

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CLINTON HILL(67) Job Center -June 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): 10,050
 Caseload recurring (cases): 9,796
 Caseload non-recurring (cases): 254
 Cases with an individual in sanction status: 20
 Average Case Size: 2.1

Caseload all (persons): 20,803
 Caseload recurring (persons): 20,319
 Caseload non-recurring (persons): 484
 Adults: 10,940
 Children: 9,863

Applications all: 1860
 Applications recurring: 1271
 Applications non recu: 589
 Applications Acceptar: 56.2%
 Recert. Sched: 1054

Center Performance							
	Monthly	Score: 61	Rank: 9	YTD	Score: 33.2	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	0	0	1	2	1	4	
Meets performance expectations	4	3	2	2	0	11	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	1	1	0	3	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	0	1	0	3	
Meets performance expectations	2	2	3	3	1	11	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
0:45

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	May	95%	99%	4.4	8	97.2%	1795	14	-0.4%	97.5%	6	12	0	1	97.6%	16	98.0%	94.9%	17	97.1%	92.1%	96.4%
2	SNAP Application Timelines	May	95%	99%	2.5	8	96.2%	770	17	-3.1%	97.1%	10	7	1	1	98.1%	16	98.3%	93.4%	18	97.0%	91.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.4	6	97.8%	456	13	3.1%	98.4%	12	6	1	0	95.9%	19	98.6%	94.9%	18	98.4%	97.6%	98.1%
4	SNAP Separate Determination Rate		94%	99%	5.9	6	98.9%	191	13	-0.4%	99.0%	12	7	0	0	98.8%	10	98.5%	97.5%	13	97.9%	98.8%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.5	4	97.8%	932	8	1.4%	96.4%	2	7	6	4	96.4%	12	95.9%	96.2%	11	95.6%	98.4%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	89.7%	68	17	-2.6%	93.9%	2	8	3	6	91.2%	15	93.8%	92.4%	11	92.5%	96.5%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.7	6	97.8%	277	5	2.4%	95.6%	4	6	7	2	97.1%	6	95.9%	96.7%	6	96.0%	96.3%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.2	6	98.7%	234	8	0.1%	98.1%	6	8	4	1	99.0%	6	98.7%	99.3%	4	98.7%	99.9%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		227.3	284.1	0.0	5	173	0	13	-77	102	1	4	0	14	214	12	114.4	203.0	13	115.1	214.6	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.5%	112	5	-0.3%	90.2%	6	6	2	5	96.4%	4	89.6%	93.9%	4	87.8%	95.7%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	2.3	5	92.3%	91	11	-1.7%	91.8%	7	6	1	5	90.2%	17	94.2%	89.6%	17	94.1%	91.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.5	5	92.3%	130	12	-3.8%	93.0%	6	7	0	6	93.0%	12	93.7%	92.8%	12	93.0%	95.1%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	May	90%	95%	6.0	6	98.2%	111	8	0.0%	96.4%	14	4	1	0	98.5%	5	96.7%	98.1%	8	96.9%	97.6%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	0.0	6			15	0.0%	1.6%	1	8	10	0	1.0%	16	2.3%	11.6%	19	7.1%	10.7%	6.5%
15	Overdue Face To Face Recertifications	May	7	0	4.3	6	2.0		13	-10	3	10	5	4	0	9	15	3	62	19	5	11	3
16	SSN Validation		95%	98%	3.3	5	97.0%	33	10	1.4%	97.0%	9	5	4	1	94.4%	16	97.0%	95.0%	18	97.0%	95.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.5%	206	12	-0.6%	3.6%	15	2	2	0	0.5%	9	4.3%	0.8%	8	5.1%	6.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.5%	10511				3.9%					6.0%		4.2%	5.9%		4.2%	5.8%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	9.6%					8.2%					8.0%		7.9%	8.9%		7.9%	8.0%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	47.9%					51.2%					47.7%		49.5%	43.9%		50.1%	48.0%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.0	0	1	0.01	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	426	845	n/a	589	1,766	3,553	n/a	2,273	6,070	11,507	n/a	7,392
Acceptance Rate	57.1%	61.9%	n/a	61.0%	43.0%	49.7%	n/a	60.0%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	16.9%	18.1%	3.8%	8.1%	19.4%	23.9%	5.7%	8.9%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	38	73	27	0	185	277	109	0	624	1,012	370	0
Exits (Non Employment Related)	177	518	91	188	516	1,771	301	724	1,790	6,410	989	2,478
Caseload (cases)	2,667	5,038	2,091	254	8,869	22,686	6,749	893	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	6,901	6,494	6,924	484	23,084	38,180	22,457	1,798	112,639	118,349	83,586	6,072
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		887				2,949				10,211		
Total Children in Formal Childcare		2,749				15,208				38,227		
Total Children in Transitional Childcare		427				2,250				5,962		
Child Care Not found (Report Month)		14				40				297		
# of Refused Recipient Child Care Referral w/o Good Cause		65				220				885		
	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)		85.2%				86.1%				0.0%		
Retention Rates (6 months)		70.4%				73.5%				0.0%		
Retention Rates (9 Months)		64.9%				68.2%				0.0%		
Retention Rates (12 Months)		57.2%				61.8%				0.0%		