

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**JAMAICA(54) Job Center -November 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): 10,128  
 Caseload recurring (cases): 10,027  
 Caseload non-recurring (cases): 101  
 Cases with an individual in sanction status: 15  
 Average Case Size: 1.8

Caseload all (persons): 17,779  
 Caseload recurring (persons): 17,554  
 Caseload non-recurring (persons): 225  
 Adults: 11,441  
 Children: 6,338

Applications all: 2135  
 Applications recurring: 1724  
 Applications non recu: 411  
 Applications Accepted: 22.2%

Recert. Sched: 1166

Center Performance							
	Monthly	Score: 72.5	Rank: 4	YTD	Score: 80.1	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	2	1	1	2	1	7	
Meets performance expectations	2	2	3	2	0	9	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	0	1	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

Average Wait Time
Current Month
0:42

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	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			
<b>PROVIDING ACCESS to SERVICES</b>																								
1	Cash Assistance Application Timeliness	Oct	95%	99%	8.0	8	99.1%	2267	3	Green	-0.2%	94.1%	3	10	4	2	99.3%	2	93.5%	99.3%	2	96.6%	99.4%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	6.6	8	98.3%	1181	7	Yellow	-1.1%	92.0%	2	8	3	6	98.9%	4	92.7%	99.1%	4	95.9%	99.3%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	2.1	6	96.7%	607	15	Yellow	-1.3%	96.8%	8	7	2	2	97.0%	16	97.0%	98.1%	16	98.3%	98.2%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	402	8	Green	3.3%	98.4%	8	10	0	1	98.3%	11	98.4%	98.7%	13	98.7%	98.9%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	2.1	4	98.0%	965	5	Yellow	-0.3%	95.9%	3	6	6	4	98.4%	3	96.3%	98.9%	2	96.9%	99.0%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.6%	81	11	Red	-4.0%	93.8%	3	3	2	11	95.0%	9	93.4%	95.0%	9	93.4%	97.2%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.4	6	96.7%	394	7	Yellow	-1.1%	96.0%	2	11	3	3	97.2%	8	96.2%	97.4%	5	96.2%	97.8%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	117	10	Green	3.2%	98.9%	12	6	1	0	97.9%	17	98.8%	98.0%	18	98.7%	96.4%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		169.6	212.0	4.1	5	204	0	3	Yellow	-14	108	2	4	1	12	204	3	106.8	223.2	3	115.0	245.3	141.3
10	Employed Cases with Current Documentation		90%	95%	0.9	5	90.9%	99	9	Yellow	-4.8%	91.2%	6	5	3	5	94.4%	7	92.9%	94.2%	7	93.4%	94.1%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	99.3%	135	4	Green	0.0%	92.7%	9	5	1	4	99.0%	2	91.6%	98.9%	2	93.7%	98.8%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	3.8	5	94.3%	175	15	Yellow	-3.0%	95.8%	11	6	2	0	96.6%	4	94.5%	96.0%	5	94.6%	97.1%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	98.9%	90	4	Green	6.1%	97.3%	16	3	0	0	93.4%	19	96.5%	96.7%	13	97.0%	95.7%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			19	Red	20.3%	2.6%	1	6	12	0	12.2%	19	2.3%	13.7%	18	6.3%	8.1%	5.5%
15	Overdue Face To Face Recertifications	Oct	5	0	4.8	6	1.0		4	Yellow	1	7	3	11	5	0	0	2	4	1	4	3	0	3
16	SSN Validation		95%	98%	4.7	5	97.8%	137	13	Yellow	-0.3%	97.5%	12	5	0	2	96.3%	13	96.0%	96.4%	10	94.7%	97.5%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	68	1	Green	0.0%	13.3%	11	0	8	0	0.0%	1	9.5%	0.0%	1	6.0%	0.0%	6.4%
18	Fair Hearing Request Rate						3.8%	10560				4.3%					3.7%		4.3%	3.7%		4.3%	4.2%	4.2%
19	Fair Hearing Withdrawal Rate						5.7%					6.1%					7.7%		6.8%	7.0%		6.7%	7.6%	7.3%
20	Fair Hearing Affirmation Rate						70.0%					53.3%					64.1%		54.4%	57.0%		52.6%	51.7%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	18	1	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
<b>Demographics</b>												
Applications	624	1,100	n/a	411	1,196	1,874	n/a	954	6,867	11,545	n/a	9,455
Acceptance Rate	38.3%	41.7%	n/a	54.9%	37.4%	44.1%	n/a	49.2%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	31.3%	29.2%	9.1%	19.8%	24.8%	27.6%	6.8%	20.0%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	65	90	10	0	102	139	23	0	680	1,055	326	0
Exits (Non Employment Related)	200	426	58	112	314	767	121	240	2,805	7,362	1,499	2,821
Caseload (cases)	2,230	6,750	1,092	101	4,318	13,816	2,502	234	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	3	3	9	n/a	3	2	5	n/a	3	2	7	n/a
Caseload (persons)	5,681	8,360	3,513	225	11,140	17,430	8,218	534	119,166	118,865	87,181	6,225
<b>Engagement</b>												
Employed	625	354	344	n/a	1,214	668	806	n/a	10,314	4,946	9,489	n/a
School, Training and Education	119	112	36	n/a	264	213	76	n/a	3,802	1,838	931	n/a
WEP and Job Search	204	252	76	n/a	333	396	140	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		502				1,122				11,423		
Total Children in Formal Childcare		2,027				3,657				38,255		
Total Children in Transitional Childcare		406				696				5,809		
Child Care Not found (Report Month)		14				27				286		
# of Refused Recipient Child Care Referral w/o Good Cause		28				163				807		
	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)		79.1%				79.5%				81.4%		
Retention Rates (6 months)		79.9%				77.4%				75.4%		
Retention Rates (9 Months)		66.9%				67.5%				67.7%		
Retention Rates (12 Months)		63.9%				64.4%				63.0%		