

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION **JOBSTAT REPORT, VERSION 19.0**

7,229 6,985 244 390 2.1

FORDHAM(44) Job Center - February 2020

Director: Sherley Slocumb Since: 6/1/2019
Deputies: Alberto Villao, Vacant
Executive Regional Manager: Kathleen Parker
Regional Manager: Ronald Martin
Deputy Regional Manager: Diana Perez, Augustina Obosi
Zip Codes Covered:10456, 10458, 10464, 10470, 10471, 10475

Caseload all (cases):
Caseload recurring (cases):
Caseload non-recurring (cases):
Cases with an individual in sanction status:
Average case size:

Caseload all (persons):	15,217	Applications all:
Caseload recurring (persons):	14,678	Applications recurring:
Caseload non-recurring (persons):	539	Applications non-recurring:
Adults:	7,726	Applications acceptance rate:
Children:	7,491	

Recertifications scheduled:	688	

	Center Perfo	rmance					
	M	onthly	Score: 46.6	Rank: 15	YTD	Score: 32.7	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		1	1	2	4	1	9
Meets performance expectations		0	0	1	1	0	2
Approaching performance expectations		2	0	0	2	0	4
Fails to meet performance expectations		1	3	1	2	1	8
Citywide Totals (19 total centers)							
Exceeds performance expectations		1	0	0	3	2	6
Meets performance expectations		3	2	2	2	1	10
Approaching performance expectations		0	1	0	1	0	2
Fails to meet performance expectations		0	1	2	1	0	4

Informational Indicators													
			Center		Ci	ty							
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD							
Fair Hearing Upheld Rate	11.3%	2.9%		9.8%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	12.8%	0.0%		12.8%	13.3%	11.3%							
Fair Hearing Request Rate	5.8%	-0.2%		5.9%	4.0%	4.6%							
SNAP PC Bank Applications													

