

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
EAST END(23) Job Center -August 2017

Director: Keith Raye: Since: 12/7/2015
 Deputies: William O'Neal; Jennifer Goodwin
 Deputy Regional Manager: Veronica Lux
 Executive Region Manager: Greg Gomez
 Staff on Board:
 Zip Codes covered:10021, 10022, 10024, 10026, 10028, 10030, 10035, 10037, 10075, 10128

Caseload all (cases): 5,084
 Caseload recurring (cases): 4,922
 Caseload non-recurring (cases): 162
 Cases with an individual in sanction status: 11
 Average Case Size: 1.7

Caseload all (persons): 8,779
 Caseload recurring (persons): 8,452
 Caseload non-recurring (persons): 327
 Adults: 5,453
 Children: 3,326

Applications all: 1709
 Applications recurring: 1130
 Applications non recu: 579
 Applications Accepted: 23.9%

Recert. Sched: 473

Center Performance							
	Monthly	Score: 53.3	Rank: 12	YTD	Score: 56.7	Rank: 16	
	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	0	1	1	3	1	6	
Meets performance expectations	3	2	1	1	0	7	
Approaching performance expectation	1	1	0	0	0	2	
Fails to meet performance expectations	0	0	2	1	0	3	
City Wide Totals (19 total centers)							
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
1:24

Non POS/PAM Transactions	
Count	% of Total
27	0.45

	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		
PROVIDING ACCESS to SERVICES																							
1	Cash Assistance Application Timeliness	Jul	95%	99%	4.3	8	97.2%	1308	10	1.1%	96.0%	3	9	2	5	96.1%	13	97.0%	97.1%	16	97.9%	97.1%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	7.5	8	98.7%	633	9	4.3%	96.3%	5	9	2	3	95.9%	12	96.4%	97.3%	14	97.4%	97.9%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	94.7%	380	19	-0.1%	97.8%	10	7	2	0	94.8%	19	98.5%	95.1%	18	98.7%	98.4%	98.4%
4	SNAP Separate Determination Rate		94%	99%	4.0	6	97.4%	114	18	0.0%	98.8%	16	2	0	1	96.9%	17	98.7%	98.4%	15	99.1%	97.7%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.8	4	97.4%	580	13	2.1%	96.9%	3	13	1	2	96.1%	17	97.1%	97.1%	17	97.0%	98.3%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	24	1	8.3%	94.9%	4	7	2	5	97.1%	3	94.7%	96.1%	3	94.3%	96.1%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.0	6	96.5%	256	10	1.1%	96.6%	4	10	4	1	96.1%	13	96.1%	97.1%	8	96.0%	97.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.9%	194	18	0.6%	98.5%	9	8	2	0	97.0%	17	98.3%	98.4%	13	98.5%	98.0%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		109.3	136.7	0.0	5	96	0	14	28	123	5	5	1	7	82	15	102.2	89.9	17	119.8	115.3	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.5%	58	8	4.9%	94.2%	9	8	1	1	95.6%	3	92.8%	96.7%	4	93.5%	90.8%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	0.0	5	87.5%	32	16	8.7%	93.6%	11	3	1	4	87.0%	15	93.6%	93.3%	13	94.4%	88.5%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.1	5	93.2%	74	14	-4.5%	94.7%	8	9	2	0	96.1%	5	93.3%	97.0%	2	94.6%	97.0%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	95.6%	46	15	1.6%	96.5%	15	3	1	0	94.6%	15	95.9%	97.8%	12	97.0%	96.3%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	2.5	6			5	0.0%	1.3%	1	6	12	0	1.1%	4	1.9%	3.5%	4	6.7%	10.2%	5.5%
15	Overdue Face To Face Recertifications	Jul	4	0	0.0	6	5.0		15	1	4	7	6	5	0	4	15	3	3	15	3	1	3
16	SSN Validation		95%	98%	5.0	5	100.0%	31	1	10.0%	97.3%	10	5	2	1	95.5%	16	95.9%	97.0%	10	94.7%	98.0%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	48	1	0.0%	4.7%	11	1	7	0	1.2%	9	3.9%	5.1%	16	4.2%	9.5%	6.4%
18	Fair Hearing Request Rate				Non Scoring	4.8%	5524				4.4%					4.5%		4.2%	4.4%		4.3%	4.3%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	9.4%					7.0%					7.4%		7.7%	5.3%		6.6%	5.7%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	32.1%					54.2%					43.1%		53.9%	46.5%		51.9%	60.8%	41.3%
DELIVERY of CUSTOMER SERVICE																							
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

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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
Demographics												
Applications	355	775	n/a	579	924	2,724	n/a	1,647	7,579	12,243	n/a	9,738
Acceptance Rate	53.7%	62.8%	n/a	75.4%	59.2%	63.0%	n/a	72.4%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	23	44	5	0	61	169	25	0	711	1,087	401	0
Exits (Non Employment Related)	81	272	48	112	300	1,264	156	489	2,984	7,488	1,520	3,089
Caseload (cases)	1,133	3,023	766	162	3,646	11,635	2,572	600	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	2	4	5	n/a	1	2	2	n/a	3	2	7	n/a
Caseload (persons)	2,701	3,460	2,291	327	8,738	13,313	7,718	1,120	110,357	113,420	82,065	7,794
Engagement												
Employed	186	183	145	n/a	1,051	1,231	996	n/a	10,400	5,229	9,744	n/a
School, Training and Education	40	45	16	n/a	134	160	53	n/a	2,940	1,237	567	n/a
WEP and Job Search	62	200	32	n/a	216	615	100	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		329				1,226				12,155		
Total Children in Formal Childcare		592				2,465				38,086		
Total Children in Transitional Childcare		176				550				5,887		
Child Care Not found (Report Month)		14				74				237		
# of Refused Recipient Child Care Referral w/o Good Cause		24				73				675		
	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)		84.2%				84.0%				84.1%		
Retention Rates (6 months)		81.5%				73.4%				73.6%		
Retention Rates (9 Months)		65.5%				63.3%				67.8%		
Retention Rates (12 Months)		62.5%				59.6%				61.1%		