

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
QUEENS(53) Job Center -January 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): 7,577
Caseload recurring (cases): 7,494
Caseload non-recurring (cases): 83
Cases with an individual in sanction status: 8
Average Case Size: 1.7

Caseload all (persons): 12,639
Caseload recurring (persons): 12,466
Caseload non-recurring (persons): 173
Adults: 8,921
Children: 3,718

Applications all: 1301
Applications recurring: 969
Applications non recu: 332
Applications Accepted: 21.4%

Recert. Sched: 782

Center Performance							
	Monthly	Score: 52.4	Rank: 13	YTD	Score: 52.4	Rank: 13	
	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	0	2	3	1	7	
Meets performance expectations	2	1	1	1	0	5	
Approaching performance expectation	0	2	0	0	0	2	
Fails to meet performance expectations	1	1	1	1	0	4	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	0	2	1	3	
Meets performance expectations	2	2	3	1	0	8	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	1	1	2	0	6	

Average Wait Time
Current Month
1:30

Non POS/PAM Transactions	
Current Month	
Count	% of Total

	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	Dec	95%	99%	3.6	8	96.8%	1059	12		92.7%	2	11	3	3			96.8%	12	92.7%	97.7%	96.4%
2	Dec	95%	99%	4.9	8	97.5%	632	11		90.1%	4	8	1	6			97.5%	11	90.1%	97.6%	95.7%
3		96%	98%	6.0	6	98.4%	247	10		97.4%	11	5	0	3			98.4%	10	97.4%	98.5%	98.1%
4		94%	99%	0.0	6	88.8%	251	18		96.7%	7	9	0	3			88.8%	18	96.7%	97.1%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																					
5		97%	99%	0.0	4	96.9%	541	8		95.4%	2	5	7	5			96.9%	8	95.4%	97.8%	96.7%
6		95%	98%	0.0	4	92.9%	28	6		88.9%	3	1	1	14			92.9%	6	88.9%	89.3%	93.4%
7		95%	98%	0.3	6	95.1%	226	14		95.9%	4	11	3	1			95.1%	14	95.9%	95.7%	96.1%
8		97%	99%	0.0	6	96.8%	125	17		98.2%	6	9	4	0			96.8%	17	98.2%	99.1%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																					
9		85.8	107.3	5.0	5	125	0	4		136	7	6	1	5			125.0	4	135.5	94.8	120.2
10		90%	95%	0.0	5	88.1%	42	4		78.7%	0	2	2	15			88.1%	4	78.7%	86.5%	92.5%
11	Dec	90%	95%	5.0	5	96.5%	58	7		92.9%	11	5	0	3			96.5%	7	92.9%	96.2%	93.4%
12		92%	95%	2.9	5	93.8%	112	8		92.5%	5	7	4	3			93.8%	8	92.5%	95.6%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																					
13	Dec	90%	95%	4.7	6	93.9%	49	15		96.2%	14	4	1	0			93.9%	15	96.2%	98.2%	96.9%
14	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	8.2%	6.5%
15	Dec	2	0	0.0	6	4.0		17		7	9	5	5	0			4	17	7	3	3
16		95%	98%	5.0	5	100.0%	32	1		97.7%	9	7	2	1			100.0%	1	97.7%	96.8%	94.8%
17		5%	3%	5.0	5	0.0%	38	1		8.8%	9	3	7	0			0.0%	1	8.8%	1.1%	6.4%
18						Non Scoring	3.6%	7464		4.5%							3.6%		4.5%	3.3%	4.3%
19						Non Scoring	7.5%			6.8%							7.5%		6.8%	7.0%	6.5%
20						Non Scoring	60.4%			52.9%							60.4%		52.9%	56.0%	53.0%
DELIVERY of CUSTOMER SERVICE																					
21																					
22		3	0	4.0	4	0		1		0	19	0	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
Demographics												
Applications	421	548	n/a	332	1,241	2,030	n/a	1,004	6,899	12,533	n/a	10,172
Acceptance Rate	51.8%	46.3%	n/a	62.2%	39.5%	41.4%	n/a	52.6%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	21	48	11	0	96	137	40	0	800	1,127	397	0
Exits (Non Employment Related)	163	361	68	69	463	1,063	226	190	3,855	9,544	2,031	2,822
Caseload (cases)	1,317	5,519	658	83	4,257	13,982	2,534	242	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	4	1	3	n/a	1	1	1	n/a	2	1	4	n/a
Caseload (persons)	3,363	7,146	1,957	173	11,035	17,853	8,273	529	118,548	121,462	86,031	6,313
Engagement												
Employed	401	193	224	n/a	1,165	705	811	n/a	9,953	4,846	9,210	n/a
School, Training and Education	66	48	17	n/a	181	150	48	n/a	2,751	1,269	541	n/a
WEP and Job Search	89	102	21	n/a	337	495	120	n/a	2,433	3,921	1,246	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)		5				19				275		
# of Refused Recipient Child Care Referral w/o Good Cause		133				190				977		
	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)		0.0%				0.0%				0.0%		
Retention Rates (6 months)		0.0%				0.0%				0.0%		
Retention Rates (9 Months)		0.0%				0.0%				0.0%		
Retention Rates (12 Months)		0.0%				0.0%				0.0%		