

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
FORDHAM(44) Job Center -June 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): 7,850
Caseload recurring (cases): 7,640
Caseload non-recurring (cases): 210
Cases with an individual in sanction status: 13
Average Case Size: 2.2

Caseload all (persons): 17,126
Caseload recurring (persons): 16,739
Caseload non-recurring (persons): 387
Adults: 8,918
Children: 8,208

Applications all: 1295
Applications recurring: 856
Applications non recu: 439
Applications Accepted: 45.2%

Recert. Sched: 903

Center Performance							
	Monthly	Score: 56.9	Rank: 12	YTD	Score: 60.1	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	2	1	1	3	1	8	
Meets performance expectations	2	0	0	0	0	2	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	1	3	1	0	5	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	0	1	0	3	
Meets performance expectations	2	2	3	3	1	11	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
0:54

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	May	95%	99%	7.6	8	98.8%	1443	8	Yellow	-0.5%	97.5%	6	12	0	1	99.1%	6	98.0%	99.2%	4	97.1%	98.3%	96.4%
2	SNAP Application Timelines	May	95%	99%	8.0	8	99.4%	532	4	Green	-0.4%	97.1%	10	7	1	1	99.5%	7	98.3%	99.3%	4	97.0%	98.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.2	6	97.4%	231	16	Yellow	-1.9%	98.4%	12	6	1	0	98.9%	11	98.6%	98.9%	8	98.4%	99.3%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	138	11	Green	1.0%	99.0%	12	7	0	0	99.0%	9	98.5%	99.4%	7	97.9%	99.0%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	94.1%	646	18	Red	-1.6%	96.4%	2	7	6	4	95.1%	15	95.9%	94.2%	17	95.6%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.1%	17	12	Yellow	15.1%	93.9%	2	8	3	6	88.7%	17	93.8%	86.8%	17	92.5%	91.7%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.2%	139	13	Yellow	-3.5%	95.6%	4	6	7	2	96.0%	9	95.9%	95.9%	11	96.0%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	166	2	Green	0.1%	98.1%	6	8	4	1	99.4%	2	98.7%	99.6%	1	98.7%	99.6%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		212.7	265.8	0.0	5	124	0	18	Red	-17	102	1	4	0	14	145	17	114.4	139.2	17	115.1	192.0	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.4%	108	6	Green	-1.0%	90.2%	6	6	2	5	88.0%	12	89.6%	86.2%	14	87.8%	89.7%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	0.0	5	85.5%	69	17	Red	-12.8%	91.8%	7	6	1	5	92.3%	14	94.2%	93.7%	12	94.1%	90.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	87.4%	95	19	Red	-8.6%	93.0%	6	7	0	6	89.3%	18	93.7%	88.0%	19	93.0%	92.9%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	May	90%	95%	6.0	6	100.0%	83	1	Green	0.0%	96.4%	14	4	1	0	99.6%	3	96.7%	98.6%	5	96.9%	98.3%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	0.0	6			10	Yellow	-5.7%	1.6%	1	8	10	0	1.9%	14	2.3%	6.9%	15	7.1%	10.8%	6.5%
15	Overdue Face To Face Recertifications	May	5	0	0.0	6	8.0		17	Red	5	3	10	5	4	0	5	13	3	4	13	5	4	3
16	SSN Validation		95%	98%	5.0	5	100.0%	23	1	Green	6.1%	97.0%	9	5	4	1	97.4%	9	97.0%	97.1%	8	97.0%	97.7%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	1.6%	61	15	Green	-0.2%	3.6%	15	2	2	0	1.4%	11	4.3%	1.2%	9	5.1%	0.0%	6.4%
18	Fair Hearing Request Rate						4.6%	7704				3.9%					5.2%		4.2%	5.2%		4.2%	6.2%	4.3%
19	Fair Hearing Withdrawal Rate						7.3%					8.2%					8.2%		7.9%	7.9%		7.9%	6.9%	6.5%
20	Fair Hearing Affirmation Rate						32.1%					51.2%					43.8%		49.5%	47.6%		50.1%	53.8%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	18	1	0	0	0	1	0.0	0	1	0.01	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	346	510	n/a	439	2,300	3,238	n/a	2,694	6,070	11,507	n/a	7,392
Acceptance Rate	34.7%	49.9%	n/a	64.8%	41.7%	51.9%	n/a	69.7%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	12.3%	16.4%	2.7%	7.5%	16.1%	17.1%	7.7%	6.0%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	29	50	40	0	241	304	182	0	624	1,012	370	0
Exits (Non Employment Related)	119	323	83	161	604	1,996	423	1,031	1,790	6,410	989	2,478
Caseload (cases)	1,985	3,693	1,962	210	14,018	24,638	12,630	1,327	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)	5	1	7	n/a	3	1	6	n/a	2	1	3	n/a
Caseload (persons)	5,228	5,033	6,478	387	36,508	33,436	41,154	2,635	112,639	118,349	83,586	6,072
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		677				4,794				10,211		
Total Children in Formal Childcare		2,355				14,946				38,227		
Total Children in Transitional Childcare		389				2,267				5,962		
Child Care Not found (Report Month)		10				137				297		
# of Refused Recipient Child Care Referral w/o Good Cause		41				361				885		
	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)		86.5%				85.4%				0.0%		
Retention Rates (6 months)		73.1%				74.5%				0.0%		
Retention Rates (9 Months)		62.1%				68.0%				0.0%		
Retention Rates (12 Months)		66.2%				65.2%				0.0%		