

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CONEY ISLAND(63) Job Center -August 2017

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): 6,442
 Caseload recurring (cases): 6,287
 Caseload non-recurring (cases): 155
 Cases with an individual in sanction status: 9
 Average Case Size: 2.1

Caseload all (persons): 13,506
 Caseload recurring (persons): 13,145
 Caseload non-recurring (persons): 361
 Adults: 7,398
 Children: 6,108

Applications all: 1323
 Applications recurring: 871
 Applications non recu: 452
 Applications Acceptar: 31.5%
 Recert. Sched: 578

Center Performance							
	Monthly	Score: 88.4	Rank: 1	YTD	Score: 78.9	Rank: 3	
	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	2	4	3	1	14	
Meets performance expectations	0	2	0	0	0	2	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:46

Non POS/PAM Transactions	
Current Month	
Count	% of Total
20	0.33

Performance Expectations	Report Month	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	Jul	95%	99%	8.0	8	99.5%	1065	1	0.0%	96.0%	3	9	2	5	99.7%	1	97.0%	99.7%	1	97.9%	99.5%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	8.0	8	99.6%	454	3	-0.4%	96.3%	5	9	2	3	99.7%	2	96.4%	99.6%	2	97.4%	99.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	273	1	0.0%	97.8%	10	7	2	0	100.0%	1	98.5%	99.9%	1	98.7%	99.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.2%	126	15	0.0%	98.8%	16	2	0	1	99.2%	12	98.7%	99.2%	10	99.1%	98.8%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	3.7	4	98.9%	618	4	2.5%	96.9%	3	13	1	2	97.9%	13	97.1%	98.1%	12	97.0%	98.8%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	40	1	2.6%	94.9%	4	7	2	5	96.8%	4	94.7%	95.8%	6	94.3%	98.0%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.7	6	97.9%	233	5	1.0%	96.6%	4	10	4	1	96.7%	8	96.1%	96.2%	13	96.0%	97.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.1%	112	9	2.7%	98.5%	9	8	2	0	96.7%	18	98.3%	97.5%	15	98.5%	97.8%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		109.1	136.4	5.0	5	146	0	4	40	123	5	5	1	7	115	5	102.2	121.8	5	119.8	133.8	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	100.0%	65	1	4.3%	94.2%	9	8	1	1	97.8%	1	92.8%	98.6%	1	93.5%	94.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	98.6%	72	3	-0.1%	93.6%	11	3	1	4	99.1%	2	93.6%	99.6%	1	94.4%	99.9%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.1%	102	5	0.7%	94.7%	8	9	2	0	95.7%	7	93.3%	96.0%	7	94.6%	97.7%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	98.1%	52	10	-1.9%	96.5%	15	3	1	0	99.4%	3	95.9%	98.9%	2	97.0%	98.2%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			18	0.0%	1.3%	1	6	12	0	4.7%	17	1.9%	12.3%	12	6.7%	1.7%	5.5%
15	Overdue Face To Face Recertifications	Jul	2	0	6.0	6	0.0		1	0	4	7	6	5	0	0	1	3	0	4	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	41	1	0.0%	97.3%	10	5	2	1	99.2%	5	95.9%	99.4%	1	94.7%	99.0%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	5.4%	37	13	-1.7%	4.7%	11	1	7	0	4.1%	15	3.9%	2.8%	12	4.2%	1.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring		4.4%	6133			4.4%					4.3%		4.2%	4.4%		4.3%	4.9%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring		6.0%				7.0%					8.1%		7.7%	5.9%		6.6%	7.3%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring		57.9%				54.2%					59.3%		53.9%	55.3%		51.9%	44.0%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	16	2	0	0	0	1	0.0	0	1	0.03	0	0

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

	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	397	474	n/a	452	2,300	3,585	n/a	2,914	7,579	12,243	n/a	9,738
Acceptance Rate	43.7%	54.7%	n/a	60.8%	49.8%	61.4%	n/a	74.0%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	35	52	25	0	188	332	115	0	711	1,087	401	0
Exits (Non Employment Related)	127	259	60	135	835	2,213	461	872	2,984	7,488	1,520	3,089
Caseload (cases)	1,536	3,703	1,048	155	9,202	23,522	7,115	1,016	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	4,176	5,440	3,529	361	24,358	38,840	23,789	2,239	110,357	113,420	82,065	7,794
Engagement												
Employed	473	138	410	n/a	3,474	1,708	3,066	n/a	10,400	5,229	9,744	n/a
School, Training and Education	79	75	29	n/a	432	355	149	n/a	2,940	1,237	567	n/a
WEP and Job Search	100	124	58	n/a	653	1,137	391	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		440				3,641				12,155		
Total Children in Formal Childcare		1,849				15,081				38,086		
Total Children in Transitional Childcare		347				2,065				5,887		
Child Care Not found (Report Month)		3				45				237		
# of Refused Recipient Child Care Referral w/o Good Cause		22				197				675		
	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)		82.8%				82.6%				84.1%		
Retention Rates (6 months)		72.4%				74.5%				73.6%		
Retention Rates (9 Months)		72.4%				71.7%				67.8%		
Retention Rates (12 Months)		63.0%				61.1%				61.1%		