

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**CLINTON HILL(67) Job Center -July 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): 10,064  
 Caseload recurring (cases): 9,844  
 Caseload non-recurring (cases): 220  
 Cases with an individual in sanction status: 22  
 Average Case Size: 2.1

Caseload all (persons): 20,886  
 Caseload recurring (persons): 20,418  
 Caseload non-recurring (persons): 468  
 Adults: 10,970  
 Children: 9,916

Applications all: 1999  
 Applications recurring: 1316  
 Applications non recu: 683  
 Applications Acceptar: 47.7%

Recert. Sched: 1150

Center Performance							
	Monthly	Score: 68.5	Rank: 6	YTD	Score: 70.1	Rank: 7	
	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	3	1	0	2	1	7	
Meets performance expectations	1	2	3	1	0	7	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	1	2	0	4	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
0:49

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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Jun	95%	99%	7.1	8	98.5%	1844	8	1.9%	97.2%	3	13	2	1	98.0%	12	97.8%	98.7%	10	98.2%	99.3%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	8.0	8	99.2%	874	3	3.6%	95.9%	5	8	3	3	97.9%	11	97.0%	98.5%	11	97.6%	99.3%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.5%	438	8	0.1%	98.7%	16	2	1	0	99.3%	10	99.0%	99.0%	9	98.9%	95.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.0%	103	15	-0.5%	98.7%	15	3	0	1	99.5%	9	99.2%	99.2%	10	99.1%	98.8%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	3.4	4	98.7%	774	4	0.1%	97.1%	2	11	5	1	98.5%	7	97.0%	98.7%	8	97.1%	98.8%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	84.1%	69	18	-7.8%	94.4%	3	6	3	6	85.7%	18	93.7%	89.6%	18	94.2%	92.5%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	4.8	6	97.4%	344	8	1.6%	96.2%	5	9	1	4	96.1%	10	95.7%	95.7%	15	95.9%	96.3%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	133	1	0.0%	98.1%	7	7	3	2	100.0%	1	98.0%	100.0%	1	98.5%	99.6%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		227.3	284.1	0.0	5	170	0	14	22	97	1	2	1	15	161	16	97.1	207.6	15	119.3	226.6	141.3
10	Employed Cases with Current Documentation		90%	95%	2.9	5	92.9%	99	5	-7.1%	90.3%	3	8	0	8	97.2%	2	92.1%	96.9%	5	93.4%	87.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	1.7	5	91.7%	84	15	-2.4%	94.9%	12	4	1	2	93.2%	13	94.0%	93.6%	16	94.5%	94.3%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.2	5	94.6%	110	8	4.0%	92.5%	7	5	2	5	93.5%	9	93.4%	95.0%	9	94.5%	95.9%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jun	90%	95%	6.0	6	100.0%	94	1	0.0%	95.6%	13	2	1	3	99.3%	2	96.3%	98.9%	4	97.1%	97.7%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	9.7%	0	12	9.7%	2.0%	0	6	13	0	3.2%	10	2.3%	9.4%	15	6.9%	8.0%	5.5%
15	Overdue Face To Face Recertifications	Jun	7	0	3.4	6	3.0		15	-1	1	9	7	3	0	2	12	2	2	7	3	3	3
16	SSN Validation		95%	98%	0.0	5	92.9%	28	14	-4.0%	95.1%	9	3	1	6	94.2%	18	94.5%	94.1%	18	94.4%	97.4%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.4%	244	11	0.0%	2.9%	16	0	3	0	0.5%	7	3.5%	0.3%	5	4.1%	0.2%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.1%	10482				3.9%					5.7%		4.3%	5.5%		4.3%	5.4%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	12.9%					7.7%					9.8%		7.7%	8.8%		6.5%	9.2%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	50.7%					54.2%					51.0%		52.4%	47.8%		51.5%	46.8%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	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	512	804	n/a	683	2,056	3,261	n/a	2,451	6,317	10,626	n/a	7,783
Acceptance Rate	64.9%	72.6%	n/a	59.4%	48.8%	56.3%	n/a	63.5%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	13.5%	15.1%	5.6%	9.6%	23.2%	22.1%	6.5%	8.8%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	50	68	28	0	180	284	103	0	624	984	338	0
Exits (Non Employment Related)	296	646	147	180	843	2,235	511	667	3,441	7,815	1,681	2,442
Caseload (cases)	2,745	5,042	2,057	220	9,114	23,365	6,926	814	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	8	2	12	n/a	3	2	8	n/a	3	2	6	n/a
Caseload (persons)	7,100	6,419	6,899	468	24,131	38,977	23,259	1,780	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	907	786	816	n/a	3,687	1,787	3,017	n/a	10,484	5,333	9,192	n/a
School, Training and Education	125	70	42	n/a	448	341	148	n/a	2,865	1,156	587	n/a
WEP and Job Search	211	333	125	n/a	690	1,283	379	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		1,100				3,624				11,680		
Total Children in Formal Childcare		2,816				15,815				38,036		
Total Children in Transitional Childcare		510				2,096				5,897		
Child Care Not found (Report Month)		11				40				190		
# of Refused Recipient Child Care Referral w/o Good Cause		25				165				617		
	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)		84.9%				85.0%				83.9%		
Retention Rates (6 months)		74.4%				76.7%				72.8%		
Retention Rates (9 Months)		66.3%				69.6%				68.4%		
Retention Rates (12 Months)		67.3%				63.9%				62.7%		