



JOB STAT REFERENCE GUIDE - 12.0

Office of Data Reporting and Analysis

Reference Guide

JOB STAT

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JOBSTAT

Job Stat Statistical Report Manual

JobStat is a performance measurement tool that tracks and report on the quality of local office management via preset indicators provided by the Senior Administrative Staff.

The program was initiated in 1998 by HRA to promote quality management of FIA Job Centers. Consistent with the 1996 Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), HRA has implemented reforms to promote self-sufficiency among welfare Participants and to improve the management and administration of the cash assistance program. Critical to this effort, FIA has elevated the authority and responsibility of local program managers in order to provide quality service to those in need. Strong local office management requires consistent access to timely, detailed information about program operations. The JobStat provides local managers with performance data to which they are held accountable by the senior staff and facilitates meetings through which performance can be reviewed and problem-solving strategies developed.

The core of JobStat is the JobStat Report, in which data is compiled on a comprehensive list of performance indicators. These indicators cover the major areas of concern for administrative staff and program managers and are grouped into general areas of employment, fraud prevention, engagement, and administration. JobStat meetings afford the opportunity for an in-depth discussion regarding Center performance and support the exchange of ideas about effective strategies that can be replicated among Centers to enhance HRA's goal of moving dependent individuals to self-sufficiency. As such, JobStat can be a powerful tool helping Center Directors to better understand what they and their staff are doing, identify implementation hurdles, learn from their performance, and plan realistic strategies for improvement. It also allows senior management to identify shortfalls, implement initiatives, optimize resources, and maintain continuous oversight of the Program.

As each year closes and the prior year's goals are assessed, the agency's capacity to accept new challenges is based on it's prior year's performance. New goals and objectives are derived from State and Federal mandates; law suit settlement agreements where discussions are held to strategize and optimize program strengths while staying within these mandates. This is the reason why indicators are revised and updated.

For 2012, the agency has continued the ambitious goal for job placements at 85,000 and many indicators on the JobStat version 12.0 place a great emphasis on tracking the center's ability to meet their share of the goal. With the cash assistance caseload now approaching record lows, the role of work supports is more important than ever. While working tirelessly to ensure that all supports are provided to those who are eligible, the agency is also working hard to guarantee that safeguards against fraud are strictly enforced.

The 2006 TANF reauthorization rules still apply where HRA (as part of New York State OTDA) is being held to a minimum 50% Participation Rate for TANF and Maintenance of Effort (MOE) cases. HRA must be able to document all countable activities. In addition, all employment documentation should be scanned and indexed every six months in the appropriate employment folders so the agency does not get cited for missing documentation. The sanction for the State of NY and consequently, the City for records with missing or outdated documents is almost as bad as not having client's participation at all.

The JobStat Report

There are few changes version 12.0. These changes include revising or moving items to the informational area as well as placing the placement goal of 85,000 in the informational section. Other changes include:

- Qualified Placements now measure center performance based on monthly totals rather than average weekly placements as in prior versions.
- % of Cases budgeted has been changed from 30 days to 35 days in order to account for situations that increase timeframes that are beyond the control of center involvement.
- % of cases accepted with BEV referral. New version looks for Bev referrals within agency prescribed timeframe, but base group is now individuals 18 or older who are activated in the JobStat month.

Finally, the indicators for each section are in order of those with the highest points first and those with the lowest points last within that section.

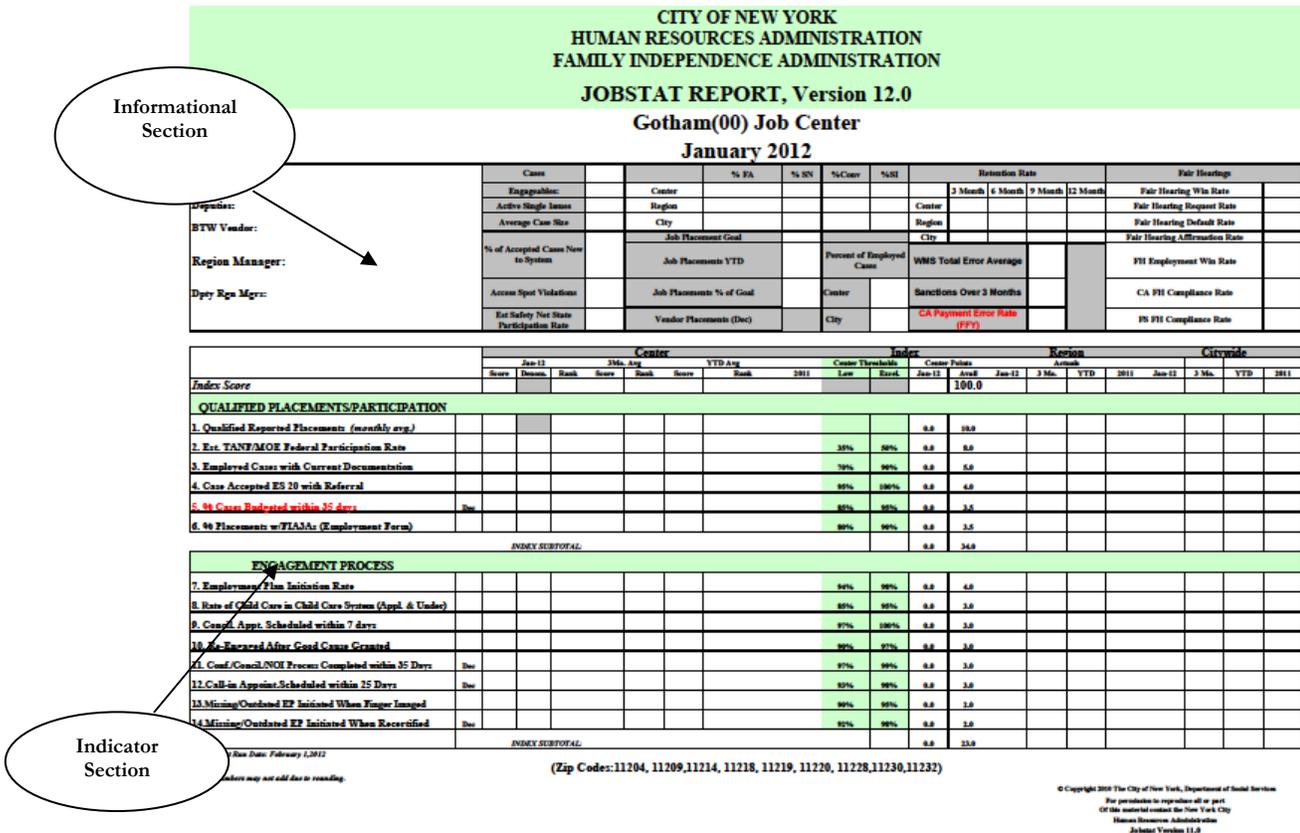


Figure 1.0: The JobStat Report 12.0 format which highlights the Informational Section changes.

In the **Informational Section**, you will find new items such as the **Job Placement Goal** and **Percentage of Goal Reached**. Also found in other rectangular boxes in the informational section are.

Managing Demographics - This box remains unchanged and includes the Staff, Servicing Vendor, and Executive Staff.

Center Demographics - Number of cases; Percentage of engageable and Active Single Issue (SI); The Average case size; '% of accepted cases new to system' provides a profile of the cases being accepted in terms of whether they are repeat clients. We match newly accepted cases by CIN # to identify whether they were known to the system. This demographic information includes regional and citywide numbers for comparative purposes; LESA % - % of "Limited English speaking ability" cases as a percentage of total caseload; 'Access spot violation' is carried over from prior JobStat and signifies the number of instances where a center was cited via a random visit by a regional official violating an aspect of the rules regarding client accessibility to services; Estimated Safety Net State Participation Rate – are Safety Net Participation rates without Federal work rule restrictions;

Case Types - This section provides a numerical breakdown in percentages by Center, Region, and City for the case types, including Family Assistance (FA), Safety Net (SN), Converted (CONV), and Single Issue (SI).

