

JOB STAT REFERENCE GUIDE - 15.0

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Office of Planning and Performance Management

# Reference Guide

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JOB STAT

# Reference Guide

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Office of Planning and Performance Management

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# JOBSTAT

## *Job Stat Statistical Report Manual*

*JobStat is a performance measurement tool that tracks and report on the quality of local office management via preset indicators provided by the Senior Administrative Staff.*

The program was initiated in 1998 by HRA to promote quality management of FIA Job Centers. Consistent with the 1996 Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), HRA has implemented reforms to promote self-sufficiency among welfare Participants and to improve the management and administration of the cash assistance program. Critical to this effort, FIA has elevated the authority and responsibility of local program managers in order to provide quality service to those in need. Strong local office management requires consistent access to timely, detailed information about program operations. The JobStat provides local managers with performance data to which they are held accountable by the senior staff and facilitates meetings through which performance can be reviewed and problem-solving strategies developed.

The core of JobStat is the JobStat Report, in which data is compiled on a comprehensive list of performance indicators. These indicators cover the major areas of concern for administrative staff and program managers and are grouped into general areas of employment, fraud prevention, engagement, and administration. JobStat meetings afford the opportunity for an in-depth discussion regarding Center performance and support the exchange of ideas about effective strategies that can be replicated among Centers to enhance HRA's goal of moving dependent individuals to self-sufficiency. As such, JobStat can be a powerful tool helping Center Directors to better understand what they and their staff are doing, identify implementation hurdles, learn from their performance, and plan realistic strategies for improvement. It also allows senior management to identify shortfalls, implement initiatives, optimize resources, and maintain continuous oversight of the Program.

As each year closes and the prior year's goals are assessed, the agency's capacity to accept new challenges is based on it's prior year's performance. New goals and objectives are derived from State and Federal mandates; law suit settlement agreements where discussions are held to strategize and optimize program strengths while staying within these mandates. This is the reason why indicators are revised and updated.

# The JobStat Report


The monthly JobStat is generated separately for each Job Center. The report has a scoring page and an informational page. The scoring page measures the performance for each individual Job Center and all Job Centers (Citywide) as a whole for the performance month, 3 month and YTD averages. The scoring page also includes basic demographic data for each individual Job Center.

The JobStat report tracks monthly data about each Job Center. The design of the report allows for both ongoing tracking as well as facilitating multiple types of comparisons to understand the center's performance in a larger context.

## Scoring Page

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
NYC (00) Job Center - January 2015**

Director:  
Deputies:  
Deputy Regional Manager:  
Executive Region Manager:  
Staff on Board:  
Zip Codes covered:



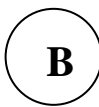
Caseload all (cases):  
Caseload recurring (cases):  
Caseload non-recurring (cases):  
Cases with an individual in sanction status:  
Average Case Size:

Caseload all (persons):  
Caseload recurring (persons):  
Caseload non-recurring (persons):  
Adults:  
Children:

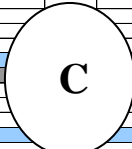
Applications all:  
Applications recurring:  
Applications non recurring:  
Applications Acceptance rate

Recertifications Scheduled:

Center Performance						
	Monthly	Score:	Rank:	YTD	Score:	Rank:
	PROVIDING ACCESS to SERVICES	ENSURING PARTICIPANT REPORTS are in PLACE	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	DELIVERY of CUSTOMER SERVICE	all
<b>Center</b>						
Exceeds performance expectations						
Meets performance expectations						
Approaching performance expectations						
Fails to meet performance expectations						
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations						
Meets performance expectations						
Approaching performance expectations						
Fails to meet performance expectations						



	Report Month	Performance Expectations				Center Performance				Citywide Performance to threshold			3 month		Year to date		Prior Year			
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Citywide Score	Centers Above threshold	Centers with-in Threshold	Centers below Threshold	Center Score	Center Rank	City Score	City Rank	Center Score	City Score
		<b>PROVIDING ACCESS to SERVICES</b>																		
1	Cash Assistance Application Timeliness	Dec	95%	99%			8													
2	SNAP Application Timeliness	Dec	95%	99%			8													
3	Same Day SNAP Issuance (weekly Avg)		96%	98%			6													
4	SNAP Separate Determination Rate		94%	99%			6													
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																				
5	Missing or Outdated Employment Plan		97%	99%			4													
6	Rate of Child Care in Child Care System		95%	98%			4													
7	Eligible & Referred to Appropriate Activities		95%	98%			6													
8	Re-Engaged after Good Cause		97%	99%			6													
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																				
9	Reported Placements																			
10	Employed Cases with Current Documentation		90%	95%			5													
11	Cases Budgeted Timely (35 days)	Dec	90%	95%			5													
12	% Placements w/FL3As (Employment Form)		92%	95%			5													
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																				
13	Training Attendance Rate	Dec	90%	95%			6													
14	SNAP (EQAS) Payment Error Rate	Oct	6%	0%			6													
15	Overdue Face To Face Recertifications	Dec	3	0			6													
16	SSN Validation		95%	98%			5													
17	% SI over 45 Days		5%	3%			5													
18	Fair Hearing Request Rate						Non Scoring													
19	Fair Hearing Withdrawal Rate						Non Scoring													
20	Fair Hearing Affirmation Rate						Non Scoring													
<b>DELIVERY of CUSTOMER SERVICE</b>																				
21	Customer Satisfaction Rate (FFY)																			
22	Spot Violation		3	0			4													



## SECTION A

**Case Load** – This field is the numerical breakdown of the Center's caseload in the report month by total cases, total individuals, adults and children.

**Case with individuals in sanction** – This field is the numerical breakdown of cases that had at least one individual in sanction status during the report month.

**Average Case Size** – This field is the average size of each active case in the center, calculated by dividing total individuals by total cases

**Applications** – This field is the numerical breakdown of applications registered in the report month broken out by recurring and non-recurring applications.

**Application Acceptance Rate** – This field is percentage of all applications that were accepted in the report month.

**Recertifications Scheduled** – This field is the numerical breakdown of recertification scheduled for the report month

## **SECTION B**

The Center Performance section lists the Center’s monthly and year to date index scores and the rank for the report month and year to date.

The section also documents Center-specific performance ranges for each indicator in each subsection of JobStat. Centers are expected to perform above the “Low” threshold and are considered to be at top performance if they reach the “Excellent” performance threshold. These thresholds can be numbers or percentages and are performance goals that are set based upon one of the following three ways:

1. Decided upon by FIA Senior Managers taking into account various operational and reporting complexities
2. In accordance with federal regulations or lawsuit decisions
3. Based on each Center’s caseload dynamics such as their engaged or undercare population

## **SECTION C**

The Index Section of the report denotes the headings by indicator and their values.

**Center Index** - The Center Index is divided into five areas: Performance Expectations, Report Month, 3 Month and Year to Date and Prior Year.

