

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DEKALB(64) Job Center -November 2016**

Director: Lyvette Belser; Since: 10/1/2010  
 Deputies: Dwayne Holloway; Dawn Moses  
 Deputy Regional Manager: Roger Jarvis, Roberta Hannah, Augustina Obosi  
 Executive Region Manager: Jahnara Glover  
 Staff on Board:  
 Zip Codes covered:11203, 11205, 11211, 11213, 11216, 11217,11222, 11231, 11233,11249,11251

Caseload all (cases): 8,735  
 Caseload recurring (cases): 8,447  
 Caseload non-recurring (cases): 288  
 Cases with an individual in sanction status: 36  
 Average Case Size: 2.2

Caseload all (persons): 19,341  
 Caseload recurring (persons): 18,729  
 Caseload non-recurring (persons): 612  
 Adults: 9,813  
 Children: 9,528

Applications all: 2051  
 Applications recurring: 1270  
 Applications non recu: 781  
 Applications Acceptar: 32.1%

Recert. Sched: 982

| Center Performance                         |                              |  |   |  |                              |         |  |
|--|------------------------------|--|---|--|------------------------------|---------|--|
|  | Monthly                      | Score: 67.9                                | Rank: 9                                     | YTD  | Score: 65.7                  | Rank: 9 |  |
|  | 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           | 1                            | 3  | 2   | 1  | 1                            | 8       |  |
| Meets performance expectations             | 3                            | 1  | 1   | 2  | 0                            | 7       |  |
| Approaching performance expectation        | 0                            | 0  | 0   | 0  | 0                            | 0       |  |
| Fails to meet performance expectations     | 0                            | 0  | 1   | 2  | 0                            | 3       |  |
| <b>City Wide Totals (19 total centers)</b> |                              |  |   |  |                              |         |  |
| 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     |  |
| 1:16              |  |

| Non POS/PAM Transactions |            |
|--------------------------|------------|
| Count                    | % of Total |
| 18                       | 0.20       |

