

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
JAMAICA(54) Job Center -July 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): 9,998
 Caseload recurring (cases): 9,861
 Caseload non-recurring (cases): 137
 Cases with an individual in sanction status: 14
 Average Case Size: 1.8

Caseload all (persons): 17,629
 Caseload recurring (persons): 17,276
 Caseload non-recurring (persons): 353
 Adults: 11,218
 Children: 6,411

Applications all: 2184
 Applications recurring: 1710
 Applications non recu: 474
 Applications Accepted: 28.3%

Recert. Sched: 1010

Center Performance							
	Monthly	Score: 82.6	Rank: 1	YTD	Score: 79.5	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	1	2	3	1	11	
Meets performance expectations	0	2	2	1	0	5	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time	
Current Month	0:39

Non POS/PAM Transactions	
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	
PROVIDING ACCESS to SERVICES																						
1	Jun	95%	99%	8.0	8	99.1%	2157	3	-0.3%	97.2%	3	13	2	1	99.3%	3	97.8%	99.3%	4	98.2%	99.4%	97.6%
2	Jun	95%	99%	8.0	8	99.0%	1139	5	-0.5%	95.9%	5	8	3	3	99.2%	4	97.0%	99.2%	6	97.6%	99.3%	97.2%
3		96%	98%	6.0	6	99.6%	559	6	1.2%	98.7%	16	2	1	0	98.7%	14	99.0%	98.7%	15	98.9%	98.2%	98.4%
4		94%	99%	6.0	6	99.6%	260	12	0.2%	98.7%	15	3	0	1	99.6%	6	99.2%	98.8%	12	99.1%	98.9%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5		97%	99%	4.0	4	99.8%	865	1	0.7%	97.1%	2	11	5	1	99.3%	1	97.0%	99.0%	4	97.1%	99.0%	97.0%
6		95%	98%	0.0	4	93.8%	97	12	-3.6%	94.4%	3	6	3	6	96.1%	4	93.7%	94.0%	11	94.2%	97.2%	95.3%
7		95%	98%	4.9	6	97.5%	355	7	0.3%	96.2%	5	9	1	4	97.1%	4	95.7%	97.2%	7	95.9%	97.8%	96.4%
8		97%	99%	5.3	6	98.8%	241	10	1.9%	98.1%	7	7	3	2	97.9%	11	98.0%	98.1%	15	98.5%	96.4%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																						
9		169.6	212.0	2.3	5	189	0	3	10	97	1	2	1	15	196	2	97.1	227.9	2	119.3	245.3	141.3
10		90%	95%	3.3	5	93.3%	120	4	1.5%	90.3%	3	8	0	8	95.0%	7	92.1%	93.8%	9	93.4%	94.1%	91.7%
11	Jun	90%	95%	5.0	5	98.4%	125	6	-0.8%	94.9%	12	4	1	2	99.2%	3	94.0%	99.3%	3	94.5%	98.8%	94.2%
12		92%	95%	5.0	5	98.6%	140	2	4.7%	92.5%	7	5	2	5	95.9%	5	93.4%	95.5%	8	94.5%	97.1%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																						
13	Jun	90%	95%	6.0	6	98.8%	84	8	0.0%	95.6%	13	2	1	3	98.4%	8	96.3%	98.5%	7	97.1%	95.7%	95.2%
14	Apr	6%	0%	0.0	6	11.0%	0	18	11.0%	2.0%	0	6	13	0	8.3%	18	2.3%	13.1%	17	6.9%	8.1%	5.5%
15	Jun	5	0	4.8	6	1.0		12	-3	1	9	7	3	0	2	11	2	1	8	3	0	3
16		95%	98%	5.0	5	100.0%	54	1	5.6%	95.1%	9	3	1	6	96.0%	12	94.5%	96.4%	9	94.4%	97.5%	97.4%
17		5%	3%	5.0	5	0.0%	52	1	0.0%	2.9%	16	0	3	0	0.0%	1	3.5%	0.0%	1	4.1%	0.0%	6.4%
18				Non Scoring		3.2%	10354			3.9%					3.7%		4.3%	3.6%		4.3%	4.2%	4.2%
19				Non Scoring		12.1%				7.7%					9.4%		7.7%	6.6%		6.5%	7.6%	7.3%
20				Non Scoring		58.1%				54.2%					50.9%		52.4%	52.4%		51.5%	51.7%	41.3%
DELIVERY of CUSTOMER SERVICE																						
21																						
22		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	0	0

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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	635	1,075	n/a	474	1,256	1,880	n/a	991	6,317	10,626	n/a	7,783
Acceptance Rate	38.6%	38.8%	n/a	48.4%	33.9%	38.8%	n/a	56.9%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	23.8%	27.7%	11.1%	12.6%	18.7%	26.3%	7.5%	13.7%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	47	93	17	0	73	148	39	0	624	984	338	0
Exits (Non Employment Related)	207	504	95	137	377	923	173	231	3,441	7,815	1,681	2,442
Caseload (cases)	2,207	6,561	1,093	137	4,222	13,614	2,433	270	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	3	2	9	n/a	1	1	5	n/a	3	2	6	n/a
Caseload (persons)	5,614	8,132	3,530	353	10,885	17,148	7,969	681	116,661	115,665	80,954	6,595
Engagement												
Employed	681	398	383	n/a	1,280	725	820	n/a	10,484	5,333	9,192	n/a
School, Training and Education	87	66	31	n/a	168	143	76	n/a	2,865	1,156	587	n/a
WEP and Job Search	198	358	68	n/a	348	533	116	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		528				1,168				11,680		
Total Children in Formal Childcare		2,169				3,857				38,036		
Total Children in Transitional Childcare		442				765				5,897		
Child Care Not found (Report Month)		19				33				190		
# of Refused Recipient Child Care Referral w/o Good Cause		32				81				617		
	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)		83.5%				84.3%				83.9%		
Retention Rates (6 months)		65.5%				68.0%				72.8%		
Retention Rates (9 Months)		67.9%				70.9%				68.4%		
Retention Rates (12 Months)		60.6%				60.8%				62.7%		