

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
QUEENS(53) Job Center -July 2017**

Director: Sheila Johnson-Solomon Since: 2/1/2016
Deputies: Irene Perez-Sullivan; Selena Thomas
Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin
Executive Region Manager: Richard Claudio
Staff on Board:
Zip Codes covered:*11101 through *11106, 11101, 11004, 11005,11040, 11096, 11354 through 11385(*NYC addresses only.)

Caseload all (cases): 7,475
Caseload recurring (cases): 7,408
Caseload non-recurring (cases): 67
Cases with an individual in sanction status: 7
Average Case Size: 1.6

Caseload all (persons): 12,257
Caseload recurring (persons): 12,103
Caseload non-recurring (persons): 154
Adults: 8,686
Children: 3,571

Applications all: 1317
Applications recurring: 1003
Applications non recu: 314
Applications Acceptar: 18.2%

Recert. Sched: 668

Center Performance							
	Monthly	Score: 50.3	Rank: 15	YTD	Score: 67.3	Rank: 10	
	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	1	0	1	2	1	5	
Meets performance expectations	3	3	2	0	0	8	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	1	1	2	0	4	
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
1:22

Non POS/PAM Transactions	
Count	% of Total

		Report Month														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				
PROVIDING ACCESS to SERVICES																									
1	Cash Assistance Application Timeliness	Jun	95%	99%	3.0	8	96.5%	1079	13		-2.3%	97.2%	3	13	2	1	98.0%	11	97.8%	99.5%	2	98.2%	96.5%	97.6%	
2	SNAP Application Timelines	Jun	95%	99%	5.3	8	97.6%	636	10		-1.7%	95.9%	5	8	3	3	98.7%	7	97.0%	99.1%	3	97.6%	96.6%	97.2%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.9	6	97.9%	244	17		-0.4%	98.7%	16	2	1	0	98.2%	16	99.0%	98.9%	11	98.9%	98.3%	98.4%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	102	1		2.4%	98.7%	15	3	0	1	98.3%	16	99.2%	98.7%	13	99.1%	98.1%	98.3%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																									
5	Missing or Outdated Employment Plan		97%	99%	2.4	4	98.2%	394	9		-0.1%	97.1%	2	11	5	1	98.0%	12	97.0%	98.2%	10	97.1%	98.4%	97.0%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	95.0%	40	8		5.0%	94.4%	3	6	3	6	93.3%	10	93.7%	93.9%	10	94.2%	97.4%	95.3%	
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	92.6%	149	17		-3.2%	96.2%	5	9	1	4	95.3%	15	95.7%	96.8%	8	95.9%	97.2%	96.4%	
8	Re-Engaged after Good Cause		97%	99%	4.7	6	98.6%	139	12		-0.7%	98.1%	7	7	3	2	99.3%	4	98.0%	98.8%	7	98.5%	98.0%	98.3%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																									
9	Reported Placements		85.8	107.3	3.1	5	99	0	2			19	97	1	2	1	15	95	3	97.1	94.9	5	119.3	99.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	86.6%	67	14		-10.2%	90.3%	3	8	0	8	89.0%	11	92.1%	88.0%	18	93.4%	91.2%	91.7%	
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	5.0	5	100.0%	49	1		3.3%	94.9%	12	4	1	2	97.4%	7	94.0%	97.6%	5	94.5%	97.1%	94.2%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	92.0%	75	12		-2.2%	92.5%	7	5	2	5	94.3%	8	93.4%	96.2%	4	94.5%	97.0%	95.7%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																									
13	Training Attendance Rate	Jun	90%	95%	6.0	6	97.8%	46	10		0.0%	95.6%	13	2	1	3	98.5%	7	96.3%	98.8%	5	97.1%	95.6%	95.2%	
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	2.6%	0	8		2.6%	2.0%	0	6	13	0	0.9%	16	2.3%	7.5%	16	6.9%	2.5%	5.5%	
15	Overdue Face To Face Recertifications	Jun	2	0	0.0	6	4.0		18		-1	1	9	7	3	0	4	18	2	3	17	3	1	3	
16	SSN Validation		95%	98%	0.0	5	85.0%	20	18		-15.0%	95.1%	9	3	1	6	95.6%	16	94.5%	95.7%	17	94.4%	98.8%	97.4%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	26	1		0.0%	2.9%	16	0	3	0	1.3%	10	3.5%	1.2%	11	4.1%	1.5%	6.4%	
18	Fair Hearing Request Rate						Non Scoring	2.9%	7497			3.9%					3.1%		4.3%	3.2%		4.3%	3.8%	4.2%	
19	Fair Hearing Withdrawal Rate						Non Scoring	6.8%				7.7%					7.4%		7.7%	6.9%		6.5%	9.0%	7.3%	
20	Fair Hearing Affirmation Rate						Non Scoring	58.3%				54.2%					50.0%		52.4%	55.8%		51.5%	59.4%	41.3%	
DELIVERY of CUSTOMER SERVICE																									
21	Customer Satisfaction Rate (FFY)																								
22	Spot Violation		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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	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	411	592	n/a	314	1,256	1,880	n/a	991	6,317	10,626	n/a	7,783
Acceptance Rate	36.1%	49.5%	n/a	69.1%	33.9%	38.8%	n/a	56.9%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	17.1%	33.8%	11.4%	16.4%	18.7%	26.3%	7.5%	13.7%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	19	40	13	0	73	148	39	0	624	984	338	0
Exits (Non Employment Related)	124	315	45	60	377	923	173	231	3,441	7,815	1,681	2,442
Caseload (cases)	1,291	5,478	639	67	4,222	13,614	2,433	270	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	3,256	6,946	1,901	154	10,885	17,148	7,969	681	116,661	115,665	80,954	6,595
Engagement												
Employed	425	208	239	n/a	1,280	725	820	n/a	10,484	5,333	9,192	n/a
School, Training and Education	57	59	25	n/a	168	143	76	n/a	2,865	1,156	587	n/a
WEP and Job Search	100	119	19	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		257				1,168				11,680		
Total Children in Formal Childcare		870				3,857				38,036		
Total Children in Transitional Childcare		151				765				5,897		
Child Care Not found (Report Month)		11				33				190		
# of Refused Recipient Child Care Referral w/o Good Cause		36				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)		88.7%				84.3%				83.9%		
Retention Rates (6 months)		74.4%				68.0%				72.8%		
Retention Rates (9 Months)		74.7%				70.9%				68.4%		
Retention Rates (12 Months)		62.2%				60.8%				62.7%		