|   | Report Month                                  | Performance Expectations |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        | 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 | Variance from Previous Month | Score    | Centers Above threshold           | Centers with-in Threshold | Centers approaching Threshold | Centers below Threshold | Score  | Rank    | Score  | Rank         | Score  | Rank       |       |       |       |
| <b>PROVIDING ACCESS to SERVICES</b>                             |   |                          |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        |         |        |              |        |            |       |       |       |
| 1   | Cash Assistance Application Timeliness        | Oct                      | 95%       | 99%        | 7.4           | 8                  | 98.7%       | 1979         | 7                            | 2.2%     | 96.9%                             | 5                         | 11                            | 1                       | 2      | 97.8%   | 11     | 97.1%        | 98.3%  | 9          | 97.7% | 97.9% | 96.3% |
| 2   | SNAP Application Timelines                    | Oct                      | 95%       | 99%        | 7.4           | 8                  | 98.7%       | 762          | 11                           | 0.6%     | 96.1%                             | 7                         | 8                             | 1                       | 3      | 97.4%   | 12     | 96.6%        | 98.3%  | 8          | 97.4% | 98.5% | 95.1% |
| 3   | Same Day SNAP Issuance (weekly Avg)           |                          | 96%       | 98%        | 5.0           | 6                  | 97.7%       | 471          | 18                           | 2.6%     | 98.5%                             | 15                        | 3                             | 0                       | 1      | 96.4%   | 17     | 98.2%        | 97.5%  | 18         | 98.4% | 99.2% | 98.2% |
| 4   | SNAP Separate Determination Rate              |                          | 94%       | 99%        | 6.0           | 6                  | 100.0%      | 328          | 1                            | 0.0%     | 99.5%                             | 16                        | 2                             | 1                       | 0      | 99.5%   | 10     | 99.2%        | 99.2%  | 3          | 98.3% | 96.1% | 96.8% |
| <b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>               |   |                          |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        |         |        |              |        |            |       |       |       |
| 5   | Missing or Outdated Employment Plan           |                          | 97%       | 99%        | 4.0           | 4                  | 99.0%       | 822          | 3                            | 0.7%     | 96.8%                             | 3                         | 12                            | 4                       | 0      | 98.5%   | 7      | 97.2%        | 98.1%  | 13         | 97.0% | 98.3% | 96.4% |
| 6   | Rate of Child Care in Child Care System       |                          | 95%       | 98%        | 2.5           | 4                  | 96.9%       | 64           | 11                           | 3.5%     | 97.5%                             | 7                         | 7                             | 2                       | 2      | 94.6%   | 13     | 96.6%        | 93.7%  | 15         | 95.4% | 90.3% | 93.6% |
| 7   | Eligible & Referred to Appropriate Activities |                          | 95%       | 98%        | 6.0           | 6                  | 98.3%       | 294          | 4                            | 2.3%     | 96.5%                             | 5                         | 9                             | 3                       | 2      | 97.5%   | 8      | 96.9%        | 97.2%  | 10         | 96.4% | 95.7% | 94.0% |
| 8   | Re-Engaged after Good Cause                   |                          | 97%       | 99%        | 6.0           | 6                  | 99.7%       | 344          | 3                            | 0.1%     | 98.3%                             | 8                         | 5                             | 4                       | 2      | 99.5%   | 3      | 98.1%        | 99.2%  | 3          | 98.3% | 98.2% | 98.4% |
| <b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>              |   |                          |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        |         |        |              |        |            |       |       |       |
| 9   | Reported Placements                           |                          | 201.7     | 252.1      | 2.2           | 5                  | 224         | 0            | 7                            | -24      | 128                               | 3                         | 10                            | 2                       | 4      | 235     | 6      | 129.7        | 242.0  | 8          | 138.8 | 228.3 | 136.4 |
| 10  | Employed Cases with Current Documentation     |                          | 90%       | 95%        | 0.0           | 5                  | 86.1%       | 72           | 17                           | 1.8%     | 94.2%                             | 9                         | 5                             | 2                       | 3      | 86.6%   | 16     | 93.1%        | 88.0%  | 17         | 91.7% | 81.1% | 80.6% |
| 11  | Cases Budgeted Timely (35 days)               | Oct                      | 90%       | 95%        | 5.0           | 5                  | 98.8%       | 85           | 7                            | -1.2%    | 94.3%                             | 8                         | 6                             | 3                       | 2      | 99.6%   | 3      | 94.5%        | 99.3%  | 2          | 94.2% | 99.1% | 90.9% |
| 12  | % Placements w/FIA3As (Employment Form)       |                          | 92%       | 95%        | 5.0           | 5                  | 98.1%       | 161          | 5                            | 0.2%     | 96.9%                             | 18                        | 1                             | 0                       | 0      | 97.8%   | 3      | 96.4%        | 96.2%  | 10         | 95.7% | 95.5% | 94.5% |
| <b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b> |   |                          |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        |         |        |              |        |            |       |       |       |
| 13  | Training Attendance Rate                      | Oct                      | 90%       | 95%        | 0.5           | 6                  | 90.4%       | 94           | 14                           | -8.5%    | 92.5%                             | 12                        | 3                             | 1                       | 3      | 95.4%   | 12     | 94.6%        | 97.1%  | 6          | 95.2% | 95.0% | 92.0% |
| 14  | SNAP (EQAS) Payment Error Rate                | Aug                      | 6%        | 0%         | 0.0           | 6                  | 1.2%        | 0            | 15                           | 1.2%     | 1.7%                              | 0                         | 11                            | 8                       | 0      | 0.4%    | 18     | 2.4%         | 9.1%   | 15         | 5.1%  | 9.7%  | 6.7%  |
| 15  | Overdue Face To Face Recertifications         | Oct                      | 6         | 0          | 0.0           | 6                  | 10.0        |              | 18                           | 0        | 3                                 | 6                         | 10                            | 3                       | 0      | 8       | 18     | 2            | 12     | 18         | 3     | 10    | 4     |
