0	0	0	9
Client Share Rent Arrears	86	5	0	0	0	91
Miscellaneous	32	0	0	0	0	32
Work Opp & Trans Bens	4	0	0	0	0	4
Moving Expenses	5	0	0	0	0	5
Storage Fees	35	1	0	0	0	36
Subtotal	378	8	0	0	0	386

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	42	2	0	0	0	44
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	10	0	0	0	0	10
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	2	0	0	0	0	2
Miscellaneous	28	1	0	0	0	29
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	3	0	0	0	0	3
Storage Fees	12	0	0	0	0	12
Subtotal	100	3	0	0	0	103

Quarterly CBCFA Data: FY 21.1

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	49	0	0	0	0	49
Ongoing Rent	11	0	0	0	0	11
Rent Increase	105	0	0	0	0	105
Establishment of Home	36	1	0	0	0	37
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	126	0	0	0	0	126
Miscellaneous	18	0	0	0	0	18
Work Opp & Trans Bens	4	0	0	0	0	4
Moving Expenses	2	0	0	0	0	2
Storage Fees	22	0	0	0	0	22
Subtotal	374	1	0	0	0	375

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	74	1	1	0	0	76
Ongoing Rent	32	0	0	0	0	32
Rent Increase	156	0	0	0	0	156
Establishment of Home	33	0	0	0	0	33
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	186	1	0	0	0	187
Miscellaneous	63	1	0	0	0	64
Work Opp & Trans Bens	8	0	0	0	0	8
Moving Expenses	15	0	0	0	0	15
Storage Fees	44	0	0	0	0	44
Subtotal	621	3	1	0	0	625

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	106	2	0	0	0	108
Ongoing Rent	53	2	0	0	0	55
Rent Increase	138	0	0	0	0	138
Establishment of Home	66	1	0	0	0	67
Clothing	11	0	0	0	0	11
Client Share Rent Arrears	100	2	0	0	0	102
Miscellaneous	50	1	0	0	0	51
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	12	0	0	0	0	12
Storage Fees	38	0	0	0	0	38
Subtotal	576	8	0	0	0	584

Quarterly CBCFA Data: FY 21.1

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	22	0	0	0	0	22
Ongoing Rent	10	0	0	0	0	10
Rent Increase	16	0	0	0	0	16
Establishment of Home	10	0	0	0	0	10
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	19	0	0	0	0	19
Miscellaneous	5	1	0	0	0	6
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	2	0	0	0	0	2
Storage Fees	4	0	0	0	0	4
Subtotal	91	1	0	0	0	92

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	46	0	0	0	0	46
Ongoing Rent	10	1	0	0	0	11
Rent Increase	29	0	0	0	0	29
Establishment of Home	40	0	0	0	0	40
Clothing	8	1	0	0	0	9
Client Share Rent Arrears	24	0	0	0	0	24
Miscellaneous	11	0	0	0	0	11
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	1	0	0	0	0	1
Storage Fees	10	0	0	0	0	10
Subtotal	179	2	0	0	0	181

Quarterly CBCFA Data: FY 21.1

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	734	68	3	2	0	807
Ongoing Rent	412	23	6	0	0	441
Rent Increase	1,119	19	2	1	0	1141
Establishment of Home	389	44	2	1	0	436
Clothing	82	7	0	0	0	89
Client Share Rent Arrears	1,199	55	4	2	0	1260
Miscellaneous	466	15	1	0	0	482
Work Opp & Trans Bens	48	12	0	0	0	60
Moving Expenses	88	5	0	0	0	93
Storage Fees	356	13	2	0	0	371
Grand Total	4,893	261	20	6	0	5180

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	42	4	0	0	0	46
Ongoing Rent	29	1	0	0	0	30
Rent Increase	60	0	0	0	0	60
Establishment of Home	18	4	0	0	0	22
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	68	4	0	0	0	72
Miscellaneous	45	1	0	0	0	46
Work Opp & Trans Bens	3	1	0	0	0	4
Moving Expenses	6	1	0	0	0	7
Storage Fees	25	1	0	0	0	26
Subtotal	303	17	0	0	0	320

