

NYC DEPARTMENT OF SOCIAL SERVICES

MANAGING INTERNAL CONTROLS

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NYC DSS SNAPSHOT

The New York City (NYC) Department of Social Services (DSS) is comprised of the Human Resources Administration (HRA) and the Department of Homeless Services (DHS).

Human Resources Administration (HRA)

- HRA is the nation's largest social services agency, serving three million low-income and vulnerable New Yorkers annually through the administration of more than 12 public benefits programs including Cash Assistance, SNAP, and Medicaid.
- In Jan-Jun 2022, HRA issued \$836 million in Cash Assistance benefits and \$2.8 billion in SNAP benefits.
- As of April 2022, 4,175,498 NYC residents receive Medicaid, including 1,514,266 on HRA-administered Medicaid (primarily elderly and/or disabled clients). NYC residents make up roughly 56-58% of the 7.5 million NY State Medicaid recipients.

Department of Homeless Services (DHS)

- DHS collaborates with other public agencies and nonprofit partners to prevent homelessness before it occurs, reduce street homelessness, and assist New Yorkers in transitioning from shelter into permanent housing. DHS remains committed to meeting its legal mandate to provide temporary emergency shelter to those experiencing homelessness.
- As of June 2022, the DHS Shelter Census was 48,127 (including 32,080 adults and 16,047 children). This census includes 16,164 single adults (SA), 9,400 Families with Children (FWC), and 3,020 adult families (AF).
- DHS partners with 72 private shelter providers and also directly operates 10 shelters.

DSS-ACCOUNTABILITY OFFICE

The DSS Accountability Office is responsible for supporting the integrity of social services programs administered by the New York City Department of Social Services (DSS), and ensuring that DSS is in compliance with statutory, regulatory, and contractual standards. We do this through:

Client and
provider
investigations

Recommending
and establishing
appropriate
internal controls

Claim
establishment
and
collections

Audits --
internal and
external

Quality
assurance
reviews

Contract
monitoring

Medicaid trust
monitoring

Regulatory
compliance

Promotion of
an agency-
wide culture of
ethics and
compliance

Provide
oversight and
management
of agency-
wide data
security

AGENCY-WIDE CONTROLS



Preventative Controls

- Specialized Front End Integrity Review Teams
- Verifications Embedded in the Application Process (Documents, Collateral Data Sources, System Controls)



Detective Controls

- Data Analytics
- Back End Investigations
- Audit/Quality Assurance



Corrective Controls

- Internal Reviews
- Corrective Action Plans
- Error Correction
- Recoveries
- External Referrals

PREVENTATIVE CONTROLS

EXAMPLES

Bureau of Eligibility Verification

- Unit designed to perform secondary reviews

IDNYC/Fair Fares

- Work flows designed to establish the appropriate level of verification


Selective Case Review

- Automated flags within the application review process

Case Management Systems

- Systems or controls embedded within the application review process

INFORMATION VERIFICATION SERVICE



Information Verification Service

Welcome | SNAP Eligibility Manager | 08/08/2017 12:28 PM

Search By Case No Enter Case No

HOWARDSON, H Request Date/Time: 01/12/2017 03:50 PM

Match Summary

First Name, Middle Initial	Shirley L	Starlite	Samantha M	Rakim
Last Name	Howardson	Howardson	Howardson	Samualjames
DOB				
SSN				
Match Request Date	01/12/2017	01/12/2017	01/12/2017	01/12/2017
NYCHA Section 8	✓	✓	✓	✓
HPD Section 8	✗	✗	✗	✗
NYC Marriage	⊖	⊖	⊖	⊖
NYC Vital Records	✗	✗	✓	✗
TALX	✗	✓	✓	✓
NYC Employee	✗	✗	✗	✗
ACCIS - Childcare Provider Income	✗	✗	✗	✗
Taxi Limousine Commission	⊖	⊖	⊖	⊖
Child Support Income	✗	✗	✗	✗

Icon Legend

- ✓ Match Found
- ✗ No Match Found
- ⊖ Pending Match Results
- ⚠ Match Failed

- IVS Home
- Search Results
- Match Summary
- Match Details
- NYCHA Section 8
- HPD Section 8
- NYC Marriage
- NYC Vital Records
- TALX
- NYC Employee
- ACCIS - Childcare Provider Income
- Taxi Limousine Commission
- Child Support Income
- Match Run History

