

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DEKALB(64) Job Center -January 2018**

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): 9,878  
 Caseload recurring (cases): 9,616  
 Caseload non-recurring (cases): 262  
 Cases with an individual in sanction status: 10  
 Average Case Size: 2.1

Caseload all (persons): 20,391  
 Caseload recurring (persons): 19,851  
 Caseload non-recurring (persons): 540  
 Adults: 11,170  
 Children: 9,221

Applications all: 2402  
 Applications recurring: 1487  
 Applications non recu: 915  
 Applications Accepted: 33.3%

Recert. Sched: 1174

Center Performance							
	Monthly	Score: 61.5	Rank: 8	YTD	Score: 61.5	Rank: 8	
	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	
<b>Center</b>							
Exceeds performance expectations	2	0	2	3	1	8	
Meets performance expectations	0	3	1	2	0	6	
Approaching performance expectation	1	0	0	0	0	1	
Fails to meet performance expectations	1	1	1	0	0	3	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	2	1	3	
Meets performance expectations	2	2	3	1	0	8	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	1	1	2	0	6	

Average Wait Time
Current Month
1:08

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	
<b>PROVIDING ACCESS to SERVICES</b>																						
1	Cash Assistance Application Timeliness	Dec	95%	99%	0.0	8	93.7%	2075	16		92.7%	2	11	3	3			93.7%	16	92.7%	97.3%	96.4%
2	SNAP Application Timelines	Dec	95%	99%	0.0	8	89.1%	807	16		90.1%	4	8	1	6			89.1%	16	90.1%	97.5%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.2%	498	6		97.4%	11	5	0	3			99.2%	6	97.4%	98.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.6%	264	5		96.7%	7	9	0	3			99.6%	5	96.7%	99.4%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																						
5	Missing or Outdated Employment Plan		97%	99%	2.0	4	98.0%	1047	4		95.4%	2	5	7	5			98.0%	4	95.4%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	88.1%	59	12		88.9%	3	1	1	14			88.1%	12	88.9%	94.4%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.2	6	95.1%	450	15		95.9%	4	11	3	1			95.1%	15	95.9%	96.6%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.7	6	98.9%	273	7		98.2%	6	9	4	0			98.9%	7	98.2%	99.5%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																						
9	Reported Placements		201.7	252.1	5.0	5	258	0	7		136	7	6	1	5			258.0	7	135.5	217.7	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	83.5%	91	8		78.7%	0	2	2	15			83.5%	8	78.7%	92.8%	92.5%
11	Cases Budgeted Timely (35 days)	Dec	90%	95%	5.0	5	100.0%	58	1		92.9%	11	5	0	3			100.0%	1	92.9%	98.5%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	3.4	5	94.0%	218	6		92.5%	5	7	4	3			94.0%	6	92.5%	96.6%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																						
13	Training Attendance Rate	Dec	90%	95%	6.0	6	100.0%	92	1		96.2%	14	4	1	0			100.0%	1	96.2%	97.5%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	8.3%	6.5%
15	Overdue Face To Face Recertifications	Dec	6	0	4.9	6	1.0		10		7	9	5	5	0			1	10	7	4	3
16	SSN Validation		95%	98%	2.2	5	96.3%	82	13		97.7%	9	7	2	1			96.3%	13	97.7%	96.6%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	112	1		8.8%	9	3	7	0			0.0%	1	8.8%	0.6%	6.4%
18	Fair Hearing Request Rate						Non Scoring	5.8%	10181		4.5%							5.8%		4.5%	5.9%	4.3%
19	Fair Hearing Withdrawal Rate						Non Scoring	7.4%			6.8%							7.4%		6.8%	7.1%	6.5%
20	Fair Hearing Affirmation Rate						Non Scoring	53.0%			52.9%							53.0%		52.9%	60.1%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																						
21	Customer Satisfaction Rate																					
22	Spot Violation		3	0	4.0	4	0		1		0	19	0	0	0			0	1	0.00	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
<b>Demographics</b>												
Applications	380	1,107	n/a	915	1,903	3,626	n/a	3,003	6,899	12,533	n/a	10,172
Acceptance Rate	52.3%	58.1%	n/a	62.3%	51.4%	59.0%	n/a	62.9%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	61	106	29	0	256	360	126	0	800	1,127	397	0
Exits (Non Employment Related)	205	775	147	251	922	2,663	532	865	3,855	9,544	2,031	2,822
Caseload (cases)	2,002	6,019	1,595	262	9,356	23,964	7,055	881	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	5,069	9,568	5,214	540	24,520	39,886	23,495	1,887	118,548	121,462	86,031	6,313
<b>Engagement</b>												
Employed	678	319	633	n/a	3,293	1,488	2,836	n/a	9,953	4,846	9,210	n/a
School, Training and Education	96	84	26	n/a	496	391	137	n/a	2,751	1,269	541	n/a
WEP and Job Search	156	368	89	n/a	634	1,178	371	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)		9				32				275		
# of Refused Recipient Child Care Referral w/o Good Cause		59				196				977		
	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)		0.0%				0.0%				0.0%		
Retention Rates (6 months)		0.0%				0.0%				0.0%		
Retention Rates (9 Months)		0.0%				0.0%				0.0%		
Retention Rates (12 Months)		0.0%				0.0%				0.0%		