

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**BUSHWICK(66) Job Center -August 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): 9,292  
 Caseload recurring (cases): 9,029  
 Caseload non-recurring (cases): 263  
 Cases with an individual in sanction status: 17  
 Average Case Size: 2.1

Caseload all (persons): 19,491  
 Caseload recurring (persons): 18,883  
 Caseload non-recurring (persons): 608  
 Adults: 10,359  
 Children: 9,132

Applications all: 2287  
 Applications recurring: 1588  
 Applications non recu: 699  
 Applications Accepted: 21.4%

Recert. Sched: 1070

Center Performance							
	Monthly	Score: 48.6	Rank: 16	YTD	Score: 75.4	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	1	1	2	1	6	
Meets performance expectations	1	3	0	2	0	6	
Approaching performance expectation	1	0	1	0	0	2	
Fails to meet performance expectations	1	0	2	1	0	4	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	1:25

Non POS/PAM Transactions	
Count	% of Total
91	0.92

		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	Jul	95%	99%	0.0	8	92.7%	1814	15	Red	-1.5%	96.0%	3	9	2	5	94.7%	17	97.0%	97.2%	14	97.9%	98.8%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	0.0	8	94.4%	953	15	Yellow	1.4%	96.3%	5	9	2	3	95.1%	14	96.4%	97.4%	13	97.4%	99.1%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.6	6	97.5%	444	15	Yellow	0.7%	97.8%	10	7	2	0	97.2%	17	98.5%	98.3%	17	98.7%	98.4%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	232	1	Green	0.0%	98.8%	16	2	0	1	100.0%	1	98.7%	100.0%	1	99.1%	99.3%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	1.5	4	97.7%	750	12	Yellow	-1.1%	96.9%	3	13	1	2	98.5%	5	97.1%	98.5%	7	97.0%	99.3%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.7	4	95.5%	67	10	Yellow	-4.5%	94.9%	4	7	2	5	98.1%	2	94.7%	97.4%	1	94.3%	96.1%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.1	6	95.6%	337	14	Yellow	2.4%	96.6%	4	10	4	1	93.6%	17	96.1%	94.3%	17	96.0%	97.4%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.3%	266	7	Green	0.7%	98.5%	9	8	2	0	99.1%	7	98.3%	99.5%	2	98.5%	99.2%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		197.3	246.7	0.0	5	162	0	16	Red	11	123	5	5	1	7	148	16	102.2	190.9	12	119.8	240.9	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	98.7%	78	5	Green	8.6%	94.2%	9	8	1	1	96.2%	2	92.8%	96.0%	6	93.5%	92.5%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	0.0	5	87.0%	54	17	Red	-10.4%	93.6%	11	3	1	4	93.0%	12	93.6%	95.0%	10	94.4%	93.8%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	90.8%	120	19	Yellow	2.1%	94.7%	8	9	2	0	90.3%	15	93.3%	93.6%	12	94.6%	95.1%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	86	1	Green	1.1%	96.5%	15	3	1	0	99.2%	4	95.9%	99.3%	1	97.0%	96.9%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	3.4	6			2	Yellow	2.3%	1.3%	1	6	12	0	0.8%	2	1.9%	2.6%	1	6.7%	3.3%	5.5%
15	Overdue Face To Face Recertifications	Jul	5	0	6.0	6	0.0		1	Green	0	4	7	6	5	0	0	6	3	1	2	3	0	3
16	SSN Validation		95%	98%	4.4	5	97.6%	42	11	Yellow	-2.4%	97.3%	10	5	2	1	97.1%	9	95.9%	98.2%	6	94.7%	98.2%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	9.4%	64	15	Red	9.4%	4.7%	11	1	7	0	4.1%	16	3.9%	2.6%	13	4.2%	0.6%	6.4%
18	Fair Hearing Request Rate						5.8%	9550				4.4%					5.4%		4.2%	5.4%		4.3%	5.7%	4.2%
19	Fair Hearing Withdrawal Rate						5.6%					7.0%					7.0%		7.7%	6.4%		6.6%	9.4%	7.3%
20	Fair Hearing Affirmation Rate						47.2%					54.2%					55.7%		53.9%	51.0%		51.9%	47.5%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	16	2	0	0	0	1	0.0	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
<b>Demographics</b>												
Applications	676	912	n/a	699	2,300	3,585	n/a	2,914	7,579	12,243	n/a	9,738
Acceptance Rate	51.3%	59.5%	n/a	80.2%	49.8%	61.4%	n/a	74.0%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	40	84	23	0	188	332	115	0	711	1,087	401	0
Exits (Non Employment Related)	174	526	104	225	835	2,213	461	872	2,984	7,488	1,520	3,089
Caseload (cases)	2,060	5,056	1,913	263	9,202	23,522	7,115	1,016	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	2	3	12	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	5,466	7,025	6,392	608	24,358	38,840	23,789	2,239	110,357	113,420	82,065	7,794
<b>Engagement</b>												
Employed	543	278	599	n/a	3,474	1,708	3,066	n/a	10,400	5,229	9,744	n/a
School, Training and Education	86	82	37	n/a	432	355	149	n/a	2,940	1,237	567	n/a
WEP and Job Search	177	269	109	n/a	653	1,137	391	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		858				3,641				12,155		
Total Children in Formal Childcare		2,640				15,081				38,086		
Total Children in Transitional Childcare		412				2,065				5,887		
Child Care Not found (Report Month)		8				45				237		
# of Refused Recipient Child Care Referral w/o Good Cause		59				197				675		
	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)		84.8%				82.6%				84.1%		
Retention Rates (6 months)		77.2%				74.5%				73.6%		
Retention Rates (9 Months)		74.3%				71.7%				67.8%		
Retention Rates (12 Months)		62.8%				61.1%				61.1%		