DETECTIVE CONTROLS

EXAMPLES

Data Analytics

- Narrow subset of cases that have flagged as anomalous

Fraud Investigations

- Follow up on data analytic and other cases

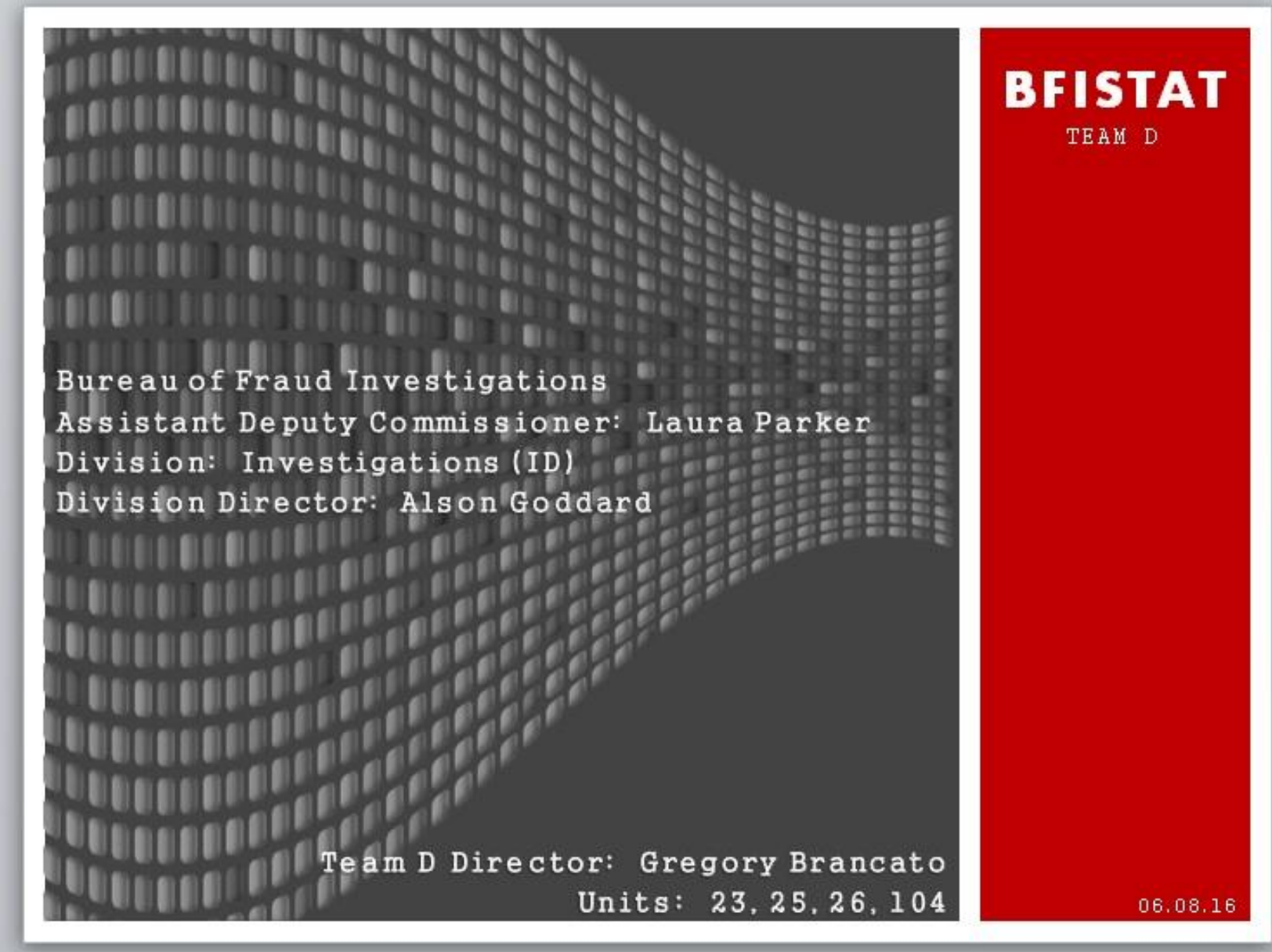
Audit/Quality Assurance

- Post event review process designed to identify control issues

Performance Management

- Metric based review of program processes and outcomes

BFISTAT



The graphic features a dark gray background with a white grid pattern that curves from the left towards the center. A solid red vertical bar is positioned on the right side. Text is displayed in a white, monospaced font.

Bureau of Fraud Investigations
Assistant Deputy Commissioner: Laura Parker
Division: Investigations (ID)
Division Director: Alson Goddard

Team D Director: Gregory Brancato
Units: 23, 25, 26, 104

BFISTAT
TEAM D

06.08.16

INVESTIGATIONS: COLLECTIONS & SAVINGS

Savings by Program	2014 \$	2015 \$	2016 \$	2017 \$	2018 \$	2019 \$	2020 \$	2021 \$
CA	\$185,077,433	\$176,204,569	\$176,097,047	\$206,341,158	\$213,563,921	\$208,911,566	\$80,630,157	\$59,099,054
SNAP	\$31,848,790	\$28,494,979	\$27,519,374	\$31,581,402	\$37,944,832	\$37,715,460	\$19,375,023	\$20,141,685
MA	\$191,019,875	\$166,911,509	\$204,380,456	\$218,449,520	\$382,075,773	\$294,437,367	\$218,196,603	\$227,896,228
TOTAL	\$407,946,098	\$371,611,056	\$407,996,877	\$456,372,080	\$633,584,526	\$541,064,393	\$318,201,784	\$307,136,967

Total
2014 - 2021 = \$3.4 Billion

Note: Recovery based totals do not include non-DARB recoveries made by the Law Department, lottery winnings, or MPIA cases. These sources only provide dollar values.

DEPARTMENT OF SOCIAL SERVICES

Questions?

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