

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DEKALB(64) Job Center -August 2017**

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

Caseload all (cases): 10,016  
 Caseload recurring (cases): 9,748  
 Caseload non-recurring (cases): 268  
 Cases with an individual in sanction status: 18  
 Average Case Size: 2.0

Caseload all (persons): 20,491  
 Caseload recurring (persons): 19,944  
 Caseload non-recurring (persons): 547  
 Adults: 11,204  
 Children: 9,267

Applications all: 2438  
 Applications recurring: 1601  
 Applications non recu: 837  
 Applications Acceptar: 31.5%

Recert. Sched: 1051

Center Performance							
	Monthly	Score: 63.9	Rank: 9	YTD	Score: 75.2	Rank: 5	
	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	1	2	3	1	8	
Meets performance expectations	3	2	2	2	0	9	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	0	0	0	
<b>City Wide Totals (19 total centers)</b>							
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
1:07

Non POS/PAM Transactions	
Count	% of Total
26	0.25

	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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Jul	95%	99%	4.2	8	97.1%	2070	11	-1.4%	96.0%	3	9	2	5	98.0%	8	97.0%	98.4%	10	97.9%	98.2%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	6.0	8	98.0%	853	10	-0.1%	96.3%	5	9	2	3	98.3%	7	96.4%	98.7%	8	97.4%	98.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	1.6	6	96.5%	576	16	-2.9%	97.8%	10	7	2	0	98.4%	14	98.5%	99.1%	7	98.7%	97.6%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	173	1	0.0%	98.8%	16	2	0	1	99.8%	8	98.7%	99.3%	7	99.1%	99.3%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	2.8	4	98.4%	1072	7	0.0%	96.9%	3	13	1	2	98.4%	7	97.1%	98.2%	11	97.0%	98.2%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.2%	52	13	-0.1%	94.9%	4	7	2	5	95.8%	7	94.7%	97.2%	2	94.3%	93.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.4	6	96.2%	472	12	-1.4%	96.6%	4	10	4	1	97.0%	6	96.1%	96.8%	11	96.0%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.3%	291	6	-0.2%	98.5%	9	8	2	0	99.6%	3	98.3%	99.5%	5	98.5%	99.2%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		201.7	252.1	1.7	5	219	0	7	33	123	5	5	1	7	187	8	102.2	214.4	8	119.8	244.1	141.3
10	Employed Cases with Current Documentation		90%	95%	0.2	5	90.2%	112	17	-1.2%	94.2%	9	8	1	1	91.8%	12	92.8%	93.8%	8	93.5%	88.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	100.0%	77	1	1.1%	93.6%	11	3	1	4	99.2%	1	93.6%	99.4%	2	94.4%	99.2%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.0%	169	6	0.2%	94.7%	8	9	2	0	95.9%	6	93.3%	96.8%	3	94.6%	96.3%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	98.8%	86	8	-0.1%	96.5%	15	3	1	0	98.9%	5	95.9%	97.5%	13	97.0%	96.9%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.2	6			7	0.0%	1.3%	1	6	12	0	0.0%	7	1.9%	5.8%	6	6.7%	10.8%	5.5%
15	Overdue Face To Face Recertifications	Jul	6	0	2.8	6	3.0		11	3	4	7	6	5	0	1	8	3	4	14	3	11	3
16	SSN Validation		95%	98%	5.0	5	98.4%	64	9	1.5%	97.3%	10	5	2	1	97.1%	10	95.9%	97.4%	13	94.7%	97.7%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	1.0%	104	10	1.0%	4.7%	11	1	7	0	0.3%	6	3.9%	0.1%	3	4.2%	0.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.5%	10488				4.4%					5.7%		4.2%	5.9%		4.3%	6.3%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	9.1%					7.0%					8.7%		7.7%	7.2%		6.6%	9.2%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	60.9%					54.2%					59.8%		53.9%	58.9%		51.9%	53.5%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
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  
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	494	1,107	n/a	837	2,300	3,585	n/a	2,914	7,579	12,243	n/a	9,738
Acceptance Rate	53.9%	69.9%	n/a	80.7%	49.8%	61.4%	n/a	74.0%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	33	110	31	0	188	332	115	0	711	1,087	401	0
Exits (Non Employment Related)	170	646	121	272	835	2,213	461	872	2,984	7,488	1,520	3,089
Caseload (cases)	2,036	6,053	1,659	268	9,202	23,522	7,115	1,016	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	3	1	14	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	5,154	9,332	5,458	547	24,358	38,840	23,789	2,239	110,357	113,420	82,065	7,794
<b>Engagement</b>												
Employed	684	333	668	n/a	3,474	1,708	3,066	n/a	10,400	5,229	9,744	n/a
School, Training and Education	92	80	31	n/a	432	355	149	n/a	2,940	1,237	567	n/a
WEP and Job Search	150	420	91	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			
<b>Child Care</b>												
Total Children in Informal Childcare		962				3,641				12,155		
Total Children in Formal Childcare		3,266				15,081				38,086		
Total Children in Transitional Childcare		467				2,065				5,887		
Child Care Not found (Report Month)		10				45				237		
# of Refused Recipient Child Care Referral w/o Good Cause		48				197				675		
	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)		83.1%				82.6%				84.1%		
Retention Rates (6 months)		71.3%				74.5%				73.6%		
Retention Rates (9 Months)		65.2%				71.7%				67.8%		
Retention Rates (12 Months)		57.4%				61.1%				61.1%		