

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center -January 2018**

Director: Maud Baptiste; Since: 4/1/2011
Deputies: Trayce D'Ambrosio, Vacant;
Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin
Executive Region Manager: Richard Claudio
Staff on Board:
Zip Codes covered: 11362 through 11367, 11375, 11410 through 11436, 11451

Caseload all (cases): 10,219
Caseload recurring (cases): 10,122
Caseload non-recurring (cases): 97
Cases with an individual in sanction status: 6
Average Case Size: 1.7

Caseload all (persons): 17,784
Caseload recurring (persons): 17,586
Caseload non-recurring (persons): 198
Adults: 11,511
Children: 6,273

Applications all: 2218
Applications recurring: 1775
Applications non recu: 443
Applications Accepted: 23.2%

Recert. Sched: 1247

Center Performance							
	Monthly	Score: 74.3	Rank: 5	YTD	Score: 74.3	Rank: 5	
	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	0	3	3	1	8	
Meets performance expectations	3	2	0	1	0	6	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	1	1	0	0	2	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	0	2	1	3	
Meets performance expectations	2	2	3	1	0	8	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	1	1	2	0	6	

Average Wait Time
Current Month
0:41

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	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	Dec	95%	99%	7.3	8	98.7%	1924	5		92.7%	2	11	3	3			98.7%	5	92.7%	99.2%	96.4%
2	SNAP Application Timelines	Dec	95%	99%	7.7	8	98.8%	1037	5		90.1%	4	8	1	6			98.8%	5	90.1%	99.1%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.0%	579	8		97.4%	11	5	0	3			99.0%	8	97.4%	98.1%	98.1%
4	SNAP Separate Determination Rate		94%	99%	5.7	6	98.8%	321	8		96.7%	7	9	0	3			98.8%	8	96.7%	98.7%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5	Missing or Outdated Employment Plan		97%	99%	2.6	4	98.3%	987	3		95.4%	2	5	7	5			98.3%	3	95.4%	98.8%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	91.6%	83	10		88.9%	3	1	1	14			91.6%	10	88.9%	95.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	4.8	6	97.4%	422	6		95.9%	4	11	3	1			97.4%	6	95.9%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.9%	224	16		98.2%	6	9	4	0			96.9%	16	98.2%	98.0%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																						
9	Reported Placements		169.6	212.0	5.0	5	257	0	3		136	7	6	1	5			257.0	3	135.5	231.3	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	80.7%	93	12		78.7%	0	2	2	15			80.7%	12	78.7%	93.6%	92.5%
11	Cases Budgeted Timely (35 days)	Dec	90%	95%	5.0	5	98.4%	129	4		92.9%	11	5	0	3			98.4%	4	92.9%	98.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.7%	231	4		92.5%	5	7	4	3			95.7%	4	92.5%	95.7%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																						
13	Training Attendance Rate	Dec	90%	95%	0.0	6	89.5%	86	19		96.2%	14	4	1	0			89.5%	19	96.2%	96.9%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	13.7%	6.5%
15	Overdue Face To Face Recertifications	Dec	5	0	6.0	6	0.0		1		7	9	5	5	0			0	1	7	1	3
16	SSN Validation		95%	98%	4.3	5	97.6%	124	10		97.7%	9	7	2	1			97.6%	10	97.7%	96.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	65	1		8.8%	9	3	7	0			0.0%	1	8.8%	0.0%	6.4%
18	Fair Hearing Request Rate						Non Scoring	3.5%	10634		4.5%							3.5%		4.5%	3.6%	4.3%
19	Fair Hearing Withdrawal Rate						Non Scoring	8.5%			6.8%							8.5%		6.8%	6.8%	6.5%
20	Fair Hearing Affirmation Rate						Non Scoring	59.6%			52.9%							59.6%		52.9%	56.3%	53.0%
DELIVERY of CUSTOMER SERVICE																						
21	Customer Satisfaction Rate																					
22	Spot Violation		3	0	4.0	4	0		1		0	19	0	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	615	1,160	n/a	443	1,241	2,030	n/a	1,004	6,899	12,533	n/a	10,172
Acceptance Rate	45.6%	41.3%	n/a	50.3%	39.5%	41.4%	n/a	52.6%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	59	66	21	0	96	137	40	0	800	1,127	397	0
Exits (Non Employment Related)	245	547	93	81	463	1,063	226	190	3,855	9,544	2,031	2,822
Caseload (cases)	2,184	6,844	1,094	97	4,257	13,982	2,534	242	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	5,554	8,543	3,489	198	11,035	17,853	8,273	529	118,548	121,462	86,031	6,313
Engagement												
Employed	597	396	361	n/a	1,165	705	811	n/a	9,953	4,846	9,210	n/a
School, Training and Education	83	84	20	n/a	181	150	48	n/a	2,751	1,269	541	n/a
WEP and Job Search	189	325	52	n/a	337	495	120	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)		12				19				275		
# of Refused Recipient Child Care Referral w/o Good Cause		32				190				977		
	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)		0.0%				0.0%				0.0%		
Retention Rates (6 months)		0.0%				0.0%				0.0%		
Retention Rates (9 Months)		0.0%				0.0%				0.0%		
Retention Rates (12 Months)		0.0%				0.0%				0.0%		