

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

Director: Maud Baptiste Since: 4/1/2011
 Deputies: Trayce D'Ambrosio, Saheed Yusuff
 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): 9,793
 Caseload recurring (cases): 9,620
 Caseload non-recurring (cases): 173
 Cases with an individual in sanction status: 12
 Average Case Size: 1.7

Caseload all (persons): 17,094
 Caseload recurring (persons): 16,685
 Caseload non-recurring (persons): 409
 Adults: 11,045
 Children: 6,049

Applications all: 2220
 Applications recurring: 1715
 Applications non recu: 505
 Applications Accepted: 26.1%
 Recert. Sched: 865

Center Performance							
	Monthly	Score: 87.1	Rank: 3	YTD	Score: 80.8	Rank: 2	
	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	4	2	3	3	1	13	
Meets performance expectations	0	2	1	1	0	4	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	0	1	0	1	
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	
0:45	
Non POS/PAM Transactions	
Current Month	
Count	% of Total

Performance Expectations	Report Month	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	Sep	95%	99%	8.0	8	99.3%	1721	5	0.2%	93.2%	6	5	1	7	99.0%	4	94.2%	99.1%	3	96.4%	99.2%	96.4%	
2	SNAP Application Timeliness	Sep	95%	99%	8.0	8	99.8%	849	3	0.3%	92.1%	8	3	0	8	99.6%	2	94.2%	99.3%	5	96.2%	99.1%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.0%	523	13	-0.3%	98.7%	14	4	0	1	99.0%	9	98.3%	98.7%	10	98.3%	98.1%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.5%	374	6	-0.2%	98.1%	6	12	0	1	99.7%	4	99.0%	99.7%	3	98.8%	98.7%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.5%	832	1	0.2%	96.5%	2	8	9	0	99.4%	2	96.2%	98.6%	2	95.8%	98.8%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	3.0	4	97.2%	72	5	2.1%	94.4%	2	6	5	6	97.0%	4	93.3%	95.8%	3	92.7%	95.3%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	5.9	6	97.9%	292	7	1.9%	95.9%	6	4	6	3	97.1%	6	96.0%	97.0%	5	96.1%	97.4%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	159	1	1.1%	98.9%	11	7	1	0	99.6%	3	98.6%	98.5%	11	98.6%	98.0%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		169.6	212.0	5.0	5	264	0	2		120	129	6	5	0	8	201	3	112.5	221.7	3	114.8	231.3	120.2
10	Employed Cases with Current Documentation		90%	95%	0.1	5	90.1%	101	9	-0.9%	85.9%	7	2	2	8	90.6%	9	87.2%	91.3%	7	87.7%	93.6%	92.5%	
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	91	1	3.1%	90.5%	8	4	2	5	98.5%	3	91.1%	98.7%	3	93.2%	98.9%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.9%	219	9	3.2%	94.5%	11	4	3	1	95.1%	7	93.8%	95.9%	2	93.1%	95.7%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Sep	90%	95%	6.0	6	100.0%	78	1	0.0%	96.8%	13	6	0	0	100.0%	1	96.6%	97.6%	9	96.8%	96.9%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			15	16.5%	3.1%	1	7	11	0	8.0%	12	3.2%	9.4%	13	6.1%	13.7%	6.5%	
15	Overdue Face To Face Recertifications	Sep	5	0	6.0	6	0.0		1	0	2	8	5	6	0	0	1	2	0	1	4	1	3	
16	SSN Validation		95%	98%	4.2	5	97.5%	40	13	3.1%	97.8%	12	3	1	3	96.5%	12	97.3%	96.7%	13	97.1%	96.3%	94.8%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	33	1	0.0%	11.5%	11	1	7	0	0.0%	1	9.8%	0.0%	1	6.7%	0.0%	6.4%	
18	Fair Hearing Request Rate						4.6%	10273			4.7%					3.8%		4.4%	3.5%		4.3%	3.6%	4.3%	
19	Fair Hearing Withdrawal Rate						8.8%				10.3%					9.8%		10.8%	9.5%		9.0%	6.8%	6.5%	
20	Fair Hearing Affirmation Rate						42.9%				45.8%					48.6%		43.9%	55.2%		48.2%	56.3%	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	1	0.1	0	1	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	583	1,132	n/a	505	1,172	1,994	n/a	1,134	6,757	12,185	n/a	8,885
Acceptance Rate	37.2%	42.5%	n/a	60.3%	42.5%	45.7%	n/a	70.9%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	16.9%	27.2%	5.0%	15.5%	18.2%	23.2%	9.0%	14.5%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	75	131	19	0	127	213	37	0	899	1,372	501	0
Exits (Non Employment Related)	232	690	105	171	479	1,289	205	384	3,749	9,935	1,998	3,420
Caseload (cases)	2,040	6,587	993	173	4,110	13,497	2,388	401	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)	4	1	7	n/a	1	0	2	n/a	2	1	3	n/a
Caseload (persons)	5,209	8,314	3,162	409	10,560	17,354	7,788	934	110,263	116,051	81,528	8,918
Engagement												
Employed	546	437	271	n/a	1,090	752	699	n/a	9,254	5,208	8,494	n/a
School, Training and Education	110	100	23	n/a	271	178	68	n/a	3,933	1,508	834	n/a
WEP and Job Search	209	277	50	n/a	355	480	119	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		394				959				9,664		
Total Children in Formal Childcare		1,844				3,436				36,653		
Total Children in Transitional Childcare		337				629				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)		78.2%				80.5%				0.0%		
Retention Rates (6 months)		74.6%				76.1%				0.0%		
Retention Rates (9 Months)		68.4%				69.0%				0.0%		
Retention Rates (12 Months)		60.7%				63.4%				0.0%		