

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center -August 2017**

Director: Maud Baptiste; Since: 4/1/2011
Deputies: Trayce D'Ambrosio, Serge Joseph;
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): 10,016
Caseload recurring (cases): 9,874
Caseload non-recurring (cases): 142
Cases with an individual in sanction status: 14
Average Case Size: 1.8

Caseload all (persons): 17,654
Caseload recurring (persons): 17,340
Caseload non-recurring (persons): 314
Adults: 11,249
Children: 6,405

Applications all: 2410
Applications recurring: 1919
Applications non recu: 491
Applications Accepted: 23.4%
Recert. Sched: 961

Center Performance							
	Monthly	Score: 82.7	Rank: 2	YTD	Score: 80.2	Rank: 1	
	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	2	2	4	1	1	10	
Meets performance expectations	2	2	0	3	0	7	
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	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:40

Non POS/PAM Transactions	
Count	% of Total
57	0.52

	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	Jul	95%	99%	8.0	8	99.0%	2059	4	Yellow	-0.1%	96.0%	3	9	2	5	99.2%	3	97.0%	99.3%	3	97.9%	99.4%	97.6%
2	Jul	95%	99%	8.0	8	99.6%	1072	2	Green	0.6%	96.3%	5	9	2	3	99.4%	4	96.4%	99.2%	4	97.4%	99.3%	97.2%
3		96%	98%	5.7	6	97.9%	618	11	Yellow	-1.7%	97.8%	10	7	2	0	98.6%	11	98.5%	98.6%	15	98.7%	98.2%	98.4%
4		94%	99%	6.0	6	99.6%	260	13	Green	0.0%	98.8%	16	2	0	1	99.5%	10	98.7%	98.9%	12	99.1%	98.9%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5		97%	99%	4.0	4	99.4%	1004	1	Green	-0.4%	96.9%	3	13	1	2	99.4%	1	97.1%	99.1%	4	97.0%	99.0%	97.0%
6		95%	98%	4.0	4	98.0%	100	5	Green	4.2%	94.9%	4	7	2	5	96.4%	6	94.7%	94.6%	10	94.3%	97.2%	95.3%
7		95%	98%	6.0	6	99.3%	404	3	Green	1.8%	96.6%	4	10	4	1	98.0%	1	96.1%	97.5%	4	96.0%	97.8%	96.4%
8		97%	99%	1.3	6	97.4%	194	15	Yellow	-1.4%	98.5%	9	8	2	0	97.7%	13	98.3%	98.0%	17	98.5%	96.4%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9		169.6	212.0	5.0	5	248	0	3	Green	59	123	5	5	1	7	205	2	102.2	230.4	3	119.8	245.3	141.3
10		90%	95%	5.0	5	96.0%	125	9	Green	2.7%	94.2%	9	8	1	1	93.9%	7	92.8%	94.1%	9	93.5%	94.1%	91.7%
11	Jul	90%	95%	5.0	5	95.3%	107	11	Green	-3.1%	93.6%	11	3	1	4	97.8%	4	93.6%	98.8%	3	94.4%	98.8%	94.2%
12		92%	95%	5.0	5	97.5%	199	4	Green	-1.1%	94.7%	8	9	2	0	96.7%	4	93.3%	95.8%	8	94.6%	97.1%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Jul	90%	95%	4.6	6	93.8%	81	17	Yellow	-5.0%	96.5%	15	3	1	0	97.2%	10	95.9%	98.0%	11	97.0%	95.7%	95.2%
14	May	6%	0%	0.0	6			17	Red	-11.0%	1.3%	1	6	12	0	3.7%	18	1.9%	12.0%	17	6.7%	8.1%	5.5%
15	Jul	5	0	3.6	6	2.0		9	Yellow	1	4	7	6	5	0	2	11	3	1	6	3	0	3
16		95%	98%	2.6	5	96.5%	87	14	Green	-3.4%	97.3%	10	5	2	1	96.4%	11	95.9%	96.4%	9	94.7%	97.5%	97.4%
17		5%	3%	5.0	5	0.0%	49	1	Green	0.0%	4.7%	11	1	7	0	0.0%	1	3.9%	0.0%	1	4.2%	0.0%	6.4%
18						3.8%	10467				4.4%					3.7%		4.2%	3.7%		4.3%	4.2%	4.2%
19						7.7%					7.0%					9.2%		7.7%	6.7%		6.6%	7.6%	7.3%
20						68.3%					54.2%					57.5%		53.9%	54.4%		51.9%	51.7%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21																							
22		3	0	4.0	4	0		1	Green	0	0	16	2	0	0	0	1	0.0	0	1	0.03	0	0

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

	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	736	1,183	n/a	491	1,409	2,076	n/a	1,055	7,579	12,243	n/a	9,738
Acceptance Rate	39.3%	42.5%	n/a	53.6%	43.3%	45.3%	n/a	62.9%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	63	96	22	0	102	153	41	0	711	1,087	401	0
Exits (Non Employment Related)	177	442	79	108	353	956	190	257	2,984	7,488	1,520	3,089
Caseload (cases)	2,218	6,546	1,110	142	4,270	13,648	2,477	317	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	3	3	8	n/a	3	1	4	n/a	3	2	7	n/a
Caseload (persons)	5,645	8,097	3,598	314	11,018	17,180	8,134	725	110,357	113,420	82,065	7,794
Engagement												
Employed	659	345	364	n/a	1,229	667	791	n/a	10,400	5,229	9,744	n/a
School, Training and Education	74	78	18	n/a	162	154	50	n/a	2,940	1,237	567	n/a
WEP and Job Search	164	298	62	n/a	293	451	119	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		498				1,135				12,155		
Total Children in Formal Childcare		2,102				3,787				38,086		
Total Children in Transitional Childcare		416				734				5,887		
Child Care Not found (Report Month)		5				18				237		
# of Refused Recipient Child Care Referral w/o Good Cause		54				108				675		
	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)		88.6%				86.4%				84.1%		
Retention Rates (6 months)		73.6%				74.6%				73.6%		
Retention Rates (9 Months)		66.2%				67.9%				67.8%		
Retention Rates (12 Months)		63.2%				62.9%				61.1%		