### **Performance Expectations**

- (1) Low and Excellent thresholds set, as described above, for each indicator
- (2) Center Points which are the actual points earned for each indicator. The total score for the Center is calculated by adding all of the Center Points earned for each of the indicators.
- (3) Available Points which are weighted according to agency goals and objectives. These point allocations reflect the relative weight of a given indicator. All the available points add up to a score of 100.

**Report Month** displays the actual score of the center’s performance during the report month. The index itself is a fraction where the denominator represents the total number of cases for the indicator. The Score denotes the percentage of cases that met the guidelines. The corresponding caselist that is usually provided prior to the posting of the Stat Report online represent the cases that didn’t meet the guideline. The rank is the position of the center’s score in comparison to all 19 centers being analyze for this indicator.

**3 month** – The three month average is regarded as short term trends which provide the ability to forecast a trend and implement new initiatives or corrective action plans to reflect a more positive direction. The Score is calculated by adding the two previous period scores for each indicator to the present period score for each indicator and dividing by three (3). The resulting fraction is then compared to the other centers for the Rank to be determined for the period.

**YTD** - The year to date numbers represents a more consistent performance over time. The calculations from monthly to yearly are essentially the same except for the fact of adding each report month in the current year for each indicator and dividing by the number of report months that have been completed (for example in report month June we would divide by 6) to get the yearly average for the score. The rank is likewise done the same way.

**Citywide** - By providing the same “Actuals” information for the Citywide columns (including denominators) as is done for the Center, this allows for easy comparison of the Centers performance as compared to the City as a whole

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
NYC (00) 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
<b>Demographics</b>												
Applications												
Acceptance Rate												
Percentage New To Cash Assistance												
Exits (Employment Related)												
Exits (Non Employment Related)												
Caseload (cases)												
Caseload (at least one individual in sanction status)												
Caseload (persons)												
<b>Engagement</b>												
Employed												
School, Training and Education												
WEP and Job Search												
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)												
# of Refused Recipient Child Care Referral w/o Good C												
<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)												
Retention Rates (6 months)												
Retention Rates (9 Months)												
Retention Rates (12 Months)												

The informational page provides demographic data, case level engagement status, childcare data, education, training and job search outcomes and retention information by the various case type Family Assistance (FA), Safety Net (SN), Maintenance of Effort (MOE), and Non-Recurring. The data is grouped into three sections center specific, borough and citywide to enable the reader to compare the various data multiple ways.

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# PROVIDING ACCESS TO SERVICES

Access to Services begins at the *Intake Desk* of a job center when the applicant comes in to apply for assistance. The applicant is placed in an intake queue so that the Intake Supervisor can assign it to the next available worker (*Job Opportunity Specialist (JOS)*) for the interview. The JOS worker handles both the eligibility and employment activities for the applicant(s).

The outcome of that interview becomes a part of the center's overall evaluation in that it is based on the worker's performance and how efficiently the client needs were met. The JOS determines whether the applicant's needs are met by evaluation the client's immediate needs which include expedited SNAP or a one-time cash grant, for example, to pay for rent or utilities. To have these needs met on the same day (Expedited Food Stamps) of application or the full 30<sup>th</sup> day of the application process is what the center's timeliness is based on. These case performances are monitored on the 'Same Day Food Stamp Issuance indicator, the Cash Assistance Application Timeliness Rate indicator and the Food Stamp Application Timeliness Rate indicator.

As the eligibility process continues, discussions with the applicant help the JOS to commence an Employability Assessment (EA) and develop an Employment Plan (EP) to identify barriers for engagement in employment-related activities, and to make additional referrals. Each major barrier to employment has a separate referral process, and the JOS is responsible for monitoring the process and its outcomes.

The Access to Services subsection includes the following indicators.

- Cash Assistance Application Timeliness Rate
- SNAP Stamp Application Timeliness Rate
- SNAP Separate Determination Rate
- Same Day SNAP Issuances





# 1 – Cash Assistance Application Timeliness Rate

---

*8.0 Points*

The Cash Assistance (CA) Application Timeliness Rate indicator measures performance in processing CA applications within the required 30-day timeframe for Family Assistance (FA) and Safety Net (SN). In both instances, the CA application process must be completed within the specified timeframe, starting from the date on which the applicant initially filed their application. POS also checks for the issuance of the first benefit to the client, including the 45 day benefit for Safety Net clients held by the system.

The Cash Assistance Application Timeliness Rate is drawn from the POS Management Console Timeliness report on or about the 16th of the second month ahead of what we are reviewing. For example, if we are reviewing August Application timeliness, we will look at the management console on or about October 16th. The current percentage is calculated using the following formula:

$$\begin{aligned} & \text{CA Application Timely Rate (\%)} \\ & = \\ & \frac{\text{Number of CA Applications in the month that were completed} \\ & \text{within the 30-day period for FA and 45-day period for SN with benefits issued}}{\text{Total number of CA applications in the month}} \end{aligned}$$

*There is a one month lag time for this indicator*



## 2 – SNAP Application Timeliness Rate

---

*8.0 Points*

The SNAP Application Timeliness Rate indicator measures performance in processing SNAP applications within the 30-day timeframe. The SNAP application process must be completed within 30 days of applicants' SNAP file date. The application must be processed in this time frame in order for the clients' case to be budgeted and to receive SNAP in the prescribed period of time.

The SNAP Application Timeliness Rate is drawn from the POS Management Console Timeliness report.

**SNAP Application Timely Rate (%)**

=

$$\frac{\text{Number of SNAP Applications that were completed within the 30-day period}}{\text{Total number of FS applications in the month}}$$

***There is a one month lag time for this indicator***



## 3 – Same Day SNAP Issuances (Weekly Avg.)

---

*6.0 Points*

A case is eligible for Same Day SNAP Issuances if the household has a no food emergency, little or no income and/or liquid resources. It is the policy of the agency to provide expedited SNAP the same day as application rather than on the fifth day, which is the New York State Requirement or 7 days, which is the Federal requirement.

The Same Day SNAP Issuances indicator measures performance in processing expedited food stamp issuances on the same day as the CA application. Expedited SNAP are identified using WMS payment codes of 52 and 54. The current percentage is calculated using the following formula:

$$\begin{aligned} &\text{Same Day SNAP Issuance} \\ &= \\ &\frac{\text{Number of expedited SNAP issued on same day}}{\text{Number of SNAP Issuances processed using WMS payment codes of 52 and 54}} \end{aligned}$$



## 4 – SNAP Separate Determination Rate

---

*6.0 Points*

The SNAP Separate Determination Indicator measures the number of cases where a SNAP separate determination was made within 60 days of the rejected/closing date of the prior cash assistance case. Once the case is rejected/ closed and appears on the WINRO 821, a review is done four months later to see if a SNAP separate determination was made by the 60th day.

A separate SNAP determination must be made if an applicant/household is found ineligible for cash assistance and the cash assistance case is denied. The only RJ Code that will create a Sepdet SNAP case is J05 when both CA and SNAP are being denied at the same time. For undercare cases that are closed and require a separate SNAP determination the worker would also check the WINRO 821.

