

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**BAYRIDGE(70) Job Center -September 2016**

Director: Michael Ferrer; Since: 7/1/2014  
 Deputies: Maria Burton  
 Deputy Regional Manager: Roger Jarvis, Roberta Hannah, Augustina Obosi  
 Executive Region Manager: Jahnara Glover  
 Staff on Board:  
 Zip Codes covered:11204, 11209,11214, 11218, 11219, 11220, 11228,11232,11215

Caseload all (cases): 3,467  
 Caseload recurring (cases): 3,361  
 Caseload non-recurring (cases): 106  
 Cases with an individual in sanction status: 3  
 Average Case Size: 3.7

Caseload all (persons): 12,895  
 Caseload recurring (persons): 12,648  
 Caseload non-recurring (persons): 247  
 Adults: 4,883  
 Children: 8,012

Applications all: 633  
 Applications recurring: 415  
 Applications non recu: 218  
 Applications Acceptar: 39.5%  
 Recert. Sched: 294

Center Performance							
	Monthly	Score: 90.3	Rank: 2	YTD	Score: 82.1	Rank: 2	
	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	4	3	3	1	14	
Meets performance expectations	1	0	0	2	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	1	0	0	1	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	1	2	1	4	
Meets performance expectations	4	4	3	1	0	12	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	0	0	0	0	0	

Average Wait Time	
Current Month	

Non POS/PAM Transactions	
Current Month	
Count	% of Total
16	0.49

		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			
<b>PROVIDING ACCESS to SERVICES</b>																								
1	Cash Assistance Application Timeliness	Aug	95%	99%	8.0	8	99.1%	677	9	-0.4%	96.9%	9	6	0	4	99.2%	6	97.7%	99.1%	5	97.8%	99.5%	96.3%	
2	SNAP Application Timelines	Aug	95%	99%	8.0	8	99.7%	314	2	0.1%	96.5%	8	6	1	4	99.8%	1	97.6%	99.5%	1	97.5%	99.4%	95.1%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.4%	129	9	-0.9%	97.7%	12	6	0	1	99.0%	8	98.4%	99.0%	8	98.4%	99.4%	98.2%	
4	SNAP Separate Determination Rate		94%	99%	5.7	6	98.8%	82	11	-1.2%	98.9%	8	11	0	0	99.6%	5	98.7%	98.9%	6	98.1%	97.1%	96.8%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.6%	513	3	-0.4%	97.2%	5	14	0	0	99.6%	1	97.2%	99.2%	2	96.9%	98.5%	96.4%	
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	25	1	0.0%	96.4%	6	3	4	5	96.4%	10	95.7%	96.2%	11	95.1%	97.0%	93.6%	
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.2%	111	9	-1.8%	97.5%	10	8	0	1	99.3%	2	96.9%	98.2%	4	96.3%	96.7%	94.0%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	100	1	0.0%	98.2%	9	5	5	0	99.7%	2	98.2%	99.2%	5	98.4%	97.4%	98.4%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		67.5	84.4	0.0	5	56	0	17		-17	127	2	10	0	7	63	17	131.7	62.0	19	140.5	75.1	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.6%	41	6	8.7%	92.3%	9	4	1	5	92.1%	11	92.5%	93.6%	7	91.4%	90.7%	80.6%	
11	Cases Budgeted Timely (35 days)	Aug	90%	95%	5.0	5	95.7%	47	11	-0.5%	93.9%	11	3	1	4	97.4%	6	93.9%	96.9%	7	94.1%	93.1%	90.9%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.5%	44	14	-3.0%	96.3%	14	4	1	0	97.5%	6	96.5%	97.6%	3	95.5%	96.6%	94.5%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Aug	90%	95%	6.0	6	97.8%	45	10	-2.2%	95.8%	13	4	0	2	99.3%	2	96.4%	99.5%	1	95.5%	97.5%	92.0%	
14	SNAP (EQAS) Payment Error Rate	Jun	6%	0%	3.6	6	47.3%	0	5	47.3%	4.7%	0	10	9	0	15.8%	3	2.9%	2.3%	3	5.7%	8.8%	6.7%	
15	Overdue Face To Face Recertifications	Aug	3	0	6.0	6	0.0		1	0	2	6	10	3	0	0	1	2	0	5	4	0	4	
16	SSN Validation		95%	98%	5.0	5	100.0%	19	1	0.0%	98.4%	11	7	1	0	100.0%	1	97.3%	99.0%	4	97.5%	97.9%	97.9%	
17	% SI over 45 Days		5%	3%	2.9	5	3.8%	26	15	-0.7%	6.7%	14	1	4	0	3.2%	16	5.1%	3.6%	15	6.1%	1.5%	10.7%	
18	Fair Hearing Request Rate						Non Scoring	3.6%	3382		0.0%					3.5%		4.3%	3.4%		4.2%	4.7%	5.1%	
19	Fair Hearing Withdrawal Rate						Non Scoring	5.2%			0.0%					3.8%		6.3%	6.6%		7.3%	26.2%	29.5%	
20	Fair Hearing Affirmation Rate						Non Scoring	69.2%			0.0%					58.1%		49.0%	64.5%		37.9%	49.8%	39.1%	
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1		0	0	19	0	0	0	0	1	0.0	0	13	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
<b>Demographics</b>												
Applications	198	217	n/a	218	2,290	3,285	n/a	2,675	7,634	12,399	n/a	9,590
Acceptance Rate	47.0%	54.7%	n/a	74.1%	48.1%	45.6%	n/a	70.7%	45.5%	46.5%	n/a	67.0%
Percentage New To Cash Assistance	37.2%	33.7%	33.3%	11.1%	25.0%	24.7%	14.6%	9.4%	18.1%	23.0%	10.3%	8.5%
Exits (Employment Related)	15	22	8	0	211	346	102	0	714	1,176	346	0
Exits (Non Employment Related)	31	112	13	70	546	1,495	277	766	2,107	6,727	1,016	3,272
Caseload (cases)	818	2,213	330	106	9,711	17,146	6,987	1,074	55,029	83,633	25,767	4,218
Caseload (at least one individual in sanction status)	1	1	1	n/a	7	3	19	n/a	6	3	12	n/a
Caseload (persons)	2,505	8,914	1,229	247	25,828	31,542	23,397	2,409	129,649	111,649	84,240	11,681
<b>Engagement</b>												
Employed	1,039	127	417	n/a	4,109	1,850	3,234	n/a	11,994	5,755	10,443	n/a
School, Training and Education	87	55	16	n/a	690	517	294	n/a	3,491	1,813	1,087	n/a
WEP and Job Search	32	61	9	n/a	749	1,012	422	n/a	2,827	3,869	1,722	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		304				4,065				14,014		
Total Children in Formal Childcare		4,773				15,931				38,891		
Total Children in Transitional Childcare		287				2,019				5,681		
Child Care Not found (Report Month)		0				37				242		
# of Refused Recipient Child Care Referral w/o Good Cause		0				2				22		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Outcomes</b>												
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)		88.5%				82.4%				81.7%		
Retention Rates (6 months)		78.6%				75.3%				73.4%		
Retention Rates (9 Months)		71.1%				69.0%				67.5%		
Retention Rates (12 Months)		80.3%				67.1%				62.8%		