Retention Rate - This section provides the 3 month, 6 month, 9 month and 12 month job retention rates for the center and compares this information to the region and the citywide rates.

Job Placement - This section provides the Goal, % of Goal obtained, YTD, and % of Employed Cases by Center, Region and Citywide. All numbers are as of the last week of the JobStat reporting month.

Miscellaneous Section - This section includes WMS total error average, Sanctions over 3 months, and the Food Stamp Quality Assurance (EQAS) Cash Assistance Payment error rate.

Fair Hearing Rates - This section includes the Fair Hearing Win Rate, Request Rate, Default Rate, Affirmation Rate, and Employment Win Rate as well as the Cash Assistance & Food Stamps Compliance Rates.

The **Index Section** of the report denotes the headings by indicator and their values.

Center Index - The Center Index is divided into three areas: Monthly, Quarterly and Yearly indices (numbers). The monthly numbers displays the actual score of the center's performance during the period. The index itself is a fraction where the denominator represents the total number of cases for the indicator. The Numerator (or score) denotes the total number of cases that met the guidelines. The corresponding caselist that is usually provided prior to the posting of the Stat Report online represent the cases that didn't meet the guideline. The rank is the position of the center's score in comparison to all 19 centers being analyze for this indicator.

The quarterly numbers (3 month average) are regarded as short term trends which provide the ability to forecast a trend and implement new initiatives or corrective action plans to reflect a more positive direction. The Score is calculated by adding the two previous period scores for each indicator to the present period score for each indicator and dividing by three (3). The resulting fraction is then compared to the other centers for the Rank to be determined for the period.

The yearly numbers represents a more consistent performance over time. The calculations from monthly to yearly are essentially the same except for the fact of adding 12 time periods for each indicator and dividing by 12 to get the yearly average for the score. The rank is likewise done the same way.

How are year-to-date points calculated?

Year-to-date points are calculated by looking at each indicator on a Center's Food Stamp Stat report, then averaging the scores obtained.

As an example, if the Gotham Food Stamp Center has 45 errors in January, 70 in February, 50 in March, and 95 in April, the average is 65.

ODRA then looks at the Center's low to excellent thresholds for this indicator, which, for this example, is 55-100.

Gotham exceeded its excellent threshold in January and March, but failed to do so in February and April. As the Center performed slightly better than the low threshold, it would receive 2.3 out of 3 points. Thus, it would take Gotham at least two months of exceeding the excellent threshold to garner the maximum points on year-to-date numbers.

The year-to-date average can also work to a Center's advantage, if they consistently perform well, but fail to do so in a given month.

As an example, Gotham has a FS 30 day application timeliness rate of 99.1% in January, 99.2% in February, 98.7% in March, 85% in April. The threshold for this indicator is 90-95%. While the Center did not receive any points in April, based on their consistently good performance, their year-to-date average is 95.5%. When calculating the year-to-date average, Gotham would receive all the points for this indicator.

Scoring well in the year-to-date average requires consistent performance for each of the Food Stamp Stat indicators, as the year-to-date average is utilized for each indicator, based on the thresholds.

Generally, Centers that perform consistently well over a four to six month period will not see their year-to-date average or year-to-date rank affected if they fail to perform well in a given month. Conversely, Centers that perform poorly over a sustained period of time will adversely impact their year-to-date rank, since that performance, as represented by those numbers, will be averaged in.

In order to mitigate the impact of commencing the year with poor performance, then improving, the Food Stamp Stat report also captures a three-month average, as well as a three-month ranking, which will illustrate a Center's performance in a given quarter, even if its year-to-date average does not reflect that performance.

Index Points and Thresholds - The Index Points are assigned based upon importance of each indicator. Centers achieve points by surpassing the minimum threshold with their score. In-turn the points are used to weigh the Centers in order of greatest score and used in the weighting process when calculating the Score and Ranking.

Center Thresholds - Provides Center-specific performance ranges for each indicator. These thresholds can be numbers or percentages and are performance goals that are set based upon one of the following three ways:

1. Decided upon by FIA Senior Managers taking into account various operational and reporting complexities
2. In accordance with federal regulations or lawsuit decisions
3. Based on each Center's caseload dynamics such as their engaged or undercare population.

Some indicators may not apply to all centers therefore, points may be reallocated; e.g. centers which do not service applicants. Centers are expected to perform above the "Low" threshold and are considered to be at top performance if they reach the "Excellent" performance threshold.

Note: *Performance at or below the Low threshold would "earn" zero percent of the available points for a given indicator on the Index Score, while performance above the low threshold but below the excellent threshold will earn the center a proportion of the points for the indicator.*

- **Center Points** - provides the actual points earned for each indicator. The total score for the Center is calculated by adding all of the Center Points earned for each of the indicators.

- **Available Points (For Index Total)** - are weighted according to agency goals and objectives. These point allocations reflect the relative weight of a given indicator. All the available points add up to a score of 100.

Region and Citywide - By providing the same “Actuals“ information for the Region and Citywide columns (including denominators) as is done for the Center, this allows for easy comparison of the Centers performance as compared to their region and all the Centers as a whole, Citywide.

Index Subtotal - represents the Center’s actual point score for the given sub-section of the Index. The five sub-sections for which there are sub-totals are the Application process, Employment process, Case Management process, and Fraud Prevention and Placements/Participation fields.

PLACEMENTS/ PARTICIPATION PROCESS

Work requirements: Adults in families receiving cash assistance must work or participate in work related activities for a specified number of hours per week depending on the number of work-eligible adults in the family and the age of children.

Work Activities: Federal law includes 10 work activities. Eight of the activities are 'core' activities in that they may be used to satisfy any of the average weekly participation requirements.

The other two activities are 'supplemental' in that they may only be used to satisfy the work activity requirement after the 'core' requirement is met and are subject to annual and lifetime limits.

Core Activities

- Unsubsidized employment
- Subsidized private sector employment
- Subsidized public sector employment
- Job search and job readiness (limited to not more than 12 weeks in a federal fiscal year with not more than 4 weeks consecutive).
- Community service
- Work experience
- On-the-job training
- Vocational educational training (limited to 12 months lifetime for an individual)

Supplemental Activities

- Job skills training directly related to employment
- Education directly related to employment

The work activity requirement applies to families with one or more adults in the assistance group.

The requirement also applies to families where the adult has been sanctioned due to non-compliance with work requirements but the assistance has been continued to the children.

'Child-only' families where the child lives with a relative and the needs of the relative are not included in the calculation of the benefit are not subject to the work requirement. In addition, adults who are not included in the calculation of the TANF benefit because they receive federal Supplemental Security Income (SSI) benefits or because they are ineligible non-citizens are not subject to the work requirement.

Towards that end, there are some key indicators designed to keep the centers focused on the goal of employment as the key to achieving self sufficiency.

1 – Qualified Reported Placements Monthly Average

10.0 Points

The Qualified Reported Placements indicator is comprised of five groups of placements, including:

- Closed for earnings
- Budgets Completed
- New Hire Placements
- One Shot deal Single Issue Employed cases where an information only FIA is entered in the same month.
- Alien cases

The Closed for Earnings part of this indicator is derived from the number of cases in NYCWAY that are “closed” (Case Status = 14) and that have a WMS reason code indicating the closing was due to earnings (E30, E31, E33, G97, M25). This list is generated on a weekly basis by extracting data from NYCWAY demographic tables and can be seen on the Job Placement Report that is located on the HRA intranet.

