

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
EAST RIVER(37) Job Center -July 2017

Director: VACANT Since: 4/1/2011
 Deputies: Ella Caynes; Vacant
 Deputy Regional Manager: Veronica Lux
 Executive Region Manager: Greg Gomez
 Staff on Board:
 Zip Codes covered: All applicants in shelter and referrals from DHS

Caseload all (cases): 789
 Caseload recurring (cases): 782
 Caseload non-recurring (cases): 7
 Cases with an individual in sanction status: 0
 Average Case Size: 2.0

Caseload all (persons): 1,559
 Caseload recurring (persons): 1,548
 Caseload non-recurring (persons): 11
 Adults: 936
 Children: 623

Applications all: 58
 Applications recurring: 57
 Applications non recu: 1
 Applications Accepted: 53.4%
 Recert. Sched: 638

| Center Performance | | | | | | | |
|--------------------------------------------|------------------------------|--------------------------------------------|---------------------------------------------|----------------------------------------------------------|------------------------------|----------|--|
| | Monthly | Score: 48.5 | Rank: 16 | YTD | Score: 43.6 | Rank: 18 | |
| | 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 | 1 | 1 | 3 | 1 | 7 | |
| Meets performance expectations | 3 | 0 | 0 | 1 | 0 | 4 | |
| Approaching performance expectation | 0 | 1 | 0 | 1 | 0 | 2 | |
| Fails to meet performance expectations | 0 | 2 | 3 | 0 | 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 |
| 0:42 |

| Non POS/PAM Transactions | |
|--------------------------|------------|
| Count | % of Total |
| | |

| | 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% | 2.0 | 8 | 96.0% | 525 | 16 | 2.0% | 97.2% | 3 | 13 | 2 | 1 | 95.3% | 18 | 97.8% | 95.7% | 18 | 98.2% | 94.0% | 97.6% | |
| 2 | SNAP Application Timelines | Jun | 95% | 99% | 5.1 | 8 | 97.5% | 324 | 11 | 2.4% | 95.9% | 5 | 8 | 3 | 3 | 97.0% | 13 | 97.0% | 95.3% | 17 | 97.6% | 89.8% | 97.2% | |
| 3 | Same Day SNAP Issuance (weekly Avg) | | 96% | 98% | 6.0 | 6 | 100.0% | 6 | 1 | 0.0% | 98.7% | 16 | 2 | 1 | 0 | 98.7% | 9 | 99.0% | 97.6% | 18 | 98.9% | 98.7% | 98.4% | |
| 4 | SNAP Separate Determination Rate | | 94% | 99% | 3.7 | 6 | 97.1% | 173 | 18 | -1.1% | 98.7% | 15 | 3 | 0 | 1 | 98.0% | 17 | 99.2% | 97.2% | 18 | 99.1% | 94.7% | 98.3% | |
| ENSURING PARTICIPANT SUPPORTS are in PLACE | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Missing or Outdated Employment Plan | | 97% | 99% | 0.0 | 4 | 96.3% | 380 | 16 | -0.1% | 97.1% | 2 | 11 | 5 | 1 | 96.1% | 17 | 97.0% | 96.6% | 18 | 97.1% | 97.1% | 97.0% | |
| 6 | Rate of Child Care in Child Care System | | 95% | 98% | 4.0 | 4 | 100.0% | 3 | 1 | 15.1% | 94.4% | 3 | 6 | 3 | 6 | 86.2% | 15 | 93.7% | 89.8% | 17 | 94.2% | 90.8% | 95.3% | |
| 7 | Eligible & Referred to Appropriate Activities | | 95% | 98% | 0.0 | 6 | 87.8% | 41 | 19 | -7.9% | 96.2% | 5 | 9 | 1 | 4 | 93.8% | 18 | 95.7% | 92.8% | 18 | 95.9% | 94.0% | 96.4% | |
| 8 | Re-Engaged after Good Cause | | 97% | 99% | 0.0 | 6 | 72.7% | 11 | 19 | -20.2% | 98.1% | 7 | 7 | 3 | 2 | 83.6% | 19 | 98.0% | 94.3% | 19 | 98.5% | 97.5% | 98.3% | |
| MOVING PARTICIPANT TOWARD ECONOMIC SECURITY | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Reported Placements | | 249.5 | 311.9 | 0.0 | 5 | 45 | 0 | 19 | | -53 | 97 | 1 | 2 | 1 | 15 | 96 | 19 | 97.1 | 168.9 | 19 | 119.3 | 251.5 | 141.3 |
| 10 | Employed Cases with Current Documentation | | 90% | 95% | 0.0 | 5 | 86.6% | 112 | 13 | -4.8% | 90.3% | 3 | 8 | 0 | 8 | 90.9% | 10 | 92.1% | 92.7% | 10 | 93.4% | 90.7% | 91.7% | |
| 11 | Cases Budgeted Timely (35 days) | Jun | 90% | 95% | 5.0 | 5 | 97.9% | 145 | 8 | 1.1% | 94.9% | 12 | 4 | 1 | 2 | 97.3% | 8 | 94.0% | 94.5% | 11 | 94.5% | 92.7% | 94.2% | |
| 12 | % Placements w/FIA3As (Employment Form) | | 92% | 95% | 0.0 | 5 | 89.3% | 28 | 15 | -5.4% | 92.5% | 7 | 5 | 2 | 5 | 93.1% | 15 | 93.4% | 94.1% | 14 | 94.5% | 96.4% | 95.7% | |
| ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | Training Attendance Rate | Jun | 90% | 95% | 0.0 | 6 | 88.9% | 63 | 16 | 0.0% | 95.6% | 13 | 2 | 1 | 3 | 92.3% | 16 | 96.3% | 95.9% | 16 | 97.1% | 97.7% | 95.2% | |
| 14 | SNAP (EQAS) Payment Error Rate | Apr | 6% | 0% | 2.7 | 6 | 0.0% | 0 | 3 | 0.0% | 2.0% | 0 | 6 | 13 | 0 | 0.0% | 3 | 2.3% | 3.3% | 6 | 6.9% | 14.6% | 5.5% | |
| 15 | Overdue Face To Face Recertifications | Jun | 9 | 0 | 6.0 | 6 | 0.0 | | 1 | 0 | 1 | 9 | 7 | 3 | 0 | 4 | 14 | 2 | 13 | 18 | 3 | 28 | 3 | |
| 16 | SSN Validation | | 95% | 98% | 5.0 | 5 | 100.0% | 109 | 1 | 0.5% | 95.1% | 9 | 3 | 1 | 6 | 98.8% | 5 | 94.5% | 98.6% | 6 | 94.4% | 99.2% | 97.4% | |
| 17 | % SI over 45 Days | | 5% | 3% | 5.0 | 5 | 0.9% | 107 | 12 | -3.6% | 2.9% | 16 | 0 | 3 | 0 | 2.4% | 13 | 3.5% | 3.7% | 15 | 4.1% | 7.5% | 6.4% | |
| 18 | Fair Hearing Request Rate | | | | | | Non Scoring | 3.8% | 1759 | | | | | | | 3.3% | | 4.3% | 2.8% | | 4.3% | 2.6% | 4.2% | |
| 19 | Fair Hearing Withdrawal Rate | | | | | | Non Scoring | 3.6% | | | | | | | | 6.4% | | 7.7% | 6.1% | | 6.5% | 12.0% | 7.3% | |
| 20 | Fair Hearing Affirmation Rate | | | | | | Non Scoring | 53.8% | | | | | | | | 37.0% | | 52.4% | 34.1% | | 51.5% | 36.6% | 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 | 19 | 0.02 | 0 | 0 | |

