

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

Director: Maria Burton Since: 9/1/2018
 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): 6,154
 Caseload recurring (cases): 6,007
 Caseload non-recurring (cases): 147
 Cases with an individual in sanction status: 1
 Average Case Size: 2.1

Caseload all (persons): 12,625
 Caseload recurring (persons): 12,315
 Caseload non-recurring (persons): 310
 Adults: 6,902
 Children: 5,723

Applications all: 1291
 Applications recurring: 897
 Applications non recu: 394
 Applications Acceptar: 32.8%
 Recert. Sched: 556

Center Performance							
	Monthly	Score: 90.6	Rank: 2	YTD	Score: 87	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	3	1	13	
Meets performance expectations	1	1	1	2	0	5	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	0	0	0	0	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	1	1	3	
Meets performance expectations	1	2	3	2	0	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	1	0	3	

Average Wait Time	
Current Month	
0:44	
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	Report Month														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center		City	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	Score	Rank	
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Sep	95%	99%	8.0	8	99.5%	999	3	-0.3%	93.2%	6	5	1	7	99.7%	1	94.2%	99.5%	1	96.4%	99.6%	96.4%	
2	SNAP Application Timeliness	Sep	95%	99%	8.0	8	99.3%	446	5	-0.3%	92.1%	8	3	0	8	99.6%	3	94.2%	99.6%	2	96.2%	99.6%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	235	1	0.5%	98.7%	14	4	0	1	99.8%	4	98.3%	99.9%	2	98.3%	99.8%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	5.7	6	98.8%	161	11	-1.2%	98.1%	6	12	0	1	99.5%	5	99.0%	99.3%	6	98.8%	98.9%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.3%	560	2	0.9%	96.5%	2	8	9	0	98.9%	3	96.2%	98.5%	3	95.8%	98.5%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	3.5	4	97.6%	42	4	-2.4%	94.4%	2	6	5	6	98.1%	2	93.3%	94.8%	6	92.7%	97.6%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.6%	229	3	-0.4%	95.9%	6	4	6	3	99.7%	2	96.0%	98.9%	1	96.1%	97.4%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	151	1	0.9%	98.9%	11	7	1	0	99.7%	2	98.6%	99.4%	2	98.6%	97.8%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		109.1	136.4	4.4	5	133	0	8		43	129	6	5	0	8	121	6	112.5	120.2	5	114.8	124.5	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.2%	72	5	-1.2%	85.9%	7	2	2	8	97.9%	3	87.2%	95.5%	3	87.7%	98.2%	92.5%	
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	47	1	0.0%	90.5%	8	4	2	5	100.0%	1	91.1%	99.8%	2	93.2%	99.4%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	98.0%	101	2	7.9%	94.5%	11	4	3	1	94.4%	13	93.8%	95.0%	3	93.1%	96.0%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Sep	90%	95%	2.6	6	92.2%	64	16	0.3%	96.8%	13	6	0	0	94.5%	14	96.6%	97.7%	10	96.8%	98.5%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	1.4	6			3	-0.9%	3.1%	1	7	11	0	0.3%	5	3.2%	4.6%	4	6.1%	9.2%	6.5%	
15	Overdue Face To Face Recertifications	Sep	2	0	6.0	6	0.0		1	0	2	8	5	6	0	0	1	2	0	1	4	0	3	
16	SSN Validation		95%	98%	5.0	5	100.0%	16	1	0.0%	97.8%	12	3	1	3	100.0%	1	97.3%	99.7%	1	97.1%	99.6%	94.8%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	33	1	0.0%	11.5%	11	1	7	0	0.0%	1	9.8%	0.3%	2	6.7%	2.1%	6.4%	
18	Fair Hearing Request Rate						4.5%	5882			4.7%					4.1%		4.4%	4.1%		4.3%	4.3%	4.3%	
19	Fair Hearing Withdrawal Rate						8.2%				10.3%					8.4%		10.8%	8.7%		9.0%	5.7%	6.5%	
20	Fair Hearing Affirmation Rate						45.9%				45.8%					50.4%		43.9%	52.2%		48.2%	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	15	0.1	0	15	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	347	550	n/a	394	2,020	3,634	n/a	2,723	6,757	12,185	n/a	8,885
Acceptance Rate	50.0%	49.7%	n/a	71.1%	48.6%	59.2%	n/a	79.9%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	17.8%	26.7%	5.4%	6.9%	19.6%	19.7%	5.6%	8.4%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	50	49	30	0	284	401	157	0	899	1,372	501	0
Exits (Non Employment Related)	131	375	85	165	905	2,644	571	1,015	3,749	9,935	1,998	3,420
Caseload (cases)	1,499	3,536	972	147	8,630	22,041	6,546	1,103	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	4,017	5,128	3,170	310	22,637	37,275	21,767	2,487	110,263	116,051	81,528	8,918
Engagement												
Employed	392	151	344	n/a	2,972	1,642	2,657	n/a	9,254	5,208	8,494	n/a
School, Training and Education	107	94	35	n/a	605	456	201	n/a	3,933	1,508	834	n/a
WEP and Job Search	95	124	55	n/a	617	991	364	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		397				2,816				9,664		
Total Children in Formal Childcare		1,905				14,629				36,653		
Total Children in Transitional Childcare		344				2,042				5,236		
Child Care Not found (Report Month)		0				0				0		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				0		
	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%				81.6%				0.0%		
Retention Rates (6 months)		81.6%				78.1%				0.0%		
Retention Rates (9 Months)		75.0%				71.8%				0.0%		
Retention Rates (12 Months)		65.2%				69.2%				0.0%		