

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
EAST END(23) Job Center -July 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, 10026, 10028,10029, 10035, 10128

Caseload all (cases): 4,671
 Caseload recurring (cases): 4,556
 Caseload non-recurring (cases): 115
 Cases with an individual in sanction status: 12
 Average Case Size: 1.8

Caseload all (persons): 8,215
 Caseload recurring (persons): 8,006
 Caseload non-recurring (persons): 209
 Adults: 4,993
 Children: 3,222

Applications all: 1355
 Applications recurring: 907
 Applications non recu: 448
 Applications Acceptar: 25.7%
 Recert. Sched: 496

Center Performance							
	Monthly	Score: 30.3	Rank: 18	YTD	Score: 57.3	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	0	1	1	1	3	
Meets performance expectations	2	1	1	2	0	6	
Approaching performance expectation	2	2	0	0	0	4	
Fails to meet performance expectations	0	1	2	2	0	5	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
1:20

Non POS/PAM Transactions	
Current Month	
Count	% of Total
	fa

	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	Jun	95%	99%	2.2	8	96.1%	1283	15	1.1%	97.2%	3	13	2	1	96.5%	16	97.8%	97.0%	16	98.2%	97.1%	97.6%	
2	SNAP Application Timelines	Jun	95%	99%	0.0	8	94.4%	628	14	0.1%	95.9%	5	8	3	3	95.7%	15	97.0%	97.1%	14	97.6%	97.9%	97.2%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	94.7%	305	19	-0.1%	98.7%	16	2	1	0	94.8%	19	99.0%	94.3%	19	98.9%	98.4%	98.4%	
4	SNAP Separate Determination Rate		94%	99%	4.0	6	97.4%	114	17	1.2%	98.7%	15	3	0	1	97.4%	18	99.2%	98.5%	15	99.1%	97.7%	98.3%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.3%	492	18	-0.1%	97.1%	2	11	5	1	95.9%	18	97.0%	97.0%	17	97.1%	98.3%	97.0%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	91.7%	24	15	-8.3%	94.4%	3	6	3	6	96.4%	3	93.7%	95.4%	4	94.2%	96.1%	95.3%	
7	Eligible & Referred to Appropriate Activities		95%	98%	0.9	6	95.4%	219	14	-1.1%	96.2%	5	9	1	4	96.1%	11	95.7%	97.2%	6	95.9%	97.9%	96.4%	
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.3%	161	16	-1.3%	98.1%	7	7	3	2	97.9%	13	98.0%	98.7%	11	98.5%	98.0%	98.3%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		109.3	136.7	0.0	5	68	0	17		-14	97	1	2	1	15	75	17	97.1	89.0	17	119.3	115.3	141.3
10	Employed Cases with Current Documentation		90%	95%	1.7	5	91.7%	48	6	-8.3%	90.3%	3	8	0	8	96.0%	3	92.1%	96.7%	4	93.4%	90.8%	91.7%	
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	0.0	5	78.8%	33	18	-17.5%	94.9%	12	4	1	2	89.9%	15	94.0%	94.1%	12	94.5%	88.5%	94.2%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.7%	44	4	-0.7%	92.5%	7	5	2	5	98.1%	1	93.4%	97.7%	1	94.5%	97.0%	95.7%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jun	90%	95%	4.9	6	94.1%	51	15	0.0%	95.6%	13	2	1	3	96.1%	15	96.3%	98.1%	12	97.1%	96.3%	95.2%	
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	2.5	6	0.0%	0	4	-3.4%	2.0%	0	6	13	0	1.1%	4	2.3%	3.5%	3	6.9%	10.2%	5.5%	
15	Overdue Face To Face Recertifications	Jun	4	0	0.0	6	4.0		17		2	9	7	3	0	3	16	2	3	15	3	1	3	
16	SSN Validation		95%	98%	0.0	5	90.0%	10	16	-3.6%	95.1%	9	3	1	6	94.7%	17	94.5%	96.5%	12	94.4%	98.0%	97.4%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	55	1	-3.4%	2.9%	16	0	3	0	3.5%	17	3.5%	5.9%	18	4.1%	9.5%	6.4%	
18	Fair Hearing Request Rate						3.9%	4969			3.9%					4.2%		4.3%	4.3%		4.3%	4.3%	4.2%	
19	Fair Hearing Withdrawal Rate						4.8%				7.7%					4.7%		7.7%	4.7%		6.5%	5.7%	7.3%	
20	Fair Hearing Affirmation Rate						62.5%				54.2%					43.5%		52.4%	48.6%		51.5%	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	19	0	0	0	0	1	0.0	0	1	0.02	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	310	597	n/a	448	809	2,441	n/a	1,328	6,317	10,626	n/a	7,783
Acceptance Rate	52.8%	48.6%	n/a	62.9%	52.4%	53.2%	n/a	67.4%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	13.8%	18.0%	3.4%	5.4%	17.6%	19.0%	3.6%	5.5%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	11	37	13	0	70	133	34	0	624	984	338	0
Exits (Non Employment Related)	124	269	49	112	376	1,209	189	371	3,441	7,815	1,681	2,442
Caseload (cases)	1,103	2,686	767	115	3,670	10,190	2,573	415	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	1	8	3	n/a	2	4	2	n/a	3	2	6	n/a
Caseload (persons)	2,621	3,081	2,304	209	8,779	11,767	7,715	796	116,661	115,665	80,954	6,595
Engagement												
Employed	233	203	142	n/a	1,085	1,207	973	n/a	10,484	5,333	9,192	n/a
School, Training and Education	44	56	22	n/a	134	166	63	n/a	2,865	1,156	587	n/a
WEP and Job Search	83	222	30	n/a	259	704	118	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		313				1,251				11,680		
Total Children in Formal Childcare		632				2,530				38,036		
Total Children in Transitional Childcare		175				554				5,897		
Child Care Not found (Report Month)		2				51				190		
# of Refused Recipient Child Care Referral w/o Good Cause		26				62				617		
	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)		83.3%				85.7%				83.9%		
Retention Rates (6 months)		74.5%				73.4%				72.8%		
Retention Rates (9 Months)		68.6%				67.3%				68.4%		
Retention Rates (12 Months)		52.9%				59.8%				62.7%		