

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**CLINTON HILL(67) Job Center -October 2018**

Director: Michael Ferrer Since: 5/7/2018  
 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): 9,763  
 Caseload recurring (cases): 9,445  
 Caseload non-recurring (cases): 318  
 Cases with an individual in sanction status: 17  
 Average Case Size: 2.1

Caseload all (persons): 20,467  
 Caseload recurring (persons): 19,707  
 Caseload non-recurring (persons): 760  
 Adults: 10,610  
 Children: 9,857

Applications all: 2169  
 Applications recurring: 1457  
 Applications non recu: 712  
 Applications Acceptar: 42.6%

Recert. Sched: 1103

Center Performance							
	Monthly	Score: 29	Rank: 18	YTD	Score: 26.5	Rank: 18	
	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	0	2	1	5	
Meets performance expectations	1	0	1	0	0	2	
Approaching performance expectation	0	3	1	0	0	4	
Fails to meet performance expectations	2	0	2	3	0	7	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	1	1	3	
Meets performance expectations	1	2	3	2	0	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	1	0	3	

Average Wait Time	
Current Month	0:55
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Sep	95%	99%	0.0	8	92.2%	1494	13	5.5%	93.2%	6	5	1	7	91.4%	15	94.2%	94.3%	18	96.4%	92.1%	96.4%
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	91.5%	693	12	18.9%	92.1%	8	3	0	8	83.2%	18	94.2%	89.8%	18	96.2%	91.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.9	6	96.3%	514	18	3.7%	98.7%	14	4	0	1	95.4%	18	98.3%	95.2%	18	98.3%	97.6%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	225	1	0.5%	98.1%	6	12	0	1	99.8%	3	99.0%	98.4%	12	98.8%	98.8%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	97.0%	823	11	1.4%	96.5%	2	8	9	0	96.0%	13	96.2%	96.2%	13	95.8%	98.4%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	93.3%	60	13	2.6%	94.4%	2	6	5	6	94.0%	11	93.3%	93.3%	11	92.7%	96.5%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.5%	337	15	-3.4%	95.9%	6	4	6	3	95.2%	12	96.0%	96.2%	11	96.1%	96.3%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	254	11	-0.3%	98.9%	11	7	1	0	99.4%	5	98.6%	99.3%	3	98.6%	99.9%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		227.3	284.1	1.1	5	240	0	11	84	129	6	5	0	8	203	12	112.5	204.0	13	114.8	214.6	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	85.8%	120	13	-4.2%	85.9%	7	2	2	8	88.4%	12	87.2%	92.3%	5	87.7%	95.7%	92.5%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.0	5	82.8%	58	16	-1.5%	90.5%	8	4	2	5	79.8%	17	91.1%	86.9%	17	93.2%	91.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.4%	174	17	-3.5%	94.5%	11	4	3	1	92.1%	17	93.8%	92.5%	15	93.1%	95.1%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Sep	90%	95%	6.0	6	100.0%	92	1	1.0%	96.8%	13	6	0	0	99.7%	9	96.6%	98.6%	5	96.8%	97.6%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			14	7.1%	3.1%	1	7	11	0	2.4%	15	3.2%	8.6%	17	6.1%	10.7%	6.5%
15	Overdue Face To Face Recertifications	Sep	7	0	0.0	6	9.0		16	0	2	8	5	6	0	6	16	2	39	19	4	11	3
16	SSN Validation		95%	98%	5.0	5	100.0%	28	1	6.7%	97.8%	12	3	1	3	96.7%	11	97.3%	95.3%	17	97.1%	95.3%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	22.7%	247	18	4.9%	11.5%	11	1	7	0	14.8%	18	9.8%	5.3%	18	6.7%	6.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.3%	10379			4.7%						5.9%		4.4%	5.9%		4.3%	5.8%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	13.1%				10.3%						12.4%		10.8%	10.1%		9.0%	8.0%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	41.0%				45.8%						40.3%		43.9%	42.4%		48.2%	48.0%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	-1	0	19	0	0	0	0	15	0.1	0	15	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	481	976	n/a	712	2,020	3,634	n/a	2,723	6,757	12,185	n/a	8,885
Acceptance Rate	66.9%	74.5%	n/a	83.9%	48.6%	59.2%	n/a	79.9%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	16.9%	14.9%	3.0%	8.4%	19.6%	19.7%	5.6%	8.4%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	87	103	33	0	284	401	157	0	899	1,372	501	0
Exits (Non Employment Related)	313	752	183	256	905	2,644	571	1,015	3,749	9,935	1,998	3,420
Caseload (cases)	2,588	4,818	2,039	318	8,630	22,041	6,546	1,103	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	6,792	6,167	6,748	760	22,637	37,275	21,767	2,487	110,263	116,051	81,528	8,918
<b>Engagement</b>												
Employed	726	747	685	n/a	2,972	1,642	2,657	n/a	9,254	5,208	8,494	n/a
School, Training and Education	179	111	66	n/a	605	456	201	n/a	3,933	1,508	834	n/a
WEP and Job Search	173	279	111	n/a	617	991	364	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		863				2,816				9,664		
Total Children in Formal Childcare		2,615				14,629				36,653		
Total Children in Transitional Childcare		381				2,042				5,236		
Child Care Not found (Report Month)		0				0				0		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				0		
	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)		82.0%				81.6%				0.0%		
Retention Rates (6 months)		76.4%				78.1%				0.0%		
Retention Rates (9 Months)		70.9%				71.8%				0.0%		
Retention Rates (12 Months)		66.2%				69.2%				0.0%		