MIS produces an extensive report which OPPM uses to report on this indicator. At the beginning of each month, they identify the closings/rejections as noted above from four months earlier and check to see if the case is in Rejected, closed, Active status. If case is in active status, they look for the benefits issued from the point of rejection/closing. Therefore if a case is rejected-closed or if in AC the benefits have been issued, then it is considered a positive determination. All other scenarios are negative either because of no determination made at all or missed benefits in the case of an active case.

The denominator for this indicator is the total number of cases in the reporting month which require a separate food stamp determination. The numerator is the cases which received a separate determination within the 60 day timeframe and did not have an interruption in food stamp benefits between the closing of the CA case and the opening of the new food stamp case. If the determination is to reject for food stamps, then it is just the 60 day timeframe that is being reviewed.

***There is a one month lag time for this indicator***

---

# ENSURING PARTICIPANT SUPPORTS ARE IN PLACE

Providing participant supports is the next step towards helping our clients become self-sufficient. These supports ensure that recipients are able to get the maximum benefit from the various services that HRA provides, including training, medical assessments, and job placement services.

In order to ensure that clients are sent to activities that will best address their needs and lead them towards self-sufficiency, the JOS will complete an Employability Assessment (EA) and develop an Employment Plan (EP) to identify potential barriers for engagement in employment-related activities, and to make appropriate referrals. Each major barrier to employment has a separate referral process, and the JOS is responsible for monitoring the process and its outcomes. At each point of contact, including at application, recertification, finger imaging, and/or conciliation appointment, the JOS will ensure that there is up-to-date EP for each adult, and that appropriate referrals are made.

One major barrier to engagement/employment for clients with children is child care. In order to ensure that clients are able to maintain employment and/or regularly attend engagement activities, the JOS addresses child care with the client and offers child care paid for by HRA if the client does not have prior arrangements.

The Ensuring Participant Supports are in Place subsection includes the following indicators.

- Missing or Outdated Employment Plan
- Rate of Child Care in Child Care System
- Eligible and Referred to Appropriate Activities
- Re-Engaged after Good Cause Granted



## 5 – Missing or Outdated Employment Plan

---

*4.0 Points*

HRA is committed to matching clients, especially those who may be vulnerable or have special needs, to appropriate and tailored services. The Employability Plan (EP) is the roadmap for the completion of the Employment Assessment (EA), which is updated periodically, at least annually. The Missing or Outdated Employment Plan indicator measures three distinct processes:

- (1) The percentage of accepted applicants in a month that had an Employment Initiated
- (2) The percentage of clients that kept their finger-imaging appointment during the report month and had an EP initiated
- (3) The percentage of clients that had a recertification completed during the report month, and had an EP initiated

The following formulas are used in calculating this indicator:

**EP Initiation Rate =**

$$\frac{\text{Accepted applicants within a month with an EP initiation action code of 119A}}{\text{Accepted applicants in a month}}$$

**Missing/Outdated EP When Finger Imaged =**

$$\frac{\text{Clients with a 148K entered in report month and no 119A entered on date of finger imaging or anytime six months prior}}{\text{Clients that reported for finger imaging appt. during the report month (received action code 148K)}}$$

**Missing/Outdated EP When Recertified =**

$$\frac{\text{Clients without an EP initiation code (119A) on date of recertification or up to 6 months prior}}{\text{Clients that completed recertification during the Report month}}$$

Note: The following elements are excluded from the Missing or Outdate Employment Plan Indicator

- EAA/EAF cases with type 18 and 19, respectively.
- HASA Cases (worker designations 007%%, 008%%, 009%%)
- ADVENT Cases (worker designations 00681-00689, 00694-00699)
- BRADH Applicants with open action codes 938W, 138W, 199H, 93BP between application and acceptance date
- Case reopening codes 066 and Y42 (closed in error); 097 and Y43 (Aid-to-continue); Y46 (employment unit override); 098,114,Y47 (sanction override); 623 and Y65 (Fair Hearing Substance Abuse); 064 (Hurricane Katrina)
- Individual reopening code 097
- Sanctioned Recipients as of the end of the prior month to the reporting month.
- Sanction lifts using action codes 001N, 620,629,630,637,638,693
- Employability Codes 35 (in high school); 42 (homebound); 43 and 44 (SSI pending or in receipt of SSI)
- Recipients in stimulus subsidized employment.
- Homebound Recipients with open 908H, 192F, 192L, 192N, 192P or 192U as of report month end date.
- Recipients who are temporarily incapacitated and SSI recipients. ES codes 42, 43 and 44.
- Needed at Home Recipients (open action codes 18PP, 18PT, 18PL, 18PS, 18NP, 18NT, 18NL, and 18NS) as of the recertification date.
- LINC cases as denoted by caseloads 1L%%% to 6L%%%

## 6 - Rate of Childcare in Childcare System (Appl. & Under)

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### 4.0 Points

Rate of Child Care in Child Care System measures the number of applicant and actively engaged cases that have HRA paid Child Care in place at the end of the report month as indicated by a 933T or 133T action code in NYCWAY. Engaged cases with a 933T or 133T are cross-referenced with file extracts from the ACCIS system to ensure that a status of AP, SI or AC was reflected during the reporting month, or two weeks into the following month. The match is done on Case number, Suffix number and Line number or on Social Security Number. The following formula is used to calculate this percentage:

#### **Rate of Child Care in Child Care System (Appl. & Under.)**

$$= \frac{\text{\# of engaged participants that are applicant \& active in ACCIS in a given month}}{\text{\# of engaged participants that received an action code of 933T or 133T in a given month}}$$

**Note:** the following elements are excluded from the Rate of Child Care in Child Care System calculation:

- Recipients with a “Child care not required” action code (933O, 133O) within a week of the 933T/133T action date.
- Recipients with a “Child Care in place at no cost to FIA” action code (933Z, 133Z) within a week of the 933T/133T action date.
- HASA Cases (worker designations 007%%, 008%%, 009%%).
- All 133Ts with a TAG referral codes within the prior 3 weeks.
- Cases where the childcare is terminated by WHEDCO (action codes 93EB or 13EB) in reporting month or within 15 days into following month. These
- Cases closed in error using the following re-opening codes: '066', '097', '098', '623' 'Y42','Y43','Y46','Y47','114','Y65'
- Recipients who got action code 13TT, 13TG, 13TL, 13TR, 105T 3 weeks prior to 133T action date.
- LINC cases as denoted by caseloads 1L%% to 6L%%





## 7 – Eligible & Referred to Appropriate Activities

---

### 6.0 Points

This indicator is used to ensure that every newly accepted and employable client has been referred for an appropriate activity or appointment. An applicant should have one of the following referral codes prior to the case being active:

