

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
BUSHWICK(66) Job Center -March 2018

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): 9,275
 Caseload recurring (cases): 9,088
 Caseload non-recurring (cases): 187
 Cases with an individual in sanction status: 10
 Average Case Size: 2.1

Caseload all (persons): 19,483
 Caseload recurring (persons): 19,088
 Caseload non-recurring (persons): 395
 Adults: 10,362
 Children: 9,121

Applications all: 1783
 Applications recurring: 1243
 Applications non recu: 540
 Applications Accepted: 32.2%

Recert. Sched: 1196

Center Performance							
	Monthly	Score: 75.9	Rank: 4	YTD	Score: 64.6	Rank: 7	
	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	2	4	1	11	
Meets performance expectations	1	1	1	1	0	4	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	1	1	0	0	2	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time	
Current Month	1:02
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	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	Feb	95%	99%	3.8	8	96.9%	1738	18		0.0%	98.2%	7	11	0	1	95.9%	16	96.3%	95.9%	16	96.3%	95.7%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.0%	822	12		-0.6%	98.6%	12	6	1	0	96.7%	13	95.8%	96.7%	13	95.8%	96.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.7%	369	6		0.9%	98.8%	14	5	0	0	99.0%	8	98.2%	99.0%	8	98.2%	97.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	245	1		0.0%	97.8%	11	4	2	2	100.0%	1	97.4%	100.0%	1	97.4%	99.9%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.8%	886	9		0.6%	94.6%	0	5	7	7	96.0%	11	95.2%	96.0%	11	95.2%	97.4%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.7%	75	10		-8.0%	91.2%	1	2	5	11	92.9%	10	91.4%	92.9%	10	91.4%	94.6%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.3	6	96.1%	311	9		-0.9%	95.9%	2	10	4	3	96.1%	10	96.1%	96.1%	10	96.1%	94.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.6%	257	8		0.7%	99.0%	13	4	2	0	99.3%	8	98.7%	99.3%	8	98.7%	99.5%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		197.3	246.7	0.0	5	169	0	12		-10	103	2	3	3	11	191	12	115.8	191.3	12	115.8	189.9	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	99.2%	131	1		1.7%	90.3%	5	4	0	10	97.1%	1	85.9%	97.1%	1	85.9%	96.6%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	100.0%	68	1		0.0%	93.2%	11	4	1	3	98.1%	8	94.0%	98.1%	8	94.0%	95.1%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.9	5	94.9%	118	5		2.2%	91.2%	4	6	2	7	92.9%	8	92.3%	92.9%	8	92.3%	94.6%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	96.7%	90	14		1.8%	97.6%	18	1	0	0	96.0%	15	97.1%	96.0%	15	97.1%	98.8%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	6.0	6			1		0.0%	2.3%	5	5	9	0	0.0%	1	2.5%	0.0%	1	6.4%	2.6%	6.5%
15	Overdue Face To Face Recertifications	Feb	5	0	6.0	6	0.0		1		-2	7	8	6	5	0	1	7	7	1	7	7	1	3
16	SSN Validation		95%	98%	1.9	5	96.1%	26	9		-3.8%	95.9%	6	8	1	4	99.3%	3	96.9%	99.3%	3	96.9%	98.1%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	65	1		-10.8%	3.6%	16	0	3	0	4.6%	14	5.9%	4.6%	14	5.9%	5.7%	6.4%
18	Fair Hearing Request Rate						5.9%	9494				4.3%					5.8%		4.2%	5.8%		4.2%	5.6%	4.3%
19	Fair Hearing Withdrawal Rate						7.5%					8.2%					7.0%		7.9%	7.0%		7.9%	6.6%	6.5%
20	Fair Hearing Affirmation Rate						52.8%					48.8%					47.3%		50.8%	47.3%		50.8%	51.4%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1		0	0	19	0	0	0	0	1	0.0	0	1	0.00	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	429	814	n/a	540	1,575	3,197	n/a	2,475	5,846	11,444	n/a	8,123
Acceptance Rate	44.1%	48.6%	n/a	64.2%	48.7%	55.1%	n/a	62.6%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	45	68	28	0	199	318	98	0	654	934	355	0
Exits (Non Employment Related)	169	508	141	185	715	2,319	543	804	2,896	8,128	1,848	2,577
Caseload (cases)	2,071	5,115	1,902	187	9,111	23,814	7,077	818	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	1	2	7	n/a	2	1	3	n/a	2	1	4	n/a
Caseload (persons)	5,447	7,356	6,285	395	23,937	39,410	23,518	1,595	116,195	121,321	86,195	5,383
Engagement												
Employed	523	277	565	n/a	3,218	1,607	2,861	n/a	9,830	5,135	9,150	n/a
School, Training and Education	117	131	53	n/a	627	566	210	n/a	3,520	1,728	831	n/a
WEP and Job Search	164	271	114	n/a	628	1,121	355	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		700				2,989				10,325		
Total Children in Formal Childcare		2,516				14,860				36,780		
Total Children in Transitional Childcare		355				2,114				5,804		
Child Care Not found (Report Month)		9				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		58				191				900		
	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)		86.4%				83.0%				0.0%		
Retention Rates (6 months)		74.4%				74.3%				0.0%		
Retention Rates (9 Months)		64.3%				65.9%				0.0%		
Retention Rates (12 Months)		64.7%				65.1%				0.0%		