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	117	4	0	0	0	121
Ongoing Rent	50	0	0	0	0	50
Rent Increase	112	0	0	0	0	112
Establishment of Home	48	1	0	0	0	49
Clothing	7	0	0	0	0	7
Client Share Rent Arrears	121	1	0	0	0	122
Miscellaneous	68	0	0	0	0	68
Work Opp & Trans Bens	12	3	0	0	0	15
Moving Expenses	19	0	0	0	0	19
Storage Fees	54	0	0	0	0	54
Subtotal	608	9	0	0	0	617

Total for all Centers**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	42	1	0	0	0	43
Ongoing Rent	38	0	0	0	0	38
Rent Increase	84	2	0	0	0	86
Establishment of Home	20	0	0	0	0	20
Clothing	5	0	0	0	0	5
Client Share Rent Arrears	73	0	0	0	0	73
Miscellaneous	31	0	0	0	0	31
Work Opp & Trans Bens	4	1	0	0	0	5
Moving Expenses	10	0	0	0	0	10
Storage Fees	12	0	0	0	0	12
Subtotal	319	4	0	0	0	323

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	53	4	0	1	0	58
Ongoing Rent	28	4	0	0	0	32
Rent Increase	105	1	0	0	0	106
Establishment of Home	35	3	0	0	0	38
Clothing	5	0	0	0	0	5
Client Share Rent Arrears	117	8	0	0	0	125
Miscellaneous	34	1	0	0	0	35
Work Opp & Trans Bens	4	1	0	0	0	5
Moving Expenses	2	1	0	0	0	3
Storage Fees	27	1	0	0	0	28
Subtotal	410	24	0	1	0	435

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	41	1	0	0	0	42
Ongoing Rent	37	2	0	0	0	39
Rent Increase	159	4	0	0	0	163
Establishment of Home	27	0	0	0	0	27
Clothing	7	2	0	0	0	9
Client Share Rent Arrears	153	9	0	0	0	162
Miscellaneous	30	2	0	0	0	32
Work Opp & Trans Bens	5	2	0	0	0	7
Moving Expenses	5	0	0	0	0	5
Storage Fees	23	0	0	0	0	23
Subtotal	487	22	0	0	0	509

Total for all Centers**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	67	6	0	0	0	73
Ongoing Rent	29	2	0	0	0	31
Rent Increase	61	0	0	0	0	61
Establishment of Home	14	2	0	0	0	16
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	82	4	0	0	0	86
Miscellaneous	36	2	0	0	0	38
Work Opp & Trans Bens	1	1	0	0	0	2
Moving Expenses	11	0	0	0	0	11
Storage Fees	28	1	0	0	0	29
Subtotal	335	18	0	0	0	353

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	42	8	1	0	0	51
Ongoing Rent	44	4	2	0	0	50
Rent Increase	58	2	1	0	0	61
Establishment of Home	33	6	1	0	0	40
Clothing	8	1	0	0	0	9
Client Share Rent Arrears	80	5	1	0	0	86
Miscellaneous	27	3	0	0	0	30
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	3	0	0	0	0	3
Storage Fees	32	3	1	0	0	36
Subtotal	330	32	7	0	0	369

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	39	1	0	0	0	40
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	0	0	0	0	0
Establishment of Home	9	1	0	0	0	10
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	1	0	0	0	0	1
Miscellaneous	27	1	0	0	0	28
Work Opp & Trans Bens	1	1	0	0	0	2
Moving Expenses	2	1	0	0	0	3
Storage Fees	12	0	0	0	0	12
Subtotal	92	5	0	0	0	97

