

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**EAST END(23) Job Center -August 2018**

Director: Keith Raye Since: 6/26/2017  
 Deputies: William O'Neal, Jennifer Goodwin  
 Deputy Regional Manager: Veronica Lux, Jessie Poli  
 Executive Region Manager: Greg Gomez  
 Staff on Board:  
 Zip Codes covered:10021, 10022, 10024, 10026, 10028, 10030, 10035, 10037, 10075, 10128

Caseload all (cases): 4,672  
 Caseload recurring (cases): 4,504  
 Caseload non-recurring (cases): 168  
 Cases with an individual in sanction status: 7  
 Average Case Size: 1.7

Caseload all (persons): 7,974  
 Caseload recurring (persons): 7,622  
 Caseload non-recurring (persons): 352  
 Adults: 5,006  
 Children: 2,968

Applications all: 1432  
 Applications recurring: 956  
 Applications non recu: 476  
 Applications Acceptar: 33.2%  
 Recert. Sched: 481

Center Performance							
	Monthly	Score: 59.6	Rank: 10	YTD	Score: 56.5	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	
<b>Center</b>							
Exceeds performance expectations	2	1	1	3	1	8	
Meets performance expectations	1	1	1	2	0	5	
Approaching performance expectation	1	2	0	0	0	3	
Fails to meet performance expectations	0	0	2	0	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	1	0	2	
Meets performance expectations	3	2	2	2	1	10	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	2	1	0	3	

Average Wait Time
Current Month
0:46

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			
		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	Jul	95%	99%	0.0	8	93.1%	1329	17	-6.1%	95.2%	2	13	2	2	97.1%	13	96.3%	97.7%	10	96.7%	96.7%	96.4%
2	SNAP Application Timeliness	Jul	95%	99%	5.7	8	97.9%	561	12	-1.8%	96.2%	7	7	3	2	98.4%	10	96.2%	99.0%	6	96.7%	97.2%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.7%	316	8	1.9%	98.3%	12	5	1	1	98.4%	11	98.3%	98.5%	14	98.3%	93.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	153	11	0.0%	99.0%	13	6	0	0	99.4%	10	99.0%	98.1%	10	98.1%	97.7%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.2%	522	15	3.0%	95.9%	2	8	6	3	94.4%	17	96.1%	94.6%	16	95.6%	97.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.4%	18	13	9.8%	94.7%	6	5	3	5	92.2%	14	93.5%	93.7%	9	92.7%	97.0%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.4	6	95.2%	188	16	2.9%	96.3%	5	12	1	1	94.1%	17	96.1%	95.9%	12	96.1%	97.1%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.5%	194	6	0.6%	98.4%	9	7	1	2	99.2%	2	98.1%	98.9%	7	98.6%	98.7%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		109.3	136.7	0.0	5	107	0	11	24	117	2	8	0	9	86	15	112.8	84.4	15	115.8	92.0	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.3%	37	4	8.4%	88.2%	5	4	4	6	91.4%	8	88.8%	88.9%	8	87.8%	96.1%	92.5%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	0.0	5	83.3%	30	15	-9.3%	92.0%	9	3	1	6	89.5%	14	92.6%	87.4%	18	93.8%	88.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.0%	80	8	1.7%	93.6%	7	7	4	1	94.7%	7	93.0%	93.7%	8	93.0%	96.4%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	52	1	0.0%	96.9%	13	5	1	0	100.0%	1	96.5%	99.1%	3	96.8%	97.1%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	May	6%	0%	1.0	6			4	0.0%	3.3%	1	6	12	0	0.0%	6	2.1%	4.9%	7	6.4%	2.9%	6.5%
15	Overdue Face To Face Recertifications	Jul	4	0	4.4	6	1.0		15	0	1	11	7	1	0	1	14	2	3	13	4	10	3
16	SSN Validation		95%	98%	5.0	5	100.0%	44	1	0.0%	97.8%	7	9	3	0	100.0%	1	97.5%	98.7%	5	97.2%	97.5%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	102	1	0.0%	8.5%	13	5	1	0	0.0%	1	6.3%	3.2%	17	5.7%	10.4%	6.4%
18	Fair Hearing Request Rate				Non Scoring	4.3%	4914				4.4%					4.6%		4.2%	4.5%		4.2%	4.4%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	11.3%					10.1%					7.1%		9.4%	6.9%		8.4%	5.6%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	50.0%					40.4%					63.6%		47.0%	60.0%		48.8%	55.2%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	16	3	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	251	705	n/a	476	807	2,653	n/a	1,310	7,308	12,417	n/a	8,479
Acceptance Rate	66.1%	70.8%	n/a	70.0%	57.6%	64.7%	n/a	73.9%	44.9%	57.5%	n/a	71.5%
Percentage New To Cash Assistance	15.1%	15.9%	9.3%	4.6%	14.3%	17.7%	5.3%	5.9%	19.0%	23.1%	7.8%	6.6%
Exits (Employment Related)	27	62	15	0	59	172	46	0	716	1,052	457	0
Exits (Non Employment Related)	93	438	47	158	318	1,409	161	491	2,851	8,050	1,631	2,993
Caseload (cases)	978	2,817	709	168	3,453	10,812	2,362	551	46,844	83,952	25,498	3,488
Caseload (at least one individual in sanction status)	2	2	3	n/a	1	1	1	n/a	2	1	3	n/a
Caseload (persons)	2,294	3,233	2,095	352	8,259	12,592	7,051	1,058	111,067	116,000	83,113	7,029
<b>Engagement</b>												
Employed	158	180	138	n/a	970	1,373	843	n/a	9,410	5,485	8,753	n/a
School, Training and Education	40	39	13	n/a	146	125	45	n/a	3,166	932	533	n/a
WEP and Job Search	54	180	28	n/a	195	554	120	n/a	2,075	3,039	1,109	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)			11				61				321	
# of Refused Recipient Child Care Referral w/o Good Cause			42				120				985	
	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)			83.8%				85.0%				0.0%	
Retention Rates (6 months)			66.7%				72.8%				0.0%	
Retention Rates (9 Months)			66.7%				65.5%				0.0%	
Retention Rates (12 Months)			52.1%				59.0%				0.0%	