The Budgets Completed component of this indicator is the monthly total of all instances in which a case was rebudgeted in order to account for an increase in earnings attributable to employment. Centers are evaluated by comparing the number of rebudgeted cases to the average number of actual rebudgeted cases within the period measured. These are the people who were either applicant/ active/ rejected/ sanctioned/ single issue with a weekly income amount between \$0 and \$145 in the last week and a weekly income of more than \$145 in the current week.

Alien Cases where employed person has a social security number but due to number of years in the country, the case is split into a safety net case and a family case. Budget proration occurs where income may fall below agency established minimum. ODRA verifies income and counts these cases monthly. ODRA adds the total weeks together to determine the monthly total. When the last week of the month ends on a Wednesday, Thursday, Friday, Saturday the placements will count for the earlier month. When the last week ends on a Sunday, Monday, Tuesday, the placements will count for the later month. As an example, if March 31 ends occurs on a Thursday, the placement month of March will include placements which occur on April 1 and April 2. If May 31, occurs on a Tuesday, then the placements of May 30 and May 31 will count towards the placement total. This may cause some months to count 5 weeks worth of placements.

Note: *The excellent threshold for this indicator is based upon the Center's yearly placement goal divided by 12. The low threshold is 80% of the Centers yearly placement goal divided by 12.*



2 – Est. TANF/MOE Federal Participation Rate

8.0 Points

The TANF/MOE Participation Rate is calculated by dividing the number of TANF/MOE cases in a work activity (the numerator) by the total TANF/MOE undercare caseload (the denominator). It is imperative that the participation rate be as high as possible, due to federal legislation that is mandating a 50% participation rate. The following formula is used to calculate this rate:

From Centers' TANF and 60-Month Converted Engagement Reports (last report of the report month):

Numerator:

$(\text{Line 22} \times 0.13) + (\text{Line 23 through 26}) + (\text{Line 28} \times 0.84) + (\text{Line 29 through Line 38}) + \text{Line 41} + \text{Line 42} + ((\text{Line 45 through Line 51}) \times 0.11)$

Denominator:

$\text{Line 1} - (\text{Line 2} \times 0.75) - \text{Line 7} - \text{Line 11} - \text{Line 44} - (\text{Line 52} \times 0.68) - (\text{Line 58} \times 0.25) - (\text{Line 64} \times 0.25)$

Note: In order to qualify as “participating”; a case must be participating in any combination of the following activities for a minimum of 30 hours per week: WEP, Employment, Education/Training (for up to 12-months in a lifetime), Single parent/teen in HS, Job Search (4-week consecutive, 12 week yearly time limit).

Excluded from the denominator are:

- Child-only cases (including cases classified as “student over age 15
- Cases with an individual in sanction status for less than 3 months within the prior 12 month period
- Cases with a child under 3-months old, Needed at home (for a non-school aged individual)
- “Non-Assistance” Single Issue Cases



3 – Employed Cases with Current Documentation

5.0 Points

This indicator is a list of all cases from the engagement report at the end of the reporting month with an engagement status of “employed”. The MIS Image Viewer Analyst uses this list to review a series of over 400 folders pertaining to employment in the HRA viewer for comparison. They look for documents that were indexed within the last 12 months from the reporting period. If there is no match then the Analyst creates a new caselist of cases with no matching documents within the last 12 months and forwards to ODRA for JobStat posting.

The query is for the reported individual only so if it is indexed under another person’s folder, it will not be counted as a positive outcome. If the employment documents are indexed in a wrong file folder not relevant to employment, it too will not be counted as a positive outcome.

Excluded from this indicator are:

- HASA cases as noted by the 700,800,900 caseload
- ADVENT cases as noted by the 680-699 caseloads.
- Individuals with engagement status of “Employed” who are under 18 years of age.

The indicator is computed as follows:

$$\frac{\text{Employed Cases with Current Documentation}}{\text{Total cases with engagement status of “employed” in reporting month}} = \text{\# Cases with employment documents indexed within 12 months of the report month}$$

4 – Case Accepted ES20 with Referral

4.0 Points

This indicator is used to ensure that every newly accepted and employable client has been referred for an appropriate activity or appointment. An applicant should have one of the following referral codes prior to the case being active:

- BTW Referral: 917Q, 917C.
- Applicant in Shelter Initiative: 917H.
- Child Care Appointment: 910C, 933D, 933S, 933A.
- WeCare: 968B, 968F, 968H, 968I, 968J, 968L, 968R, 968U, 968W, 969R, 969W, 969V, 96WC, 16JR
- SACC Referral: 915N, 915O, 915P, 915R, 915C, 915G, 915E, 915S.
- DV Referral: 991A, 991C, 991I, 991S.
- TAG Referral: 935T.
- CSM Vendor Referral: 915C, 915D.
- Brad H Referral to WeCare: 938W, 199H, 138W,
- Teenage in High School: 186H, 186V.
- Advent Cases as denoted by caseloads 680 - 699

The following formula is used to measure the number of applicants that are accepted as ES 20 with referral:

$$\text{ES 20 App Accepted- with Referral (\%)} = \frac{\text{Number of applications accepted as ES 20 with referral}}{\text{Number of applications accepted as ES 20}}$$

Note: The following elements are excluded from the ES 20 indicator with referral calculation where the list is cases where no referral was made:

- Cases closed in error (case reason 066, Y42)
- Sanction Overrides (098, 114, Y46, Y47)
- Aid to Continue Re-openings (097, Y43)
- HASA cases i.e., cases with a worker designation of 700,800,900
- Individual reopening codes 097 and Y42
- Stimulus cases as denoted by 246 caseload and stimulus flag.
- BRAD H declarations 93BP, 199H



5 - % Cases Budgeted within 35 Days

3.5 Points

The % cases budgeted within 35 days is a performance measurement of how long it takes the centers to rebudget cases where clients report employment. The time frame was increased in version 12.0 from 30 days to 35 days. This indicator begins at either the point that the sign off of the FIA takes place in NYCWAY or date of first pay, whichever is later. ODRA will look for either the date of sign off and date of first pay as the date the process begins. One of following action codes will post upon signoff: 167D, 167P, 167F. We will count the days from the posting of the code looking for the case to be re-budgeted for earned income or closed for earnings.

Note: Excluded from the count will be cases in:

- Fair hearing in Aid to Continue Status (If 710 posted within 35 days from sign off dates).
- HASA cases
- Child Only Cases
- Cases with caseloads of 00444.
- Cases closed/rejected regardless of reason within prescribed timeframe.
- Stimulus cases as denoted by 246 caseload and stimulus flag.
- Where a 167X completes the sign off code as this will be viewed as a lost job.

Case examples:

- If case with 167P,D,F is posted but is completed with an aid to continue, then it is removed from the denominator.
- If case with 167P,D,F is posted while client is in application status, we do not count case until case is in SI or active status. Reason is because budget cannot be done when case is in AP so we do not want to count against the 30 day clock.
- If case with 167P,D,F is posted but is completed with a 167X it is being viewed as a lost job and removed from the denominator.



6 - % Placements w/ FIA3A's (Employment Form)

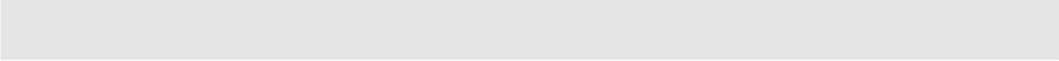
3.5 Points

The % Placements with FIA3A indicator measures the proportion of placements that had a completed FIA3A within prior 2 months of the placement date. Included in this calculation are all cases with an informational FIA3A action date within 2 months prior to the placement date. It is very important that staff complete an FIA3A for all job placements. The FIA3A provides substantive information including but not limited to job title, job wages, and hours of work and is required in order to receive a transitional childcare benefit. The following formula is used to calculate this percentage:

$$\begin{array}{c} \% \text{ Placements w/ FIA 3As} \\ = \\ \frac{\text{All FIA3As within 2 months of placement date}}{\text{All placements within the reporting month.}} \end{array}$$

Note: The following elements are excluded from the % Placements with FIA 3As calculation:

- All New Hire placements and M25 closings.
- All HASA Applicants i.e., cases with a worker designation of 700, 800, 900
- All cases active in the Parks Program.
- All stimulus jobs, as denoted by 246 caseload and stimulus flag.
- All cases where individuals with the earned income is less than 18 years old. This generally occurs in child-only cases or when the case head is employed but is in rejected status.
- If action code 730D is posted in the placement month, we will remove from denominator.



