

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
QUEENS(53) Job Center -November 2016

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

Caseload all (cases): 5,502
 Caseload recurring (cases): 5,411
 Caseload non-recurring (cases): 91
 Cases with an individual in sanction status: 12
 Average Case Size: 1.8

Caseload all (persons): 9,730
 Caseload recurring (persons): 9,526
 Caseload non-recurring (persons): 204
 Adults: 6,128
 Children: 3,602

Applications all: 1005
 Applications recurring: 707
 Applications non recu: 298
 Applications Accepted: 18.9%

Recert. Sched: 544

Center Performance							
	Monthly	Score: 74.5	Rank: 6	YTD	Score: 70.9	Rank: 6	
	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	2	3	0	6	
Meets performance expectations	4	2	2	2	1	11	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	0	0	0	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time
Current Month
1:19

Non POS/PAM Transactions	
Count	% of Total
17	0.22

	Report Month	Performance Expectations														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	Oct	95%	99%	5.9	8	97.9%	967	12	6.8%	96.9%	5	11	1	2	94.2%	17	97.1%	96.6%	17	97.7%	97.3%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	7.4	8	98.7%	457	12	2.8%	96.1%	7	8	1	3	93.9%	16	96.6%	96.7%	15	97.4%	97.0%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.6	6	97.9%	236	16	-0.9%	98.5%	15	3	0	1	98.5%	13	98.2%	98.4%	13	98.4%	97.1%	98.2%
4	SNAP Separate Determination Rate		94%	99%	5.7	6	98.7%	157	18	1.5%	99.5%	16	2	1	0	98.2%	17	99.2%	97.9%	15	98.3%	95.5%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.9%	291	17	-1.4%	96.8%	3	12	4	0	97.9%	16	97.2%	98.6%	9	97.0%	98.9%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	32	1	2.9%	97.5%	7	7	2	2	98.9%	3	96.6%	97.5%	3	95.4%	95.4%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.3	6	97.7%	86	7	-2.3%	96.5%	5	9	3	2	98.2%	5	96.9%	97.6%	6	96.4%	97.5%	94.0%
8	Re-Engaged after Good Cause		97%	99%	2.8	6	97.9%	146	12	2.4%	98.3%	8	5	4	2	97.2%	14	98.1%	98.0%	11	98.3%	99.0%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		85.8	107.3	1.2	5	91	0	9	-21	128	3	10	2	4	93	7	129.7	99.9	10	138.8	87.2	136.4
10	Employed Cases with Current Documentation		90%	95%	3.5	5	93.6%	31	11	6.4%	94.2%	9	5	2	3	92.5%	11	93.1%	91.7%	10	91.7%	87.7%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	100.0%	61	1	0.0%	94.3%	8	6	3	2	98.8%	5	94.5%	96.9%	8	94.2%	97.8%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.3%	73	10	-0.1%	96.9%	18	1	0	0	96.5%	13	96.4%	97.1%	8	95.7%	96.2%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	97.8%	45	8	8.1%	92.5%	12	3	1	3	93.8%	15	94.6%	96.3%	11	95.2%	90.2%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	3.5	6	0.0%	0	5	-6.2%	1.7%	0	11	8	0	2.1%	4	2.4%	2.5%	4	5.1%	1.1%	6.7%
15	Overdue Face To Face Recertifications	Oct	2	0	0.9	6	2.0	15		1	3	6	10	3	0	1	15	2	1	10	3	1	4
16	SSN Validation		95%	98%	5.0	5	100.0%	40	1	6.2%	97.5%	12	6	0	1	97.2%	17	97.7%	98.5%	4	97.5%	98.4%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	24	1	-2.1%	7.9%	16	0	3	0	1.0%	12	6.5%	1.3%	1	6.2%	0.7%	10.7%
18	Fair Hearing Request Rate				Non Scoring	3.4%	5557			3.9%						3.7%		4.0%	3.9%		4.2%	5.2%	5.1%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.1%				8.4%						7.8%		7.1%	9.0%		7.2%	25.7%	29.5%
20	Fair Hearing Affirmation Rate				Non Scoring	66.7%				53.6%						63.5%		53.0%	58.1%		40.6%	40.0%	39.1%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	2.7	4	1		18	1	0	17	2	0	0	0	18	0.0	0	12	0.04	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	246	461	n/a	298	954	1,589	n/a	1,035	6,153	11,375	n/a	9,198
Acceptance Rate	36.1%	42.4%	n/a	68.2%	34.4%	33.2%	n/a	60.6%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	30.3%	44.2%	5.3%	15.8%	26.6%	31.9%	10.4%	11.9%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	30	40	9	0	117	185	40	0	886	1,274	407	0
Exits (Non Employment Related)	65	201	25	99	218	626	83	304	2,212	6,339	1,034	3,417
Caseload (cases)	1,310	3,478	623	91	4,383	8,951	2,418	304	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	3	1	8	n/a	6	2	8	n/a	5	2	11	n/a
Caseload (persons)	3,303	4,340	1,883	204	11,369	11,306	7,976	715	129,451	112,523	84,851	8,794
Engagement												
Employed	416	157	232	n/a	1,281	576	852	n/a	11,858	5,374	10,387	n/a
School, Training and Education	117	116	35	n/a	293	283	130	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	74	93	25	n/a	322	431	162	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		311				1,388				14,435		
Total Children in Formal Childcare		822				3,817				39,856		
Total Children in Transitional Childcare		170				748				5,875		
Child Care Not found (Report Month)		4				49				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				2				18		
	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)		77.8%				78.9%				81.0%		
Retention Rates (6 months)		83.9%				74.0%				73.0%		
Retention Rates (9 Months)		66.7%				69.6%				66.6%		
Retention Rates (12 Months)		76.3%				70.9%				65.0%		