

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
FORDHAM(44) Job Center -March 2018

Director: Maria C.Torres Since: 8/17/2015
 Deputies: Kathleen Archibald, Alberto Villao
 Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin
 Executive Region Manager: Richard Claudio
 Staff on Board:
 Zip Codes covered:10456, 10458, 10464, 10470, 10471, 10475

Caseload all (cases): 8,242
 Caseload recurring (cases): 8,057
 Caseload non-recurring (cases): 185
 Cases with an individual in sanction status: 23
 Average Case Size: 2.2

Caseload all (persons): 18,012
 Caseload recurring (persons): 17,668
 Caseload non-recurring (persons): 344
 Adults: 9,425
 Children: 8,587

Applications all: 1321
 Applications recurring: 828
 Applications non recu: 493
 Applications Accepted: 34.2%

Recert. Sched: 872

Center Performance							
	Monthly	Score: 68.8	Rank: 8	YTD	Score: 61.7	Rank: 8	
	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	4	1	1	3	1	10	
Meets performance expectations	0	1	1	1	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	2	2	1	0	5	
City Wide Totals (19 total centers)							
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
0:58

Non POS/PAM Transactions	
Current Month	
Count	% of Total

		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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Feb	95%	99%	8.0	8	99.5%	1387	2	Green	-0.2%	98.2%	7	11	0	1	99.2%	2	96.3%	99.2%	2	96.3%	98.3%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.4%	513	8	Green	-0.1%	98.6%	12	6	1	0	99.2%	4	95.8%	99.2%	4	95.8%	98.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.5%	219	8	Green	-0.1%	98.8%	14	5	0	0	98.9%	9	98.2%	98.9%	9	98.2%	99.3%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	181	1	Green	0.0%	97.8%	11	4	2	2	99.6%	5	97.4%	99.6%	5	97.4%	99.0%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	93.7%	710	18	Red	-0.1%	94.6%	0	5	7	7	93.5%	18	95.2%	93.5%	18	95.2%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	86.4%	22	15	Yellow	4.0%	91.2%	1	2	5	11	85.3%	16	91.4%	85.3%	16	91.4%	91.7%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.4	6	95.7%	187	10	Yellow	-0.3%	95.9%	2	10	4	3	95.8%	11	96.1%	95.8%	11	96.1%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	195	1	Green	0.5%	99.0%	13	4	2	0	99.8%	2	98.7%	99.8%	2	98.7%	99.6%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		212.7	265.8	0.0	5	112	0	18	Red	-33	103	2	3	3	11	134	17	115.8	133.7	17	115.8	192.0	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.9%	97	2	Yellow	21.0%	90.3%	5	4	0	10	83.9%	16	85.9%	83.9%	16	85.9%	89.7%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	3.7	5	93.7%	63	14	Yellow	-4.7%	93.2%	11	4	1	3	95.1%	12	94.0%	95.1%	12	94.0%	90.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	84.3%	89	19	Red	0.4%	91.2%	4	6	2	7	86.7%	19	92.3%	86.7%	19	92.3%	92.9%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	86	1	Green	5.8%	97.6%	18	1	0	0	97.6%	9	97.1%	97.6%	9	97.1%	98.3%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			15	Red	-8.3%	2.3%	5	5	9	0	2.7%	15	2.5%	8.3%	15	6.4%	10.8%	6.5%
15	Overdue Face To Face Recertifications	Feb	5	0	4.7	6	1.0		9	Yellow	1	7	8	6	5	0	3	12	7	3	12	7	4	3
16	SSN Validation		95%	98%	5.0	5	100.0%	18	1	Green	5.3%	95.9%	6	8	1	4	96.8%	10	96.9%	96.8%	10	96.9%	97.7%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	61	1	Green	0.0%	3.6%	16	0	3	0	1.1%	7	5.9%	1.1%	7	5.9%	0.0%	6.4%
18	Fair Hearing Request Rate						5.2%	8069				4.3%					5.2%		4.2%	5.2%		4.2%	6.2%	4.3%
19	Fair Hearing Withdrawal Rate						7.0%					8.2%					7.7%		7.9%	7.7%		7.9%	6.9%	6.5%
20	Fair Hearing Affirmation Rate						43.3%					48.8%					51.3%		50.8%	51.3%		50.8%	53.8%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Red	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
Demographics												
Applications	300	528	n/a	493	2,240	3,179	n/a	2,997	5,846	11,444	n/a	8,123
Acceptance Rate	43.2%	47.4%	n/a	64.4%	50.1%	55.6%	n/a	69.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	39	34	22	0	250	245	169	0	654	934	355	0
Exits (Non Employment Related)	163	423	145	181	977	2,518	820	1,094	2,896	8,128	1,848	2,577
Caseload (cases)	2,074	3,922	2,061	185	14,272	25,194	12,903	1,169	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	8	5	10	n/a	4	2	6	n/a	2	1	4	n/a
Caseload (persons)	5,424	5,396	6,848	344	37,266	34,212	42,037	2,261	116,195	121,321	86,195	5,383
Engagement												
Employed	565	206	694	n/a	3,745	1,397	4,381	n/a	9,830	5,135	9,150	n/a
School, Training and Education	160	105	72	n/a	910	643	423	n/a	3,520	1,728	831	n/a
WEP and Job Search	129	159	81	n/a	951	1,139	549	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		707				4,800				10,325		
Total Children in Formal Childcare		2,376				14,176				36,780		
Total Children in Transitional Childcare		373				2,257				5,804		
Child Care Not found (Report Month)		11				111				246		
# of Refused Recipient Child Care Referral w/o Good Cause		45				386				900		
	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)		81.7%				82.9%				0.0%		
Retention Rates (6 months)		68.9%				73.8%				0.0%		
Retention Rates (9 Months)		71.8%				69.5%				0.0%		
Retention Rates (12 Months)		67.0%				63.7%				0.0%		