

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
QUEENS(53) Job Center -October 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): 7,362  
Caseload recurring (cases): 7,274  
Caseload non-recurring (cases): 88  
Cases with an individual in sanction status: 9  
Average Case Size: 1.7

Caseload all (persons): 12,184  
Caseload recurring (persons): 12,008  
Caseload non-recurring (persons): 176  
Adults: 8,604  
Children: 3,580

Applications all: 1414  
Applications recurring: 1072  
Applications non recu: 342  
Applications Acceptar: 18.5%  
Recert. Sched: 690

Center Performance							
	Monthly	Score: 44	Rank: 16	YTD	Score: 62.7	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	0	1	0	2	1	4	
Meets performance expectations	3	1	4	0	0	8	
Approaching performance expectation	1	1	0	1	0	3	
Fails to meet performance expectations	0	1	0	2	0	3	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	2	2	3	1	1	9	
Approaching performance expectation	2	2	1	2	0	7	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	1:29

Non POS/PAM Transactions	
Current Month	
Count	% of Total
6	0.11

		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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Sep	95%	99%	5.1	8	97.5%	1219	7	2.4%	93.7%	0	0	0	0	95.8%	11	94.1%	98.1%	7	96.9%	96.5%	97.6%
2	SNAP Application Timelines	Sep	95%	99%	6.7	8	98.3%	782	8	3.8%	93.9%	0	0	0	0	96.1%	11	94.1%	97.8%	7	96.4%	96.6%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	94.7%	151	17	-4.3%	97.3%	0	0	0	0	97.8%	9	97.4%	98.6%	11	98.4%	98.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	2.5	6	96.1%	152	17	-3.1%	97.9%	0	0	0	0	98.2%	15	98.5%	98.5%	14	98.8%	98.1%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	1.6	4	97.8%	413	8	0.7%	96.6%	0	0	0	0	97.6%	10	96.6%	98.0%	11	97.0%	98.4%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	94.1%	34	11	10.3%	94.4%	0	0	0	0	84.4%	18	93.8%	90.9%	17	94.5%	97.4%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	92.7%	192	17	-3.7%	96.4%	0	0	0	0	95.2%	15	96.4%	96.2%	13	96.2%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.0%	103	8	-0.3%	98.4%	0	0	0	0	98.9%	7	98.7%	98.9%	6	98.7%	98.0%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		85.8	107.3	0.7	5	89	0	9	22	122	0	0	0	0	83	8	111.9	91.3	7	115.7	99.8	141.3
10	Employed Cases with Current Documentation		90%	95%	3.3	5	93.3%	45	11	-2.9%	94.7%	0	0	0	0	93.3%	11	93.8%	90.0%	17	93.6%	91.2%	91.7%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.4	5	90.4%	52	16	-3.8%	91.4%	0	0	0	0	94.0%	10	91.8%	96.4%	7	93.8%	97.1%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.6	5	93.6%	78	12	2.2%	93.7%	0	0	0	0	93.8%	10	94.1%	95.5%	8	94.5%	97.0%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Sep	90%	95%	6.0	6	98.0%	51	9	0.3%	95.3%	0	0	0	0	96.4%	13	96.3%	98.0%	8	96.9%	95.6%	95.2%
14	SNAP (EQAS) Payment Error Rate	Jul	6%	0%	0.0	6			12	11.2%	2.9%	0	0	0	0	3.7%	10	1.8%	9.2%	16	6.4%	2.5%	5.5%
15	Overdue Face To Face Recertifications	Sep	2	0	0.0	6	4.0		17	1	3	0	0	0	4	16	3	3	18	2	1	3	
16	SSN Validation		95%	98%	0.0	5	93.1%	29	15	-6.9%	94.9%	0	0	0	0	97.8%	10	95.7%	96.5%	15	94.4%	98.8%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	41	1	0.0%	9.0%	0	0	0	0	0.0%	1	6.5%	0.7%	7	5.0%	1.5%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.5%	7281				4.5%					3.5%		4.3%	3.3%		4.3%	3.8%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	4.5%					7.6%					5.9%		7.1%	6.6%		6.7%	9.0%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	47.2%					54.2%					58.6%		54.7%	56.7%		52.5%	59.4%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	0	0	0	0	0	1	0.1	0	1	0.03	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	482	590	n/a	342	1,359	2,018	n/a	1,101	7,360	12,373	n/a	9,925
Acceptance Rate	34.0%	51.5%	n/a	61.6%	34.4%	44.5%	n/a	53.4%	43.5%	53.0%	n/a	58.3%
Percentage New To Cash Assistance	25.9%	33.6%	10.5%	15.5%	20.4%	29.4%	6.4%	14.4%	19.6%	22.7%	13.6%	9.8%
Exits (Employment Related)	19	44	3	0	96	159	30	0	784	1,235	444	0
Exits (Non Employment Related)	144	298	39	68	442	1,044	166	225	3,892	9,002	2,030	3,007
Caseload (cases)	1,317	5,325	632	88	4,293	13,464	2,415	299	50,782	85,976	26,069	3,334
Caseload (at least one individual in sanction status)	6	2	1	n/a	4	2	4	n/a	3	2	6	n/a
Caseload (persons)	3,329	6,784	1,895	176	11,130	17,100	7,959	648	120,197	118,902	85,035	7,076
<b>Engagement</b>												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		262				1,193				12,090		
Total Children in Formal Childcare		866				3,899				39,580		
Total Children in Transitional Childcare		134				740				5,933		
Child Care Not found (Report Month)		11				37				288		
# of Refused Recipient Child Care Referral w/o Good Cause		106				160				875		
	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)		85.9%				81.8%				81.4%		
Retention Rates (6 months)		80.8%				76.3%				75.0%		
Retention Rates (9 Months)		69.5%				62.4%				66.2%		
Retention Rates (12 Months)		74.7%				68.8%				64.5%		