

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**JAMAICA(54) Job Center -March 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): 10,251  
 Caseload recurring (cases): 10,131  
 Caseload non-recurring (cases): 120  
 Cases with an individual in sanction status: 8  
 Average Case Size: 1.7

Caseload all (persons): 17,800  
 Caseload recurring (persons): 17,569  
 Caseload non-recurring (persons): 231  
 Adults: 11,575  
 Children: 6,225

Applications all: 1954  
 Applications recurring: 1600  
 Applications non recu: 354  
 Applications Accepted: 25.6%

Recert. Sched: 1203

Center Performance						
	Monthly	Score: 70.8	Rank: 6	YTD	Score: 75.6	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	0	1	3	1	9
Meets performance expectations	0	2	3	1	0	6
Approaching performance expectation	0	2	0	1	0	3
Fails to meet performance expectations	0	0	0	0	0	0
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	1	1	0	1	1	4
Meets performance expectations	3	1	2	2	0	8
Approaching performance expectation	0	0	1	1	0	2
Fails to meet performance expectations	0	2	1	1	0	4

Average Wait Time	
Current Month	
0:34	
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	
		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	Score	Rank
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Feb	95%	99%	8.0	8	99.2%	1810	5	-0.1%	98.2%	7	11	0	1	99.1%	3	96.3%	99.1%	3	96.3%	99.2%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.5%	944	6	0.6%	98.6%	12	6	1	0	99.1%	7	95.8%	99.1%	7	95.8%	99.1%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.2%	511	12	1.2%	98.8%	14	5	0	0	98.7%	11	98.2%	98.7%	11	98.2%	98.1%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.7%	389	6	0.2%	97.8%	11	4	2	2	99.4%	8	97.4%	99.4%	8	97.4%	98.7%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	1.2	4	97.6%	869	3	-0.1%	94.6%	0	5	7	7	97.9%	3	95.2%	97.9%	3	95.2%	98.8%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.7%	76	4	-2.3%	91.2%	1	2	5	11	94.2%	6	91.4%	94.2%	6	91.4%	95.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.1	6	97.6%	288	6	0.3%	95.9%	2	10	4	3	97.4%	5	96.1%	97.4%	5	96.1%	97.4%	96.1%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.9%	257	18	-2.1%	99.0%	13	4	2	0	97.5%	18	98.7%	97.5%	18	98.7%	98.0%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		169.6	212.0	4.4	5	207	0	4	8	103	2	3	3	11	221	3	115.8	221.0	3	115.8	231.3	120.2
10	Employed Cases with Current Documentation		90%	95%	3.7	5	93.7%	159	8	3.9%	90.3%	5	4	0	10	89.2%	6	85.9%	89.2%	6	85.9%	93.6%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	96.9%	97	8	-3.1%	93.2%	11	4	1	3	98.6%	7	94.0%	98.6%	7	94.0%	98.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.3	5	93.4%	182	7	-3.7%	91.2%	4	6	2	7	95.4%	5	92.3%	95.4%	5	92.3%	95.7%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	90	1	0.0%	97.6%	18	1	0	0	96.6%	13	97.1%	96.6%	13	97.1%	96.9%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			12	-6.5%	2.3%	5	5	9	0	2.2%	13	2.5%	6.5%	13	6.4%	13.7%	6.5%
15	Overdue Face To Face Recertifications	Feb	5	0	6.0	6	0.0		1	0	7	8	6	5	0	0	1	7	0	1	7	1	3
16	SSN Validation		95%	98%	0.0	5	95.0%	80	12	-3.4%	95.9%	6	8	1	4	97.3%	11	96.9%	97.3%	11	96.9%	96.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	49	1	0.0%	3.6%	16	0	3	0	0.0%	1	5.9%	0.0%	1	5.9%	0.0%	6.4%
18	Fair Hearing Request Rate						3.4%	10588			4.3%					3.3%		4.2%	3.3%		4.2%	3.6%	4.3%
19	Fair Hearing Withdrawal Rate						10.1%				8.2%					9.1%		7.9%	9.1%		7.9%	6.8%	6.5%
20	Fair Hearing Affirmation Rate						45.2%				48.8%					55.8%		50.8%	55.8%		50.8%	56.3%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	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
<b>Demographics</b>												
Applications	552	1,048	n/a	354	1,075	1,861	n/a	806	5,846	11,444	n/a	8,123
Acceptance Rate	36.6%	40.0%	n/a	58.7%	33.1%	43.1%	n/a	56.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	46	90	18	0	85	143	36	0	654	934	355	0
Exits (Non Employment Related)	171	490	92	104	344	954	194	238	2,896	8,128	1,848	2,577
Caseload (cases)	2,154	6,909	1,068	120	4,196	14,070	2,527	252	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	5	1	2	n/a	3	2	1	n/a	2	1	4	n/a
Caseload (persons)	5,468	8,651	3,460	231	10,824	17,888	8,329	548	116,195	121,321	86,195	5,383
<b>Engagement</b>												
Employed	611	453	329	n/a	1,188	772	754	n/a	9,830	5,135	9,150	n/a
School, Training and Education	128	115	27	n/a	255	204	78	n/a	3,520	1,728	831	n/a
WEP and Job Search	186	274	47	n/a	336	450	113	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		436				1,032				10,325		
Total Children in Formal Childcare		1,894				3,475				36,780		
Total Children in Transitional Childcare		380				676				5,804		
Child Care Not found (Report Month)		16				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		21				160				900		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Outcomes</b>												
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)		89.3%				87.9%				0.0%		
Retention Rates (6 months)		74.6%				76.1%				0.0%		
Retention Rates (9 Months)		69.1%				71.1%				0.0%		
Retention Rates (12 Months)		67.9%				66.7%				0.0%		