

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
EAST RIVER(37) Job Center -November 2016

Director: Alain Jean-Bart Since: 4/1/2011
 Deputies: Ella Caynes; Anthony Ferreira
 Deputy Regional Manager: Veronica Lux
 Executive Region Manager: Greg Gomez
 Staff on Board:
 Zip Codes covered: All applicants in shelter and referrals from DHS

Caseload all (cases): 4,124
 Caseload recurring (cases): 4,052
 Caseload non-recurring (cases): 72
 Cases with an individual in sanction status: 23
 Average Case Size: 2.0

Caseload all (persons): 8,254
 Caseload recurring (persons): 8,107
 Caseload non-recurring (persons): 147
 Adults: 4,495
 Children: 3,759

Applications all: 1784
 Applications recurring: 1714
 Applications non recu: 70
 Applications Acceptar: 18.7%

Recert. Sched: 573

Center Performance						
	Monthly	Score: 52.6	Rank: 17	YTD	Score: 33.4	Rank: 19
	PROVIDING ACCESS to SERVICES	ENSURING PARTICIPANT SUPPORTS are in PLACE	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	DELIVERY of CUSTOMER SERVICE	All
Center						
Exceeds performance expectations	2	0	1	3	1	7
Meets performance expectations	0	3	1	1	0	5
Approaching performance expectation	2	1	1	0	0	4
Fails to meet performance expectations	0	0	1	1	0	2
City Wide Totals (19 total centers)						
Exceeds performance expectations	2	0	1	0	0	3
Meets performance expectations	2	3	3	4	1	13
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time
Current Month
1:07

Non POS/PAM Transactions	
Count	% of Total
75	0.96

Performance Expectations	Report Month	Report Month														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center		City		Center	City				
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers Above threshold	Centers with-in Threshold	Centers approaching Threshold	Centers below Threshold	Score	Rank	Score	Rank	Score	Rank			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Oct	95%	99%	0.0	8	93.5%	1534	17		-1.4%	96.9%	5	11	1	2	92.7%	18	97.1%	94.5%	18	97.7%	83.9%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	0.0	8	94.5%	968	16		9.6%	96.1%	7	8	1	3	89.2%	17	96.6%	90.4%	19	97.4%	80.9%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.4%	367	13		-0.4%	98.5%	15	3	0	1	98.6%	12	98.2%	98.8%	8	98.4%	97.6%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	270	15		1.4%	99.5%	16	2	1	0	98.3%	16	99.2%	94.5%	19	98.3%	92.7%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	3.2	4	98.6%	858	7		1.0%	96.8%	3	12	4	0	98.2%	10	97.2%	97.0%	18	97.0%	95.3%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	93.6%	78	16		3.4%	97.5%	7	7	2	2	93.0%	16	96.6%	91.1%	17	95.4%	90.0%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.0	6	96.5%	314	12		-0.1%	96.5%	5	9	3	2	96.6%	12	96.9%	94.0%	17	96.4%	82.5%	94.0%
8	Re-Engaged after Good Cause		97%	99%	3.2	6	98.1%	259	10		1.8%	98.3%	8	5	4	2	96.6%	16	98.1%	97.5%	16	98.3%	97.9%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		249.5	311.9	0.0	5	200	0	19		-7	128	3	10	2	4	212	19	129.7	252.7	15	138.8	309.8	136.4
10	Employed Cases with Current Documentation		90%	95%	3.0	5	93.0%	115	12		-3.1%	94.2%	9	5	2	3	94.1%	9	93.1%	90.9%	12	91.7%	87.6%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	0.0	5	89.8%	186	16		-4.3%	94.3%	8	6	3	2	92.2%	14	94.5%	93.0%	11	94.2%	92.1%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.0%	135	11		0.6%	96.9%	18	1	0	0	97.1%	6	96.4%	96.3%	9	95.7%	92.1%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	98.7%	75	5		0.1%	92.5%	12	3	1	3	97.2%	9	94.6%	97.5%	5	95.2%	97.5%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.0	6	12.9%	0	19		12.9%	1.7%	0	11	8	0	4.3%	19	2.4%	14.6%	18	5.1%	7.0%	6.7%
15	Overdue Face To Face Recertifications	Oct	9	0	3.2	6	4.0		10		3	3	6	10	3	0	5	14	2	30	19	3	37	4
16	SSN Validation		95%	98%	5.0	5	100.0%	124	1		1.1%	97.5%	12	6	0	1	99.4%	4	97.7%	99.1%	3	97.5%	98.5%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.7%	137	14		-0.1%	7.9%	16	0	3	0	2.3%	15	6.5%	8.0%	18	6.2%	32.3%	10.7%
18	Fair Hearing Request Rate						Non Scoring	2.2%	6374			3.9%					2.3%		4.0%	2.6%		4.2%	3.9%	5.1%
19	Fair Hearing Withdrawal Rate						Non Scoring	10.3%				8.4%					10.7%		7.1%	12.7%		7.2%	30.3%	29.5%
20	Fair Hearing Affirmation Rate						Non Scoring	36.4%				53.6%					53.2%		53.0%	39.4%		40.6%	35.4%	39.1%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1		0	0	17	2	0	0	0	1	0.0	0	1	0.04	0	0

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	Center				Borough				City Wide			
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
Demographics												
Applications	495	1,219	n/a	70	536	1,426	n/a	89	6,153	11,375	n/a	9,198
Acceptance Rate	56.1%	49.3%	n/a	98.1%	47.3%	62.6%	n/a	82.4%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	15.5%	19.1%	17.6%	10.3%	28.6%	47.4%	8.8%	30.2%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	17	60	4	0	18	71	5	0	886	1,274	407	0
Exits (Non Employment Related)	129	334	36	30	137	377	36	36	2,212	6,339	1,034	3,417
Caseload (cases)	1,406	2,177	469	72	1,616	5,769	557	80	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	5	7	11	n/a	2	3	5	n/a	5	2	11	n/a
Caseload (persons)	3,485	3,157	1,465	147	3,967	8,165	1,743	167	129,451	112,523	84,851	8,794
Engagement												
Employed	824	669	322	n/a	854	704	391	n/a	11,858	5,374	10,387	n/a
School, Training and Education	52	16	11	n/a	66	34	13	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	211	303	85	n/a	218	314	87	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		292				332				14,435		
Total Children in Formal Childcare		1,441				1,605				39,856		
Total Children in Transitional Childcare		90				110				5,875		
Child Care Not found (Report Month)		4				4				247		
# of Refused Recipient Child Care Referral w/o Good Cause		11				11				18		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
Outcomes												
Education & Training Completions				n/a				n/a				n/a
B2W Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
Other Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
	All Case Types				All Case Types				All Case Types			
Retention Rates (3 months)		77.2%				78.7%				81.0%		
Retention Rates (6 months)		68.3%				69.3%				73.0%		
Retention Rates (9 Months)		63.5%				63.7%				66.6%		
Retention Rates (12 Months)		57.9%				58.6%				65.0%		