- Child Care Appointment: 910C, 933D, 933S, 910R
- CSM Vendor Referral: 915C, 915D, 95BM.
- RCA Program: 912R.
- Substance Abuse Referral: 915N, 915O, 915P, 915R, 915G, 915E
- Tag Referral: 935T, 13TJ, 13TC
- Special Assessment: 991S.
- B2W Referral: 95BQ
- WeCare Referrals: 968B, 968F, 968H, 968I, 968J, 968R, 968U, 968W, 969A, 969R, 969W, 969V, 96WC, 96WM, 1CRT, 16WM, 96WM, 16JR
- High school student 186H, 186V
- Brad H action code : 938W, 138W , 199H, 93BP
- New engagement/referral action codes 18MP MDRC STED Call-In Pool
- 18MS STED Private Sector Track

The following formula is used to measure the number of applicants that are accepted and referred to appropriate activities:

$$\begin{aligned} & \text{Eligible \& Referred to Appropriate Activities} \\ & = \\ & \frac{\text{Number of applications accepted and referred to activities}}{\text{Number of applications accepted as employable}} \end{aligned}$$

**Note:** The following elements are excluded from the ES 20 indicator with referral calculation where the list is cases where no referral was made:

- Case reopening codes 066 and Y42 (closed in error); 097 and Y43 (Aid-to-continue); Y46 (employment unit override); 098,114,Y47 (sanction override); 623 and Y65 (Fair Hearing Substance Abuse); 064 (Hurricane Katrina)
- HASA Cases (worker designations 007%%, 008%%, 009%%)
- ADVENT Cases (worker designations 00681-00689, 00694-00699)
- Individual reopening code 097
- Camp LaGuardia cases (Open action code 114T and 191L as of the report month end date)
- Recipients that were accepted already with B2W vendor (acceptance code 010Q in the report month)
- Alien/Refugee Recipients (action codes 99UI and 912E) between application and acceptance date.
- Recipients in stimulus subsidized employment as of the report month end date.
- Cases in Parks and TEAP.
- Needed at home recipients. (open action codes 18PP, 18PT, 18PL, 18PS, 18NP, 18NT, 18NL, and 18NS as of the report month end date)
- Stimulus cases as denoted by 246 caseload and stimulus flag.
- BRAD H declarations 93BP, 199H
- LINC cases as denoted by caseloads 1L%% to 6L%%
- Cases registered at PATH as denoted by caseload within the range of PAT01 – PAT99 or open action code 1HHS posted for *all* individuals on the case that are over the age of sixteen
- Homebound cases with open action code 192P, 192F, 192L, 192U and 192N as of report month end date.
- Individuals with open 933S,933D with FAD Date on the date of acceptance and individuals with open 133N at the time of acceptance

## 8 – Re-Engaged After Good Cause Granted

---

6.0 Points

The Re-Engaged after Good Cause Granted indicator reflects the proportion of individuals given good cause and re-engaged on the same day. In order to assist clients moving along the path to self-sufficiency we must be sure to re-engage them as soon as possible in positive activities after the conciliation is resolved. The following formula is used to calculate this percentage:

$$\text{Re-Engaged After Good Cause Granted (\%)} = \frac{\text{Total number Re-Engaged after Good Cause on the Same Day}}{\text{Total \# Good Cause Granted at Conciliation}}$$

**For example:** If someone is granted good cause on 4/7/15 and given a B2W and WEP on 4/7 but on this date they are also given a return appointment to come back for non-childcare, non-needed at home, and non-special assessment reasons, then this case will appear on the case list. This is because the return appointment still has the client “in process” and the indicator’s goal is to strive for full engagement, and removal of the client from “in process” status.

**Please note:** the numerator only includes outcomes that occurred on the same day as good cause granted (810). Acceptable Call-in appointments are:

- Child Care return appointments
- Needed At Home Return Appointments
- Special Assessments
- 115N when there is an open TAG appointment code (13TJ, 13TL, 13TT)
- New Hire match (10NM, 16NM)
- Time Limit Call-ins (103%)
- Fair Hearing Call-ins (10FH, 16FH)

Note: the following elements are excluded from the Re-engaged after Good Cause Granted calculation:

- HASA Cases (worker designations 007%%, 008%%, 009%%)
- ADVENT Cases (worker designations 00681-00689, 00694-00699)
- Recipients in center 37 and 99 with JOP/Wage Subsidy (105W) comp code on the same day as good cause granted action date.
- Recipients in stimulus subsidized employment (caseload 00246) as of the report month end date
- Recipients in center 37 and 99 with JOP/Wage Subsidy (105W) comp code on the same day as good cause granted action date.
- Recipients with action code 11FH in the reporting month.
- Recipients where Good Cause (810) completes a Pre-NOI (1PNR).

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# MOVING PARTICIPANT TOWARD ECONOMIC SECURITY

The ultimate goal for participants is to become economically secure. Assisting clients in obtaining gainful employment will help them achieve this goal

When a client becomes employed, HRA needs to take a variety of steps to ensure that they will maintain employment. HRA must ensure that the income is correctly budgeted on the case in a timely fashion in order to begin the process of transitioning clients off of Cash Assistance and providing work supports such as SNAP and/or Medicaid.

Employment verification, in the form of documentation, including pay-stubs and employer letters, is vital to ensure that the income is correct. HRA also utilizes the FIA3A form to record a variety of information about the job, including the employer, wages, start date and date of first pay, which also ensures that income is budgeted correctly.

The Moving Participant toward Economic Security subsection includes the following indicators.

- Reported Placements
- Employed Cases with Current Documentation
- Cases Budgeted Timely (35 Days)
- % Placements w/FIA3A (Employment Form)

## 9 – Reported Placements

---

*5.0 Points*

In an effort to help clients reach self-sufficiency, HRA has many programs that assist clients in obtaining employment. Placements can result from a variety of HRA programs (i.e. Back-2-Work, WeCARE, TAG) assisting a client in obtaining employment or clients self-reporting that they have a secured gainful employment. The Reported Placements indicator measures the number of clients that are placed in either full-time or part-time employment during the report month. The excellent threshold is the center's monthly placement goal and the low threshold is 80% of the center's monthly placement goal.



## 10 – Employed Cases with Current Documentation

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*5.0 Points*

The % of cases that are employed with documentation is a performance measure that ensures that the agency has documentation in the electronic case file that verifies employment. Obtaining verification of employment (including employer, wages, and job start date) helps to ensure that employment income is budgeted accurately. In order to measure this, all budgeted placements that occurred two months prior to the report month are compared to the HRA one viewer to see if employment documentation is present. In order for a case to count as having documentation, the documents must be scanned between 35 days prior to the placement date and 60 days after the placement date. The indicator is calculated as follows:

**Employed with Current Documentation (%)**

=

$$\frac{\text{Number of cases with employment documentation scanned between 35 days prior to placement and 60 days after placement}}{\text{Budgeted placements from 2 months prior to report month}}$$

---

Note: Excluded from the denominator:

- TALX Match placements
- M25 Closings
- SNAP ABAWD placements
- HASA cases
- Vendor Placements (167V posted up to 35 days prior to placement) and placements in PACS

*See appendix A for valid documentation*



## 11 - Cases Budgeted Timely (35 Days)

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### *5.0 Points*

The Cases Budgeted Timely indicator is a performance measurement of how long it takes the centers to rebudget cases where clients report employment. This indicator begins at either the point that the sign off of the FIA takes place in NYCWAY or date of first pay, whichever is later. ODRA will look for either the date of sign off or date of first pay as the date the process begins. One of following action codes will post upon signoff: 167D, 167P, 167F, 167M. We will count the days from the posting of the action code to the date the case is budgeted for earned income or closed for earnings.