ENGAGEMENT PROCESS

The Human Resources Administration's (HRA's) welfare reform program is designed to "engage" all eligible recipients in planned, constructive activities in the belief that doing so will reduce dependency and increase employability. The Office of Data Reporting and Analysis (ODRA) produces a weekly "Engagement Report" that closely monitors the "engagement" process and manages this program for HRA

Adults in recipient families are engaged if they are (1) participating in an approved work-related activity (including specified educational and treatment activities), (2) in the process of being assigned to a work-related activity, or (3) sanctioned or in the process of being sanctioned.

ODRA has identified that client participation is composed of two groups and have classified them as cases between those that are "engageable" and those that are "Unengageable." Engageable cases are those involving an able-bodied adult who is expected to participate in work activities. Unengageable cases are not expected to participate because they are exempt or otherwise excused from participation. The three major categories of Unengageable cases are "exempt cases," "child-only cases," and "active single issue cases".

Because the **exempt category** is the broadest of the three Unengageable groups, some examples are listed for clarification. They are: mothers with children under three months old, age sixty or older, under age sixteen (or under age nineteen and in school), disabled or incapacitated, needed in the home to care for another member of the household, pregnant (in the eight month of pregnancy or due to a WeCare assessment determination). These same exemptions apply to the Safety Net Assistance program as well.

7 – *Employment Plan Initiation Rate*

4.0 Points

Initiation of an Employment Plan (EP) is important, as this is the first step towards addressing barriers to self-sufficiency. An EP documents participants' personal and educational backgrounds, work experience, and job preferences. The EP also assists the worker with making an assignment that matches these preferences. The following formula is used to calculate this percentage:

$$\text{EP Initiation Rate (\%)} = \frac{\text{Accepted applicants within a month with an EP initiation action code of 119A}}{\text{Accepted applicants in a month}}$$

Note: the following elements are excluded from the EP Initiation Rate calculation:

- EAA applicant cases, i.e. case type 18, EAF cases, i.e. case type 19
- One-shot deals since the base group looks exclusively at accepted cases in a given month.
- Applicants less than 18 or greater than 59 years of age.
- HASA applicants i.e., cases with a worker designation of 700,800,900
- Cases closed in error (case reason 066, Y42)
- Aid to Continue Reopening (097, Y43, Y46)
- Individual line reopening (097, Y42)
- Sanction Override Codes (098, 114, Y46, Y47)
- Employability Code 42 – individuals that are homebound, temporary incapacitated
- Employability Code 43 and 44 – recipients that are SSI pending or in receipt
- Fair Hearing SA Reopening – 623, Y65
- Stimulus cases as denoted by 246 caseload and stimulus flag



8 – Rate of Childcare in Childcare System (Appl. & Under)

3.0 Points

Rate of Child Care in ACCIS measures the number of applicant and actively engaged cases that have HRA paid Child Care in place at the end of the report month as indicated by a 933T or 133T action code in NYCWAY. Engaged cases with a 933T or 133T are cross-referenced with the ACCIS system to ensure that a status of AP, SI or AC was reflected during that month. The following formula is used to calculate this percentage:

$$\begin{aligned} &\text{Rate of Child Care in ACCIS (Appl.\& Under.)} \\ &= \\ &\frac{\text{\# of engaged participants that are applicant \& active in ACCIS in a given month}}{\text{\# of engaged participants that received an action code of 933T or 133T in a given month}} \end{aligned}$$

Note: the following elements are excluded from the Rate of Child Care in ACCIS calculation:

- Recipients with a 'child care not required' action code of 933O/133O within a week of the 933T/133T action date.
- Recipients with a “Child Care in place at no cost to FIA” action code of 933Z/133Z , 933O/133O within a week of the 933T/133T action date.
- All HASA cases, i.e., cases with a worker designation of 700,800,900.
- All 133T's with a TAG referral codes within the prior 3 weeks.
- Cases with a 93EB or 13EB codes that were entered in reporting month or within 15 days into following month.



9 – Conciliation Appt. Scheduled within 7 Days

3.0 Points

The 'Conciliation Appt. Scheduled within 7 days' indicator reflects the proportion of individuals scheduled for a conciliation appointment within one week's time. This indicator is designed to assist staff with monitoring a group of clients remaining in the engagement status of "Awaiting Conciliation" for extended periods of time. It is important to be aware of clients in this pool so that appropriate action can be taken for reengagement as soon as possible. The following formula is used to calculate this percentage:

$$\frac{\text{Conciliation Appt. Scheduling within 7 Days}}{\text{Total number of Conciliation Appt. Scheduled within 7 Days}} = \frac{\text{Total number of Conciliation Appt. Scheduled within 7 Days}}{\text{Total number Awaiting Conciliation Scheduling}}$$

Please note:

- The number of days is calculated by subtracting the 'action code create date' of infraction codes requiring a conciliation from the 'completion code date'.
- Awaiting Conciliation action codes are associated with the PIW statuses of CNCN1 & CNCN3.
- All HASA cases are excluded, i.e., cases with a worker designation of 700,800,900.
- Cases where the conciliations are done by another location and are therefore out of center director's control are also excluded.

10 – Re-engaged After Good Cause Granted

3.0 Points

The Re-engaged After Good Cause Granted indicator reflects the proportion of individuals given good cause and re-engaged on the same day. In order to assist clients moving along the path to self-sufficiency we must be sure to re-engage them as soon as possible in positive activities after the conciliation is resolved. The following formula is used to calculate this percentage:

$$\begin{aligned} &\text{Re-Engaged After Good Cause Granted (\%)} \\ &= \\ &\frac{\text{Total number Re-Engaged After Good Cause on the Same Day}}{\text{Total \# Good Cause Granted at Conciliation}} \end{aligned}$$

For example: If someone is granted good cause on 4/7/11 and given a BTW and WEP on 4/7 but on this date they are also given a return appointment to come back for non childcare, non needed at home, and non special assessment reasons, then this case will appear on the case list. This is because the return appointment still has the client “in process” and the indicator’s goal is to strive for full engagement, and removal of the client from “in process” status.

Please note: the numerator only includes outcomes that occurred on the same day as good cause granted (810). Acceptable outcomes exclude all Call -in appointments except

- Child Care return appointments
- Needed At Home Return Appointments
- Special Assessments
- 115N when there is an open TAG appointment code (13TJ, 13TL, 13TI)
- New Hire match (10NM, 16NM)
- Referral to OSW 153O
- All HASA cases are excluded, i.e., cases with a worker designation of 700,800,900.
- Stimulus cases as denoted by 246 caseload and stimulus flag.
- 810 whose office number does not equal responsibility center may be excluded from denominator.
- Action codes 103//, 10FH, 16FH when entered on same day as good cause granted shall not be considered a negative outcome.

11 – Conference/Conciliation/NOI Process Completed within 35 Days

3.0 Points

The Conference/Conciliation/NOI Process Completed Within 35 Days indicator reflects the proportion of individuals within the Conference/Conciliation/NOI status for less than 35 days time. This indicator is designed to assist staff with monitoring a group of clients remaining in the engagement status of “In Sanction Process” for extended periods of time. It is important to be aware of clients in this pool so that appropriate action can be taken for reengagement or sanctions of the line as soon as possible.

