

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

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): 10,690
Caseload recurring (cases): 10,451
Caseload non-recurring (cases): 239
Cases with an individual in sanction status: 22
Average Case Size: 2.0

Caseload all (persons): 21,873
Caseload recurring (persons): 21,408
Caseload non-recurring (persons): 465
Adults: 11,654
Children: 10,219

Applications all: 1817
Applications recurring: 1132
Applications non recu: 685
Applications Acceptar: 50.7%

Recert. Sched: 1834

Center Performance							
	Monthly	Score: 47.2	Rank: 18	YTD	Score: 27.3	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	2	0	0	0	6	
Approaching performance expectation	0	2	1	0	0	3	
Fails to meet performance expectations	0	0	2	3	0	5	
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	
Count	% of Total
1:05	
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	Feb	95%	99%	5.7	8	97.8%	1571	15		3.2%	98.2%	7	11	0	1	92.2%	17	96.3%	92.2%	17	96.3%	92.1%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	7.4	8	98.7%	623	14		0.3%	98.6%	12	6	1	0	88.7%	18	95.8%	88.7%	18	95.8%	91.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	2.3	6	96.8%	401	18		2.3%	98.8%	14	5	0	0	93.9%	18	98.2%	93.9%	18	98.2%	97.6%	98.1%
4	SNAP Separate Determination Rate		94%	99%	0.4	6	94.3%	158	15		-4.3%	97.8%	11	4	2	2	96.0%	14	97.4%	96.0%	14	97.4%	98.8%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.9%	981	8		-0.1%	94.6%	0	5	7	7	95.9%	9	95.2%	95.9%	9	95.2%	98.4%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.2%	69	6		4.8%	91.2%	1	2	5	11	93.8%	7	91.4%	93.8%	7	91.4%	96.5%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.9	6	97.9%	388	5		2.1%	95.9%	2	10	4	3	96.4%	9	96.1%	96.4%	9	96.1%	96.3%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.6	6	98.9%	264	14		-0.7%	99.0%	13	4	2	0	99.5%	3	98.7%	99.5%	3	98.7%	99.9%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		227.3	284.1	0.0	5	170	0	14		-6	103	2	3	3	11	192	14	115.8	192.3	14	115.8	214.6	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.4%	151	5		0.5%	90.3%	5	4	0	10	91.5%	3	85.9%	91.5%	3	85.9%	95.7%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	0.0	5	85.1%	74	17		-4.4%	93.2%	11	4	1	3	89.0%	17	94.0%	89.0%	17	94.0%	91.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.9%	124	11		-1.3%	91.2%	4	6	2	7	92.7%	10	92.3%	92.7%	10	92.3%	95.1%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	96.9%	98	13		-2.1%	97.6%	18	1	0	0	97.7%	10	97.1%	97.7%	10	97.1%	97.6%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			19		0.0%	2.3%	5	5	9	0	10.2%	19	2.5%	30.6%	19	6.4%	10.7%	6.5%
15	Overdue Face To Face Recertifications	Feb	7	0	0.0	6	119.0		19		15	7	8	6	5	0	115	19	7	115	19	7	11	3
16	SSN Validation		95%	98%	0.0	5	84.2%	19	18		-14.0%	95.9%	6	8	1	4	95.6%	17	96.9%	95.6%	17	96.9%	95.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	197	1		-0.4%	3.6%	16	0	3	0	1.2%	9	5.9%	1.2%	9	5.9%	6.0%	6.4%
18	Fair Hearing Request Rate						6.4%	10601				4.3%					5.9%		4.2%	5.9%		4.2%	5.8%	4.3%
19	Fair Hearing Withdrawal Rate						7.7%					8.2%					9.8%		7.9%	9.8%		7.9%	8.0%	6.5%
20	Fair Hearing Affirmation Rate						42.2%					48.8%					40.1%		50.8%	40.1%		50.8%	48.0%	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	368	764	n/a	685	1,575	3,197	n/a	2,475	5,846	11,444	n/a	8,123
Acceptance Rate	64.0%	75.2%	n/a	63.1%	48.7%	55.1%	n/a	62.6%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	50	77	20	0	199	318	98	0	654	934	355	0
Exits (Non Employment Related)	259	779	197	246	715	2,319	543	804	2,896	8,128	1,848	2,577
Caseload (cases)	2,785	5,480	2,186	239	9,111	23,814	7,077	818	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	10	2	10	n/a	2	1	3	n/a	2	1	4	n/a
Caseload (persons)	7,208	6,988	7,212	465	23,937	39,410	23,518	1,595	116,195	121,321	86,195	5,383
Engagement												
Employed	813	676	740	n/a	3,218	1,607	2,861	n/a	9,830	5,135	9,150	n/a
School, Training and Education	190	157	62	n/a	627	566	210	n/a	3,520	1,728	831	n/a
WEP and Job Search	208	329	93	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		884				2,989				10,325		
Total Children in Formal Childcare		2,538				14,860				36,780		
Total Children in Transitional Childcare		395				2,114				5,804		
Child Care Not found (Report Month)		15				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		55				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)		82.7%				83.0%				0.0%		
Retention Rates (6 months)		75.4%				74.3%				0.0%		
Retention Rates (9 Months)		62.3%				65.9%				0.0%		
Retention Rates (12 Months)		60.1%				65.1%				0.0%		