ENVICING EFFICIENCY and QUALITY in CENTER ADMINISTRATION						Report Month						3 mo		Year to date		Prior Year						
Let		Per	rformance E	xpectations			Cente	r Perfori	mance		Citywide	Citywid	e Perform	nance to Th	reshold	Center		City	Center	City	Center	City
Color Assistance Application Translations Jul 95% 99% 0.0 6 92.0% 138 15 9.9% 9.9% 0.0 2 5 88.5% 17 9.5% 9.5% 2.5%		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	from Previous	Score	above	with-in	approaching	g below		Rank	Score	Rank		Score	
28 NAR Application Training Sam Do Son Son Son Do Son Son Do Son Son Do Son	I # PROVIDING ACCESS to SERVICES																					
Same Day SNAP Issanane (sweetly avg)	1 Cash Assistance Application Timeliness Jan	95%	99%	0.0	6	92.9%	1118	15		9.9%	95.5%	2	10	2	5			88.5%	18	94.2%	91.5%	95.6%
Second December Second Dec	2 SNAP Application Timeliness Jan	95%	99%	0.0	6	94.6%	591	15		17.0%	96.7%	9	5	2	3							+
## Subsing of Oldinged Employment Plan 97% 99% 0.0 4 94.0% 600 16 -2.2% 96.8% 3 7 4 5 9 99.1% 15 96.3% 96.0% 96.4% 68 ner of Child Care in Child Care System 95.8% 93% 0.0 6 85.7% 7 18 35.7% 88.9% 4 1 5 9 99.1% 19 89.7% 97.0% 95.0% 95.0% 95.0% 95.0% 95.0% 95.2% 150 17 0.03% 95.5% 5 8 3 3 3 10.00% 1 97.5% 97.0%	3 Same Day SNAP Issuance (weekly avg)	96%	99%	0.0	5	95.1%	163	17		-1.2%	98.4%	10	6	3	0			95.8%	16	97.2%	98.5%	97.9%
SMSsing or Outbreed Employment Plan	4 SNAP Separate Determination Rate	94%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.0%	1	100.0%	99.6%	99.4%
Filipide No. Reported Total Care in Child Care System	ENSURING PARTICIPANT SUPPORTS are in PLACE																					
Fig.	5 Missing or Outdated Employment Plan	97%	99%	0.0	4	94.0%	600	16		-2.2%	96.4%	3	7	4	5			95.1%	15	96.3%	96.0%	96.4%
Reported Placement 97% 99% 3.0 3 100.0% 84 1 0.0% 97.5% 6 8 3 2 100.0% 1 97.9% 97.5% 97.3% 97.3%	6 Rate of Child Care in Child Care System	95%	98%	0.0	6	85.7%	7	18		35.7%	88.9%	4	1	5	9			69.2%	19	89.7%	89.2%	94.1%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	7 Eligible & Referred to Appropriate Activities	95%	98%	0.0	4	92.0%	150	17		0.8%	95.5%	5	8	3	3			91.6%	18	95.6%	95.6%	95.2%
Proposed Placements	8 Re-Engaged after Good Cause	97%	99%	3.0	3	100.0%	84	1		0.0%	97.5%	6	8	3	2			100.0%	1	97.9%	98.5%	97.3%
10 Cases Budgeted Timely (35 days)	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																					
11 Employed Cases with Current Documentation 90% 95% 10.0 10 98.5% 65 5 19.4% 92.8% 9 4 4 2 9.07% 14 90.1% 93.1% 89.9% 12 % Placements with Cases with Cases with Current Documentation 90% 95% 0.0 2 4 94.7% 75 6 4.8% 91.2% 2 6 2 9 9.21% 8 90.2% 90.3% 93.7% 89.9%	9 Reported Placements	212.7	265.8	0.0	3	112		17		- 9	97	2	4	0	13			117	17	109	151	109
12 & Placements will A3As (Employment Form)	10 Cases Budgeted Timely (35 days) Jan	90%	95%	5.0	5	98.0%	49	7		6.6%	93.2%	9	3	3	4			94.4%	9	91.0%	94.0%	91.4%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	11 Employed Cases with Current Documentation	90%	95%	10.0	10	98.5%	65	5		19.4%	92.8%	9	4	4	2			90.7%	14	90.1%	95.1%	89.9%
3 Training Attendance Rate	12 % Placements w/FIA3As (Employment Form)	94%	98%	0.7	4	94.7%	75	6		4.8%	91.2%	2	6	2	9			92.1%	8	90.2%	90.3%	93.7%
14 SNAP (EQAS) Payment Error Rate (FFY)	ENSURING EFFICIENCY and QUALITY in CENTER ADMINIST	RATION																				
15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 7.0 7 0.00% 1 0.0% 1.4% 16 1 2 0 0 0 0 0 0 0 0 0	13 Training Attendance Rate Jan	97%	100%	0.0	2	95.6%	69	16		2.0%	96.7%	0	15	2	2			94.6%	15	95.1%	96.0%	96.7%