The following formula is used to calculate this percentage:

$$\begin{aligned} &\text{Conf./Conc./NOI Process Completed within 35 days (\%)} \\ &= \\ &\frac{\text{Total \# with Conf./Conc./NOI status for 35 days or less}}{\text{Total \# in Conf./Conc./NOI status in a month.}} \end{aligned}$$

Note:

- Conciliation Scheduled action codes are all action codes associated with PIW status CNCN4.
- All HASA cases are excluded, i.e., cases with a worker designation of 700,800,900.
- ***There is a one-month lag time for this indicator.***
- Aid to Continue cases (when appropriate) codes are posted/entered will remove clients from this category and end the 35 day “clock” for this indicator.

Note: It is the responsibility of the center on aid to continue cases to ensure they are posted on the appropriate line. If they are not, individuals within the region can post a manual ATC code which will end the clock.

- Automated NOI with action code of 410 which “time out” as shown by completion code of 113W will be removed from denominator.

12 – Call-in Appointment Scheduling within 25 Days

3.0 Points

The Call-in Appointment Scheduling Within 25 Days indicator reflects the proportion of individuals sitting in “Call-In Appointment Scheduled” status for under 25 days. This indicator is designed to assist staff with monitoring a group of clients remaining in the engagement status of “In Call in Appointment Process” for extended periods of time. It is important to be aware of clients in this pool so that appropriate action can be taken for reengagement as soon as possible.

Example: Worker enters action code 105E (Employment Call-in) on 4/1. Appointment is scheduled for (FAD DATE) 4/21. 105E is completed by 434A (FIR) on 4/28. Case would be in "Call-in Appointment Scheduled" status for 27 days (4/1 - 4/28), and will count adversely in this indicator. The following formula is used to calculate this percentage:

$$\begin{array}{c} \text{Call-in Appoint, Scheduling Within 25 Days (\%)} \\ = \\ \frac{\text{Total \# with Call-in appointment status for 25 days or less}}{\text{Total \# with Call-in action code in a month}} \end{array}$$

Please note:

1. Call-in action codes are all call-in codes associated with PIW statuses INT01, INT02, INTNR, INTRT, INTSP, INTTL, excluding: '105T', '106//', '10MR', '10SA', '131F', '13TE', '13TF', '13TL', '13TR', '13TS', '13TT', '156D', '191A', '191G', '205S', '205W', '931F', '991S'
2. All HASA cases are excluded, i.e., cases with a worker designation of 700,800,900.
3. 103// Codes

There is a one-month lag time for this indicator.

13 – Missing/ Outdated EP Initiated When Finger Imaged

2.0 Points

The Clients with Missing/Outdated EP initiated when Finger Imaged measures the percentage of clients that kept their imaging appointment during the report month, but did not have an EP initiated (either on the date of the appointment or up to 6-months prior).

The following formula is used to calculate this rate

$$\frac{\text{Missing/Outdated EP When Finger Imaged}}{\text{Clients with a 148K entered in report month and no 119A entered on dated of finger imaging or anytime six months prior}} \div \text{Clients that reported for finger imaging Appt during the report month (received action code 148K)}$$

Note: The 148K code indicates that client reported to the finger imaging appointment and is entered by the center.

Note: The following elements are excluded from the Missing/Outdated EP Initiated when Finger Imaged calculation:

- EAA and EAF cases will be excluded from this count
- Cases will be excluded if Food Stamp individual status code and Medicaid individual status code = 02, 03, 06, 09
- Stimulus Cases as denoted by 246 caseload and stimulus flag.

14 – Missing/ Outdated EP when Recertified

2.0 Points

The Clients with Missing/Outdated EP When Recertified measures the percentage of clients that had a recertification completed during the report month, but did not have an EP initiated (either during the report month or up to 6-months prior).

The following formula is used to calculate this rate

$$\text{Missing/Outdated EP When Recertified} = \frac{\text{Clients without an EP initiation code (119A) on dated of recertification or up to 6 months prior}}{\text{Clients that completed recertification during the Report month}}$$

Please note: The following elements are excluded from this calculation:

- HASA cases i.e. cases with a worker designation of 700, 800, and 900.
- Homebound Individuals – ES 42.
- Clients who are younger than the age of 18, or over the age of 60 at time of recertification.
- Stimulus cases as denoted by 246 caseload and stimulus flag.
- Active Parks participants as denoted by 00444 caseload
- ADVENT clients as denoted by 00680-00699 caseloads
- **There is a one month lag time for this indicator.**

APPLICATION PROCESS

The Application Process begins at the *Intake Desk* of a job center when the applicant comes in to apply for assistance. The applicant is placed in an intake queue so that the Intake Supervisor can assign it to the next available worker (*Job Opportunity Specialist (JOS)*) for the interview. The JOS worker handles both the eligibility and employment activities for the applicant(s).

The outcome of that interview becomes a part of the center's overall evaluation in that it is based on the worker's performance and how efficiently the client needs were met. The JOS determines whether the applicant's needs are met by evaluation the client's immediate needs which include expedited food stamps or a one-time cash grant, for example, to pay for rent or utilities. To have these needs met on the same day (Expedited Food Stamps) of application or the full 30th day of the application process is what the center's timeliness is based on. These case performances are monitored on the 'Same Day Food Stamp Issuance indicator, the Cash Assistance Application Timeliness Rate indicator and the Food Stamp Application Timeliness Rate indicator.

As the eligibility process continues, discussions with the applicant help the JOS to commence an Employability Assessment (EA) and develop an Employment Plan (EP) to identify barriers for engagement in employment-related activities, and to make additional referrals. Each major barrier to employment has a separate referral process, and the JOS is responsible for monitoring the process and its outcomes.

Once the referrals are processed into new appointments then clients cannot miss these appointments without good cause. If he/she does then the applicant name will appear on the ISAR list for case rejection.

The following category of indicators is based on client(s) keeping their appointments or workers processing cases timely.

- Cash Assistance Application Timeliness Rate
- Food Stamp Application Timeliness Rate
- Food Stamp Separate Determination Rate
- OCSE Referral Rate
- Same Day Food Stamp Issuances
- ISAR Timeouts

15 – Cash Assistance Application Timeliness Rate

5.0 Points

The Cash Assistance (CA) Application Timeliness Rate indicator measures performance in processing CA applications within the required 30-day timeframe for Family Assistance (FA) and Safety Net (SN). In both instances, the CA application process must be completed within the specified timeframe, starting from the date on which the applicant initially filed their application. POS also checks for the issuance of the first benefit to the client, including the 45 day benefit for Safety Net clients held by the system.

The Cash Assistance Application Timeliness Rate is drawn from the POS Management Console Timeliness report on or about the 16th of the second month ahead of what we are reviewing. For example, if we are reviewing August Application timeliness, we will look at the management console on or about October 16th. The current percentage is calculated using the following formula:

$$\begin{aligned} & \text{CA Application Timely Rate (\%)} \\ & = \\ & \frac{\text{Number of CA Applications in the month that were completed} \\ & \quad \text{within the 30-day period for FA and 45-day period for SN with benefits issued}}{\text{Total number of CA applications in the month}} \end{aligned}$$

There is a two month lag time for this indicator

16 – Food Stamp Application Timeliness Rate

5.0 Points

The Food Stamp (FS) Application Timeliness Rate indicator measures performance in processing FS applications within the 30-day timeframe. The FS application process must be completed within 30 days of applicants' food stamps file date. The application must be processed in this time frame in order for the clients' case to be budgeted and to receive Food Stamps in the prescribed period of time.

