

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CONEY ISLAND(63) Job Center -March 2018

Director: Sara Mathew Since: 5/23/2016
 Deputies: Yvonne Coker; Shantel Marshall
 Deputy Regional Manager: Augustina Obosi, Roger Jarvis, Roberta Hannah
 Executive Region Manager: Marlene D. Campbell
 Staff on Board:
 Zip Codes covered: 11223, 11224, 11229, 11234, 11235, 11230, 11226

Caseload all (cases): 6,326
 Caseload recurring (cases): 6,240
 Caseload non-recurring (cases): 86
 Cases with an individual in sanction status: 4
 Average Case Size: 2.1

Caseload all (persons): 13,024
 Caseload recurring (persons): 12,845
 Caseload non-recurring (persons): 179
 Adults: 7,202
 Children: 5,822

Applications all: 1057
 Applications recurring: 715
 Applications non recu: 342
 Applications Accepted: 33.6%

Recert. Sched: 556

Center Performance							
	Monthly	Score: 86.5	Rank: 1	YTD	Score: 86.1	Rank: 1	
	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	4	1	2	5	1	13	
Meets performance expectations	0	1	1	0	0	2	
Approaching performance expectation	0	2	1	0	0	3	
Fails to meet performance expectations	0	0	0	0	0	0	
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
0:33

Non POS/PAM Transactions	
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%	8.0	8	99.2%	1044	4	-0.3%	98.2%	7	11	0	1	99.6%	1	96.3%	99.6%	1	96.3%	99.6%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.8%	439	2	0.0%	98.6%	12	6	1	0	99.8%	1	95.8%	99.8%	1	95.8%	99.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	173	1	0.0%	98.8%	14	5	0	0	100.0%	1	98.2%	100.0%	1	98.2%	99.8%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	150	1	0.0%	97.8%	11	4	2	2	99.0%	9	97.4%	99.0%	9	97.4%	98.9%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.4%	533	6	-1.7%	94.6%	0	5	7	7	97.9%	2	95.2%	97.9%	2	95.2%	98.5%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.1%	34	7	-0.6%	91.2%	1	2	5	11	94.0%	8	91.4%	94.0%	8	91.4%	97.6%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.9	6	98.0%	148	4	-1.4%	95.9%	2	10	4	3	98.6%	1	96.1%	98.6%	1	96.1%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	102	1	1.7%	99.0%	13	4	2	0	99.1%	11	98.7%	99.1%	11	98.7%	97.8%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		109.1	136.4	0.0	5	108	0	7	-3	103	2	3	3	11	122	5	115.8	122.3	5	115.8	124.5	120.2
10	Employed Cases with Current Documentation		90%	95%	4.6	5	94.6%	92	6	9.1%	90.3%	5	4	0	10	89.6%	5	85.9%	89.6%	5	85.9%	98.2%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	100.0%	39	1	0.0%	93.2%	11	4	1	3	100.0%	1	94.0%	100.0%	1	94.0%	99.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.5%	86	4	1.1%	91.2%	4	6	2	7	96.4%	2	92.3%	96.4%	2	92.3%	96.0%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	63	1	0.0%	97.6%	18	1	0	0	100.0%	1	97.1%	100.0%	1	97.1%	98.5%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	6.0	6			1	0.0%	2.3%	5	5	9	0	0.0%	1	2.5%	0.0%	1	6.4%	9.2%	6.5%
15	Overdue Face To Face Recertifications	Feb	2	0	6.0	6	0.0		1	0	7	8	6	5	0	0	1	7	0	1	7	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	27	1	1.7%	95.9%	6	8	1	4	99.2%	2	96.9%	99.2%	2	96.9%	99.6%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	26	1	0.0%	3.6%	16	0	3	0	1.1%	6	5.9%	1.1%	6	5.9%	2.1%	6.4%
18	Fair Hearing Request Rate						4.3%	6099			4.3%					4.0%		4.2%	4.0%		4.2%	4.3%	4.3%
19	Fair Hearing Withdrawal Rate						8.0%				8.2%					9.7%		7.9%	9.7%		7.9%	5.7%	6.5%
20	Fair Hearing Affirmation Rate						39.1%				48.8%					54.5%		50.8%	54.5%		50.8%	55.8%	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	322	393	n/a	342	1,575	3,197	n/a	2,475	5,846	11,444	n/a	8,123
Acceptance Rate	38.0%	50.6%	n/a	55.1%	48.7%	55.1%	n/a	62.6%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	30	41	15	0	199	318	98	0	654	934	355	0
Exits (Non Employment Related)	100	289	73	93	715	2,319	543	804	2,896	8,128	1,848	2,577
Caseload (cases)	1,517	3,698	1,025	86	9,111	23,814	7,077	818	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	4,068	5,379	3,398	179	23,937	39,410	23,518	1,595	116,195	121,321	86,195	5,383
Engagement												
Employed	455	159	377	n/a	3,218	1,607	2,861	n/a	9,830	5,135	9,150	n/a
School, Training and Education	117	108	37	n/a	627	566	210	n/a	3,520	1,728	831	n/a
WEP and Job Search	87	124	56	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		423				2,989				10,325		
Total Children in Formal Childcare		1,930				14,860				36,780		
Total Children in Transitional Childcare		369				2,114				5,804		
Child Care Not found (Report Month)		1				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		10				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)		77.6%				83.0%				0.0%		
Retention Rates (6 months)		76.0%				74.3%				0.0%		
Retention Rates (9 Months)		69.6%				65.9%				0.0%		
Retention Rates (12 Months)		70.9%				65.1%				0.0%		