

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
DEKALB(64) Job Center -October 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): 7,491
 Caseload recurring (cases): 7,222
 Caseload non-recurring (cases): 269
 Cases with an individual in sanction status: 4
 Average Case Size: 2.2

Caseload all (persons): 16,157
 Caseload recurring (persons): 15,585
 Caseload non-recurring (persons): 572
 Adults: 8,509
 Children: 7,648

Applications all: 1790
 Applications recurring: 1128
 Applications non recu: 662
 Applications Accepted: 33.6%

Recert. Sched: 744

Center Performance							
	Monthly	Score: 49.1	Rank: 12	YTD	Score: 54.8	Rank: 11	
	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	1	2	1	6	
Meets performance expectations	1	2	1	2	0	6	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	0	2	1	0	5	
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	
0:55	
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	Sep	95%	99%	0.0	8	90.3%	1858	16		-4.3%	93.2%	6	5	1	7	94.7%	13	94.2%	96.5%	13	96.4%	97.3%	96.4%
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	90.9%	768	13		-3.8%	92.1%	8	3	0	8	94.8%	12	94.2%	96.9%	11	96.2%	97.5%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.4%	364	10		-0.5%	98.7%	14	4	0	1	99.8%	5	98.3%	99.3%	6	98.3%	98.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	4.4	6	97.7%	300	16		-1.8%	98.1%	6	12	0	1	98.8%	12	99.0%	99.5%	4	98.8%	99.4%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	3.2	4	98.6%	635	5		0.8%	96.5%	2	8	9	0	97.8%	8	96.2%	97.6%	7	95.8%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	3.8	4	97.8%	46	3		3.2%	94.4%	2	6	5	6	95.5%	7	93.3%	94.3%	7	92.7%	94.4%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.2%	360	13		0.0%	95.9%	6	4	6	3	94.5%	16	96.0%	95.3%	13	96.1%	96.6%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	161	1		3.4%	98.9%	11	7	1	0	99.0%	11	98.6%	98.4%	15	98.6%	99.5%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		201.7	252.1	0.0	5	167	0	15		21	129	6	5	0	8	172	13	112.5	196.1	11	114.8	217.7	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	85.1%	94	15		-1.0%	85.9%	7	2	2	8	85.9%	13	87.2%	86.6%	11	87.7%	92.8%	92.5%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	38	1		5.3%	90.5%	8	4	2	5	95.1%	7	91.1%	94.2%	10	93.2%	98.5%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.4	5	94.7%	131	13		1.1%	94.5%	11	4	3	1	94.6%	9	93.8%	94.8%	4	93.1%	96.6%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Sep	90%	95%	6.0	6	96.7%	91	12		0.4%	96.8%	13	6	0	0	96.4%	12	96.6%	97.9%	8	96.8%	97.5%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.4	6			6		0.0%	3.1%	1	7	11	0	0.0%	8	3.2%	5.6%	16	6.1%	8.3%	6.5%
15	Overdue Face To Face Recertifications	Sep	6	0	0.0	6	8.0		17		4	2	8	5	6	0	4	14	2	4	10	4	4	3
16	SSN Validation		95%	98%	0.9	5	95.6%	45	14		-4.4%	97.8%	12	3	1	3	97.7%	10	97.3%	96.8%	12	97.1%	96.6%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	1.8%	109	10		-2.4%	11.5%	11	1	7	0	2.4%	11	9.8%	0.9%	4	6.7%	0.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.9%	7697				4.7%						6.4%		4.4%	6.0%		4.3%	5.9%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	11.3%					10.3%						12.4%		10.8%	8.8%		9.0%	7.1%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	49.1%					45.8%						42.4%		43.9%	49.3%		48.2%	60.1%	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	1	0.1	0	1	0.03	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
Demographics												
Applications	350	778	n/a	662	2,020	3,634	n/a	2,723	6,757	12,185	n/a	8,885
Acceptance Rate	47.2%	61.2%	n/a	78.9%	48.6%	59.2%	n/a	79.9%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	15.5%	13.5%	1.8%	9.1%	19.6%	19.7%	5.6%	8.4%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	54	85	24	0	284	401	157	0	899	1,372	501	0
Exits (Non Employment Related)	148	630	102	281	905	2,644	571	1,015	3,749	9,935	1,998	3,420
Caseload (cases)	1,551	4,477	1,194	269	8,630	22,041	6,546	1,103	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)	1	1	2	n/a	0	0	0	n/a	2	1	3	n/a
Caseload (persons)	3,929	7,643	4,013	572	22,637	37,275	21,767	2,487	110,263	116,051	81,528	8,918
Engagement												
Employed	505	268	503	n/a	2,972	1,642	2,657	n/a	9,254	5,208	8,494	n/a
School, Training and Education	96	75	38	n/a	605	456	201	n/a	3,933	1,508	834	n/a
WEP and Job Search	123	244	72	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		607				2,816				9,664		
Total Children in Formal Childcare		2,749				14,629				36,653		
Total Children in Transitional Childcare		347				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)		80.6%				81.6%				0.0%		
Retention Rates (6 months)		76.7%				78.1%				0.0%		
Retention Rates (9 Months)		67.4%				71.8%				0.0%		
Retention Rates (12 Months)		63.7%				69.2%				0.0%		