

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center -June 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): 10,023
Caseload recurring (cases): 9,902
Caseload non-recurring (cases): 121
Cases with an individual in sanction status: 9
Average Case Size: 1.7

Caseload all (persons): 17,322
Caseload recurring (persons): 17,048
Caseload non-recurring (persons): 274
Adults: 11,260
Children: 6,062

Applications all: 1973
Applications recurring: 1538
Applications non recu: 435
Applications Accepted: 38.6%

Recert. Sched: 944

Center Performance							
	Monthly	Score: 85.5	Rank: 2	YTD	Score: 77.3	Rank: 4	
	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	1	2	4	1	12	
Meets performance expectations	0	3	2	0	0	5	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	0	0	0	0	0	
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
0:25

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			
		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%	8.0	8	99.3%	2045	6	-0.3%	97.5%	6	12	0	1	99.3%	4	98.0%	99.2%	3	97.1%	99.2%	96.4%
2	SNAP Application Timelines	May	95%	99%	8.0	8	99.4%	1010	5	-0.2%	97.1%	10	7	1	1	99.4%	8	98.3%	99.3%	7	97.0%	99.1%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.5%	463	11	0.0%	98.4%	12	6	1	0	98.5%	12	98.6%	98.7%	11	98.4%	98.1%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	396	1	0.3%	99.0%	12	7	0	0	99.9%	2	98.5%	99.6%	5	97.9%	98.7%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.2%	911	2	0.0%	96.4%	2	7	6	4	98.6%	3	95.9%	98.2%	3	95.6%	98.8%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	2.2	4	96.7%	60	5	2.7%	93.9%	2	8	3	6	96.2%	7	93.8%	95.1%	6	92.5%	95.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	4.3	6	97.1%	279	8	0.6%	95.6%	4	6	7	2	96.4%	8	95.9%	97.0%	5	96.0%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.5	6	98.8%	254	7	-0.2%	98.1%	6	8	4	1	98.7%	10	98.7%	98.1%	15	98.7%	98.0%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		169.6	212.0	4.5	5	208	0	2	-27	102	1	4	0	14	232	3	114.4	226.7	3	115.1	231.3	120.2
10	Employed Cases with Current Documentation		90%	95%	1.0	5	91.0%	134	11	0.8%	90.2%	6	6	2	5	92.0%	7	89.6%	90.6%	7	87.8%	93.6%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	5.0	5	98.1%	156	4	-0.2%	91.8%	7	6	1	5	98.8%	3	94.2%	98.7%	4	94.1%	98.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.7%	176	2	0.3%	93.0%	6	7	0	6	97.3%	1	93.7%	96.4%	2	93.0%	95.7%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	May	90%	95%	6.0	6	97.7%	87	11	1.0%	96.4%	14	4	1	0	96.7%	13	96.7%	96.7%	13	96.9%	96.9%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	0.0	6			12	-7.6%	1.6%	1	8	10	0	2.5%	13	2.3%	7.1%	14	7.1%	13.7%	6.5%
15	Overdue Face To Face Recertifications	May	5	0	6.0	6	0.0		1	0	3	10	5	4	0	0	1	3	0	1	5	1	3
16	SSN Validation		95%	98%	5.0	5	98.4%	62	8	4.5%	97.0%	9	5	4	1	96.4%	14	97.0%	96.9%	11	97.0%	96.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	43	1	0.0%	3.6%	15	2	2	0	0.0%	1	4.3%	0.0%	1	5.1%	0.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring		3.1%	10358			3.9%					3.2%		4.2%	3.3%		4.2%	3.6%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring		7.3%				8.2%					8.8%		7.9%	9.0%		7.9%	6.8%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring		75.7%				51.2%					60.1%		49.5%	58.0%		50.1%	56.3%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	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	573	965	n/a	435	1,045	1,815	n/a	906	6,070	11,507	n/a	7,392
Acceptance Rate	34.9%	37.2%	n/a	46.9%	32.2%	38.3%	n/a	52.1%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	25.1%	28.4%	10.3%	8.4%	20.0%	25.1%	5.5%	14.1%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	56	94	18	0	90	162	29	0	624	1,012	370	0
Exits (Non Employment Related)	122	379	44	118	205	716	104	224	1,790	6,410	989	2,478
Caseload (cases)	2,089	6,782	1,031	121	4,150	13,761	2,446	249	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)	4	1	4	n/a	2	1	1	n/a	2	1	3	n/a
Caseload (persons)	5,341	8,444	3,263	274	10,641	17,448	7,950	526	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		436				997				10,211		
Total Children in Formal Childcare		1,850				3,510				38,227		
Total Children in Transitional Childcare		399				695				5,962		
Child Care Not found (Report Month)		20				42				297		
# of Refused Recipient Child Care Referral w/o Good Cause		25				155				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)		85.4%				85.8%				0.0%		
Retention Rates (6 months)		78.7%				76.1%				0.0%		
Retention Rates (9 Months)		70.8%				72.2%				0.0%		
Retention Rates (12 Months)		64.4%				68.1%				0.0%		