

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DEKALB(64) Job Center -November 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): 9,980  
 Caseload recurring (cases): 9,712  
 Caseload non-recurring (cases): 268  
 Cases with an individual in sanction status: 14  
 Average Case Size: 2.1

Caseload all (persons): 20,535  
 Caseload recurring (persons): 20,013  
 Caseload non-recurring (persons): 522  
 Adults: 11,210  
 Children: 9,325

Applications all: 2268  
 Applications recurring: 1409  
 Applications non recu: 859  
 Applications Acceptar: 41.4%

Recert. Sched: 1229

Center Performance							
	Monthly	Score: 71	Rank: 5	YTD	Score: 67.6	Rank: 4	
	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	2	1	3	3	1	10	
Meets performance expectations	2	2	1	1	0	6	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	0	1	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

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	Score	Rank
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Oct	95%	99%	4.5	8	97.3%	2220	8	0.8%	94.1%	3	10	4	2	94.9%	13	93.5%	97.3%	10	96.6%	98.2%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	6.1	8	98.0%	915	8	1.8%	92.0%	2	8	3	6	94.4%	12	92.7%	97.4%	8	95.9%	98.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.0%	563	8	1.4%	96.8%	8	7	2	2	97.1%	14	97.0%	98.6%	8	98.3%	97.6%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.6%	245	6	0.0%	98.4%	8	10	0	1	99.7%	3	98.4%	99.4%	7	98.7%	99.3%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	1.1	4	97.5%	1176	9	-1.0%	95.9%	3	6	6	4	97.9%	7	96.3%	98.1%	9	96.9%	98.2%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	88.5%	52	16	-11.5%	93.8%	3	3	2	11	93.1%	13	93.4%	93.1%	13	93.4%	93.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.3	6	96.6%	568	8	1.0%	96.0%	2	11	3	3	96.5%	11	96.2%	96.7%	10	96.2%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	194	1	0.6%	98.9%	12	6	1	0	99.6%	4	98.8%	99.5%	4	98.7%	99.2%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		201.7	252.1	1.3	5	215	0	6	4	108	2	4	1	12	192	8	106.8	208.4	8	115.0	244.1	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.8%	72	5	0.7%	91.2%	6	5	3	5	93.0%	8	92.9%	93.6%	8	93.4%	88.1%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	98.4%	62	5	4.6%	92.7%	9	5	1	4	95.7%	7	91.6%	98.5%	3	93.7%	99.2%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.4%	167	9	2.6%	95.8%	11	6	2	0	95.7%	8	94.5%	96.5%	4	94.6%	96.3%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	96.9%	98	12	-1.9%	97.3%	16	3	0	0	97.7%	9	96.5%	97.6%	9	97.0%	96.9%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			11	-14.9%	2.6%	1	6	12	0	5.0%	9	2.3%	8.3%	6	6.3%	10.8%	5.5%
15	Overdue Face To Face Recertifications	Oct	6	0	1.8	6	4.0		11	2	7	3	11	5	0	2	9	4	4	11	3	11	3
16	SSN Validation		95%	98%	5.0	5	100.0%	74	1	0.0%	97.5%	12	5	0	2	96.1%	12	96.0%	97.0%	12	94.7%	97.7%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	132	1	0.0%	13.3%	11	0	8	0	1.0%	10	9.5%	0.4%	4	6.0%	0.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.5%	10263				4.3%					6.0%		4.3%	5.9%		4.3%	6.3%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	6.2%					6.1%					7.1%		6.8%	7.2%		6.7%	9.2%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	55.8%					53.3%					59.1%		54.4%	59.0%		52.6%	53.5%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.1	0	1	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
<b>Demographics</b>												
Applications	435	974	n/a	859	2,060	3,296	n/a	2,801	6,867	11,545	n/a	9,455
Acceptance Rate	62.7%	66.2%	n/a	63.2%	50.2%	57.3%	n/a	66.3%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	22.6%	19.6%	4.9%	5.1%	23.7%	23.1%	8.0%	7.5%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	38	102	34	0	201	332	102	0	680	1,055	326	0
Exits (Non Employment Related)	148	651	105	296	747	2,158	494	866	2,805	7,362	1,499	2,821
Caseload (cases)	2,038	6,003	1,671	268	9,416	23,768	7,225	924	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	1	2	11	n/a	2	1	8	n/a	3	2	7	n/a
Caseload (persons)	5,157	9,420	5,436	522	24,700	39,410	23,946	1,956	119,166	118,865	87,181	6,225
<b>Engagement</b>												
Employed	672	270	658	n/a	3,410	1,508	2,980	n/a	10,314	4,946	9,489	n/a
School, Training and Education	161	129	53	n/a	723	604	251	n/a	3,802	1,838	931	n/a
WEP and Job Search	149	405	63	n/a	629	1,104	309	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		817				3,297				11,423		
Total Children in Formal Childcare		3,252				15,521				38,255		
Total Children in Transitional Childcare		407				2,161				5,809		
Child Care Not found (Report Month)		10				43				286		
# of Refused Recipient Child Care Referral w/o Good Cause		41				169				807		
	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%				83.0%				81.4%		
Retention Rates (6 months)		72.7%				74.2%				75.4%		
Retention Rates (9 Months)		64.6%				68.7%				67.7%		
Retention Rates (12 Months)		61.7%				66.9%				63.0%		