

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**EAST END(23) Job Center -January 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): 4,813  
 Caseload recurring (cases): 4,670  
 Caseload non-recurring (cases): 143  
 Cases with an individual in sanction status: 14  
 Average Case Size: 1.7

Caseload all (persons): 8,283  
 Caseload recurring (persons): 8,006  
 Caseload non-recurring (persons): 277  
 Adults: 5,191  
 Children: 3,092

Applications all: 1562  
 Applications recurring: 1013  
 Applications non recu: 549  
 Applications Accepted: 31.8%

Recert. Sched: 560

Center Performance						
	Monthly	Score: 50.2	Rank: 14	YTD	Score: 50.2	Rank: 14
	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	0	0	3	1	5
Meets performance expectations	3	2	0	1	0	6
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	1	4	1	0	6
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	0	0	0	2	1	3
Meets performance expectations	2	2	3	1	0	8
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	2	1	1	2	0	6

Average Wait Time	
Current Month	1:29
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				
		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	Dec	95%	99%	5.7	8	97.9%	1348	8		92.7%	2	11	3	3			97.9%	8	92.7%	96.7%	96.4%				
2	Dec	95%	99%	8.0	8	99.3%	584	3		90.1%	4	8	1	6			99.3%	3	90.1%	97.2%	95.7%				
3		96%	98%	4.7	6	97.5%	327	16		97.4%	11	5	0	3			97.5%	16	97.4%	93.9%	98.1%				
4		94%	99%	2.5	6	96.1%	154	14		96.7%	7	9	0	3			96.1%	14	96.7%	97.7%	98.6%				
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																									
5		97%	99%	0.0	4	94.1%	627	16		95.4%	2	5	7	5			94.1%	16	95.4%	97.1%	96.7%				
6		95%	98%	0.0	4	94.4%	18	5		88.9%	3	1	1	14			94.4%	5	88.9%	97.0%	93.4%				
7		95%	98%	4.7	6	97.3%	263	7		95.9%	4	11	3	1			97.3%	7	95.9%	97.1%	96.1%				
8		97%	99%	2.5	6	97.8%	185	14		98.2%	6	9	4	0			97.8%	14	98.2%	98.7%	98.7%				
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																									
9		109.3	136.7	0.0	5	97	0	16		136	7	6	1	5			97.0	16	135.5	92.0	120.2				
10		90%	95%	0.0	5	86.0%	43	7		78.7%	0	2	2	15			86.0%	7	78.7%	96.1%	92.5%				
11	Dec	90%	95%	0.0	5	78.0%	41	18		92.9%	11	5	0	3			78.0%	18	92.9%	88.4%	93.4%				
12		92%	95%	0.0	5	86.1%	72	19		92.5%	5	7	4	3			86.1%	19	92.5%	96.4%	94.6%				
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																									
13	Dec	90%	95%	6.0	6	100.0%	49	1		96.2%	14	4	1	0			100.0%	1	96.2%	97.1%	96.9%				
14	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	2.9%	6.5%				
15	Dec	4	0	1.2	6	3.0		14		7	9	5	5	0			3	14	7	10	3				
16		95%	98%	5.0	5	100.0%	29	1		97.7%	9	7	2	1			100.0%	1	97.7%	97.5%	94.8%				
17		5%	3%	0.0	5	14.0%	93	17		8.8%	9	3	7	0			14.0%	17	8.8%	10.4%	6.4%				
18						Non Scoring	5.2%	5107		4.5%							5.2%		4.5%	4.4%	4.3%				
19						Non Scoring	8.7%			6.8%							8.7%		6.8%	5.6%	6.5%				
20						Non Scoring	64.7%			52.9%							64.7%		52.9%	55.2%	53.0%				
<b>DELIVERY of CUSTOMER SERVICE</b>																									
21																									
22		3	0	4.0	4	0		1		0	19	0	0	0			0	1	0.00	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	281	732	n/a	549	820	2,715	n/a	1,562	6,899	12,533	n/a	10,172
Acceptance Rate	50.4%	68.0%	n/a	62.5%	60.1%	66.0%	n/a	67.0%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	21	42	13	0	77	170	39	0	800	1,127	397	0
Exits (Non Employment Related)	103	407	48	113	394	1,595	196	403	3,855	9,544	2,031	2,822
Caseload (cases)	1,017	2,924	729	143	3,524	11,396	2,435	498	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	2	5	7	n/a	1	3	3	n/a	2	1	4	n/a
Caseload (persons)	2,440	3,373	2,193	277	8,535	13,282	7,345	880	118,548	121,462	86,031	6,313
<b>Engagement</b>												
Employed	178	148	150	n/a	920	1,022	802	n/a	9,953	4,846	9,210	n/a
School, Training and Education	46	44	10	n/a	146	164	51	n/a	2,751	1,269	541	n/a
WEP and Job Search	60	215	46	n/a	253	711	112	n/a	2,433	3,921	1,246	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)			13				74				275	
# of Refused Recipient Child Care Referral w/o Good Cause			33				105				977	
	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)			0.0%				0.0%				0.0%	
Retention Rates (6 months)			0.0%				0.0%				0.0%	
Retention Rates (9 Months)			0.0%				0.0%				0.0%	
Retention Rates (12 Months)			0.0%				0.0%				0.0%	