Total for all Centers**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	40	3	0	1	0	Total
Ongoing Rent	8	0	0	0	0	8
Rent Increase	99	1	0	0	0	100
Establishment of Home	31	2	0	1	0	34
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	123	0	0	0	0	123
Miscellaneous	18	0	0	0	0	18
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	2	0	0	0	0	2
Storage Fees	20	1	0	0	0	21
Subtotal	345	7	0	2	0	354

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	64	10	1	0	0	75
Ongoing Rent	30	0	0	0	0	30
Rent Increase	148	1	0	1	0	150
Establishment of Home	26	6	0	0	0	32
Clothing	10	0	0	0	0	10
Client Share Rent Arrears	170	6	2	2	0	180
Miscellaneous	61	0	1	0	0	62
Work Opp & Trans Bens	6	1	0	0	0	7
Moving Expenses	12	1	0	0	0	13
Storage Fees	41	1	0	0	0	42
Subtotal	568	26	4	3	0	601

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	98	2	0	0	0	100
Ongoing Rent	56	1	1	0	0	58
Rent Increase	138	3	0	0	0	141
Establishment of Home	62	0	0	0	0	62
Clothing	11	0	0	0	0	11
Client Share Rent Arrears	102	1	0	0	0	103
Miscellaneous	51	0	0	0	0	51
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	10	1	0	0	0	11
Storage Fees	38	2	0	0	0	40
Subtotal	568	10	1	0	0	579

Total for all Centers**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	19	2	0	0	0	21
Ongoing Rent	11	1	1	0	0	13
Rent Increase	13	2	0	0	0	15
Establishment of Home	7	2	0	0	0	9
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	15	3	0	0	0	18
Miscellaneous	4	1	0	0	0	5
Work Opp & Trans Bens	1	0	0	0	0	1
Moving Expenses	2	0	0	0	0	2
Storage Fees	3	0	0	0	0	3
Subtotal	76	12	1	0	0	89

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	28	14	0	0	0	42
Ongoing Rent	7	4	0	0	0	11
Rent Increase	24	1	0	0	0	25
Establishment of Home	26	11	0	0	0	37
Clothing	6	2	0	0	0	8
Client Share Rent Arrears	14	9	0	0	0	23
Miscellaneous	7	1	0	0	0	8
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	1	0	0	0	0	1
Storage Fees	9	0	0	0	0	9
Subtotal	122	43	0	0	0	165

Quarterly CBCFA Data: FY 21.1

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	434	49	3	0	0	486
Ongoing Rent	109	23	8	3	0	143
Rent Increase	365	135	44	8	0	552
Establishment of Home	277	27	3	0	0	307
Clothing	25	4	0	0	0	29
Client Share Rent Arrears	675	83	22	2	0	782
Miscellaneous	276	43	4	0	0	323
Work Opp & Trans Bens	27	3	4	0	0	34
Moving Expenses	53	4	0	0	0	57
Storage Fees	234	24	2	0	0	260
Grand Total	2,475	395	90	13	0	2,973

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	20	4	0	0	0	24
Ongoing Rent	5	0	0	0	0	5
Rent Increase	13	2	0	0	0	15
Establishment of Home	16	1	0	0	0	17
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	34	4	0	0	0	38
Miscellaneous	19	2	0	0	0	21
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	3	0	0	0	0	3
Storage Fees	13	2	0	0	0	15
Subtotal	127	15	0	0	0	142

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	61	4	0	0	0	65
Ongoing Rent	20	2	0	0	0	22
Rent Increase	77	3	0	0	0	80
Establishment of Home	29	2	0	0	0	31
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	81	4	0	0	0	85
Miscellaneous	50	8	0	0	0	58
Work Opp & Trans Bens	9	0	0	0	0	9
Moving Expenses	12	0	0	0	0	12
Storage Fees	46	3	0	0	0	49
Subtotal	387	26	0	0	0	413

