

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

Director: Maribel Pagan Since: 11/2/2018
 Deputies: Vacant, 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): 7,764
 Caseload recurring (cases): 7,484
 Caseload non-recurring (cases): 280
 Cases with an individual in sanction status: 15
 Average Case Size: 2.2

Caseload all (persons): 17,025
 Caseload recurring (persons): 16,434
 Caseload non-recurring (persons): 591
 Adults: 8,864
 Children: 8,161

Applications all: 1623
 Applications recurring: 1033
 Applications non recu: 590
 Applications Accepted: 30.3%

Recert. Sched: 793

Center Performance							
	Monthly	Score: 32.5	Rank: 17	YTD	Score: 50.2	Rank: 13	
	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	0	1	2	0	1	4	
Meets performance expectations	2	1	0	1	0	4	
Approaching performance expectation	0	1	1	1	0	3	
Fails to meet performance expectations	2	1	1	3	0	7	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	1	1	3	
Meets performance expectations	1	2	3	2	0	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	1	0	3	

Average Wait Time	
Current Month	
Count	1:19
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	Performance Expectations														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	Sep	95%	99%	0.0	8	84.8%	1403	18	-6.4%	93.2%	6	5	1	7	91.0%	16	94.2%	96.5%	11	96.4%	98.3%	96.4%
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	83.3%	545	16	-8.5%	92.1%	8	3	0	8	90.6%	14	94.2%	96.6%	12	96.2%	98.8%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.8	6	97.6%	291	16	0.4%	98.7%	14	4	0	1	97.6%	16	98.3%	98.6%	11	98.3%	99.3%	98.1%
4	SNAP Separate Determination Rate		94%	99%	5.6	6	98.7%	151	12	0.9%	98.1%	6	12	0	1	98.4%	13	99.0%	99.1%	7	98.8%	99.0%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.7%	676	14	3.7%	96.5%	2	8	9	0	95.8%	16	96.2%	94.2%	18	95.8%	98.1%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	88.5%	26	18	-5.1%	94.4%	2	6	5	6	89.4%	18	93.3%	87.9%	17	92.7%	91.7%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.0	6	96.0%	199	10	-0.8%	95.9%	6	4	6	3	96.4%	8	96.0%	96.2%	10	96.1%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	168	1	0.0%	98.9%	11	7	1	0	99.6%	4	98.6%	99.6%	1	98.6%	99.6%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		212.7	265.8	0.0	5	113	0	19	8	129	6	5	0	8	111	19	112.5	130.3	17	114.8	192.0	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.1%	51	7	2.1%	85.9%	7	2	2	8	95.8%	4	87.2%	87.4%	9	87.7%	89.7%	92.5%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	42	1	6.8%	90.5%	8	4	2	5	94.9%	8	91.1%	94.3%	11	93.2%	90.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.4%	81	18	3.9%	94.5%	11	4	3	1	90.4%	18	93.8%	88.8%	19	93.1%	92.9%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Sep	90%	95%	0.1	6	90.1%	81	19	2.8%	96.8%	13	6	0	0	88.8%	19	96.6%	95.9%	16	96.8%	98.3%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			12	4.2%	3.1%	1	7	11	0	5.5%	13	3.2%	7.6%	14	6.1%	10.8%	6.5%
15	Overdue Face To Face Recertifications	Sep	5	0	0.0	6	5.0		15	3	2	8	5	6	0	5	17	2	5	14	4	4	3
16	SSN Validation		95%	98%	0.0	5	91.7%	24	18	-8.3%	97.8%	12	3	1	3	94.3%	15	97.3%	96.6%	11	97.1%	97.7%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	18.0%	100	17	16.5%	11.5%	11	1	7	0	8.4%	14	9.8%	3.6%	11	6.7%	0.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.8%	7585			4.7%						5.6%		4.4%	5.4%		4.3%	6.2%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	11.6%				10.3%						11.8%		10.8%	9.2%		9.0%	6.9%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	57.1%				45.8%						48.5%		43.9%	47.8%		48.2%	53.8%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	15	0.1	0	15	0.03	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	405	628	n/a	590	2,566	3,590	n/a	3,213	6,757	12,185	n/a	8,885
Acceptance Rate	53.6%	70.2%	n/a	81.5%	58.1%	64.9%	n/a	84.7%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	13.7%	16.5%	11.8%	6.7%	16.5%	15.8%	8.7%	7.6%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	36	50	21	0	339	393	231	0	899	1,372	501	0
Exits (Non Employment Related)	209	514	121	229	1,266	3,075	871	1,376	3,749	9,935	1,998	3,420
Caseload (cases)	1,887	3,679	1,918	280	13,739	23,996	12,301	1,817	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)	5	2	8	n/a	3	1	7	n/a	2	1	3	n/a
Caseload (persons)	4,988	5,053	6,393	591	35,928	32,843	40,120	3,800	110,263	116,051	81,528	8,918
Engagement												
Employed	519	204	625	n/a	3,567	1,465	4,032	n/a	9,254	5,208	8,494	n/a
School, Training and Education	138	71	58	n/a	985	578	451	n/a	3,933	1,508	834	n/a
WEP and Job Search	135	141	123	n/a	948	1,081	635	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		678				4,459				9,664		
Total Children in Formal Childcare		2,239				14,387				36,653		
Total Children in Transitional Childcare		324				1,983				5,236		
Child Care Not found (Report Month)		0				0				0		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				0		
	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)		83.7%				83.2%				0.0%		
Retention Rates (6 months)		73.4%				75.4%				0.0%		
Retention Rates (9 Months)		71.3%				68.1%				0.0%		
Retention Rates (12 Months)		69.5%				64.3%				0.0%		