

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
DEKALB(64) Job Center -March 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): 9,744
 Caseload recurring (cases): 9,494
 Caseload non-recurring (cases): 250
 Cases with an individual in sanction status: 10
 Average Case Size: 2.0

Caseload all (persons): 19,937
 Caseload recurring (persons): 19,488
 Caseload non-recurring (persons): 449
 Adults: 10,974
 Children: 8,963

Applications all: 2050
 Applications recurring: 1299
 Applications non recu: 751
 Applications Acceptar: 37.4%

Recert. Sched: 1184

Center Performance							
	Monthly	Score: 60	Rank: 10	YTD	Score: 54.9	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	3	1	1	3	1	9	
Meets performance expectations	1	0	1	1	0	3	
Approaching performance expectation	0	2	0	0	0	2	
Fails to meet performance expectations	0	1	2	1	0	4	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time
Current Month
1:03

Non POS/PAM Transactions
Current Month
Count % of Total

	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	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	Feb	95%	99%	6.3	8	98.1%	1981	13	0.2%	98.2%	7	11	0	1	96.6%	15	96.3%	96.6%	15	96.3%	97.3%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.5%	804	5	0.0%	98.6%	12	6	1	0	96.1%	16	95.8%	96.1%	16	95.8%	97.5%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.8%	456	5	0.8%	98.8%	14	5	0	0	99.3%	6	98.2%	99.3%	6	98.2%	98.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.4%	175	8	-0.6%	97.8%	11	4	2	2	99.7%	4	97.4%	99.7%	4	97.4%	99.4%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.1%	1012	7	-1.5%	94.6%	0	5	7	7	97.3%	5	95.2%	97.3%	5	95.2%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.6%	54	9	2.9%	91.2%	1	2	5	11	90.1%	13	91.4%	90.1%	13	91.4%	94.4%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.3%	384	14	-2.7%	95.9%	2	10	4	3	95.5%	14	96.1%	95.5%	14	96.1%	96.6%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.6%	234	9	3.1%	99.0%	13	4	2	0	98.4%	14	98.7%	98.4%	14	98.7%	99.5%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		201.7	252.1	0.0	5	192	0	10	-32	103	2	3	3	11	225	6	115.8	224.7	6	115.8	217.7	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	87.1%	116	11	-6.5%	90.3%	5	4	0	10	88.0%	7	85.9%	88.0%	7	85.9%	92.8%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	98.1%	52	7	0.5%	93.2%	11	4	1	3	98.7%	6	94.0%	98.7%	6	94.0%	98.5%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.3	5	92.2%	154	9	-3.9%	91.2%	4	6	2	7	94.2%	7	92.3%	94.2%	7	92.3%	96.6%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	96.6%	89	15	-2.3%	97.6%	18	1	0	0	98.5%	8	97.1%	98.5%	8	97.1%	97.5%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			17	-21.3%	2.3%	5	5	9	0	7.1%	18	2.5%	21.3%	18	6.4%	8.3%	6.5%
15	Overdue Face To Face Recertifications	Feb	6	0	6.0	6	0.0		1	-6	7	8	6	5	0	2	11	7	2	11	7	4	3
16	SSN Validation		95%	98%	1.4	5	95.8%	24	11	-2.3%	95.9%	6	8	1	4	97.2%	12	96.9%	97.2%	12	96.9%	96.6%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	80	1	-1.0%	3.6%	16	0	3	0	0.3%	4	5.9%	0.3%	4	5.9%	0.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.8%	9958				4.3%					5.6%		4.2%	5.6%		4.2%	5.9%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	5.3%					8.2%					6.4%		7.9%	6.4%		7.9%	7.1%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	51.9%					48.8%					51.2%		50.8%	51.2%		50.8%	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	0.0	0	1	0.00	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
Demographics												
Applications	311	988	n/a	751	1,575	3,197	n/a	2,475	5,846	11,444	n/a	8,123
Acceptance Rate	60.1%	55.9%	n/a	70.0%	48.7%	55.1%	n/a	62.6%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	45	110	23	0	199	318	98	0	654	934	355	0
Exits (Non Employment Related)	139	609	108	229	715	2,319	543	804	2,896	8,128	1,848	2,577
Caseload (cases)	1,921	5,982	1,591	250	9,111	23,814	7,077	818	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	4,875	9,381	5,232	449	23,937	39,410	23,518	1,595	116,195	121,321	86,195	5,383
Engagement												
Employed	609	354	652	n/a	3,218	1,607	2,861	n/a	9,830	5,135	9,150	n/a
School, Training and Education	130	115	46	n/a	627	566	210	n/a	3,520	1,728	831	n/a
WEP and Job Search	141	346	79	n/a	628	1,121	355	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		734				2,989				10,325		
Total Children in Formal Childcare		3,190				14,860				36,780		
Total Children in Transitional Childcare		391				2,114				5,804		
Child Care Not found (Report Month)		4				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		50				191				900		
	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)		81.8%				83.0%				0.0%		
Retention Rates (6 months)		73.5%				74.3%				0.0%		
Retention Rates (9 Months)		63.3%				65.9%				0.0%		
Retention Rates (12 Months)		64.5%				65.1%				0.0%		