Quarterly CBCFA Data: FY 21.1

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	30	0	0	0	0	30
Ongoing Rent	14	1	0	0	0	15
Rent Increase	22	8	0	0	0	30
Establishment of Home	16	1	0	0	0	17
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	44	6	0	0	0	50
Miscellaneous	21	2	0	0	0	23
Work Opp & Trans Bens	1	1	0	0	0	2
Moving Expenses	6	0	0	0	0	6
Storage Fees	10	0	0	0	0	10
Subtotal	165	20	0	0	0	185

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	27	9	0	0	0	36
Ongoing Rent	5	5	3	3	0	16
Rent Increase	7	44	25	3	0	79
Establishment of Home	29	6	0	0	0	35
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	74	5	0	0	0	79
Miscellaneous	19	6	0	0	0	25
Work Opp & Trans Bens	2	1	0	0	0	3
Moving Expenses	3	0	0	0	0	3
Storage Fees	20	3	0	0	0	23
Subtotal	188	79	28	6	0	301

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	26	6	0	0	0	32
Ongoing Rent	9	1	0	0	0	10
Rent Increase	30	23	0	0	0	53
Establishment of Home	23	2	0	0	0	25
Clothing	6	0	0	0	0	6
Client Share Rent Arrears	103	22	1	0	0	126
Miscellaneous	17	4	0	0	0	21
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	2	1	0	0	0	3
Storage Fees	8	2	0	0	0	10
Subtotal	229	61	1	0	0	291

Quarterly CBCFA Data: FY 21.1

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	6	0	0	0	42
Ongoing Rent	1	1	2	0	0	4
Rent Increase	7	12	3	1	0	23
Establishment of Home	15	2	0	0	0	17
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	39	6	4	1	0	50
Miscellaneous	22	6	1	0	0	29
Work Opp & Trans Bens	0	0	1	0	0	1
Moving Expenses	7	0	0	0	0	7
Storage Fees	24	4	0	0	0	28
Subtotal	152	37	11	2	0	202

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	26	4	2	0	0	32
Ongoing Rent	11	3	1	0	0	15
Rent Increase	11	3	1	1	0	16
Establishment of Home	21	2	2	0	0	25
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	49	5	6	0	0	60
Miscellaneous	13	3	1	0	0	17
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	1	1	0	0	0	2
Storage Fees	23	2	1	0	0	26
Subtotal	160	23	14	1	0	198

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	36	0	1	0	0	37
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	9	0	0	0	0	9
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	27	1	0	0	0	28
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	0	0	0	0	2
Storage Fees	12	1	0	0	0	13
Subtotal	86	2	1	0	0	89

Quarterly CBCFA Data: FY 21.1

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	25	3	0	0	0	28
Ongoing Rent	1	0	1	0	0	2
Rent Increase	16	6	8	1	0	31
Establishment of Home	23	6	0	0	0	29
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	49	10	7	1	0	67
Miscellaneous	10	3	0	0	0	13
Work Opp & Trans Bens	0	0	3	0	0	3
Moving Expenses	0	0	0	0	0	0
Storage Fees	12	1	0	0	0	13
Subtotal	137	29	19	2	0	187

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	44	2	0	0	0	46
Ongoing Rent	11	2	1	0	0	14
Rent Increase	81	6	4	1	0	92
Establishment of Home	21	1	0	0	0	22
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	102	8	4	0	0	114
Miscellaneous	38	2	2	0	0	42
Work Opp & Trans Bens	3	0	0	0	0	3
Moving Expenses	10	1	0	0	0	11
Storage Fees	25	1	1	0	0	27
Subtotal	338	24	12	1	0	375

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	70	5	0	0	0	75
Ongoing Rent	30	7	0	0	0	37
Rent Increase	96	22	3	1	0	122
Establishment of Home	43	4	1	0	0	48
Clothing	2	1	0	0	0	3
Client Share Rent Arrears	77	12	0	0	0	89
Miscellaneous	32	5	0	0	0	37
Work Opp & Trans Bens	2	0	0	0	0	2
Moving Expenses	6	1	0	0	0	7
Storage Fees	34	4	0	0	0	38
Subtotal	392	61	4	1	0	458