The Food Stamp Application Timeliness Rate is drawn from the POS Management Console Timeliness report. The current percentage is calculated using the following formula:

$$\begin{array}{c} \text{FS Application Timely Rate (\%)} \\ = \\ \frac{\text{Number of FS Applications that were} \\ \text{completed within the 30-day period}}{\text{Total number of FS applications in the month}} \end{array}$$

There is a two month lag time for this indicator

17 – Food Stamp Separate Determination Rate

4.0 Points

The Food Stamp Separate Determination Indicator measures the number of cases where a food stamp separate determination was made within 60 days of the rejected/closing date of the prior cash assistance case. Once the case is rejected/ closed and appears on the WINRO 824, 825, 827, 828, a review is done four months later to see if a food stamp separate determination was made by the 60th day.

A separate food stamp determination must be made if an applicant/household is found ineligible for cash assistance and the cash assistance case is denied. The only RJ Code that will create a Sepdet FS case is J05 when PA/FS are being denied at the same time. In undercare cases requiring a separate food stamp determination, one would look for the WINRO 824 (Exception Report), WINRO 827 and WINRO 832 when cases are closed using codes which prompt a separate food stamp determination.

MIS produces an extensive report which ODRA use to report on this indicator. At the beginning of each month, they identify the closings/rejections as noted above from four months earlier and check to see if the case is in Rejected, closed, Active status. If case is in active status, they look for the benefits issued from the point of rejection/closing. Therefore if a case is rejected-closed or if in AC the benefits have been issued, then it is considered a positive determination. All other scenarios are negative either because of no determination made at all or missed benefits in the case of an active case.

The denominator for this indicator is the total number of cases in the reporting month which require a separate food stamp determination. The numerator is the cases which received a separate determination within the 60 day timeframe and did not have an interruption in food stamp benefits between the closing of the CA case and the opening of the new food stamp case. If the determination is to reject for food stamps, then it is just the 60 day timeframe that is being reviewed.

There is a *one* month lag time for this indicator on Job Stat. Hence, if we are preparing January 2012 JobStat, the data for this indicator will be from December 2011.

18 – OCSE Referral Rate

4.0 Points

The Child Support Referral Rate indicator measures the proportion of accepted TANF and SNNC cases with a child under 21 years of age that is active for cash assistance at the time of acceptance that were referred to the Office of Child Support Enforcement in a given month. In 2008, the OCSE referral process was incorporated into the POS interview module. The OCSE business rules were put into the system so POS would be able to direct the worker when or if a referral to OCSE is required. While the below logic is still in place, it does not take into account cases where an order is in place. Hence, when this occurs, an action code 94NR will post to NYCWAY indicating that a referral to OCSE was not required. ODRA will exclude from the denominator where this code is posted.

During the 2009 year, issues arose regarding 2 parent households in applications status where only one parent was accepted for assistance. A code was developed 94NA for cases where a referral cannot be made because there is not an absent parent during the application process. The current percentage is calculated using the following formula:

$$\text{Child Support Referral Rate (\%)} = \frac{\text{Total \# accepted TANF \& SNNC Cases with action code of 940A}}{\text{Total \# accepted TANF \& SNNC Cases with an active dependent child under 18}}$$

Note: the following cases are excluded from the Child Support Referral Rate calculation:

- SNNC and TANF cases with no active child, i.e., a person under 21 years of age.
- HASA applicants, i.e., cases with a worker designation of 007, 008, and 009.
- Cases closed in error (case reason 066, Y42),
- Aid to Continue reopening (097, 098, Y43) or a
- Drug and Alcohol closing or rejection (623, Y65).
- Domestic violence cases with a full time child support waiver (action codes 931C, 931E, 131C, 131E).
- Sanction Lift - 001N, 693, 620, 629, 630, 637, 638.
- Two parent households where it is a legal marriage. (POS in these cases should note that no referral is required)
- Cases involving two adults applying for assistance where only one is accepted and the other denied .POS prevents worker from going to referral screen because it is a legal union but with only one person accepted, code 94NA will post so case will be excluded from the indicator.
- Cases with a deceased parent and coded as such in WMS.

- Cases with a prior child support referral code (940A) within 12 months of application date.
- Cases that have previously complied with an OCSE appointment as indicated by an action code of 9400 within 12 months of application date. (POS in these cases should note that no referral is required)
- Pregnant individuals Cases where the child is only on the case for food stamps and no one else in the household is active for cash assistance who is under 21 years of age. Cases where a 94NR action code is posted. This code signifies that a referral to OCSE was not required based on the business rules of OCSE that is built into the POS interview.
- If an issue arises regarding NYCWAY not posting either the 94NA or 94NR codes when they should, then POS helpdesk should be contacted and provided with relevant case information.

19 – Same Day Food Stamp Issuances (Weekly Avg.)

3.0 Points

A case is eligible for Same Day Food Stamps Issuances (formerly known as Expedited Food Stamps) if the household has no food, little or no income or liquid resources. It is the policy of the agency to provide expedited food stamps the same day as application rather than on the fifth day, which is the New York State Requirement or 7 days, which is the Federal requirement.

The Same Day Food Stamps Issuances indicator measures performance in processing expedited food stamp issuances on the same day as the CA application. Expedited food stamps are identified using WMS payment codes of 52 and 54. The current percentage is calculated using the following formula:

$$\begin{aligned} &\text{Same Day Food Stamp Issuance (\%)} \\ &= \\ &\frac{\text{Weekly average of expedited food stamps issued on same day}}{\text{Number of weekly FS Issuances processed using WMS payment codes of 52 and 54}} \end{aligned}$$



15 – ISAR Timeouts (Weekly Avg.)

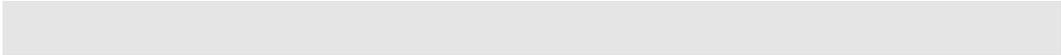
1.0 Points

The ISAR Timeout Indicator measures the number of applicants whose case was opened although said applicants did not comply with a required activity during the application process.

For example if an applicant does not comply (fails to report to BTW assignment, fails to keep a mandatory return appointment for childcare) an infraction code is posted in NYCWAY. Once this infraction code is posted, the case falls on the ISAR worklist. This indicator measures the number of cases that are accepted in spite of the fact that the client did not comply with an aspect of the application process. If a case exceeds three days from the time the infraction is posted (create date) to the point of acceptance, then it is considered a 'timeout.' This indicator is the monthly average of timeouts on the report issued weekly by FIA Operations.

The purpose of the indicator is to ensure that when a worker accepts a case for ongoing cash assistance, they are checking to ensure that the client is, in fact eligible and to ensure that the rules of compliance for applicants are enforced. The thresholds for this indicator are based upon the individual center's engageable caseload. The low threshold is the total number of engageable cases multiplied by .1%. The excellent threshold is zero.

- The low threshold = .1% of total engageable cases
- Excellent threshold = 0% of total engageable cases



FRAUD PREVENTION

The indicators in this chapter will measure the centers ability to use the safeguards in place to protect against fraud and ensure that the limited resources of the agency are disbursed to those individuals who are truly in need. Fraud prevention programs which are designed to prevent and detect fraud are as follows:

Automated Fingerprint Imaging System (AFIS) All applicants must have their fingers “imaged” to confirm their identity and prevent fraud. Compliance is a condition of eligibility, and failure to comply results in denial of assistance of the individual. Finger imaging determines among other things whether someone is receiving duplicate benefits in other states.

Bureau of Eligibility Verification The BEV process includes a review of electronic data on income, assets, residency, and family composition, wages, disability benefits, and reports from banks, credit reporting agencies, the Department of Motor Vehicles, and the Department of Finance. On the basis of the information gathered, BEV recommends that the Job Center approve or disapprove the application. Compliance with the BEV process is a condition of eligibility, and failure to comply may result in the denial of assistance. The Bureau of Eligibility Verification (BEV) also conducts home visits to determine client eligibility for assistance.