Note: Excluded from the count:

- Recipients with re-opening codes (individual reason codes with Y42, and 097) within 35 days from FIA3A.
- HASA Cases
- Fair hearing cases with action code 710 or 710S within 35 days from FIA3A.
- Recipients with action code 167X or 167U or 020M within 35 days from FIA3A.
- EAF cases (Case type 19)
- Child only cases
- Advent cases
- Cases and recipients whose CA closed for reasons other than earnings within 35 days from FIA3A.
- Recipients that get rejected on CA action code (004 or 002) within 35 days from FIA3A
- Recipients in stimulus subsidized employment.
- Recipients with ES code 35

Case examples:

- If a case with a 167P, D, F, or M posted, but it is completed with aid to continue, then it is removed from the denominator.
- If a case with 167P, D, F, or M posted while client is in application status, we do not count case until case is in SI or active status because a budget cannot be done when case is in AP so we do not want to count against the 30 day clock.
- If a case with 167P, D, F, or M is posted but it is completed with a 167X, it is being viewed as a lost job and removed from the denominator.

***There is a one month lag time for this indicator***





## 12 - % Placements w/FIA3A's (Employment Form)

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*5.0 Points*

The % Placements with FIA3A indicator measures the proportion of placements that had a completed FIA3A within prior 2 months of the placement date. Included in this calculation are all cases with an informational FIA3A action date within 2 months prior to the placement date. It is very important that staff complete an FIA3A for all job placements. The FIA3A provides substantive information including but not limited to job title, job wages, and hours of work and is required in order to receive a transitional childcare benefit. For cases with no worker sign-off, we check for an information only FIA3A (16FI) or FIA3A data entry on closed cases (167T) within the three months prior to the placement date. The following formula is used to calculate this percentage:

$$\begin{aligned} & \% \text{ Placements w/FIA 3As} \\ & = \\ & \frac{\text{All FIA3As within 2 months of placement date (or 3 months prior for 16FI/167T)}}{\text{All placements within the reporting month.}} \end{aligned}$$

**Note:** The following elements are excluded from the % Placements with FIA 3As calculation:

- All New Hire placements and M25 closings.
- All HASA Applicants i.e., cases with a worker designation of 700, 800, 900
- All cases active in the Parks Program.
- All stimulus jobs, as denoted by 246 caseload and stimulus flag.
- All cases where individuals with the earned income is less than 18 years old. This generally occurs in child-only cases or when the case head is employed but is in rejected status.
- All cases with action code 730D (FH Default) is posted in the placement month

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# ENSURING EFFICIENCY AND QUALITY IN CENTER ADMINISTRATION

In order for the agency to reach its goal of providing the best possible service to each client, HRA centers need to operate at high levels of efficiency and provide high quality service.

To accomplish this, FIA managers need to ensure that staff has the tools and knowledge that will allow them to conduct their work quickly and accurately. Monthly trainings are a vital part of communicating knowledge to the staff members.

Performance measures, such as payment error rates, Social Security Validations, Overdue Recertifications, and Fair Hearing performance provide management with data that will help them to know that the center is functioning at optimal levels of efficiency.

The Ensuring Efficiency and Quality in Center Administration subsection includes the following indicators.

- Reported Placements
- Employed Cases with Current Documentation
- Cases Budgeted Timely (35 Days)
- % Placements w/FIA3A (Employment Form)



## 13 – Training Attendance Rate

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*6.0 Points*

The training attendance rate measures the percentage of job center staff and managers, that attend mandated center based training on a monthly basis. The monthly trainings held at each center keep job center staff abreast of policy/procedure changes, systemic changes and new initiatives that enables them to handle cases efficiently and accurately. The rate is calculated as follows:

$$\begin{aligned} &\text{Training Attendance Rate (\%)} \\ &= \\ &\frac{\text{Number of Staff Members trained during the month}}{\text{Number of Staff Members targeted for training during the month}} \end{aligned}$$

Certain staff members are considered exempt and are not part of the targeted population including:

- Staff on extended Family Medical Leave
- Staff on vacation during the days training is conducted
- Clerks and secretaries



## 14 – FS (EQAS) Payment Error Rate (FFY)

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*6.0 Points*

The Office of Enhanced Quality Assurance & Fiscal Integrity is responsible for conducting an internal quality control audit of SNAP using Federal QC methodology that identifies payment errors at the center level.

**Note:** This indicator is reported and measured using Federal Fiscal Year (FFY) information. Therefore, even if the rate for the current month or the 3 month average is 100%, we will be counting the YTD number, which will reflect the Federal Fiscal Year totals.

$$\text{SNAP EQAS Review Payment Error Rate FFY (\%)} = \frac{\text{Cumulative Total of the FS Dollars in Error from the Sample Cases reviewed}}{\text{Cumulative Total Allotment Dollars of the Cases from the Sample}}$$

The Office of Eligibility Monitoring conducts audits in the CA Job Centers to determine the eligibility and payment accuracy of food stamp benefits. Auditors are assigned 12 cases per month and review case record documentation, process system matches, conduct interviews, calculate budgets and review other pertinent data affecting eligibility. Additionally, they complete third-party collateral clearances to obtain relevant information to verify the accuracy of case record and client information, clarify missing or contradictory findings and confirm eligibility factors. Collateral contacts include employers, landlords, absent parent, alien status, resources, school information, Social Security and other government agencies relevant to the case.

Audit details/data is recorded and documented in QC Workbook (Form W-907SS). Payment errors of \$51 or more are then placed into one of the four following categories:

- Case Type – SNAP(CA)
- Type of Error – Agency or Client
- Error Determination – Ineligible, overpayments, or underpayments
- Error Element – Earned Income, Unearned Income, Household Composition, Shelter, Standard Utility Allowance, Alien/Citizenship, etc.

CA Centers are notified via the 907T of the audit results on each case. Detailed information on error cases regarding causal factors is provided and supporting documentation attached for review by the location.

Centers agreeing with the errors submit a response indicating the corrective action taken. Centers can disagree with error findings, these disagreements are subject to a separate review by A&QC and a decision is returned either upholding or overturning the error. Centers are allowed 15 business days to respond to the audit findings reported on the 907T.

