

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
EAST END(23) Job Center -March 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): 4,725  
Caseload recurring (cases): 4,581  
Caseload non-recurring (cases): 144  
Cases with an individual in sanction status: 10  
Average Case Size: 1.7

Caseload all (persons): 8,141  
Caseload recurring (persons): 7,861  
Caseload non-recurring (persons): 280  
Adults: 5,096  
Children: 3,045

Applications all: 1493  
Applications recurring: 957  
Applications non recu: 536  
Applications Acceptar: 33.2%

Recert. Sched: 481

Center Performance							
	Monthly	Score: 56.2	Rank: 14	YTD	Score: 52.5	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	
<b>Center</b>							
Exceeds performance expectations	3	1	1	1	1	7	
Meets performance expectations	1	1	0	3	0	5	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	2	3	1	0	6	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time	
Current Month	
Count	% of Total
1:13	
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	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	Feb	95%	99%	7.9	8	99.0%	1258	8	0.8%	98.2%	7	11	0	1	98.3%	9	96.3%	98.3%	9	96.3%	96.7%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.4%	529	7	0.6%	98.6%	12	6	1	0	99.2%	6	95.8%	99.2%	6	95.8%	97.2%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.8%	332	13	-0.9%	98.8%	14	5	0	0	98.6%	13	98.2%	98.6%	13	98.2%	93.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	149	9	3.6%	97.8%	11	4	2	2	96.8%	13	97.4%	96.8%	13	97.4%	97.7%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	94.5%	508	15	-1.1%	94.6%	0	5	7	7	94.7%	16	95.2%	94.7%	16	95.2%	97.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	80.9%	21	18	-19.0%	91.2%	1	2	5	11	90.2%	11	91.4%	90.2%	11	91.4%	97.0%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.3	6	95.7%	208	11	-1.6%	95.9%	2	10	4	3	96.8%	8	96.1%	96.8%	8	96.1%	97.1%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	153	1	0.6%	99.0%	13	4	2	0	99.0%	12	98.7%	99.0%	12	98.7%	98.7%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		109.3	136.7	0.0	5	67	0	16	-8	103	2	3	3	11	80	16	115.8	79.7	16	115.8	92.0	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	87.1%	62	10	4.3%	90.3%	5	4	0	10	85.8%	10	85.9%	85.8%	10	85.9%	96.1%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	0.0	5	76.7%	30	18	-9.0%	93.2%	11	4	1	3	80.5%	18	94.0%	80.5%	18	94.0%	88.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.6%	42	2	2.8%	91.2%	4	6	2	7	91.9%	9	92.3%	91.9%	9	92.3%	96.4%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	50	1	1.8%	97.6%	18	1	0	0	99.3%	5	97.1%	99.3%	5	97.1%	97.1%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	1.5	6			9	4.5%	2.3%	5	5	9	0	1.5%	9	2.5%	4.5%	9	6.4%	2.9%	6.5%
15	Overdue Face To Face Recertifications	Feb	4	0	4.4	6	1.0		11	-4	7	8	6	5	0	3	13	7	3	13	7	10	3
16	SSN Validation		95%	98%	0.0	5	95.0%	20	12	-3.2%	95.9%	6	8	1	4	98.1%	7	96.9%	98.1%	7	96.9%	97.5%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	9.5%	63	18	5.3%	3.6%	16	0	3	0	9.1%	18	5.9%	9.1%	18	5.9%	10.4%	6.4%
18	Fair Hearing Request Rate						4.4%	5013			4.3%					4.4%		4.2%	4.4%		4.2%	4.4%	4.3%
19	Fair Hearing Withdrawal Rate						4.2%				8.2%					7.7%		7.9%	7.7%		7.9%	5.6%	6.5%
20	Fair Hearing Affirmation Rate						61.3%				48.8%					62.3%		50.8%	62.3%		50.8%	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	19	0	0	0	0	1	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	245	712	n/a	536	706	2,618	n/a	1,424	5,846	11,444	n/a	8,123
Acceptance Rate	50.0%	55.2%	n/a	62.1%	55.5%	59.0%	n/a	65.4%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	18	34	11	0	58	119	34	0	654	934	355	0
Exits (Non Employment Related)	74	311	43	94	300	1,337	188	326	2,896	8,128	1,848	2,577
Caseload (cases)	987	2,885	709	144	3,474	11,423	2,415	410	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	1	4	5	n/a	1	1	2	n/a	2	1	4	n/a
Caseload (persons)	2,390	3,334	2,137	280	8,411	13,277	7,304	727	116,195	121,321	86,195	5,383
<b>Engagement</b>												
Employed	173	168	147	n/a	916	1,110	808	n/a	9,830	5,135	9,150	n/a
School, Training and Education	59	60	19	n/a	204	224	79	n/a	3,520	1,728	831	n/a
WEP and Job Search	61	193	40	n/a	226	637	114	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		280				977				10,325		
Total Children in Formal Childcare		531				2,061				36,780		
Total Children in Transitional Childcare		134				452				5,804		
Child Care Not found (Report Month)		13				60				246		
# of Refused Recipient Child Care Referral w/o Good Cause		26				119				900		
	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)		88.5%				80.6%				0.0%		
Retention Rates (6 months)		73.0%				72.4%				0.0%		
Retention Rates (9 Months)		61.4%				67.1%				0.0%		
Retention Rates (12 Months)		63.8%				61.0%				0.0%		