21 - % Cases Activated with Bev Referral

3.0 Points

The indicator, “% of Cases Accepted with BEV Referral”, marks a change from version 11.0. In that ODRA now looks at only cases which are accepted for ongoing assistance. The rationale being that if a case is accepted without a BEV referral within the agency prescribed timeframe, then case was accepted inappropriately and one of the checks and balances was bypassed. The denominator is all individuals 18 years or age or older accepted for cash assistance in the reporting month. The numerator will be all cases referred to BEV in either the reporting month or prior depending on prior BEV determinations.

1. If client previously failed to report to BEV as shown by D900 code in system, a new referral is required right away.
2. If client complied with BEV, then referral is not required for 60 days following prior BEV recommendations.
3. If BEV investigation not completed but client did not fail to report then a referral is required within 30 days of previous BEV recommendation date.

The following will be excluded from the indicator:

- Reopened cases as noted by opening code Y42, Y43, Y46 and 097
- Individual line re-openings Y42 and 097
- BRAD H cases as noted by 938H, 199H, 93BP action code between application date and acceptance date.
- Centers 52, 39, 71 designations.

22 – Finger Imaging – Newly Accepted Individuals

3.0 Points

This indicator was developed during 2009 in response to Center Operations' concerns that there was insufficient focus on finger imaging at the application part of the process.

This indicator uses as its base group all individuals over 18 accepted for assistance in the reporting month. We look for all individuals 18 years or older with a "1" in the AFIS indicator, as our numerator.

This indicator will also include cases active for food stamps which are case loaded "SEPDT" since these cases originated from the Job Center. These cases will be matched based on the designated co-located food stamp location.

The numerator will be all cases with a '1' in the AFIS indicator at the time of case acceptance. The denominator is cases accepted in the report month with a individual 18 yrs or older. These cases will be combined with the numerator and denominator of the cash assistance reported cases. ODRA will produce a separate caselist of "SEPDET" cases for centers to review.

In late 2011 early 2012, POS implemented a hard edit preventing a worker from accepting a case which contains an individual 18 yrs or older who has not been finger imaged. There are supervisors who can override the edit and there are manual codes which can be entered in the AFIS indicator component of the TAD.

Excluded from the above logic:

- Reopened cases using individual or case reopening codes 097, Y42, 743, y46
- Individuals with a "2", "3", "4", "5", "6" and 7 where the individual is not known to the SSI system.
- Individuals who were not 18 years old at time of application but were 18 years old at time of case acceptance.



23 – FTR to BEV/Case Rejected

1.0 Points

The FTR to BEV/Case Rejected indicator measures the proportion of cases accepted after the applicant fails to report to their mandated BEV appointment (D900). This indicator also captures the D910 denial cases, which indicate that the client was not as home for their required BEV home visit. This indicator is designed to ensure that workers are verifying that a client has complied with the application process which in this case - reporting to the BEV appointment and being present at their own residence for the BEV field visit - before proceeding with case acceptance. If a case is accepted less than 3 days after the D900, D910 recommendation is entered, the case is excluded from the job stat case list. When there are multiple applications in the same month, and more than one BEV referral in a month, ODRA looks at the latest recommendation date for the D900/D910 action in the reporting month. The rate is measured as follows:

$$\frac{\text{Case Accepted With BEV Referral}}{\text{Total \# of applicants that fail to report to BEV (recommendation codes D900/D910)}} = \text{Total \# cases with codes D900/D910 that are accepted.}$$

CASE MANAGEMENT PROCESS

EQAS

The Office of Quality Assurance pools documentation from Centers and clients. Furthermore, they perform collateral clearance, a process in which auditors personally investigate a client's information to determine eligibility factors by interviewing the client in their homes, as well as their neighbors, and employers with whom the client has worked or is working.

Recertification

At least every year after the case is opened, all adult recipients receive an appointment to come in verify their continued eligibility for cash assistance and food stamps. Failure to attend the meetings can result in a case closure, because the meetings are, essentially, a condition of eligibility. If the recertification is not successfully completed within the prescribe time frame the State enters an Y66 closing code on the food stamps.

24 – FS (EQAS) Payment Error Rate (FFY)

5.0 Points

The Office of Enhanced Quality Assurance & Fiscal Integrity is responsible for conducting an internal quality control audit of food stamps using Federal QC methodology that identifies payment errors at the center level.

Note: This indicator is reported and measured using Federal Fiscal Year (FFY) information. Therefore, even if the rate for the current month or the 3 month average is 100%, we will be counting the YTD number, which will reflect the Federal Fiscal Year totals.

$$\text{Food Stamps EQAS Review Payment Error Rate FFY (\%)} = \frac{\text{Cumulative Total of the FS Dollars in Error from the Sample Cases reviewed}}{\text{Cumulative Total Allotment Dollars of the Cases from the Sample}}$$

The Office of Eligibility Monitoring conducts audits in the CA Job Centers to determine the eligibility and payment accuracy of food stamp benefits. Auditors are assigned 12 cases per month and review case record documentation, process system matches, conduct interviews, calculate budgets and review other pertinent data affecting eligibility. Additionally, they complete third-party collateral clearances to obtain relevant information to verify the accuracy of case record and client information, clarify missing or contradictory findings and confirm eligibility factors. Collateral contacts include employers, landlords, absent parent, alien status, resources, school information, Social Security and other government agencies relevant to the case.

Audit details/data is recorded and documented in QC Workbook (Form W-907SS). Payment errors of \$51 or more are then placed into one of the four following categories:

- Case Type – Food Stamps (CA)
- Type of Error – Agency or Client
- Error Determination – Ineligible, overpayments, or underpayments
- Error Element – Earned Income, Unearned Income, Household Composition, Shelter, Standard Utility Allowance, Alien/Citizenship, etc.

CA Centers are notified via the 907T of the audit results on each case. Detailed information on error cases regarding causal factors is provided and supporting documentation attached for review by the location. Centers agreeing with the errors submit a response indicating the corrective action taken. Centers can disagree with error findings, these disagreements are subject to a separate review by A&QC and a decision is returned either upholding or overturning the error. Centers are allowed 15 business days to respond to the audit findings reported on the 907T.

Cases	Center Budgeted Amt.	QA Budgeted Amt.	Error Amt.
Case 1	\$500	\$550	\$60
Case 2	\$100	\$90	\$70
Case 3	\$300	\$300	\$0
Case 4	\$200	\$200	\$0
Case 5	\$200	\$200	\$0
Case 6	\$200	\$200	\$0
Case 7	\$200	\$200	\$0
Case 8	\$200	\$200	\$0
Case 9	\$200	\$200	\$0
Case 9	\$200	\$200	\$0
Case 10	\$200	\$200	\$0
Case 11	\$200	\$200	\$0
Case 12	\$200	\$200	\$0

Note: The error amount does not factor in positive and negative

Total Amt. Granted \$2900

Total Error Amt. \$60

Note: The error amount does not factor in positive and negative differences. There are 12 cases with 2 payment errors totaling \$130.

Payment Error Rate = \$130 out of \$2900 = 4.48%

Note: The indicator represents an internal agency review and is separate and distinct from any USDA and NYS audits.



25 – Overdue Face to Face Recertification

3.0 Points

The Overdue Face-To-Face Recertification (FFR) indicator measures the number of cases that lost food stamps as a result of a Center’s failure to complete recertification of CA cases within the required timeframe. Cash Assistance (CA) clients are recertified periodically in order to evaluate their current eligibility for assistance and to ensure that each household receives the correct amount of CA and food stamp benefits.

Most cases require a yearly recertification. However, some cases are recertified more often.

The Overdue Face-To-Face Recertification indicator is generated from the WINRO-760 Report. The WINRO-760 lists the number of cases that are overdue and have therefore resulted in a loss of food stamps. This indicator’s units of measurement are based on the unique number of cases that are overdue for their recertification. Cases that are “in clock down status” for closing or aid to continue are subtracted out of the calculation.