Cases	Center Budgeted Amt.	QA Budgeted Amt.	Error Amt.
Case 1	\$500	\$550	\$60
Case 2	\$100	\$90	\$70
Case 3	\$300	\$300	\$0
Case 4	\$200	\$200	\$0
Case 5	\$200	\$200	\$0
Case 6	\$200	\$200	\$0
Case 7	\$200	\$200	\$0
Case 8	\$200	\$200	\$0
Case 9	\$200	\$200	\$0
Case 9	\$200	\$200	\$0
Case 10	\$200	\$200	\$0
Case 11	\$200	\$200	\$0
Case 12	\$200	\$200	\$0

**Note:** The error amount does not factor in positive and negative

Total Amt. Granted \$2900

Total Error Amt. \$60

Note: The error amount does not factor in positive and negative differences. There are 12 cases with 2 payment errors totaling \$130.

Payment Error Rate = \$130 out of \$2900 = 4.48%

Note: The indicator represents an internal agency review and is separate and distinct from any USDA and NYS audits.



## 15 – Overdue Face to Face Recertification

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*6.0 Points*

The Overdue Face-To-Face Recertification (FFR) indicator measures the number of cases that lost SNAPAs a result of a Center’s failure to complete recertification of CA cases within the required timeframe. Cash Assistance (CA) clients are recertified periodically in order to evaluate their current eligibility for assistance and to ensure that each household receives the correct amount of CA and food stamp benefits.

Most cases require a yearly recertification. However, some cases are recertified more often.

The Overdue Face-To-Face Recertification indicator is generated from the WINRO-760 Report. The WINRO-760 lists the number of cases that are overdue and have therefore resulted in a loss of food stamps. This indicator’s units of measurement are based on the unique number of cases that are overdue for their recertification. Cases that are “in clock down status” for closing or aid to continue are subtracted out of the calculation.

**Note:** Thresholds for the FFR indicator is based upon each Center’s scheduled Recertifications for that month. The low threshold is the total number of undercare cases multiplied by 0.1%. The excellent threshold is zero.

***There is a one month lag time for this indicator***

# 16 – SSN Validation

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*5.0 Points*

The Social Security Number validation indicator measures the percentage of recipients accepted for cash assistance benefits that have a social security number that is validated through the Social Security Administration. The validation of a Social Security Number helps to prove that the individuals that are applying for benefits are, in fact, the person that they claim to be. In order to give time for the validation to occur, we look at applicants accepted 3-months prior to the report month. The following formula is used to calculate this rate:

$$\text{SSN Validation (\%)} = \frac{\text{Number of Recipients accepted with a SSN validation code of "8"}}{\text{Number of Recipients accepted during the month}}$$

**Please note:** The following elements are excluded from this calculation:

- HASA cases i.e. cases with a worker designation of 700, 800, and 900.
- Recipients with a CA status of Closed or Deceased any time between acceptance date and report date.
- Recipients under the age of 19.

# 17 – % SI Cases over 45 days

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5.0 Points

The % SI cases over 45 days indicator measures the percentage of cases that are put in Single Issue status during the month that remain in Single Issue Status 45 days later. Generally, cases should not remain in SI status for prolonged periods of time and decisions (acceptance, closure) should be made within 25 days, per agency policy. The indicator is calculated as follows:

$$\begin{aligned} & \% \text{ SI cases over 45 Days} \\ & = \\ & \frac{\text{Number of cases in SI Status for greater than 45 days during the month}}{\text{Number of cases in SI Status during the month}} \end{aligned}$$

**Please note:** The following elements are excluded from this calculation:

- HASA cases
- LINC cases (caseloads 1L%% - 6L%%)





## 18, 19, 20 – Fair Hearing Indicators

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*Non-Scoring*

The three Fair Hearing Indicators are:

18. **Fair Hearing Request Rate** – this indicator measures the number of Fair Hearings requested by clients during a given month against the number of adverse actions taken by a center during a given month. The indicator is calculated as follows:

$$\begin{aligned} &\text{Fair Hearing Request Rate (\%)} \\ &= \\ &\frac{\text{Number of Fair Hearings Requested during the month}}{\text{Number of adverse actions taken during the month}} \end{aligned}$$

19. **Fair Hearing Withdrawal Rate** – this indicator measures the number of Fair Hearings withdrawn by the agency during a given month against the number of fair hearing outcomes during a given month. The indicator is calculated as follows:

$$\begin{aligned} &\text{Fair Hearing Withdrawal Rate (\%)} \\ &= \\ &\frac{\text{Number of Fair Hearings Withdrawn during the month}}{\text{Number of Fair Hearing Outcomes during the month}} \end{aligned}$$

20. **Fair Hearing Affirmation Rate** – this indicator measures the number of Fair Hearings where the agency was affirmed or found to be correct when made during a given month against the number of fair hearing outcomes during a given month. The indicator is calculated as follows:

$$\begin{aligned} &\text{Fair Hearing Affirmation Rate (\%)} \\ &= \\ &\frac{\text{Number of Fair Hearings Affirmed or Correct When Made during the month}}{\text{Number of Fair Hearing Outcomes during the month}} \end{aligned}$$

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# DELIVERY OF CUSTOMER SERVICE

HRA centers need to deliver customer service to all clients in a courteous and respectful way.

This is measured by “spotters” from the FIA regional offices coming into the center and attempting to get service. The spotter will provide a report about their experiences and centers are held responsible for all violations.

The Delivery of Customer Service subsection includes the following indicator:

- Spot Violation

## 22 – Spot Violation

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*4.0 Points*

The Spot Violation Indicator measures the number of instances where a center was cited via a random visit by a regional official violating an aspect of the rules regarding client accessibility to services.

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# APPENDICES

## Appendix A – Employment Documentation

<b>Doc ID</b>	<b>Description</b>
548	Pay Stubs
556	Job Letter
758	Other Income Statement
820	Statement from expected Other Income Source
928	Statement from Employer
996	W-532 Letter to Past/Present Employer
1020	M-30t Verification of Unreported Employment
1072	Proof of Income & Resources-3 Months Prior to Application
5204	Employment Documentation
5413	W-112H Wage Reporting and Unemployment Insurance Clearance
6016	W-541B Employment Record
6018	DSS-3707 Employment Verification
6392	Job Notice FIA-3A
6573	W-112E Wage Reporting Clearance
6633	W-140GG Letter of Employer
6666	W-116G Notice of Job Placement
6816	W-575T Declaration of Employment
6851	RAU Proof of Income
6942	W-592G Employment and Wage Verification Form
7034	W-592K Division of Financial Review and Processing Worksheet
7035	W-592Q Employment and Wage Verification Form
7193	DSS-2236 Employment Clearance
7266	BEV Employment Pay Stubs
7267	BEV Employment Tax Returns submitted by client
7268	BEV Employment Pay Envelopes
7269	BEV Employment Current Wage Stubs
7270	BEV Employment/Income Unemployment UIB
7271	BEV Employment Employer Verification
7272	BEV Employment Business Records
7303	Current wage stubs and Statement of Tips
7304	Records related materials concerning self-employment earnings expenses
7372	Employer Letter showing valid offer of employment
7379	W-274U Attestation of Employment: Informal Child Care Provider