15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 7.0 7 0.00% 1 0.0% 1.4% 16 1 2 0 0 0 0 0 0 0 0 0	14 SNAP (EQAS) Payment Error Rate (FFY) Nov	6%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0						2.1%	3.3%
16 SNAP (EQAS) Case Error Rate Nov 4% 2% 3.0 3 0.00% 1 0.0% 4.2% 15 0 4 0 0 0 17 18 SNAP (EQAS) Case Error Rate Nov 4% 2% 3.0 3 0.00% 1 0.0% 4.2% 15 0 4 0 0 0 0 0 0 0 0		4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0							
18 SSN Validation 95% 98% 0.0 2 93.3% 15 16 1.6% 96.9% 10 3 4 2 92.2% 18 97.3% 97.2% 98.5% 19 SI over 45 Days Jan 5% 3% 4.0 4 2.2% 90 17 -2.7% 2.7% 17 1 1 0 3.3% 14 3.8% 6.8% 9.0% 20 Benefits Issued on Closed Cases Jan 32 11 1.1 2 20 6627 19 -2.7% 5 14 5 0 0 1 3.3% 14 3.8% 6.8% 9.0% 21 RMS State Audit Hit Rate 60% 75% 3.0 3 80.0% 0 6 19.0% 65.0% 9 6 0 4 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 </td <td></td> <td>4%</td> <td>2%</td> <td>3.0</td> <td>3</td> <td>0.00%</td> <td></td> <td>1</td> <td></td> <td>0.0%</td> <td>4.2%</td> <td>15</td> <td>0</td> <td>4</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0							
19 % SI over 45 Days Jan 5% 3% 4.0 4 2.2% 90 17 -2.7% 2.7% 17 1 1 0 3.3% 14 3.8% 6.8% 9.0%	17 Overdue Face-To-Face Recertifications Jan	5	0	0.8	6	4.0		16		-3	2	7	9	3	0			6	17	2	3	2
20 Benefits Issued on Closed Cases Jan 32 11 1.1 2 20 6627 19 -2 5 14 5 0 0 0 19 19 19 19 19	18 SSN Validation	95%	98%	0.0	2	93.3%	15	16		1.6%	96.9%	10	3	4	2			92.2%	18	97.3%	97.2%	98.5%
21 RMS State Audit Hit Rate 60% 75% 3.0 3 80.0% 0 6 19.0% 65.0% 9 6 0 4 70.5% 13 65.5% 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 56 6627 1 53 12 1 0 18 0 30 1 9 DELIVERY of CUSTOMER SERVICE 30 1 0 2 0 1 0 0 19 0 0 0 0 0 0 23 Spot Violation 1 0 2.0 2 0 1 0 0 19 0 0 0 0 0 0 24 Average Wait Time 60 50 0.0 6 70.0 17 -11 51.0 6 4 9 0 75.5 17 53.0 25 CA PC Bank Applications Jan 70.0% 80.0% 0.0 0 1 1 0 0 4 9 0 0 0 0 0	19 % SI over 45 Days Jan	5%	3%	4.0	4	2.2%	90	17		-2.7%	2.7%	17	1	1	0			3.3%	14	3.8%	6.8%	9.0%
21 RMS State Audit Hit Rate 60% 75% 3.0 3 80.0% 0 6 19.0% 65.0% 9 6 0 4 70.5% 13 65.5% 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 56 6627 1 53 12 1 0 18 0 30 1 9 9 DELIVERY of CUSTOMER SERVICE 30 1 9 0 0 18 0 0 1 9 0 23 Spot Violation 1 0 2.0 2 0 1 0 0 19 0 0 0 0 1 0 0 0 24 Average Wait Time 60 50 0.0 6 70.0 17 -11 51.0 6 4 9 0 75.5 17 53.0 25 CA PC Bank Applications Jan 70.0% 80.0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	20 Benefits Issued on Closed Cases Jan	32	11	1.1	2	20	6627	19		-2	5	14	5	0	0			21	19	5		
22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 56 6627 1 53 12 1 0 18 0 30 1 9		60%	75%	3.0	3	80.0%	0	6		19.0%	65.0%	9	6	0	4			70.5%	13	65.5%		
23 Spot Violation 1 0 2.0 2 0 1 0 0 19 0		0	0	0.0	0	56	6627	1		53	12	1	0	18	0			30	1	9		
24 Average Wait Time 60 50 0.0 6 70.0 17 -11 51.0 6 4 9 0 75.5 17 53.0 2 25 CA PC Bank Applications Jan 70.0% 80.0% 0.0 0 <th< td=""><td>DELIVERY of CUSTOMER SERVICE</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>	DELIVERY of CUSTOMER SERVICE																					
25 CA PC Bank Applications Jan 70.0% 80.0% 0.0 0 26 AHRA Account Creation Jan 70.0% 80.0% 0.0 0	23 Spot Violation	1	0	2.0	2	0		1		0	0	19	0	0	0			0	1	0	0	0
25 CA PC Bank Applications Jan 70.0% 80.0% 0.0 0 26 AHRA Account Creation Jan 70.0% 80.0% 0.0 0		60	50	0.0	6	70.0		17		-11	51.0	6	4	9	0			75.5	17	53.0		
26 AHRA Account Creation	25 CA PC Bank Applications Jan	70.0%	80.0%	0.0	0																	
27 Timely Inquiry Response	26 AHRA Account Creation							-														
	27 Timely Inquiry Response																					