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EAST RIVER(37) 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 |
| Demographics | | | | | | | | | | | | |
| Applications | 13 | 44 | n/a | 1 | 41 | 151 | n/a | 21 | 6,317 | 10,626 | n/a | 7,783 |
| Acceptance Rate | 50.0% | 57.1% | n/a | 100.0% | 46.5% | 60.9% | n/a | 84.4% | 39.1% | 44.8% | n/a | 53.7% |
| Percentage New To Cash Assistance | 25.0% | 5.9% | 0.0% | 0.0% | 35.9% | 27.7% | 30.0% | 0.0% | 18.2% | 19.2% | 8.2% | 6.1% |
| Exits (Employment Related) | 2 | 7 | 1 | 0 | 4 | 27 | 4 | 0 | 624 | 984 | 338 | 0 |
| Exits (Non Employment Related) | 70 | 143 | 13 | 2 | 86 | 261 | 15 | 9 | 3,441 | 7,815 | 1,681 | 2,442 |
| Caseload (cases) | 244 | 468 | 70 | 7 | 468 | 4,319 | 160 | 14 | 49,642 | 84,162 | 24,723 | 3,016 |
| Caseload (at least one individual in sanction status) | | | | n/a | | | | n/a | | | | n/a |
| Caseload (persons) | 595 | 734 | 219 | 11 | 1,120 | 6,090 | 508 | 29 | 116,661 | 115,665 | 80,954 | 6,595 |
| Engagement | | | | | | | | | | | | |
| Employed | 0 | 0 | 0 | n/a | 29 | 32 | 68 | n/a | 10,484 | 5,333 | 9,192 | n/a |
| School, Training and Education | 0 | 0 | 0 | n/a | 10 | 9 | 2 | n/a | 2,865 | 1,156 | 587 | n/a |
| WEP and Job Search | 0 | 0 | 0 | n/a | 15 | 22 | 3 | 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 | | 14 | | | | 46 | | | | 11,680 | | |
| Total Children in Formal Childcare | | 84 | | | | 248 | | | | 38,036 | | |
| Total Children in Transitional Childcare | | 48 | | | | 62 | | | | 5,897 | | |
| Child Care Not found (Report Month) | | 3 | | | | 3 | | | | 190 | | |
| # of Refused Recipient Child Care Referral w/o Good Cause | | 23 | | | | 34 | | | | 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) | | 85.4% | | | | 86.3% | | | | 83.9% | | |
| Retention Rates (6 months) | | 70.6% | | | | 71.8% | | | | 72.8% | | |
| Retention Rates (9 Months) | | 62.9% | | | | 62.9% | | | | 68.4% | | |
| Retention Rates (12 Months) | | 57.6% | | | | 58.7% | | | | 62.7% | | |