

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
BUSHWICK(66) Job Center -October 2017

Director: Sharon Legree; Since: 12/1/2013
 Deputies: Marcia Harris; Zita Wallace;
 Deputy Regional Manager: Augustina Obosi, Roger Jarvis, Roberta Hannah
 Executive Region Manager: Marlene D. Campbell
 Staff on Board:
 Zip Codes covered: 11206, 11207, 11208, 11237, 11238

Caseload all (cases): 9,310
 Caseload recurring (cases): 9,083
 Caseload non-recurring (cases): 227
 Cases with an individual in sanction status: 16
 Average Case Size: 2.1

Caseload all (persons): 19,633
 Caseload recurring (persons): 19,153
 Caseload non-recurring (persons): 480
 Adults: 10,394
 Children: 9,239

Applications all: 2262
 Applications recurring: 1543
 Applications non recu: 719
 Applications Accepted: 25.6%

Recert. Sched: 1467

Center Performance						
	Monthly	Score: 63.1	Rank: 9	YTD	Score: 70	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	1	0	3	3	1	8
Meets performance expectations	2	3	0	1	0	6
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	1	0	1	1	0	3
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	0	1	0	1
Meets performance expectations	2	2	3	1	1	9
Approaching performance expectation	2	2	1	2	0	7
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time
Current Month
1:15

Non POS/PAM Transactions	
Count	% of Total
40	0.40

	Report Month	Performance Expectations														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	Sep	95%	99%	0.0	8	92.7%	2012	15	1.7%	93.7%	0	0	0	0	92.1%	15	94.1%	95.9%	15	96.9%	98.8%	97.6%
2	SNAP Application Timelines	Sep	95%	99%	2.5	8	96.3%	989	11	0.8%	93.9%	0	0	0	0	95.4%	12	94.1%	97.0%	11	96.4%	99.1%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.1	6	97.7%	392	13	0.2%	97.3%	0	0	0	0	97.6%	8	97.4%	98.1%	16	98.4%	98.4%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	218	1	0.0%	97.9%	0	0	0	0	100.0%	1	98.5%	100.0%	1	98.8%	99.3%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.8%	803	16	-1.3%	96.6%	0	0	0	0	96.9%	14	96.6%	98.1%	9	97.0%	99.3%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	1.0	4	95.7%	70	9	-2.6%	94.4%	0	0	0	0	96.5%	6	93.8%	97.3%	1	94.5%	96.1%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.5	6	96.8%	340	11	4.1%	96.4%	0	0	0	0	95.0%	16	96.4%	94.4%	16	96.2%	97.4%	96.4%
8	Re-Engaged after Good Cause		97%	99%	5.6	6	98.9%	178	10	-1.1%	98.4%	0	0	0	0	99.4%	4	98.7%	99.5%	3	98.7%	99.2%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		197.3	246.7	0.0	5	162	0	16	32	122	0	0	0	0	151	16	111.9	181.9	12	115.7	240.9	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.1%	70	6	-0.5%	94.7%	0	0	0	0	97.8%	3	93.8%	96.3%	6	93.6%	92.5%	91.7%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	62	1	4.3%	91.4%	0	0	0	0	94.6%	9	91.8%	95.5%	9	93.8%	93.8%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.9%	130	5	3.9%	93.7%	0	0	0	0	93.7%	11	94.1%	93.9%	12	94.5%	95.1%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Sep	90%	95%	6.0	6	97.7%	86	11	-2.3%	95.3%	0	0	0	0	99.2%	5	96.3%	99.2%	2	96.9%	96.9%	95.2%
14	SNAP (EQAS) Payment Error Rate	Jul	6%	0%	3.4	6			2	0.0%	2.9%	0	0	0	0	0.8%	2	1.8%	2.6%	1	6.4%	3.3%	5.5%
15	Overdue Face To Face Recertifications	Sep	5	0	6.0	6	0.0		1	-1	3	0	0	0	0	0	5	3	1	1	2	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	38	1	1.5%	94.9%	0	0	0	0	98.7%	5	95.7%	98.4%	4	94.4%	98.2%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	10.1%	99	13	2.9%	9.0%	0	0	0	0	8.9%	14	6.5%	4.2%	14	5.0%	0.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.0%	9572				4.5%					5.8%		4.3%	5.5%		4.3%	5.7%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	12.0%					7.6%					7.8%		7.1%	6.9%		6.7%	9.4%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	40.5%					54.2%					43.7%		54.7%	49.2%		52.5%	47.5%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	0	0	0	0	0	1	0.1	0	1	0.03	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	602	941	n/a	719	2,197	3,475	n/a	2,926	7,360	12,373	n/a	9,925
Acceptance Rate	37.1%	58.7%	n/a	68.9%	49.5%	61.7%	n/a	66.5%	43.5%	53.0%	n/a	58.3%
Percentage New To Cash Assistance	8.2%	16.3%	1.3%	9.9%	19.9%	22.8%	9.1%	10.0%	19.6%	22.7%	13.6%	9.8%
Exits (Employment Related)	48	83	18	0	246	376	122	0	784	1,235	444	0
Exits (Non Employment Related)	192	514	120	259	982	2,531	565	860	3,892	9,002	2,030	3,007
Caseload (cases)	2,108	5,080	1,895	227	9,532	23,639	6,987	912	50,782	85,976	26,069	3,334
Caseload (at least one individual in sanction status)	1	3	12	n/a	3	1	8	n/a	3	2	6	n/a
Caseload (persons)	5,551	7,285	6,317	480	25,120	39,518	23,282	1,979	120,197	118,902	85,035	7,076
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		819				3,538				12,090		
Total Children in Formal Childcare		2,685				15,739				39,580		
Total Children in Transitional Childcare		370				2,146				5,933		
Child Care Not found (Report Month)		10				50				288		
# of Refused Recipient Child Care Referral w/o Good Cause		57				172				875		
	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)		83.1%				82.3%				81.4%		
Retention Rates (6 months)		70.1%				74.8%				75.0%		
Retention Rates (9 Months)		71.0%				69.9%				66.2%		
Retention Rates (12 Months)		66.1%				65.9%				64.5%		