7380	W-274UU Income Verification for Child Care Provider Letter
7402	EXP-76G JTP Participant Statement of Understanding
7448	Employer letter indicating the number of hours worked and rate of pay
7450	Statement from applicant participant attesting to unverifiable income
7457	Statement from Source of Payment lump sum
7461	Statement from Daycare Center or Other Child Care Provider
7462	Statement from Aide or Attendant re Daycare or Childcare
7477	Employer's letterhead w phone Hrly rate wkly hrs new first pay date
7485	BEV W-592G Employment or Wages Verification
7549	BTW Vendor Employment Verification
7598	The Work Number Income Verification Print-Out
7696	W-592R Employment Income Questionnaire Letters
7811	BTW Vendor Initial Placement 30days
7812	BTW Vendor Initial Placement Supplement Time limit and Sanctioned
7813	BTW Vendor Post Employment Plan
7814	BTW Vendor 90 Day Retention
7815	BTW Vendor 90 Day Bonus with Case Closing
7816	BTW Vendor 180 Day Retention
7817	BTW Vendor 180 Day Bonus with Wage Gain
8210	W-116HH Employment Verification Form
8233	F401 90 Day Retention Packet
8234	F501 90 Day Retention with Case Closing Packet
8235	F601 180 Day Retention Packet
8236	F701 180 Day Retention w/Wage Gain Packet
8340	Employment Incentives Plus
8357	EIP/SEI Statement of understanding
8457	FSE BTW Employment Declaration Package
8726	B2W Vendor Initial Placement 30days
8729	B2W Vendor 90 Day Retention
8730	B2W Vendor 90 Day Bonus with Case Closing
8731	B2W Vendor 180 Day Retention
8732	B2W Vendor 180 Day Bonus with Wage Gain
9103	W-592W Employment and Wage Verification

# Appendix B - The JobStat 15.0 Data Sources

#	Indicator	Data Source(s)
<b>PROVIDING ACCESS TO SERVICES</b>		
1	Cash Assistance Application Timeliness Rate	POS Management Console
2	SNAP Application Timeliness Rate	POS Management Console
3	Same Day SNAP Issuances ( <i>weekly avg.</i> )	MIS/WMS
4	SNAP Separate Determination Rate	MIS/WMS
<b>ENSURING PARTICIPANT SUPPORTS ARE IN PLACE</b>		
5	Missing or Outdated Employment Plan	NYCWAY, WMS
6	Rate of Child Care in Child Care System (Appl. & Under)	NYCWAY, ACCIS File
7	Eligible & Referred to Appropriate Activities	NYCWAY, WMS
8	Re-Engaged After Good Cause Granted	NYCWAY
<b>MOVING PARTICIPANTS TOWARD ECONOMIC SECURITY</b>		
9	Reported Placements ( <i>weekly avg.</i> )	WMS Closing Codes/NYCWAY Income Budgets
10	Employed Cases with Current Documentation	Engagement Report, HRA Imaging Team
11	% Cases Budgeted within 35 Days	NYCWAY - FIA3A database/Action codes
12	% Placements w/FIA3As (Employment Form)	NYCWAY - FIA3A database/Action codes
<b>ENSURING EFFICIENCY AND QUALITY IN CENTER ADMINISTRATION</b>		
13	Training Attendance Rate	FIA Training (TTS)
14	FS (EQAS) Payment Error Rate (FFY)	FIA Office of Quality Assurance (FFY)
15	Overdue Face to Face Recertification	FIA Operations
16	SSN Validation	WMS
17	% SI Cases over 45 days	WMS
18	Fair Hearing Request Rate	Office of Fair Hearing Administration
19	Fair Hearing Withdrawal Rate	Office of Fair Hearing Administration
20	Fair Hearing Affirmation Rate	Office of Fair Hearing Administration
22	Spot Violation	FIA Operations

# Appendix C – Caselists

Every month when a new JobStat report is published, indicator specific caselists are distributed that provide details on the cases that were counted against the job centers. Below are examples of each caselist that is distributed as well as definitions of the columns.

## Indicator 3 – Same Day Snap Issuance

RES	RESP_	CASE_NUMBE	CA	IS	ISSUANCE_	PA_FILE_D
000	00000	000111111H	01	4	12-JAN-15	09-JAN-15
000	00000	002222222B	01	4	20-JAN-15	17-JAN-15
000	00000	003333333I	01	4	09-JAN-15	08-JAN-15

Res – Job Center  
 Resp\_ - Caseload  
 Case\_Numbe – WMS Case Number  
 CA – Suffix  
 IS – Issuance type (SNAP Single Issue)  
 Issuance Date – Date SNAP Single issuance was issued  
 PA\_File\_D – Date application was registered

## Indicator 4 – SNAP Separate Determination Rate

Center	SSN	Case_No	AuthFrom	AuthTo	Type	Missing Pd
013	999999999	555555555G	3/11/2015	6/30/2015	Missed Benefit	03/2015
013	888888888	333333333D	3/13/2015	6/30/2015	Missed Benefit	03/2015
013	777777777	222222222I	3/3/2015	6/30/2015	No Sep Det	

Center - Job Center  
 SSN – Client Social Security Number  
 Case\_No – WMS Case Number  
 AuthFrom – First date of SNAP Authorization  
 AuthTo – Last date of SNAP Authorization  
 Type – Missed Benefit (Separate determination was done, but benefits were not issued for time period)  
 No Sep Dt (Separate Determination was not done)  
 Missing Pd – For Missed benefit cases, the period for which the benefit was not issued

## Indicator 5 – Missing or Outdated Employment Plan

RES	RESP_	NYCWAY_CAS	CA	LI	RECIP_ID	ACC	ACC_DATE	REPORT_DA	IND_DESC
000	00000	3333333333	01	01	XX00000X	010A	23-JAN-15	01-JAN-15	EAEP NOT INITIATED
000	00000	4444444444	01	02	YY00000Y	none	17-DEC-14	01-JAN-15	Missing Outdated EP Initiated When Rec
000	00000	5555555555	01	03	ZZ00000Z	148K	12-JAN-15	01-JAN-15	Missing/Outdated EP

Res – Job Center

Resp\_ - Caseload  
 NYCWAY\_CAS – NYCWAY Case Number  
 CA – Suffix  
 LI – Line  
 Recip\_ID – CIN  
 ACC\_ - When EAEP Not Initiated, indicates Action code when Case was accepted  
     When Missing Outdated EP initiated when rec, will be none (No action code for recertification)  
     When Missing/Outdated EP, indicates Finger Imaging appointment action code  
 ACC\_Date – Date of Action code from ACC\_. When recertification, indicates recert date  
 Report\_Da – First day of report month  
 Ind\_Desc – EAEP Not Initiated – accepted applicant without an EP  
     Missing Outdated EP Initiated when Rec – EP not done at recertification  
     Missing/Outdated EP – EP not done at finger imaging appointment

