

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CLINTON HILL(67) Job Center -November 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): 10,544
 Caseload recurring (cases): 10,317
 Caseload non-recurring (cases): 227
 Cases with an individual in sanction status: 25
 Average Case Size: 2.0

Caseload all (persons): 21,574
 Caseload recurring (persons): 21,115
 Caseload non-recurring (persons): 459
 Adults: 11,432
 Children: 10,142

Applications all: 1914
 Applications recurring: 1243
 Applications non recu: 671
 Applications Acceptar: 40.8%

Recert. Sched: 1540

Center Performance							
	Monthly	Score: 42.9	Rank: 16	YTD	Score: 48.1	Rank: 17	
	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	2	1	1	6	
Meets performance expectations	0	3	0	1	0	4	
Approaching performance expectation	1	0	1	0	0	2	
Fails to meet performance expectations	2	0	1	3	0	6	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

Average Wait Time	
Current Month	
1:16	
Non POS/PAM Transactions	
Current Month	
Count	% of Total

		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	Oct	95%	99%	0.0	8	73.5%	1939	19	Red	-11.8%	94.1%	3	10	4	2	77.2%	18	93.5%	91.9%	18	96.6%	99.3%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	0.0	8	68.1%	856	19	Red	-18.7%	92.0%	2	8	3	6	76.0%	18	92.7%	91.5%	17	95.9%	99.3%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	94.1%	510	17	Yellow	-4.9%	96.8%	8	7	2	2	97.2%	10	97.0%	98.4%	10	98.3%	95.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	197	1	Green	2.1%	98.4%	8	10	0	1	99.3%	6	98.4%	99.2%	8	98.7%	98.8%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	1.6	4	97.8%	687	8	Yellow	-1.1%	95.9%	3	6	6	4	98.3%	4	96.3%	98.6%	5	96.9%	98.8%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	3.8	4	97.8%	46	4	Yellow	1.6%	93.8%	3	3	2	11	97.0%	3	93.4%	97.0%	3	93.4%	92.5%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.7	6	96.4%	275	9	Yellow	-0.4%	96.0%	2	11	3	3	96.8%	9	96.2%	96.4%	14	96.2%	96.3%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	198	1	Green	0.4%	98.9%	12	6	1	0	99.6%	3	98.8%	99.9%	1	98.7%	99.6%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		227.3	284.1	0.0	5	196	0	11	Red	-4	108	2	4	1	12	177	13	106.8	198.5	16	115.0	226.6	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	100.0%	65	1	Green	0.0%	91.2%	6	5	3	5	97.6%	2	92.9%	96.8%	4	93.4%	87.1%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	0.0	5	88.9%	81	15	Yellow	-1.8%	92.7%	9	5	1	4	89.5%	14	91.6%	92.1%	14	93.7%	94.3%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.4%	151	5	Green	3.9%	95.8%	11	6	2	0	95.7%	7	94.5%	95.0%	9	94.6%	95.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	95.1%	102	16	Green	4.9%	97.3%	16	3	0	0	94.7%	17	96.5%	97.9%	8	97.0%	97.7%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			16	Red	14.5%	2.6%	1	6	12	0	4.8%	14	2.3%	10.7%	15	6.3%	8.0%	5.5%
15	Overdue Face To Face Recertifications	Oct	7	0	0.0	6	49.0		17	Yellow	43	7	3	11	5	0	22	17	4	8	15	3	3	
16	SSN Validation		95%	98%	2.8	5	96.7%	60	16	Yellow	-1.2%	97.5%	12	5	0	2	97.1%	10	96.0%	95.2%	18	94.7%	97.4%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	32.6%	267	18	Red	21.7%	13.3%	11	0	8	0	15.9%	16	9.5%	4.9%	12	6.0%	0.2%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.5%	10842				4.3%						6.3%		4.3%	5.8%		4.3%	5.4%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.0%					6.1%						6.7%		6.8%	8.2%		6.7%	9.2%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	61.8%					53.3%						52.7%		54.4%	48.4%		52.6%	46.8%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	-1	0	18	1	0	0	0	14	0.1	0	12	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	454	789	n/a	671	2,060	3,296	n/a	2,801	6,867	11,545	n/a	9,455
Acceptance Rate	63.1%	69.6%	n/a	71.6%	50.2%	57.3%	n/a	66.3%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	19.5%	16.9%	4.1%	5.9%	23.7%	23.1%	8.0%	7.5%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	51	84	14	0	201	332	102	0	680	1,055	326	0
Exits (Non Employment Related)	321	721	181	210	747	2,158	494	866	2,805	7,362	1,499	2,821
Caseload (cases)	2,841	5,303	2,173	227	9,416	23,768	7,225	924	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	9	3	13	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	7,319	6,658	7,138	459	24,700	39,410	23,946	1,956	119,166	118,865	87,181	6,225
Engagement												
Employed	845	752	813	n/a	3,410	1,508	2,980	n/a	10,314	4,946	9,489	n/a
School, Training and Education	201	141	76	n/a	723	604	251	n/a	3,802	1,838	931	n/a
WEP and Job Search	197	270	100	n/a	629	1,104	309	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		995				3,297				11,423		
Total Children in Formal Childcare		2,800				15,521				38,255		
Total Children in Transitional Childcare		488				2,161				5,809		
Child Care Not found (Report Month)		12				43				286		
# of Refused Recipient Child Care Referral w/o Good Cause		38				169				807		
	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)		85.4%				83.0%				81.4%		
Retention Rates (6 months)		73.5%				74.2%				75.4%		
Retention Rates (9 Months)		67.7%				68.7%				67.7%		
Retention Rates (12 Months)		66.3%				66.9%				63.0%		