

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
QUEENS(53) Job Center -March 2018**

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): 7,532  
Caseload recurring (cases): 7,449  
Caseload non-recurring (cases): 83  
Cases with an individual in sanction status: 9  
Average Case Size: 1.7

Caseload all (persons): 12,505  
Caseload recurring (persons): 12,289  
Caseload non-recurring (persons): 216  
Adults: 8,830  
Children: 3,675

Applications all: 1180  
Applications recurring: 914  
Applications non recu: 266  
Applications Accepted: 22.3%

Recert. Sched: 864

Center Performance							
	Monthly	Score: 54.8	Rank: 15	YTD	Score: 59.7	Rank: 9	
	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	1	1	2	1	6	
Meets performance expectations	2	1	1	1	0	5	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	1	1	2	2	0	6	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time
Current Month
1:22

Non POS/PAM Transactions
Current Month
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	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	Feb	95%	99%	7.8	8	98.9%	1114	9	Yellow	-0.5%	98.2%	7	11	0	1	98.4%	8	96.3%	98.4%	8	96.3%	97.7%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	5.9	8	97.9%	676	18	Yellow	-1.2%	98.6%	12	6	1	0	98.2%	11	95.8%	98.2%	11	95.8%	97.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.5%	215	9	Green	0.0%	98.8%	14	5	0	0	99.1%	7	98.2%	99.1%	7	98.2%	98.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	91.4%	198	18	Red	5.9%	97.8%	11	4	2	2	88.5%	19	97.4%	88.5%	19	97.4%	97.1%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	1.4	4	97.7%	435	2	Yellow	0.8%	94.6%	0	5	7	7	97.1%	6	95.2%	97.1%	6	95.2%	97.8%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	86.7%	30	14	Red	-13.3%	91.2%	1	2	5	11	92.9%	9	91.4%	92.9%	9	91.4%	89.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.2%	137	15	Yellow	-3.5%	95.9%	2	10	4	3	95.6%	13	96.1%	95.6%	13	96.1%	95.7%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	163	11	Green	0.1%	99.0%	13	4	2	0	98.6%	13	98.7%	98.6%	13	98.7%	99.1%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		85.8	107.3	0.0	5	82	0	9	Red	-1	103	2	3	3	11	97	4	115.8	96.7	4	115.8	94.8	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.7%	70	4	Yellow	0.1%	90.3%	5	4	0	10	93.6%	2	85.9%	93.6%	2	85.9%	86.5%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	3.8	5	93.8%	65	13	Yellow	-2.1%	93.2%	11	4	1	3	95.4%	11	94.0%	95.4%	11	94.0%	96.2%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	85.7%	70	18	Red	-8.5%	91.2%	4	6	2	7	91.6%	14	92.3%	91.6%	14	92.3%	95.6%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	52	1	Green	3.8%	97.6%	18	1	0	0	96.7%	12	97.1%	96.7%	12	97.1%	98.2%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	3.8	6			8	Yellow	0.0%	2.3%	5	5	9	0	0.7%	8	2.5%	2.2%	8	6.4%	8.2%	6.5%
15	Overdue Face To Face Recertifications	Feb	2	0	0.0	6	4.0		15	Red	-4	7	8	6	5	0	5	17	7	5	17	7	3	3
16	SSN Validation		95%	98%	5.0	5	100.0%	35	1	Green	4.8%	95.9%	6	8	1	4	97.7%	4	96.9%	97.7%	4	96.9%	96.8%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	7.4%	27	17	Red	7.4%	3.6%	16	0	3	0	2.3%	12	5.9%	2.3%	12	5.9%	1.1%	6.4%
18	Fair Hearing Request Rate						3.3%	7398				4.3%					3.2%		4.2%	3.2%		4.2%	3.3%	4.3%
19	Fair Hearing Withdrawal Rate						8.4%					8.2%					8.1%		7.9%	8.1%		7.9%	7.0%	6.5%
20	Fair Hearing Affirmation Rate						38.3%					48.8%					55.4%		50.8%	55.4%		50.8%	56.0%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	19	0	0	0	0	1	0.0	0	1	0.00	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	360	554	n/a	266	1,075	1,861	n/a	806	5,846	11,444	n/a	8,123
Acceptance Rate	28.0%	46.4%	n/a	59.6%	33.1%	43.1%	n/a	56.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	19	40	7	0	85	143	36	0	654	934	355	0
Exits (Non Employment Related)	116	324	45	74	344	954	194	238	2,896	8,128	1,848	2,577
Caseload (cases)	1,279	5,509	661	83	4,196	14,070	2,527	252	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	5	2	2	n/a	3	2	1	n/a	2	1	4	n/a
Caseload (persons)	3,245	7,066	1,978	216	10,824	17,888	8,329	548	116,195	121,321	86,195	5,383
<b>Engagement</b>												
Employed	406	206	208	n/a	1,188	772	754	n/a	9,830	5,135	9,150	n/a
School, Training and Education	83	63	31	n/a	255	204	78	n/a	3,520	1,728	831	n/a
WEP and Job Search	97	93	28	n/a	336	450	113	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		263				1,032				10,325		
Total Children in Formal Childcare		763				3,475				36,780		
Total Children in Transitional Childcare		140				676				5,804		
Child Care Not found (Report Month)		10				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		121				160				900		
	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)		87.8%				87.9%				0.0%		
Retention Rates (6 months)		74.6%				76.1%				0.0%		
Retention Rates (9 Months)		77.1%				71.1%				0.0%		
Retention Rates (12 Months)		71.7%				66.7%				0.0%		