

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
REFUGEE(47) Job Center -August 2017

Director: VACANT Since: 11/1/2007
 Deputies: Mayleen Frederick
 Deputy Regional Manager: Kathleen Parker, Executive Director;
 Executive Region Manager: Greg Gomez
 Staff on Board:
 Zip Codes covered: Services all Refugees & Immigrants Citywide

Caseload all (cases): 4,158
 Caseload recurring (cases): 4,148
 Caseload non-recurring (cases): 10
 Cases with an individual in sanction status: 0
 Average Case Size: 1.5

Caseload all (persons): 6,197
 Caseload recurring (persons): 6,176
 Caseload non-recurring (persons): 21
 Adults: 5,490
 Children: 707

Applications all: 216
 Applications recurring: 184
 Applications non recu: 32
 Applications Accepted: 32.4%

Recert. Sched: 193

Center Performance							
	Monthly	Score: 66.8	Rank: 8	YTD	Score: 67.9	Rank: 8	
	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	1	2	2	1	8	
Meets performance expectations	2	1	1	1	0	5	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	1	1	2	0	4	
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	0:32

Non POS/PAM Transactions	
Count	% of Total
17	1.57

		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%	6.1	8	98.0%	153	8	-1.5%	96.0%	3	9	2	5	98.4%	6	97.0%	98.8%	7	97.9%	97.1%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	7.9	8	99.0%	97	6	-1.0%	96.3%	5	9	2	3	99.7%	1	96.4%	99.7%	1	97.4%	94.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.1%	53	8	-1.9%	97.8%	10	7	2	0	99.2%	5	98.5%	99.6%	3	98.7%	99.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	12	1	0.0%	98.8%	16	2	0	1	100.0%	1	98.7%	100.0%	1	99.1%	98.7%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.7	4	97.3%	75	15	0.3%	96.9%	3	13	1	2	98.2%	10	97.1%	99.1%	3	97.0%	97.5%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	66.7%	3	18	-19.0%	94.9%	4	7	2	5	84.6%	18	94.7%	85.2%	18	94.3%	97.4%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.8%	16	18	-6.2%	96.6%	4	10	4	1	93.9%	15	96.1%	95.9%	12	96.0%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	39	1	0.0%	98.5%	9	8	2	0	99.2%	8	98.3%	98.9%	7	98.5%	96.7%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		11.7	14.6	5.0	5	30	0	1	7	123	5	5	1	7	25	1	102.2	17.3	1	119.8	15.0	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	78.9%	19	19	-11.0%	94.2%	9	8	1	1	84.2%	19	92.8%	83.8%	19	93.5%	94.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	100.0%	3	1	0.0%	93.6%	11	3	1	4	100.0%	8	93.6%	97.3%	9	94.4%	96.4%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.0%	20	9	-5.0%	94.7%	8	9	2	0	98.5%	1	93.3%	96.7%	6	94.6%	96.8%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	15	1	5.6%	96.5%	15	3	1	0	96.1%	13	95.9%	98.6%	6	97.0%	97.6%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	3.1	6			4	0.0%	1.3%	1	6	12	0	0.0%	5	1.9%	2.9%	3	6.7%	0.6%	5.5%
15	Overdue Face To Face Recertifications	Jul	0	0	6.0	6	0.0		1	0	4	7	6	5	0	0	1	3	1	16	3	1	3
16	SSN Validation		95%	98%	0.0	5	75.9%	29	18	25.9%	97.3%	10	5	2	1	53.5%	18	95.9%	52.3%	18	94.7%	84.7%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	12.5%	8	17	12.5%	4.7%	11	1	7	0	6.7%	14	3.9%	8.9%	18	4.2%	3.8%	6.4%
18	Fair Hearing Request Rate						0.7%	3501			4.4%					0.8%		4.2%	0.8%		4.3%	1.0%	4.2%
19	Fair Hearing Withdrawal Rate						5.6%				7.0%					6.6%		7.7%	8.8%		6.6%	8.6%	7.3%
20	Fair Hearing Affirmation Rate						50.0%				54.2%					37.5%		53.9%	38.5%		51.9%	48.0%	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	32	152	n/a	32	32	152	n/a	32	7,579	12,243	n/a	9,738
Acceptance Rate	57.1%	77.0%	n/a	62.5%	57.1%	77.0%	n/a	62.5%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	6	12	2	0	6	12	2	0	711	1,087	401	0
Exits (Non Employment Related)	15	95	4	7	15	95	4	7	2,984	7,488	1,520	3,089
Caseload (cases)	230	3,824	94	10	230	3,824	94	10	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	545	5,328	303	21	545	5,328	303	21	110,357	113,420	82,065	7,794
Engagement												
Employed	24	29	68	n/a	24	29	68	n/a	10,400	5,229	9,744	n/a
School, Training and Education	15	9	2	n/a	15	9	2	n/a	2,940	1,237	567	n/a
WEP and Job Search	14	20	3	n/a	14	20	3	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		41				41				12,155		
Total Children in Formal Childcare		144				144				38,086		
Total Children in Transitional Childcare		18				18				5,887		
Child Care Not found (Report Month)		1				1				237		
# of Refused Recipient Child Care Referral w/o Good Cause		7				7				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)		91.7%				87.2%				84.1%		
Retention Rates (6 months)		92.3%				71.4%				73.6%		
Retention Rates (9 Months)		75.0%				66.4%				67.8%		
Retention Rates (12 Months)		92.9%				66.7%				61.1%		