

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
FORDHAM(44) Job Center -July 2017

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:ALL Cases: 10458, 10463, 10464, 10466, 10470, 10471, 10475; SNET cases from Center (38)

Caseload all (cases): 8,642
 Caseload recurring (cases): 8,415
 Caseload non-recurring (cases): 227
 Cases with an individual in sanction status: 27
 Average Case Size: 2.3

Caseload all (persons): 19,647
 Caseload recurring (persons): 19,182
 Caseload non-recurring (persons): 465
 Adults: 9,810
 Children: 9,837

Applications all: 1239
 Applications recurring: 762
 Applications non recu: 477
 Applications Accepted: 40.4%

Recert. Sched: 1045

Center Performance							
	Monthly	Score: 64.7	Rank: 8	YTD	Score: 69.2	Rank: 9	
	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	2	1	0	2	1	6	
Meets performance expectations	2	2	1	2	0	7	
Approaching performance expectation	0	1	1	0	0	2	
Fails to meet performance expectations	0	0	2	1	0	3	
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
0:52

Non POS/PAM Transactions	
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	Jun	95%	99%	7.4	8	98.7%	1629	6	-0.9%	97.2%	3	13	2	1	99.1%	5	97.8%	99.3%	5	98.2%	98.9%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	7.2	8	98.6%	642	7	-0.4%	95.9%	5	8	3	3	99.0%	5	97.0%	99.2%	4	97.6%	99.2%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	244	1	0.9%	98.7%	16	2	1	0	99.7%	5	99.0%	99.5%	4	98.9%	99.4%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	154	13	0.8%	98.7%	15	3	0	1	99.3%	12	99.2%	99.2%	7	99.1%	98.3%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	2.2	4	98.1%	737	10	-0.5%	97.1%	2	11	5	1	98.7%	5	97.0%	98.8%	6	97.1%	98.9%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.3%	53	10	-3.0%	94.4%	3	6	3	6	91.2%	16	93.7%	92.3%	15	94.2%	94.4%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.3	6	96.6%	269	11	1.5%	96.2%	5	9	1	4	96.2%	9	95.7%	97.0%	10	95.9%	96.8%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.3%	143	5	0.1%	98.1%	7	7	3	2	99.3%	5	98.0%	99.6%	3	98.5%	98.8%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		212.7	265.8	0.0	5	164	0	12	28	97	1	2	1	15	159	15	97.1	213.1	10	119.3	248.4	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	85.7%	105	17	-13.4%	90.3%	3	8	0	8	88.5%	13	92.1%	89.9%	14	93.4%	90.7%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	0.0	5	89.7%	78	17	18.0%	94.9%	12	4	1	2	83.9%	18	94.0%	89.9%	17	94.5%	91.5%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.1	5	93.3%	134	11	3.4%	92.5%	7	5	2	5	92.7%	14	93.4%	93.5%	15	94.5%	94.5%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jun	90%	95%	6.0	6	99.0%	103	5	0.0%	95.6%	13	2	1	3	99.0%	4	96.3%	99.0%	3	97.1%	95.4%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	0.0%	0	17	0.0%	2.0%	0	6	13	0	7.1%	17	2.3%	13.0%	9	6.9%	5.8%	5.5%
15	Overdue Face To Face Recertifications	Jun	5	0	4.7	6	1.0		13	-1	1	9	7	3	0	1	10	2	1	6	3	3	3
16	SSN Validation		95%	98%	4.7	5	97.8%	46	10	0.6%	95.1%	9	3	1	6	98.1%	7	94.5%	97.5%	8	94.4%	97.6%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	93	1	0.0%	2.9%	16	0	3	0	0.0%	1	3.5%	0.0%	1	4.1%	0.3%	6.4%
18	Fair Hearing Request Rate						6.3%	8557			3.9%					6.4%		4.3%	6.2%		4.3%	5.9%	4.2%
19	Fair Hearing Withdrawal Rate						8.5%				7.7%					7.0%		7.7%	6.9%		6.5%	9.5%	7.3%
20	Fair Hearing Affirmation Rate						54.2%				54.2%					52.9%		52.4%	53.6%		51.5%	48.5%	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	1	0.02	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	325	437	n/a	477	1,893	2,391	n/a	2,641	6,317	10,626	n/a	7,783
Acceptance Rate	51.9%	63.8%	n/a	70.5%	58.8%	64.5%	n/a	71.1%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	15.8%	21.1%	10.1%	15.4%	16.6%	16.4%	8.7%	6.3%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	58	56	29	0	235	255	130	0	624	984	338	0
Exits (Non Employment Related)	216	412	160	218	984	1,928	664	1,019	3,441	7,815	1,681	2,442
Caseload (cases)	2,545	3,600	2,270	227	12,946	17,993	11,080	1,312	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	5	5	17	n/a	4	3	13	n/a	3	2	6	n/a
Caseload (persons)	6,646	5,013	7,523	465	33,760	24,901	36,473	2,913	116,661	115,665	80,954	6,595
Engagement												
Employed	753	226	815	n/a	3,592	1,260	3,984	n/a	10,484	5,333	9,192	n/a
School, Training and Education	115	71	51	n/a	586	386	272	n/a	2,865	1,156	587	n/a
WEP and Job Search	297	290	180	n/a	1,106	1,154	639	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		1,020				4,966				11,680		
Total Children in Formal Childcare		2,742				13,075				38,036		
Total Children in Transitional Childcare		495				2,080				5,897		
Child Care Not found (Report Month)		9				59				190		
# of Refused Recipient Child Care Referral w/o Good Cause		60				233				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)		80.0%				82.1%				83.9%		
Retention Rates (6 months)		69.6%				72.2%				72.8%		
Retention Rates (9 Months)		70.6%				67.6%				68.4%		
Retention Rates (12 Months)		64.3%				63.1%				62.7%		