Note: Thresholds for the FFR indicator is based upon each Center’s scheduled Recertifications for that month. The low threshold is the total number of undercare cases multiplied by 0.1%. The excellent threshold is zero.

There is a one month lag for this indicator.

FLOATING INDICATORS

Beginning with the 2010 Job Stat, there is a new category of indicators created, called the “floating indicator.”

FIA Operations reported that during the course of the year, there are “hot button” issues which arise that require monitoring and follow up and cannot wait until the evaluation period annually for Job Stat. These indicators which will be identified by FIA operations will remain in place for 3-4 months.

As of the writhing of JobStat 12.0 Reference Guide, there have not been any floating indicators identified by FIA Operations. Once indicators are identified, point will be reallocated.

Indicator

26

26 – Floating Indicator

0.0 Points

The JobStat 12.0 Data Sources

#	Indicator	Data Source(s)
QUALIFIED PLACEMENTS/PARTICIPATION		
1	Qualified Reported Placements <i>(weekly avg.)</i>	WMS Closing Codes/NYCWAY Income Budgets
2	Est. TANF/MOE Federal Participation Rate	Engagement Report
3	Employed Cases with Current Documentation	Engagement Report, HRA Imaging Team
4	Case Accepted ES 20 With Referral	NYCWAY, WMS
5	% Cases Budgeted within 35 Days	NYCWAY - FIA3A database/Action codes
6	% Placements w/FIA3As (Employment Form)	NYCWAY - FIA3A database/Action codes
ENGAGEMENT PROCESS		
7	Employment Plan Initiation Rate	NYCWAY, WMS
8	Rate of Child Care in Child Care System (Appl. & Under)	NYCWAY, ACCIS File
9	Conciliation Appt. Scheduled within 7 Days	NYCWAY
10	Re-Engaged After Good Cause Granted	NYCWAY
11	Conf./Concil./NOI Process Completed Within 35 Days	NYCWAY
12	Call-in Appt.Scheduling Within 25 Days	NYCWAY, WMS
13	Missing/Outdated EP Initiated when Finger Imaged	NYCWAY
14	Missing/Outdated EP Initiated When Recertified	NYCWAY, WMS
APPLICATION PROCESS		
15	Cash Assistance Application Timeliness Rate	POS Management Console
16	Food Stamp Application Timeliness Rate	POS Management Console
17	Food Stamp Separate Determination Rate	MIS/WMS
18	OCSE Referral Rate	NYCWAY, WMS
19	Same Day Food Stamp Issuances <i>(weekly avg.)</i>	MIS/WMS
20	ISAR Timeouts <i>(weekly avg.)</i>	FIA Operations - Timed Out report
FRAUD PREVENTION		
21	% Of Cases Activated with BEV Referral	File from BEV, NYCWAY, WMS
22	Finger Imaging - Newly Accepted Individuals	NYCWAY, WMS
23	FTR to BEV/Case Rejected	File of D900, D990 From BEV, WMS
CASE MANAGEMENT PROCESS		
24	FS (EQAS) Payment Error Rate (FFY)	FIA Office of Quality Assurance (FFY)
25	Overdue Face to Face Recertification	FIA Operations

The Variance Report

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

**JOBSTAT REPORT, Version 12.0
Gotham(00) Job Center
January 2012
Variance**

	Jan-12	Dec-11	Change		Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements <i>(weekly avg.)</i>						
2. Est. TANF/MOE Federal Participation Rate						
3. Employed Cases with Current Documentation						
4. Case Accepted ES 20 with Referral						
5. % Cases Budgeted within 35 days						
6. % Placements w/EIA3As (Employment Form)						
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate						
8. Rate of Child Care in Child Care System (Appl. & Under)						
9. Concil. Appt. Scheduled within 7 days						
10. Re-Engaged After Good Cause Granted						
11. Conf./Concil./NOI Process Completed within 35 Days						
12. Call-in Appoint. Scheduled within 25 Days						
13. Missing/Outdated EP Initiated When Finger Imaged						
14. Missing/Outdated EP Initiated When Recertified						

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Human Resources Administration
JobStat Version 12.0

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

**JOBSTAT REPORT, Version 12.0
Gotham(00) Job Center
January 2012
Variance**

Page 2	Jan-12	Dec-11	Change		Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate						
16. Food Stamp Application Timeliness Rate						
17. Food Stamp Separate Determination Rate						
18. OCSE Referral Rate						
19. Same Day Food Stamp Issuances <i>(weekly avg.)</i>						
20. ISAR Timeout <i>(weekly avg.)</i>						
FRAUD PREVENTION						
21. % of Cases Activated without BEV Referral						
22. Finger Imaging - Newly Accepted Individuals						
23. FTR to BEV/Case Rejected						
CASE MANAGEMENT PROCESS						
24. FS (EQAS) Payment Error Rate (FFY)						
25. Overdue Face to Face Recertification						
FLOATING INDICATORS						
26. TBD						
27. TBD						

Program Referral Report

CITY OF NEW YORK HUMAN RESOURCES ADMINISTRATION FAMILY INDEPENDENCE ADMINISTRATION

JOBSTAT REPORT, Version 12.0

Gotham(00) Job Center

January 2012

Program Referrals

	Center				Region			Citywide		
	Actuals				Actuals			Actuals		
	Jan-12	Denom.	3Mo. Avg	YTD Avg	Jan-12	3Mo. Avg	YTD Avg	Jan-12	3Mo. Avg	YTD Avg
APPLICANTS										
1. Rate of Referrals to Back to Work Vendor	21.9%	334	23.9%	23.8%	31.7%	33.3%	33.2%	30.3%	32.0%	31.5%
2. Rate of Referrals to WeCARE	20.4%	334	20.7%	21.6%	14.2%	17.4%	18.6%	16.9%	17.9%	17.8%
3. Rate of Referrals to Training Assessment Group (TAG)	12.0%	334	11.6%	11.4%	10.1%	10.3%	9.5%	6.2%	7.1%	6.4%
4. Rate of Referrals to Substance Abuse Assessment	6.0%	334	5.2%	6.7%	8.1%	8.1%	9.9%	6.6%	6.9%	8.3%
5. Rate of WeCARE Referrals from previous Month found Fully Employable	2.6%	114	1.9%	1.0%	1.0%	1.1%	1.1%	1.6%	1.4%	1.6%
6. Rate of Referrals for Needed at Home Status	0.0%	334	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UNDERCARE										
7. Rate of Referrals to Back to Work Vendor	26.7%	270	25.4%	20.6%	32.0%	34.1%	29.2%	29.2%	31.2%	28.3%
8. Rate of Referrals to WeCARE	4.1%	270	4.7%	5.4%	3.2%	4.7%	5.7%	4.9%	5.1%	5.4%
9. Rate of Referrals to Training Assessment Group (TAG)	8.9%	270	12.7%	12.5%	10.5%	11.4%	11.4%	10.6%	11.6%	9.9%
10. Rate of Referrals to Substance Abuse Assessment	0.0%	270	0.1%	0.2%	0.6%	0.3%	0.3%	0.5%	0.4%	0.4%
11. Rate of Referrals to BEGIN	4.1%	270	3.8%	3.6%	4.3%	4.1%	4.1%	5.1%	4.9%	4.8%
12. Rate of Referrals to Parks	0.0%	270	0.0%	0.4%	0.4%	0.1%	1.7%	0.6%	0.2%	2.1%
13. Rate of WeCARE Referrals from previous Month found Fully Employable	4.4%	45	4.1%	2.0%	3.0%	2.9%	2.3%	2.8%	3.0%	3.1%
14. Rate of Referrals for Needed at Home Status	6.3%	270	4.0%	7.2%	4.9%	3.2%	6.3%	4.6%	3.3%	6.9%

Notes

