

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

Director: Frank Morris Since: 5/1/2018
Deputies: Vacant, 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): 7,474
Caseload recurring (cases): 7,367
Caseload non-recurring (cases): 107
Cases with an individual in sanction status: 9
Average Case Size: 1.7

Caseload all (persons): 12,330
Caseload recurring (persons): 12,109
Caseload non-recurring (persons): 221
Adults: 8,706
Children: 3,624

Applications all: 1346
Applications recurring: 987
Applications non recu: 359
Applications Accepted: 20.8%
Recert. Sched: 644

Center Performance							
	Monthly	Score: 68.3	Rank: 6	YTD	Score: 56.2	Rank: 12	
	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	2	1	4	1	10	
Meets performance expectations	2	1	1	1	0	5	
Approaching performance expectation	0	1	1	0	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	1	0	2	
Meets performance expectations	3	2	2	2	1	10	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	2	1	0	3	

Average Wait Time	
Current Month	
0:48	
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	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		
PROVIDING ACCESS to SERVICES																							
1	Cash Assistance Application Timeliness	Jul	95%	99%	5.5	8	97.7%	1107	10	0.4%	95.2%	2	13	2	2	97.9%	9	96.3%	98.2%	7	96.7%	97.7%	96.4%
2	SNAP Application Timeliness	Jul	95%	99%	6.4	8	98.2%	607	11	0.4%	96.2%	7	7	3	2	98.2%	11	96.2%	98.5%	9	96.7%	97.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	257	1	0.4%	98.3%	12	5	1	1	99.6%	4	98.3%	99.4%	4	98.3%	98.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	149	12	-0.2%	99.0%	13	6	0	0	99.4%	9	99.0%	94.3%	19	98.1%	97.1%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.7	4	97.8%	464	6	-0.4%	95.9%	2	8	6	3	97.5%	9	96.1%	97.5%	5	95.6%	97.8%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	32	1	6.0%	94.7%	6	5	3	5	96.3%	5	93.5%	94.2%	6	92.7%	89.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.9%	163	18	0.8%	96.3%	5	12	1	1	93.5%	18	96.1%	94.8%	16	96.1%	95.7%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	128	9	0.6%	98.4%	9	7	1	2	98.8%	8	98.1%	98.9%	8	98.6%	99.1%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		85.8	107.3	0.0	5	68	0	14	-23	117	2	8	0	9	83	12	112.8	93.9	5	115.8	94.8	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	88.2%	51	13	6.2%	88.2%	5	4	4	6	88.1%	12	88.8%	91.5%	6	87.8%	86.5%	92.5%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	100.0%	57	1	1.6%	92.0%	9	3	1	6	98.4%	6	92.6%	96.3%	8	93.8%	96.2%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	1.4	5	92.9%	56	13	0.5%	93.6%	7	7	4	1	92.5%	12	93.0%	92.5%	13	93.0%	95.6%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	56	1	10.2%	96.9%	13	5	1	0	93.1%	18	96.5%	95.6%	15	96.8%	98.2%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	May	6%	0%	0.3	6			5	16.3%	3.3%	1	6	12	0	10.0%	2	2.1%	5.7%	2	6.4%	8.2%	6.5%
15	Overdue Face To Face Recertifications	Jul	2	0	6.0	6	0.0		1	0	1	11	7	1	0	0	1	2	3	15	4	3	3
16	SSN Validation		95%	98%	5.0	5	100.0%	50	1	0.0%	97.8%	7	9	3	0	99.2%	6	97.5%	98.0%	7	97.2%	96.8%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	26	1	0.0%	8.5%	13	5	1	0	0.0%	1	6.3%	1.4%	10	5.7%	1.1%	6.4%
18	Fair Hearing Request Rate						3.3%	7345			4.4%					3.3%		4.2%	3.3%		4.2%	3.3%	4.3%
19	Fair Hearing Withdrawal Rate						8.6%				10.1%					10.2%		9.4%	9.1%		8.4%	7.0%	6.5%
20	Fair Hearing Affirmation Rate						68.4%				40.4%					56.1%		47.0%	54.6%		48.8%	56.0%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	16	3	0	0	0	1	0.1	0	1	0.03	0	0

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QUEENS(53) 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	418	569	n/a	359	1,261	1,851	n/a	1,042	7,308	12,417	n/a	8,479
Acceptance Rate	35.3%	45.8%	n/a	72.5%	30.6%	38.5%	n/a	69.8%	44.9%	57.5%	n/a	71.5%
Percentage New To Cash Assistance	31.2%	30.2%	11.9%	20.4%	21.6%	26.1%	7.0%	16.0%	19.0%	23.1%	7.8%	6.6%
Exits (Employment Related)	20	28	4	0	82	129	39	0	716	1,052	457	0
Exits (Non Employment Related)	97	326	49	87	284	985	158	282	2,851	8,050	1,631	2,993
Caseload (cases)	1,321	5,416	630	107	4,054	13,650	2,435	336	46,844	83,952	25,498	3,488
Caseload (at least one individual in sanction status)	5	1	3	n/a	4	1	3	n/a	2	1	3	n/a
Caseload (persons)	3,288	6,913	1,908	221	10,362	17,344	7,919	753	111,067	116,000	83,113	7,029
Engagement												
Employed	396	196	205	n/a	1,121	785	703	n/a	9,410	5,485	8,753	n/a
School, Training and Education	84	42	17	n/a	176	108	44	n/a	3,166	932	533	n/a
WEP and Job Search	86	104	21	n/a	319	389	88	n/a	2,075	3,039	1,109	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)			13				24				321	
# of Refused Recipient Child Care Referral w/o Good Cause			128				169				985	
	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)			74.5%				82.1%				0.0%	
Retention Rates (6 months)			76.8%				76.1%				0.0%	
Retention Rates (9 Months)			72.5%				70.0%				0.0%	
Retention Rates (12 Months)			63.2%				63.4%				0.0%	