Quarterly CBCFA Data: FY 21.1

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	13	1	0	0	0	14
Ongoing Rent	1	0	0	0	0	1
Rent Increase	1	1	0	0	0	2
Establishment of Home	7	0	0	0	0	7
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	12	0	0	0	0	12
Miscellaneous	3	0	0	0	0	3
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	1	0	0	0	0	1
Storage Fees	3	0	0	0	0	3
Subtotal	42	4	0	0	0	46

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	20	5	0	0	0	25
Ongoing Rent	1	1	0	0	0	2
Rent Increase	4	5	0	0	0	9
Establishment of Home	25	0	0	0	0	25
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	11	1	0	0	0	12
Miscellaneous	5	1	0	0	0	6
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	4	1	0	0	0	5
Subtotal	72	14	0	0	0	86

Quarterly CBCFA Data: FY 21.1

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	353	129	14	0	0	496
Ongoing Rent	98	32	12	5	0	147
Rent Increase	342	149	59	9	0	559
Establishment of Home	211	90	5	2	0	308
Clothing	23	4	0	0	0	27
Client Share Rent Arrears	591	170	27	6	0	794
Miscellaneous	262	55	5	1	0	323
Work Opp & Trans Bens	18	11	5	0	0	34
Moving Expenses	48	9	0	0	0	57
Storage Fees	219	34	7	0	0	260
Grand Total	2,165	683	134	23	0	3,005

Amsterdam

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	12	11	1	0	0	24
Ongoing Rent	4	1	0	0	0	5
Rent Increase	11	4	0	0	0	15
Establishment of Home	9	8	0	0	0	17
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	30	8	0	0	0	38
Miscellaneous	19	2	0	0	0	21
Work Opp & Trans Bens	0	2	0	0	0	2
Moving Expenses	2	1	0	0	0	3
Storage Fees	11	4	0	0	0	15
Subtotal	100	41	1	0	0	142

Brownsville

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	51	14	0	0	0	65
Ongoing Rent	17	5	0	0	0	22
Rent Increase	76	6	0	0	0	82
Establishment of Home	26	5	0	0	0	31
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	73	12	0	0	0	85
Miscellaneous	48	9	0	0	0	57
Work Opp & Trans Bens	7	2	0	0	0	9
Moving Expenses	12	0	0	0	0	12
Storage Fees	44	4	0	0	0	48
Subtotal	356	57	0	0	0	413

Quarterly CBCFA Data: FY 21.1

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	28	2	0	0	0	30
Ongoing Rent	13	1	1	0	0	15
Rent Increase	20	10	0	0	0	30
Establishment of Home	16	1	0	0	0	17
Clothing	1	1	0	0	0	2
Client Share Rent Arrears	40	10	0	0	0	50
Miscellaneous	21	2	0	0	0	23
Work Opp & Trans Bens	0	2	0	0	0	2
Moving Expenses	6	0	0	0	0	6
Storage Fees	10	0	0	0	0	10
Subtotal	155	29	1	0	0	185

Crotona

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	22	16	3	0	0	41
Ongoing Rent	4	3	6	3	0	16
Rent Increase	4	37	34	4	0	79
Establishment of Home	15	20	0	0	0	35
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	60	23	0	0	0	83
Miscellaneous	19	7	0	0	0	26
Work Opp & Trans Bens	2	0	1	0	0	3
Moving Expenses	1	2	0	0	0	3
Storage Fees	18	5	0	0	0	23
Subtotal	146	113	44	7	0	310

Grand Concourse

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	24	8	0	0	0	32
Ongoing Rent	7	5	0	0	0	12
Rent Increase	33	23	2	0	0	58
Establishment of Home	22	3	0	0	0	25
Clothing	5	1	0	0	0	6
Client Share Rent Arrears	86	39	1	0	0	126
Miscellaneous	17	4	0	0	0	21
Work Opp & Trans Bens	5	0	0	0	0	5
Moving Expenses	2	1	0	0	0	3
Storage Fees	7	3	0	0	0	10
Subtotal	208	87	3	0	0	298

