

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

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): 4,800  
 Caseload recurring (cases): 4,681  
 Caseload non-recurring (cases): 119  
 Cases with an individual in sanction status: 11  
 Average Case Size: 1.7

Caseload all (persons): 8,276  
 Caseload recurring (persons): 8,046  
 Caseload non-recurring (persons): 230  
 Adults: 5,180  
 Children: 3,096

Applications all: 1678  
 Applications recurring: 1127  
 Applications non recu: 551  
 Applications Acceptar: 24.4%

Recert. Sched: 633

Center Performance							
	Monthly	Score: 50.7	Rank: 12	YTD	Score: 53.7	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	0	1	2	1	4	
Meets performance expectations	2	3	2	1	0	8	
Approaching performance expectation	1	1	0	0	0	2	
Fails to meet performance expectations	1	0	1	2	0	4	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	2	2	3	1	1	9	
Approaching performance expectation	2	2	1	2	0	7	
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
15	0.25

	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				
<b>PROVIDING ACCESS to SERVICES</b>																									
1	Cash Assistance Application Timeliness	Sep	95%	99%	0.0	8	94.5%	1503	14	Yellow	-1.5%	93.7%	0	0	0	0	95.8%	10	94.1%	96.6%	13	96.9%	97.1%	97.6%	
2	SNAP Application Timelines	Sep	95%	99%	4.7	8	97.3%	715	10	Yellow	-1.4%	93.9%	0	0	0	0	98.3%	7	94.1%	97.5%	10	96.4%	97.9%	97.2%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	87.9%	273	19	Red	-5.3%	97.3%	0	0	0	0	92.3%	18	97.4%	93.9%	18	98.4%	98.4%	98.4%	
4	SNAP Separate Determination Rate		94%	99%	5.6	6	98.6%	146	9	Yellow	5.6%	97.9%	0	0	0	0	96.2%	18	98.5%	97.9%	17	98.8%	97.7%	98.3%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																									
5	Missing or Outdated Employment Plan		97%	99%	1.6	4	97.8%	498	9	Yellow	0.2%	96.6%	0	0	0	0	97.6%	11	96.6%	97.2%	16	97.0%	98.3%	97.0%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.4%	18	10	Yellow	-5.6%	94.4%	0	0	0	0	98.4%	3	93.8%	96.4%	3	94.5%	96.1%	95.3%	
7	Eligible & Referred to Appropriate Activities		95%	98%	5.0	6	97.5%	241	8	Yellow	-1.6%	96.4%	0	0	0	0	97.6%	8	96.4%	97.3%	6	96.2%	97.9%	96.4%	
8	Re-Engaged after Good Cause		97%	99%	4.5	6	98.5%	199	12	Yellow	-1.5%	98.4%	0	0	0	0	98.5%	12	98.7%	98.6%	13	98.7%	98.0%	98.3%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																									
9	Reported Placements		109.3	136.7	0.0	5	93	0	14	Red	18	122	0	0	0	0	88	13	111.9	88.7	17	115.7	115.3	141.3	
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.1%	52	8	Green	0.7%	94.7%	0	0	0	0	96.1%	5	93.8%	96.5%	4	93.6%	90.8%	91.7%	
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	1.3	5	91.3%	23	13	Yellow	9.5%	91.4%	0	0	0	0	85.9%	17	91.8%	91.6%	15	93.8%	88.5%	94.2%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.0%	80	8	Green	4.1%	93.7%	0	0	0	0	93.3%	12	94.1%	96.3%	4	94.5%	97.0%	95.7%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																									
13	Training Attendance Rate	Sep	90%	95%	6.0	6	95.8%	48	13	Green	1.2%	95.3%	0	0	0	0	95.3%	14	96.3%	97.3%	10	96.9%	96.3%	95.2%	
14	SNAP (EQAS) Payment Error Rate	Jul	6%	0%	3.1	6			5	Yellow	-1.5%	2.9%	0	0	0	0	0.5%	5	1.8%	2.9%	5	6.4%	10.2%	5.5%	
15	Overdue Face To Face Recertifications	Sep	4	0	0.0	6	13.0		18	Red	0	3	0	0	0	0	10	18	3	5	17	2	1	3	
16	SSN Validation		95%	98%	5.0	5	100.0%	35	1	Green	1.6%	94.9%	0	0	0	0	99.2%	2	95.7%	97.5%	8	94.4%	98.0%	97.4%	
17	% SI over 45 Days		5%	3%	0.0	5	18.8%	80	17	Red	6.9%	9.0%	0	0	0	0	11.8%	15	6.5%	8.4%	17	5.0%	9.5%	6.4%	
18	Fair Hearing Request Rate						4.4%	5209				4.5%					4.3%		4.3%			4.3%	4.3%	4.2%	
19	Fair Hearing Withdrawal Rate						7.6%					7.6%					8.2%		7.1%	5.8%			6.7%	5.7%	7.3%
20	Fair Hearing Affirmation Rate						72.7%					54.2%					59.0%		54.7%	51.7%			52.5%	60.8%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																									
21	Customer Satisfaction Rate (FFY)																								
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	0	0	0	0	0	1	0.1	0	1	0.03	0	0	

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
EAST END(23) 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
<b>Demographics</b>												
Applications	320	807	n/a	551	895	2,712	n/a	1,632	7,360	12,373	n/a	9,925
Acceptance Rate	59.4%	63.5%	n/a	56.0%	55.9%	59.9%	n/a	63.6%	43.5%	53.0%	n/a	58.3%
Percentage New To Cash Assistance	15.9%	21.5%	10.7%	7.6%	17.2%	21.1%	7.6%	8.8%	19.6%	22.7%	13.6%	9.8%
Exits (Employment Related)	22	56	10	0	56	197	38	0	784	1,235	444	0
Exits (Non Employment Related)	89	401	61	158	364	1,507	202	490	3,892	9,002	2,030	3,007
Caseload (cases)	1,030	2,929	722	119	3,566	11,258	2,448	474	50,782	85,976	26,069	3,334
Caseload (at least one individual in sanction status)	1	5	5	n/a	0	2	2	n/a	3	2	6	n/a
Caseload (persons)	2,450	3,422	2,174	230	8,490	13,090	7,430	839	120,197	118,902	85,035	7,076
<b>Engagement</b>												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		345				1,178				12,090		
Total Children in Formal Childcare		580				2,395				39,580		
Total Children in Transitional Childcare		167				501				5,933		
Child Care Not found (Report Month)		14				75				288		
# of Refused Recipient Child Care Referral w/o Good Cause		35				114				875		
	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%				80.9%				81.4%		
Retention Rates (6 months)		73.1%				75.4%				75.0%		
Retention Rates (9 Months)		70.4%				67.9%				66.2%		
Retention Rates (12 Months)		68.6%				65.7%				64.5%		