### Indicator 6 – Rate of Child Care in Child Care System

RES	RESP_	NYCWAY_CAS	CA	LI	RECIP_SSN	REPORT_DA
000	00000	9999999999	01	01	222222222	01-JAN-15
000	00000	8888888888	01	01	555555555	01-JAN-15
000	00000	7777777777	01	05	444444444	01-JAN-15

Res – Job Center  
 Resp\_ - Caseload  
 NYCWAY\_CAS – NYCWAY Case Number  
 CA – Suffix  
 LI – Line  
 Recip\_SSN – Client Social Security Number  
 Report\_Da – First day of report month

### Indicator 7 – Eligible & Referred to Appropriate Activities

RES	RESP_	NYCWAY_CAS	CA	LI	ACC_DATE	RECIP_SSN	REPORT_DA
000	00013	007777777	01	01	23-JAN-15	999999999	01-JAN-15
000	00033	0006666666	01	03	12-JAN-15	888888888	01-JAN-15
000	00041	0005555555	01	01	10-JAN-15	111111111	01-JAN-15

Res – Job Center  
 Resp\_ - Caseload  
 NYCWAY\_CAS – NYCWAY Case Number  
 CA – Suffix  
 LI – Line  
 ACC\_Date – Acceptance Date  
 Recip\_SSN – Client Social Security Number  
 Report\_Da – First day of report month



## Indicator 8 – Re-Engaged After Good Cause Granted

RES	RESP_CENTER_DESC	RESP_	NYCWAY_CAS	CA	LI	RECIP_ID	ACTI	ACTION_DA	REPORT_DA
000	New York City	00015	007777777	01	01	UV00000Z	810	30-JAN-15	01-JAN-15
000	New York City	00025	0006666666	01	03	AB00000C	810	10-JAN-15	01-JAN-15
000	New York City	00015	0005555555	01	01	ZZ00000U	810	20-JAN-15	01-JAN-15

Res – Job Center

Resp\_Center\_Desc – Job Center Name

Resp\_ - Caseload

NYCWAY\_CAS – NYCWAY Case Number

CA – Suffix

LI – Line

RECIP\_ID – CIN

ACTI – Good Cause Action Code

Action\_da – Good Cause Action Date

Report\_Da – First day of report month

## Indicator 10 – Employed Cases with Current Documentation

LOC	NYCWAY_CAS	CASE_NUMBE	CA	LI	WMS_REC	WEEKSTART	IN	RESP_	PLACE	RECIP_SSN	RECIP_DOB	AGE	REPORT_DA
000	007777777	007777777J	01	01	UV00000Z	03-NOV-14	07	00063	IN	999999999	03-MAR-85	29.8520548	01-JAN-15
000	0006666666	006666666H	01	01	AB00000C	17-NOV-14	07	00042	IN	888888888	12-MAY-91	23.6575342	01-JAN-15
000	0005555555	005555555C	01	01	ZZ00000U	03-NOV-14	07	00022	IN	111111111	21-JUN-87	27.5506849	01-JAN-15

Loc – Job Center

NYCWAY\_CAS – NYCWAY Case Number

Case\_numbe – WMS Case Number

CA – Suffix

LI – Line

WMS\_Reci - CIN

WeekStart – Placement Week

IN – Individual Status

Resp\_ - Caseload

PLACE – Placement Type – IN = Rebudget

CL = Closing

AL = Alien

Recip\_SSN – Client Social Security Number

Recip\_DOB – Recipient Date of Birth

Age – Recipient Age (as of report date)

Report\_Da – First day of report month

## Indicator 11 – Cases Budgeted Timely

RES	RESP_	NYCWAY_CAS	CA	LI	ACTION_DA	REPORT_DA
000	00043	0000000000	01	01	18-DEC-14	01-JAN-15
000	00190	0077777777	01	07	16-DEC-14	01-JAN-15
000	00190	0066666666	02	01	01-DEC-14	01-JAN-15

Res – Job Center

Resp\_ - Caseload

NYCWAY\_CAS – NYCWAY Case Number

CA – Suffix

LI – Line

Action\_da – Date of FIA3A Sign-off

Report\_Da – First day of report month

## Indicator 12 – % Placements with FIA3A

RES	RESP_CENTER_DESC	RESP_	REGION	NYCWAY_CAS	CA	LI	PLACEMENT	PLACE	REPORT_DA
000	New York City	00015	NEW_YORK	0077777777	01	01	26-JAN-15	IN	01-JAN-15
000	New York City	00025	NEW_YORK	0006666666	01	03	19-JAN-15	CL	01-JAN-15
000	New York City	00015	NEW_YORK	0005555555	01	01	19-JAN-15	CL	01-JAN-15

Res – Job Center

Resp\_Center\_Desc – Job Center Name

Resp\_ - Caseload

Region – Center’s regional designation

NYCWAY\_CAS – NYCWAY Case Number

CA – Suffix

LI – Line

Placement = Placement week

PLACE – Placement Type – IN = Rebudget

CL = Closing

AL = Alien

Report\_Da – First day of report month

## Indicator 16 – SSN Validation

RES	RESP_	NYCWAY_CAS	CASE_NUMBE	CA	LI	RECIP_ID	IN	IND_STATU	CA	CASE	_TYPE_DES	NO_PRS_PA_HH	N	S	E CHANGE_EF	NEW_CHANG	REPORT_DATE
000	00202	007777777	007777777J	01	01	UV00000Z	07	31-OCT-14	16	SNET		2	2	1	31-OCT-14	01-JAN-2015	
000	00190	000666666	006666666H	01	01	AB00000C	07	27-OCT-14	16	SNET		3	1	2	27-OCT-14	01-JAN-2015	
000	00015	000555555	005555555C	01	01	ZZ00000U	07	23-OCT-14	16	SNET		1	1	1	24-OCT-14	01-JAN-2015	

Res – Job Center

NYCWAY\_CAS – NYCWAY Case Number

Case\_numbe – WMS Case Number

CA – Suffix

LI – Line

WMS\_Reci – CIN

IN – Individual Status

IND\_Statu – Date client entered individual status

CA – Case type code – 11 – FA; 12 – SNFP; 16 – SNCA; 17 – SNNC

CASE – Case Type – TANF or SNET

Type\_Des – Description of Safety net case type – Non-Cash = Converted

No\_Prs\_PA-HH – Number of people in the Cash Assistance household

N - Number of parents in the Cash Assistance household

S – SSN validation Code

E\_Change\_Ef – Date that SSN validation code took effect

New\_Chang\_Report\_Date – First day of report month

## Indicator 17 – % SI over 45 Days

RES	CASE_NUMBE	CA	CASE_STAT	WM	PR	RESP_
000	009999999C	01	17-DEC-14	17	PA	00015
000	008888888I	01	17-DEC-14	17	PA	00211
000	007777777A	01	30-DEC-14	17	PA	CONCH

Res – Job Center

Case\_numbe – WMS Case Number

CA – Suffix

Case\_Stat – Date Case entered case status

WM – Case Status Code – 17 = SI

PR – Program type – PA = Cash Assistance

Resp\_ - Caseload