Quarterly CBCFA Data: FY 21.1

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	10	1	0	0	43
Ongoing Rent	1	1	2	0	0	4
Rent Increase	6	12	4	1	0	23
Establishment of Home	12	5	0	0	0	17
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	37	7	5	2	0	51
Miscellaneous	21	7	1	0	0	29
Work Opp & Trans Bens	0	0	1	0	0	1
Moving Expenses	6	1	0	0	0	7
Storage Fees	23	2	2	0	0	27
Subtotal	139	45	16	3	0	203

Hamilton

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	14	14	4	0	0	32
Ongoing Rent	10	5	1	0	0	16
Rent Increase	11	2	2	1	0	16
Establishment of Home	15	7	2	1	0	25
Clothing	2	0	0	0	0	2
Client Share Rent Arrears	41	12	6	2	0	61
Miscellaneous	12	3	1	1	0	17
Work Opp & Trans Bens	1	2	0	0	0	3
Moving Expenses	1	1	0	0	0	2
Storage Fees	20	3	3	0	0	26
Subtotal	127	49	19	5	0	200

Housing Placement Unit

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	32	4	1	0	0	37
Ongoing Rent	0	0	0	0	0	0
Rent Increase	0	0	0	0	0	0
Establishment of Home	8	1	0	0	0	9
Clothing	0	0	0	0	0	0
Client Share Rent Arrears	0	0	0	0	0	0
Miscellaneous	25	3	0	0	0	28
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	2	0	0	0	0	2
Storage Fees	12	1	0	0	0	13
Subtotal	79	9	1	0	0	89

Quarterly CBCFA Data: FY 21.1

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	17	13	1	0	0	31
Ongoing Rent	0	1	0	1	0	2
Rent Increase	15	7	8	1	0	31
Establishment of Home	13	15	1	0	0	29
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	47	11	9	2	0	69
Miscellaneous	9	4	0	0	0	13
Work Opp & Trans Bens	0	0	3	0	0	3
Moving Expenses	0	0	0	0	0	0
Storage Fees	10	3	0	0	0	13
Subtotal	112	54	22	4	0	192

Kingsbridge

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	39	6	2	0	0	47
Ongoing Rent	11	1	1	1	0	14
Rent Increase	79	8	4	1	0	92
Establishment of Home	20	2	1	0	0	23
Clothing	3	1	0	0	0	4
Client Share Rent Arrears	93	19	5	0	0	117
Miscellaneous	35	4	3	0	0	42
Work Opp & Trans Bens	2	1	0	0	0	3
Moving Expenses	10	1	0	0	0	11
Storage Fees	26	1	1	0	0	28
Subtotal	318	44	17	2	0	381

Queensboro

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	63	12	0	0	0	75
Ongoing Rent	29	8	1	0	0	38
Rent Increase	84	33	4	1	0	122
Establishment of Home	38	9	0	1	0	48
Clothing	2	1	0	0	0	3
Client Share Rent Arrears	69	20	0	0	0	89
Miscellaneous	29	8	0	0	0	37
Work Opp & Trans Bens	1	1	0	0	0	2
Moving Expenses	6	1	0	0	0	7
Storage Fees	31	8	0	0	0	39
Subtotal	352	101	5	2	0	460

Quarterly CBCFA Data: FY 21.1**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	9	5	0	0	0	14
Ongoing Rent	1	0	0	0	0	1
Rent Increase	0	2	0	0	0	2
Establishment of Home	4	3	0	0	0	7
Clothing	1	0	0	0	0	1
Client Share Rent Arrears	9	4	0	0	0	13
Miscellaneous	3	0	0	0	0	3
Work Opp & Trans Bens	0	1	0	0	0	1
Moving Expenses	0	1	0	0	0	1
Storage Fees	3	0	0	0	0	3
Subtotal	30	16	0	0	0	46

