

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CLINTON HILL(67) Job Center -August 2017

Director: Heather Logan Since: 6/30/2015
 Deputies: Deborah Perez; Patricia Brisco-Bonitto
 Deputy Regional Manager: Augustina Obosi, Roger Jarvis, Roberta Hannah
 Executive Region Manager: Marlene D. Campbell
 Staff on Board:
 Zip Codes covered:11201, 11210,11212,11221, 11225, 11227, 11236, 11239

Caseload all (cases): 10,282
 Caseload recurring (cases): 10,024
 Caseload non-recurring (cases): 258
 Cases with an individual in sanction status: 27
 Average Case Size: 2.1

Caseload all (persons): 21,298
 Caseload recurring (persons): 20,718
 Caseload non-recurring (persons): 580
 Adults: 11,177
 Children: 10,121

Applications all: 2117
 Applications recurring: 1379
 Applications non recu: 738
 Applications Acceptar: 39.9%

Recert. Sched: 1157

Center Performance							
	Monthly	Score: 47.5	Rank: 17	YTD	Score: 66.8	Rank: 10	
	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	3	0	2	1	7	
Meets performance expectations	1	0	2	0	0	3	
Approaching performance expectation	1	1	1	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	
City Wide Totals (19 total centers)							
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	1:07

Non POS/PAM Transactions	
Current Month	
Count	% of Total
37	0.35

		Report Month														3 month		Year to date		Prior Year			
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				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	Jul	95%	99%	0.0	8	92.5%	1822	16	-6.0%	96.0%	3	9	2	5	95.9%	15	97.0%	97.9%	13	97.9%	99.3%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	0.0	8	93.7%	843	16	-5.5%	96.3%	5	9	2	3	96.2%	11	96.4%	97.9%	10	97.4%	99.3%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.2	6	97.7%	485	13	-1.8%	97.8%	10	7	2	0	98.9%	7	98.5%	98.9%	10	98.7%	95.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.0%	103	16	0.0%	98.8%	16	2	0	1	99.2%	14	98.7%	99.2%	11	99.1%	98.8%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.2%	765	2	0.5%	96.9%	3	13	1	2	98.8%	3	97.1%	98.8%	5	97.0%	98.8%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.9%	59	12	10.8%	94.9%	4	7	2	5	90.1%	16	94.7%	90.2%	17	94.3%	92.5%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.4%	349	2	2.0%	96.6%	4	10	4	1	97.5%	3	96.1%	96.3%	15	96.0%	96.3%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	286	1	0.0%	98.5%	9	8	2	0	100.0%	1	98.3%	100.0%	1	98.5%	99.6%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		227.3	284.1	0.0	5	200	0	13	30	123	5	5	1	7	173	13	102.2	206.6	16	119.8	226.6	141.3
10	Employed Cases with Current Documentation		90%	95%	3.5	5	93.6%	93	11	0.7%	94.2%	9	8	1	1	95.1%	5	92.8%	96.5%	5	93.5%	87.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	0.0	5	88.5%	52	15	-3.2%	93.6%	11	3	1	4	91.4%	14	93.6%	93.2%	14	94.4%	94.3%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	1.7	5	93.0%	129	16	-1.6%	94.7%	8	9	2	0	92.8%	12	93.3%	94.8%	10	94.6%	95.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	88	1	0.0%	96.5%	15	3	1	0	100.0%	1	95.9%	99.0%	3	97.0%	97.7%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			13	-9.7%	1.3%	1	6	12	0	3.2%	11	1.9%	9.4%	15	6.7%	8.0%	5.5%
15	Overdue Face To Face Recertifications	Jul	7	0	0.0	6	8.0		14	5	4	7	6	5	0	5	14	3	3	8	3	3	3
16	SSN Validation		95%	98%	0.0	5	94.7%	38	17	1.8%	97.3%	10	5	2	1	95.4%	14	95.9%	94.2%	17	94.7%	97.4%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	251	1	-0.4%	4.7%	11	1	7	0	0.3%	5	3.9%	0.3%	4	4.2%	0.2%	6.4%
18	Fair Hearing Request Rate						6.0%	10665			4.4%					5.8%		4.2%	5.6%		4.3%	5.4%	4.2%
19	Fair Hearing Withdrawal Rate						8.4%				7.0%					9.8%		7.7%	8.8%		6.6%	9.2%	7.3%
20	Fair Hearing Affirmation Rate						40.0%				54.2%					47.2%		53.9%	46.8%		51.9%	46.8%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	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
Demographics												
Applications	543	836	n/a	738	2,300	3,585	n/a	2,914	7,579	12,243	n/a	9,738
Acceptance Rate	67.5%	77.3%	n/a	76.1%	49.8%	61.4%	n/a	74.0%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	49	73	28	0	188	332	115	0	711	1,087	401	0
Exits (Non Employment Related)	303	650	152	182	835	2,213	461	872	2,984	7,488	1,520	3,089
Caseload (cases)	2,760	5,108	2,156	258	9,202	23,522	7,115	1,016	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	8	3	16	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	7,142	6,430	7,146	580	24,358	38,840	23,789	2,239	110,357	113,420	82,065	7,794
Engagement												
Employed	893	833	882	n/a	3,474	1,708	3,066	n/a	10,400	5,229	9,744	n/a
School, Training and Education	124	77	45	n/a	432	355	149	n/a	2,940	1,237	567	n/a
WEP and Job Search	184	262	125	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			
Child Care												
Total Children in Informal Childcare		1,090				3,641				12,155		
Total Children in Formal Childcare		2,854				15,081				38,086		
Total Children in Transitional Childcare		484				2,065				5,887		
Child Care Not found (Report Month)		18				45				237		
# of Refused Recipient Child Care Referral w/o Good Cause		41				197				675		
	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)		80.7%				82.6%				84.1%		
Retention Rates (6 months)		73.7%				74.5%				73.6%		
Retention Rates (9 Months)		70.9%				71.7%				67.8%		
Retention Rates (12 Months)		57.3%				61.1%				61.1%		