

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CONEY ISLAND(63) Job Center -November 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): 6,448
 Caseload recurring (cases): 6,324
 Caseload non-recurring (cases): 124
 Cases with an individual in sanction status: 9
 Average Case Size: 2.1

Caseload all (persons): 13,462
 Caseload recurring (persons): 13,190
 Caseload non-recurring (persons): 272
 Adults: 7,357
 Children: 6,105

Applications all: 1275
 Applications recurring: 863
 Applications non recu: 412
 Applications Acceptar: 30.9%

Recert. Sched: 656

Center Performance						
	Monthly	Score: 88.3	Rank: 1	YTD	Score: 81	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	3	3	3	4	1	14
Meets performance expectations	1	1	1	0	0	3
Approaching performance expectation	0	0	0	1	0	1
Fails to meet performance expectations	0	0	0	0	0	0
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	1	1	0	2
Meets performance expectations	2	2	2	1	1	8
Approaching performance expectation	1	2	0	1	0	4
Fails to meet performance expectations	1	0	1	2	0	4

Average Wait Time
Current Month
0:47

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	Oct	95%	99%	8.0	8	99.8%	1182	1	0.7%	94.1%	3	10	4	2	99.4%	1	93.5%	99.6%	1	96.6%	99.5%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	100.0%	524	1	0.0%	92.0%	2	8	3	6	99.6%	1	92.7%	99.6%	2	95.9%	99.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.2%	259	4	-0.3%	96.8%	8	7	2	2	99.6%	2	97.0%	99.8%	1	98.3%	99.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	4.7	6	97.9%	144	15	-0.5%	98.4%	8	10	0	1	98.8%	9	98.4%	99.1%	10	98.7%	98.8%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.7%	573	2	1.1%	95.9%	3	6	6	4	99.2%	1	96.3%	98.4%	6	96.9%	98.8%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.6	4	95.5%	44	6	-0.9%	93.8%	3	3	2	11	96.9%	2	93.4%	96.9%	2	93.4%	98.0%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	100.0%	234	1	0.9%	96.0%	2	11	3	3	99.4%	1	96.2%	97.1%	8	96.2%	97.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	99	1	2.5%	98.9%	12	6	1	0	98.2%	14	98.8%	97.7%	16	98.7%	97.8%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		109.1	136.4	4.0	5	131	0	4	-3	108	2	4	1	12	120	5	106.8	121.4	5	115.0	133.8	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	100.0%	63	1	0.0%	91.2%	6	5	3	5	99.0%	1	92.9%	98.8%	1	93.4%	94.1%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	100.0%	66	1	2.0%	92.7%	9	5	1	4	98.8%	3	91.6%	99.4%	1	93.7%	99.9%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.2%	108	7	-0.5%	95.8%	11	6	2	0	96.5%	5	94.5%	96.2%	6	94.6%	97.7%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	96.5%	57	13	-3.5%	97.3%	16	3	0	0	98.8%	3	96.5%	98.9%	2	97.0%	98.2%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			9	2.8%	2.6%	1	6	12	0	1.8%	10	2.3%	7.1%	10	6.3%	1.7%	5.5%
15	Overdue Face To Face Recertifications	Oct	2	0	6.0	6	0.0		1	0	7	3	11	5	0	0	4	0	2	3	0	3	
16	SSN Validation		95%	98%	5.0	5	100.0%	58	1	0.0%	97.5%	12	5	0	2	100.0%	1	96.0%	99.6%	1	94.7%	99.0%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	1.9%	53	10	1.9%	13.3%	11	0	8	0	0.7%	8	9.5%	2.1%	9	6.0%	1.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring		4.1%	6238			4.3%					4.4%		4.3%	4.4%		4.3%	4.9%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring		0.8%				6.1%					4.7%		6.8%	5.6%		6.7%	7.3%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring		46.8%				53.3%					62.4%		54.4%	57.2%		52.6%	44.0%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.1	0	1	0.03	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	406	457	n/a	412	2,060	3,296	n/a	2,801	6,867	11,545	n/a	9,455
Acceptance Rate	39.7%	49.6%	n/a	59.8%	50.2%	57.3%	n/a	66.3%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	20.0%	28.1%	9.8%	9.5%	23.7%	23.1%	8.0%	7.5%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	38	49	21	0	201	332	102	0	680	1,055	326	0
Exits (Non Employment Related)	82	250	63	131	747	2,158	494	866	2,805	7,362	1,499	2,821
Caseload (cases)	1,566	3,702	1,056	124	9,416	23,768	7,225	924	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	2	1	6	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	4,229	5,409	3,552	272	24,700	39,410	23,946	1,956	119,166	118,865	87,181	6,225
Engagement												
Employed	495	127	396	n/a	3,410	1,508	2,980	n/a	10,314	4,946	9,489	n/a
School, Training and Education	137	123	46	n/a	723	604	251	n/a	3,802	1,838	931	n/a
WEP and Job Search	102	132	48	n/a	629	1,104	309	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		437				3,297				11,423		
Total Children in Formal Childcare		2,027				15,521				38,255		
Total Children in Transitional Childcare		411				2,161				5,809		
Child Care Not found (Report Month)		1				43				286		
# of Refused Recipient Child Care Referral w/o Good Cause		21				169				807		
	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)		79.3%				83.0%				81.4%		
Retention Rates (6 months)		72.4%				74.2%				75.4%		
Retention Rates (9 Months)		66.9%				68.7%				67.7%		
Retention Rates (12 Months)		66.3%				66.9%				63.0%		