Waverly

Request Type	0-15 days	16-30 days	31-45 days	46-75 days	76+ days	Total
New Apartment	10	14	1	0	0	14
Ongoing Rent	1	1	0	0	0	18
Rent Increase	3	5	1	0	0	27
Establishment of Home	13	11	1	0	0	21
Clothing	2	0	0	0	0	13
Client Share Rent Arrears	6	5	1	0	0	16
Miscellaneous	4	2	0	0	0	6
Work Opp & Trans Bens	0	0	0	0	0	0
Moving Expenses	0	0	0	0	0	0
Storage Fees	4	0	1	0	0	5
Subtotal	43	38	5	0	0	86

HOUSING SERVICES

	Active Cases @ FY 21.1	Capacity (units)	Capacity (%)
<u>Emergency Housing Occupancy</u>			
Commercial MOU/SRO Hotels			
Family	386	436	88.5%
Single	2,185	2,744	79.6%
Subtotal	2,571	3,180	80.8%
Transitional Congregate Facility	785	874	89.8%
<u>Non-Emergency Supported Housing Occupancy</u>			
Scatter Site	2,473	2,636	93.8%
Permanent Congregate facility	2,418	2,554	94.7%
Total	8,247	9,244	89.2%

FY 21.1	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,584	1,546	1,143
Transitional Congregate Facilities		690	512
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	742	212	24
Permanent Congregate Facilities		254	35
Total	3,326	2,702	1,714

FY 21 Year to Date	Requests	Referrals	Placements
<u>Emergency Housing Activity</u>			
Commercial MOU/SRO Hotels	2,584	1,546	1,143
Transitional Congregate Facilities		690	512
<u>Non-Emergency Supported Housing Activity</u>			
Scatter Site I	742	212	24
Permanent Congregate Facilities		254	35
Total	3,326	2,702	1,714

Additional Housing Data: FY 21.1**FY 21.1**

Number of Commercial SRO Facilities	172 facilities / 2888 units
Number of Transitional Housing Providers	17 facilities / 803 units
Emergency Housing Facilities Inspected ⁹	0
Average Length of Stay (number of days) for Emergency Placements ¹⁰	198.8
Number of facilities used to provide emergency shelter placed on non-referral status	1
Number of facilities used to provide emergency shelter placed on discontinuance of use status	0

⁹ To protect the health and safety of both residents and HRA staff during the COVID -19 pandemic, onsite visits to housing facilities have been reserved for emergency situations. However, HASA has remained in regular contact with all SRO operators to monitor the conditions at all facilities remotely.

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

Quarterly Emergency Housing Data *
FY 21.1

Center	Referrals (Referrals to an emergency housing facility)	Placements (Indicates placements of at least one night in an emergency housing facility)
Amsterdam	214	134
Brownsville	138	105
Coney Island	79	56
Crotona	139	111
Grand Concourse	248	190
Greenwood	141	112
Hamilton	193	137
Housing Placement Unit	82	71
Jerome	176	130
Kingsbridge	246	171
Queensboro	143	104
Serviceline	209	167
Staten Island	44	28
Waverly	184	139
Total	2,236	1,655

* 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 21.1

Center	0-15 days	16-30 days	31-45 days	46-75 days	76-100 days	101+ days	Total
Amsterdam	1	1	1	3	1	0	7
Brownsville	1	1	3	2	0	0	7
Coney Island	0	0	1	0	1	0	2
Crotona	1	1	0	2	0	0	4
Grand Concourse	0	4	0	3	0	0	7
Greenwood	0	3	2	1	0	0	6
Hamilton	4	2	1	1	1	0	9
Housing Placement Unit	0	2	0	2	0	0	4
Jerome	0	0	0	0	0	0	0
Kingsbridge	4	0	3	3	0	0	10
Queensboro	1	0	0	0	0	0	1
Serviceline	0	0	0	0	0	0	0
Staten Island	1	0	0	0	0	0	1
Waverly	1	5	0	2	0	0	8
Total	14	19	11	19	3	0	66