| 16  | SSN Validation                                |                          | 95%       | 98%        | 1.9           | 5                  | 96.1%       | 52           | 15                           | -3.8%    | 97.5%                             | 12                        | 6                             | 0                       | 1      | 98.7%   | 6      | 97.7%        | 97.5%  | 13         | 97.5% | 98.5% | 97.9% |
| 17  | % SI over 45 Days                             |                          | 5%        | 3%         | 5.0           | 5                  | 0.0%        | 112          | 1                            | 0.0%     | 7.9%                              | 16                        | 0                             | 3                       | 0      | 0.0%    | 1      | 6.5%         | 0.0%   | 3          | 6.2%  | 8.4%  | 10.7% |
| 18  | Fair Hearing Request Rate                     |                          |           |            | Non Scoring   | 5.6%               | 9082        |              |                              |          | 3.9%                              |                           |                               |                         |        | 5.9%    |        | 4.0%         | 6.3%   |            | 4.2%  | 7.2%  | 5.1%  |
| 19  | Fair Hearing Withdrawal Rate                  |                          |           |            | Non Scoring   | 11.0%              |             |              |                              |          | 8.4%                              |                           |                               |                         |        | 8.0%    |        | 7.1%         | 9.4%   |            | 7.2%  | 28.5% | 29.5% |
| 20  | Fair Hearing Affirmation Rate                 |                          |           |            | Non Scoring   | 53.7%              |             |              |                              |          | 53.6%                             |                           |                               |                         |        | 56.3%   |        | 53.0%        | 54.5%  |            | 40.6% | 40.7% | 39.1% |
| <b>DELIVERY of CUSTOMER SERVICE</b>                             |   |                          |           |            |               |                    |             |              |                              |          |                                   |                           |                               |                         |        |         |        |              |        |            |       |       |       |
| 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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DEKALB(64) 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 |
| <b>Demographics</b>                                       |                   |            |       |               |                   |            |        |               |                   |            |        |               |
| Applications  | 434               | 836        | n/a   | 781           | 1,744             | 3,088      | n/a    | 2,695         | 6,153             | 11,375     | n/a    | 9,198         |
| Acceptance Rate   | 50.2%             | 42.4%      | n/a   | 68.8%         | 48.0%             | 44.0%      | n/a    | 64.5%         | 47.1%             | 46.5%      | n/a    | 59.3%         |
| Percentage New To Cash Assistance                         | 21.4%             | 18.3%      | 4.1%  | 10.1%         | 25.6%             | 23.5%      | 8.2%   | 9.6%          | 18.9%             | 22.7%      | 8.0%   | 10.0%         |
| Exits (Employment Related)                                | 59                | 110        | 29    | 0             | 239               | 336        | 104    | 0             | 886               | 1,274      | 407    | 0             |
| Exits (Non Employment Related)                            | 128               | 404        | 60    | 242           | 569               | 1,523      | 313    | 882           | 2,212             | 6,339      | 1,034  | 3,417         |
| Caseload (cases)  | 2,166             | 4,633      | 1,648 | 288           | 9,756             | 17,240     | 7,106  | 1,020         | 54,900            | 82,441     | 26,018 | 3,965         |
| Caseload (at least one individual in sanction status)     | 7                 | 7          | 22    | n/a           | 7                 | 2          | 16     | n/a           | 5                 | 2          | 11     | n/a           |
| Caseload (persons)  | 5,584             | 7,733      | 5,412 | 612           | 25,887            | 31,620     | 23,725 | 2,309         | 129,451           | 112,523    | 84,851 | 8,794         |
| <b>Engagement</b>   |                   |            |       |               |                   |            |        |               |                   |            |        |               |
| Employed  | 815               | 332        | 691   | n/a           | 4,100             | 1,762      | 3,243  | n/a           | 11,858            | 5,374      | 10,387 | n/a           |
| School, Training and Education                            | 158               | 130        | 74    | n/a           | 783               | 559        | 316    | n/a           | 3,640             | 1,951      | 1,192  | n/a           |
| WEP and Job Search  | 162               | 256        | 96    | n/a           | 633               | 886        | 394    | n/a           | 2,476             | 3,527      | 1,564  | n/a           |
|   | All Case Types    |            |       |               | All Case Types    |            |        |               | All Case Types    |            |        |               |
| <b>Child Care</b>   |                   |            |       |               |                   |            |        |               |                   |            |        |               |
| Total Children in Informal Childcare                      |                   | 1,022      |       |               |                   | 4,170      |        |               |                   | 14,435     |        |               |
| Total Children in Formal Childcare                        |                   | 3,362      |       |               |                   | 16,173     |        |               |                   | 39,856     |        |               |
| Total Children in Transitional Childcare                  |                   | 400        |       |               |                   | 2,021      |        |               |                   | 5,875      |        |               |
| Child Care Not found (Report Month)                       |                   | 4          |       |               |                   | 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 |
| <b>Outcomes</b>   |                   |            |       |               |                   |            |        |               |                   |            |        |               |
| 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)                                |                   | 78.3%      |       |               |                   | 79.7%      |        |               |                   | 81.0%      |        |               |
| Retention Rates (6 months)                                |                   | 77.1%      |       |               |                   | 74.8%      |        |               |                   | 73.0%      |        |               |
| Retention Rates (9 Months)                                |                   | 62.8%      |       |               |                   | 67.0%      |        |               |                   | 66.6%      |        |               |
| Retention Rates (12 Months)                               |                   | 62.8%      |       |               |                   | 67.0%      |        |               |                   | 65.0%      |        |               |