

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**EAST END(23) Job Center -November 2016**

Director: Maribel Pagan Since: 12/7/2015  
 Deputies: Rita Concepcion; Vacant  
 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): 4,552  
 Caseload recurring (cases): 4,406  
 Caseload non-recurring (cases): 146  
 Cases with an individual in sanction status: 18  
 Average Case Size: 1.8

Caseload all (persons): 8,343  
 Caseload recurring (persons): 8,013  
 Caseload non-recurring (persons): 330  
 Adults: 4,805  
 Children: 3,538

Applications all: 1190  
 Applications recurring: 763  
 Applications non recu: 427  
 Applications Acceptar: 26.4%  
 Recert. Sched: 443

Center Performance						
	Monthly	Score: 59.8	Rank: 13	YTD	Score: 61.2	Rank: 12
	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	3	2	1	0	1	7
Meets performance expectations	1	1	2	2	0	6
Approaching performance expectation	0	1	0	1	0	2
Fails to meet performance expectations	0	0	1	2	0	3
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	2	0	1	0	0	3
Meets performance expectations	2	3	3	4	1	13
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time
Current Month
0:58

Non POS/PAM Transactions	
Current Month	
Count	% of Total
26	0.53

		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	Oct	95%	99%	7.1	8	98.5%	1297	8	Yellow	1.4%	96.9%	5	11	1	2	97.1%	13	97.1%	97.3%	15	97.7%	98.0%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	99.4%	503	3	Green	3.8%	96.1%	7	8	1	3	96.4%	14	96.6%	97.9%	12	97.4%	98.2%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.3%	347	14	Green	-0.3%	98.5%	15	3	0	1	98.7%	10	98.2%	98.7%	10	98.4%	98.5%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.0%	202	16	Green	0.1%	99.5%	16	2	1	0	99.0%	15	99.2%	98.2%	13	98.3%	96.6%	96.8%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.9%	418	19	Yellow	-1.9%	96.8%	3	12	4	0	98.2%	14	97.2%	98.4%	12	97.0%	98.9%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	27	1	Green	4.0%	97.5%	7	7	2	2	96.3%	7	96.6%	96.1%	8	95.4%	91.7%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.2	6	96.6%	148	11	Yellow	-1.9%	96.5%	5	9	3	2	97.8%	7	96.9%	98.1%	3	96.4%	97.1%	94.0%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	122	1	Green	0.0%	98.3%	8	5	4	2	99.0%	5	98.1%	97.9%	9	98.3%	99.0%	98.4%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		109.3	136.7	0.0	5	97	0	18	Red	-16	128	3	10	2	4	98	17	129.7	109.5	17	138.8	124.2	136.4
10	Employed Cases with Current Documentation		90%	95%	1.3	5	91.3%	23	14	Yellow	-3.8%	94.2%	9	5	2	3	93.0%	10	93.1%	91.2%	11	91.7%	84.2%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	2.6	5	92.6%	27	13	Yellow	8.7%	94.3%	8	6	3	2	85.7%	18	94.5%	88.5%	16	94.2%	87.9%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.9%	64	13	Green	1.4%	96.9%	18	1	0	0	97.1%	5	96.4%	96.8%	5	95.7%	94.4%	94.5%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Oct	90%	95%	0.0	6	88.1%	59	16	Yellow	-8.1%	92.5%	12	3	1	3	94.5%	13	94.6%	97.0%	7	95.2%	94.2%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.0	6	5.6%	0	18	Red	5.7%	1.7%	0	11	8	0	1.9%	17	2.4%	10.2%	16	5.1%	11.6%	6.7%
15	Overdue Face To Face Recertifications	Oct	4	0	2.8	6	2.0		11	Yellow	0	3	6	10	3	0	2	12	2	1	11	3	1	4
16	SSN Validation		95%	98%	3.8	5	97.3%	37	14	Yellow	-2.7%	97.5%	12	6	0	1	98.8%	5	97.7%	98.1%	6	97.5%	97.9%	97.9%
17	% SI over 45 Days		5%	3%	0.0	5	8.3%	48	17	Red	-6.0%	7.9%	16	0	3	0	11.1%	18	6.5%	9.6%	19	6.2%	4.2%	10.7%
18	Fair Hearing Request Rate						Non Scoring	4.3%	4608			3.9%					4.1%		4.0%	4.3%		4.2%	5.8%	5.1%
19	Fair Hearing Withdrawal Rate						Non Scoring	8.0%				8.4%					6.4%		7.1%	5.6%		7.2%	31.0%	29.5%
20	Fair Hearing Affirmation Rate						Non Scoring	65.0%				53.6%					71.5%		53.0%	59.5%		40.6%	42.7%	39.1%
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	17	2	0	0	0	1	0.0	0	1	0.04	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	228	535	n/a	427	678	2,161	n/a	1,397	6,153	11,375	n/a	9,198
Acceptance Rate	46.8%	48.8%	n/a	68.6%	50.8%	50.3%	n/a	74.2%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	10.8%	14.9%	0.0%	9.7%	14.2%	18.1%	4.0%	9.5%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	29	49	13	0	120	200	55	0	886	1,274	407	0
Exits (Non Employment Related)	77	250	34	176	252	968	118	523	2,212	6,339	1,034	3,417
Caseload (cases)	1,268	2,408	730	146	4,367	9,800	2,884	565	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	7	4	7	n/a	4	2	3	n/a	5	2	11	n/a
Caseload (persons)	3,073	2,717	2,223	330	10,541	11,078	8,728	1,168	129,451	112,523	84,851	8,794
<b>Engagement</b>												
Employed	191	141	162	n/a	981	909	1,030	n/a	11,858	5,374	10,387	n/a
School, Training and Education	74	88	29	n/a	252	323	124	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	81	173	44	n/a	299	663	181	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		379				1,597				14,435		
Total Children in Formal Childcare		559				2,481				39,856		
Total Children in Transitional Childcare		155				613				5,875		
Child Care Not found (Report Month)		24				78				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				3				18		
	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)		83.9%				81.7%				81.0%		
Retention Rates (6 months)		72.0%				71.3%				73.0%		
Retention Rates (9 Months)		64.5%				68.7%				66.6%		
Retention Rates (12 Months)		63.5%				62.4%				65.0%		