VOCATIONAL REHABILITATION ACTIVITY **

Vocational Rehabilitation Services Program:	FY 21.1	FY 21
Computer Training	0	0
Individual Counseling Sessions	0	0
Job Club	0	0
Skills Day Sessions	0	0
Work Readiness Group	0	0

Clients With Earned Income ¹¹

FY 21.1 End

1,505

** Due to COVID-19 restrictions Vocational and Rehabilitation Services have been suspended.

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

Field Operations Staff

Total Number of Staff at End of FY 21.1

Center	Case Manager	Eligibility Specialist	PAA I	PAA II	PAA III	Sup I	Sup II	Sup III	Total Staff
Amsterdam	50	10	2	1	0	6	4	0	73
Brownsville	78	15	3	4	0	15	4	1	120
Coney Island	49	9	2	2	0	9	2	0	73
Crotona	44	11	0	2	0	9	2	0	68
Grand Concourse	59	11	2	1	0	11	2	0	86
Greenwood	61	15	3	2	0	11	4	0	96
Hamilton	51	10	3	3	0	10	1	0	78
Housing Placement Unit	14	1	1	5	1	1	1	0	24
Jerome	46	8	3	2	0	9	3	0	71
Kingsbridge	88	22	5	3	0	17	5	0	140
Queensboro	58	14	2	3	0	10	4	0	91
Serviceline	14	2	1	0	0	3	0	0	20
Staten Island	12	2	2	1	0	3	1	0	21
Waverly	22	6	2	2	0	4	3	0	39
Total	646	136	31	31	1	118	36	1	1,000

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	156	2,677	2,833	5	55	60	31.2	48.7	47.2
Brownsville	591	3,640	4,231	20	78	98	29.6	46.7	43.2
Coney Island	187	2,025	2,212	6	54	60	31.2	37.5	36.9
Crotona	254	2,251	2,505	11	44	55	23.1	51.2	45.5
Grand Concourse	307	3,075	3,382	12	60	72	25.6	51.3	47.0
Greenwood	213	2,944	3,157	8	68	76	26.6	43.3	41.5
Hamilton	152	2,468	2,620	5	57	62	30.4	43.3	42.3
Housing Placement Unit	41	178	219	3	12	15	13.7	14.8	14.6
Jerome	327	2,270	2,597	11	47	58	29.7	48.3	44.8
Kingsbridge	439	4,068	4,507	18	92	110	24.4	44.2	41.0
Queensboro	228	2,673	2,901	10	62	72	22.8	43.1	40.3
Staten Island	82	743	825	3	13	16	27.3	57.2	51.6
Waverly	2	1,584	1,586	0	29	29	NA	54.6	54.7
Totals	2,979	30,596	33,575	112	671	783	26.6	45.6	42.9

*Active caseload as of September 30, 2020.

Quarterly Fair Hearings FY 21.1

Center	Hearings Requested	Decisions Rendered in Favor of Client	Compliance Within 30 Days	Compliance After 30 Days	Pending as of 9/30/20
Amsterdam	18	3	3	0	0
Brownsville	16	3	3	0	0
Coney Island	2	0	0	0	0
Crotona	8	4	4	0	0
Grand Concourse	11	2	2	0	0
Greenwood	11	2	2	0	0
Hamilton	6	3	3	0	0
Jerome	12	3	3	0	0
Kingsbridge	13	2	2	0	0
Queensboro	6	1	1	0	0
Staten Island	3	1	1	0	0
Waverly	4	1	1	0	0
Total	110	25	25	0	0

Decisions Rendered in Favor of Client **25**

Article 78 Proceedings **0**