

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CONEY ISLAND(63) Job Center -November 2016

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

Caseload all (cases): 4,972
 Caseload recurring (cases): 4,811
 Caseload non-recurring (cases): 161
 Cases with an individual in sanction status: 19
 Average Case Size: 2.4

Caseload all (persons): 11,755
 Caseload recurring (persons): 11,379
 Caseload non-recurring (persons): 376
 Adults: 5,642
 Children: 6,113

Applications all: 1153
 Applications recurring: 752
 Applications non recu: 401
 Applications Accepted: 33.8%
 Recert. Sched: 523

Center Performance							
	Monthly	Score: 82.2	Rank: 4	YTD	Score: 87.8	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	0	3	3	1	11	
Meets performance expectations	0	3	0	2	0	5	
Approaching performance expectation	0	1	1	0	0	2	
Fails to meet performance expectations	0	0	0	0	0	0	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:46

Non POS/PAM Transactions	
Count	% of Total
16	0.32

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	Oct	95%	99%	8.0	8	99.2%	1154	3	0.5%	96.9%	5	11	1	2	99.0%	6	97.1%	99.5%	1	97.7%	99.0%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	99.6%	469	2	0.4%	96.1%	7	8	1	3	99.4%	2	96.6%	99.4%	2	97.4%	99.2%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	228	1	0.0%	98.5%	15	3	0	1	99.3%	4	98.2%	99.5%	1	98.4%	99.4%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	141	1	0.9%	99.5%	16	2	1	0	99.3%	12	99.2%	98.7%	9	98.3%	94.9%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	3.6	4	98.8%	502	5	-0.2%	96.8%	3	12	4	0	98.9%	6	97.2%	98.8%	7	97.0%	98.4%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	3.5	4	97.6%	42	9	-2.4%	97.5%	7	7	2	2	98.8%	4	96.6%	98.0%	2	95.4%	96.3%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.6	6	96.3%	163	13	-1.6%	96.5%	5	9	3	2	97.9%	6	96.9%	97.9%	5	96.4%	96.0%	94.0%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.9%	127	14	0.1%	98.3%	8	5	4	2	98.1%	11	98.1%	97.8%	12	98.3%	99.1%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		109.1	136.4	0.0	5	109	0	14	-9	128	3	10	2	4	116	10	129.7	131.5	7	138.8	129.4	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.3%	54	7	-2.1%	94.2%	9	5	2	3	97.0%	4	93.1%	94.9%	5	91.7%	89.3%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	100.0%	57	1	0.0%	94.3%	8	6	3	2	100.0%	1	94.5%	100.0%	1	94.2%	99.9%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.4%	78	9	-1.6%	96.9%	18	1	0	0	97.7%	4	96.4%	97.6%	2	95.7%	95.7%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	100.0%	52	1	0.0%	92.5%	12	3	1	3	100.0%	1	94.6%	98.4%	2	95.2%	92.7%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	4.3	6	0.0%	0	2	0.0%	1.7%	0	11	8	0	0.0%	2	2.4%	1.7%	2	5.1%	9.3%	6.7%
15	Overdue Face To Face Recertifications	Oct	2	0	6.0	6	0.0	0	1	0	3	6	10	3	0	0	1	2	0	1	3	1	4
16	SSN Validation		95%	98%	4.2	5	97.5%	40	13	-2.5%	97.5%	12	6	0	1	98.1%	12	97.7%	99.1%	2	97.5%	97.5%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	47	1	-1.6%	7.9%	16	0	3	0	0.7%	9	6.5%	0.9%	9	6.2%	1.2%	10.7%
18	Fair Hearing Request Rate						Non Scoring	4.7%	4959							4.7%		4.0%	4.9%		4.2%	8.0%	5.1%
19	Fair Hearing Withdrawal Rate						Non Scoring	9.6%								6.4%		7.1%	7.2%		7.2%	29.2%	29.5%
20	Fair Hearing Affirmation Rate						Non Scoring	60.0%								55.4%		53.0%	43.7%		40.6%	45.2%	39.1%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	17	2	0	0	0	1	0.0	0	1	0.04	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	305	447	n/a	401	1,744	3,088	n/a	2,695	6,153	11,375	n/a	9,198
Acceptance Rate	49.4%	43.2%	n/a	65.6%	48.0%	44.0%	n/a	64.5%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	27.4%	31.5%	16.3%	12.8%	25.6%	23.5%	8.2%	9.6%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	42	34	20	0	239	336	104	0	886	1,274	407	0
Exits (Non Employment Related)	84	206	48	140	569	1,523	313	882	2,212	6,339	1,034	3,417
Caseload (cases)	1,534	2,237	1,040	161	9,756	17,240	7,106	1,020	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	4	2	13	n/a	7	2	16	n/a	5	2	11	n/a
Caseload (persons)	4,192	3,707	3,480	376	25,887	31,620	23,725	2,309	129,451	112,523	84,851	8,794
Engagement												
Employed	532	129	461	n/a	4,100	1,762	3,243	n/a	11,858	5,374	10,387	n/a
School, Training and Education	148	110	53	n/a	783	559	316	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	78	98	41	n/a	633	886	394	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		567				4,170				14,435		
Total Children in Formal Childcare		2,120				16,173				39,856		
Total Children in Transitional Childcare		345				2,021				5,875		
Child Care Not found (Report Month)		1				58				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				18		
	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)		81.5%				79.7%				81.0%		
Retention Rates (6 months)		77.6%				74.8%				73.0%		
Retention Rates (9 Months)		71.7%				67.0%				66.6%		
Retention Rates (12 Months)		71.4%				67.0%				65.0%		