

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
QUEENS(53) Job Center -August 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): 7,534
Caseload recurring (cases): 7,435
Caseload non-recurring (cases): 99
Cases with an individual in sanction status: 8
Average Case Size: 1.6

Caseload all (persons): 12,390
Caseload recurring (persons): 12,181
Caseload non-recurring (persons): 209
Adults: 8,764
Children: 3,626

Applications all: 1373
Applications recurring: 1055
Applications non recu: 318
Applications Acceptar: 17.9%

Recert. Sched: 637

Center Performance							
	Monthly	Score: 52.1	Rank: 13	YTD	Score: 66.7	Rank: 11	
	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	0	2	1	1	6	
Meets performance expectations	1	3	2	2	0	8	
Approaching performance expectation	1	0	0	1	0	2	
Fails to meet performance expectations	0	1	0	1	0	2	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	1:27

Non POS/PAM Transactions	
Current Month	
Count	% of Total
38	0.61

		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%	0.0	8	94.9%	1218	13	-1.6%	96.0%	3	9	2	5	96.5%	11	97.0%	98.7%	6	97.9%	96.5%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	0.9	8	95.4%	722	14	-2.2%	96.3%	5	9	2	3	97.1%	9	96.4%	98.4%	7	97.4%	96.6%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.8%	245	5	0.8%	97.8%	10	7	2	0	98.4%	15	98.5%	98.9%	9	98.7%	98.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	102	1	0.0%	98.8%	16	2	0	1	99.1%	13	98.7%	98.8%	13	99.1%	98.1%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.9	4	97.9%	440	10	-0.2%	96.9%	3	13	1	2	98.2%	9	97.1%	98.2%	10	97.0%	98.4%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	76.3%	38	17	-18.7%	94.9%	4	7	2	5	87.3%	17	94.7%	91.4%	15	94.3%	97.4%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.7	6	96.9%	159	8	4.3%	96.6%	4	10	4	1	95.1%	14	96.1%	96.8%	9	96.0%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	4.5	6	98.5%	132	12	-0.1%	98.5%	9	8	2	0	98.8%	9	98.3%	98.8%	8	98.5%	98.0%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		85.8	107.3	1.7	5	93	0	8	-6	123	5	5	1	7	91	4	102.2	94.6	6	119.8	99.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.4	5	90.4%	52	16	3.8%	94.2%	9	8	1	1	90.0%	13	92.8%	88.4%	18	93.5%	91.2%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	96.8%	63	8	-3.2%	93.6%	11	3	1	4	97.7%	3	93.6%	97.5%	5	94.4%	97.1%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.8%	72	7	3.8%	94.7%	8	9	2	0	94.0%	8	93.3%	96.2%	5	94.6%	97.0%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	3.8	6	93.2%	44	18	-4.6%	96.5%	15	3	1	0	96.3%	14	95.9%	98.1%	9	97.0%	95.6%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			8	-2.6%	1.3%	1	6	12	0	0.9%	12	1.9%	7.5%	16	6.7%	2.5%	5.5%
15	Overdue Face To Face Recertifications	Jul	2	0	0.0	6	5.0		16	1	4	7	6	5	0	5	17	3	3	17	3	1	3
16	SSN Validation		95%	98%	4.3	5	97.6%	41	12	12.6%	97.3%	10	5	2	1	96.2%	17	95.9%	96.0%	16	94.7%	98.8%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	31	1	0.0%	4.7%	11	1	7	0	0.0%	1	3.9%	1.0%	8	4.2%	1.5%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.5%	7582				4.4%					3.1%		4.2%	3.2%		4.3%	3.8%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	8.3%					7.0%					7.2%		7.7%	7.1%		6.6%	9.0%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	48.6%					54.2%					55.6%		53.9%	54.9%		51.9%	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	16	2	0	0	0	1	0.0	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
Demographics												
Applications	458	597	n/a	318	1,409	2,076	n/a	1,055	7,579	12,243	n/a	9,738
Acceptance Rate	49.2%	50.6%	n/a	68.1%	43.3%	45.3%	n/a	62.9%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	22	36	11	0	102	153	41	0	711	1,087	401	0
Exits (Non Employment Related)	113	339	54	87	353	956	190	257	2,984	7,488	1,520	3,089
Caseload (cases)	1,302	5,484	649	99	4,270	13,648	2,477	317	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	5	1	2	n/a	3	1	4	n/a	3	2	7	n/a
Caseload (persons)	3,297	6,951	1,933	209	11,018	17,180	8,134	725	110,357	113,420	82,065	7,794
Engagement												
Employed	411	198	211	n/a	1,229	667	791	n/a	10,400	5,229	9,744	n/a
School, Training and Education	59	55	17	n/a	162	154	50	n/a	2,940	1,237	567	n/a
WEP and Job Search	80	101	24	n/a	293	451	119	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		243				1,135				12,155		
Total Children in Formal Childcare		848				3,787				38,086		
Total Children in Transitional Childcare		154				734				5,887		
Child Care Not found (Report Month)		9				18				237		
# of Refused Recipient Child Care Referral w/o Good Cause		27				108				675		
	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)		81.7%				86.4%				84.1%		
Retention Rates (6 months)		77.4%				74.6%				73.6%		
Retention Rates (9 Months)		70.4%				67.9%				67.8%		
Retention Rates (12 Months)		63.3%				62.9%				61.1%		