

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center -November 2016

Director: Maud Baptiste; Since: 4/1/2011
 Deputies: Trayce D'Ambrosio, Serge Joseph;
 Deputy Regional Manager: James Fields; Ronald Martin; Lisa McLaughlin
 Executive Region Manager: Marlene D.Campbell
 Staff on Board:
 Zip Codes covered:11362 through 11367, 11375, 11410 through 11436, 11451

Caseload all (cases): 7,685
 Caseload recurring (cases): 7,539
 Caseload non-recurring (cases): 146
 Cases with an individual in sanction status: 26
 Average Case Size: 1.9

Caseload all (persons): 14,962
 Caseload recurring (persons): 14,621
 Caseload non-recurring (persons): 341
 Adults: 8,424
 Children: 6,538

Applications all: 1938
 Applications recurring: 1425
 Applications non recu: 513
 Applications Accepted: 23.7%
 Recert. Sched: 806

Center Performance							
	Monthly	Score: 87.1	Rank: 3	YTD	Score: 80.8	Rank: 4	
	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	3	1	4	4	1	13	
Meets performance expectations	1	2	0	0	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	0	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	0:30

Non POS/PAM Transactions	
Count	% of Total
25	0.28

		Report Month														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center	City	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%	8.0	8	99.1%	2179	4	Green	-0.6%	96.9%	5	11	1	2	99.4%	3	97.1%	99.4%	2	97.7%	99.0%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	7.7	8	98.8%	1027	9	Yellow	-0.8%	96.1%	7	8	1	3	99.5%	3	96.6%	99.3%	3	97.4%	99.2%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.8%	499	4	Green	0.6%	98.5%	15	3	0	1	99.0%	6	98.2%	98.4%	12	98.4%	97.5%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	464	1	Green	0.3%	99.5%	16	2	1	0	99.8%	5	99.2%	98.8%	8	98.3%	96.8%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	3.6	4	98.8%	826	6	Yellow	-0.4%	96.8%	3	12	4	0	99.2%	4	97.2%	99.0%	3	97.0%	97.9%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	3.9	4	97.9%	95	8	Yellow	-0.1%	97.5%	7	7	2	2	97.6%	5	96.6%	97.2%	4	95.4%	96.3%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.7%	282	2	Green	1.7%	96.5%	5	9	3	2	98.7%	2	96.9%	97.8%	7	96.4%	97.6%	94.0%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	95.0%	238	18	Red	0.7%	98.3%	8	5	4	2	94.9%	19	98.1%	96.5%	18	98.3%	98.0%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		169.6	212.0	5.0	5	250	0	2	Green	28	128	3	10	2	4	227	2	129.7	241.5	2	138.8	231.0	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	98.4%	61	4	Yellow	4.6%	94.2%	9	5	2	3	95.7%	6	93.1%	94.7%	3	91.7%	86.2%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	99.2%	122	6	Green	1.7%	94.3%	8	6	3	2	98.9%	4	94.5%	98.9%	3	94.2%	95.2%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	98.9%	175	4	Green	0.5%	96.9%	18	1	0	0	97.3%	7	96.4%	97.3%	3	95.7%	96.6%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	99.0%	102	4	Green	-1.0%	92.5%	12	3	1	3	97.8%	6	94.6%	95.5%	14	95.2%	92.5%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.0	6	2.8%	0	13	Red	2.8%	1.7%	0	11	8	0	4.5%	13	2.4%	8.1%	17	5.1%	8.8%	6.7%
15	Overdue Face To Face Recertifications	Oct	5	0	6.0	6	0.0		1	Green	0	3	6	10	3	0	0	1	2	0	1	3	1	4
16	SSN Validation		95%	98%	5.0	5	100.0%	71	1	Green	10.2%	97.5%	12	6	0	1	97.1%	18	97.7%	97.8%	11	97.5%	97.1%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	59	1	Green	0.0%	7.9%	16	0	3	0	0.0%	1	6.5%	0.0%	3	6.2%	0.0%	10.7%
18	Fair Hearing Request Rate						3.8%	8124				3.9%					4.1%		4.0%	4.3%		4.2%	6.5%	5.1%
19	Fair Hearing Withdrawal Rate						8.8%					8.4%					5.4%		7.1%	7.7%		7.2%	25.7%	29.5%
20	Fair Hearing Affirmation Rate						69.0%					53.6%					56.3%		53.0%	52.0%		40.6%	48.9%	39.1%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	17	2	0	0	0	1	0.0	0	1	0.04	0	0

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center**

	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	539	886	n/a	513	954	1,589	n/a	1,035	6,153	11,375	n/a	9,198
Acceptance Rate	32.3%	32.3%	n/a	58.0%	34.4%	33.2%	n/a	60.6%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	33.2%	35.8%	21.7%	16.0%	26.6%	31.9%	10.4%	11.9%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	63	126	17	0	117	185	40	0	886	1,274	407	0
Exits (Non Employment Related)	118	317	37	153	218	626	83	304	2,212	6,339	1,034	3,417
Caseload (cases)	2,274	4,210	1,055	146	4,383	8,951	2,418	304	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	12	2	12	n/a	6	2	8	n/a	5	2	11	n/a
Caseload (persons)	5,832	5,297	3,492	341	11,369	11,306	7,976	715	129,451	112,523	84,851	8,794
Engagement												
Employed	696	310	408	n/a	1,281	576	852	n/a	11,858	5,374	10,387	n/a
School, Training and Education	140	138	56	n/a	293	283	130	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	197	279	90	n/a	322	431	162	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		666				1,388				14,435		
Total Children in Formal Childcare		2,174				3,817				39,856		
Total Children in Transitional Childcare		382				748				5,875		
Child Care Not found (Report Month)		32				49				247		
# of Refused Recipient Child Care Referral w/o Good Cause		1				2				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)		78.2%				78.9%				81.0%		
Retention Rates (6 months)		71.5%				74.0%				73.0%		
Retention Rates (9 Months)		70.9%				69.6%				66.6%		
Retention Rates (12 Months)		71.8%				70.9%				65.0%		