

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**REFUGEE(47) Job Center -January 2018**

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): 4,060  
 Caseload recurring (cases): 4,054  
 Caseload non-recurring (cases): 6  
 Cases with an individual in sanction status: 0  
 Average Case Size: 1.5

Caseload all (persons): 6,033  
 Caseload recurring (persons): 6,022  
 Caseload non-recurring (persons): 11  
 Adults: 5,407  
 Children: 626

Applications all: 195  
 Applications recurring: 163  
 Applications non recu: 32  
 Applications Accepted: 29.2%

Recert. Sched: 267

Center Performance							
	Monthly	Score: 81.2	Rank: 2	YTD	Score: 81.2	Rank: 2	
	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	
<b>Center</b>							
Exceeds performance expectations	3	3	2	4	1	13	
Meets performance expectations	1	1	1	0	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	1	1	0	2	
<b>City Wide Totals (19 total centers)</b>							
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	0:29
Non POS/PAM Transactions	
Current Month	
Count	% of Total

		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	
<b>PROVIDING ACCESS to SERVICES</b>																						
1	Cash Assistance Application Timeliness	Dec	95%	99%	7.0	8	98.5%	201	6		92.7%	2	11	3	3			98.5%	6	92.7%	98.5%	96.4%
2	SNAP Application Timelines	Dec	95%	99%	8.0	8	99.2%	118	4		90.1%	4	8	1	6			99.2%	4	90.1%	99.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	36	1		97.4%	11	5	0	3			100.0%	1	97.4%	99.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	19	1		96.7%	7	9	0	3			100.0%	1	96.7%	100.0%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																						
5	Missing or Outdated Employment Plan		97%	99%	0.6	4	97.3%	74	6		95.4%	2	5	7	5			97.3%	6	95.4%	98.7%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	3	1		88.9%	3	1	1	14			100.0%	1	88.9%	50.0%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	100.0%	16	1		95.9%	4	11	3	1			100.0%	1	95.9%	96.2%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	21	1		98.2%	6	9	4	0			100.0%	1	98.2%	98.7%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																						
9	Reported Placements		11.7	14.6	0.6	5	12	0	11		136	7	6	1	5			12.0	11	135.5	17.4	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	81.3%	16	10		78.7%	0	2	2	15			81.3%	10	78.7%	87.8%	92.5%
11	Cases Budgeted Timely (35 days)	Dec	90%	95%	5.0	5	100.0%	6	1		92.9%	11	5	0	3			100.0%	1	92.9%	97.7%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	100.0%	9	1		92.5%	5	7	4	3			100.0%	1	92.5%	97.2%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																						
13	Training Attendance Rate	Dec	90%	95%	6.0	6	100.0%	21	1		96.2%	14	4	1	0			100.0%	1	96.2%	97.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	2.9%	6.5%
15	Overdue Face To Face Recertifications	Dec	0	0	6.0	6	0.0		1		7	9	5	5	0			0	1	7	1	3
16	SSN Validation		95%	98%	0.0	5	85.0%	20	19		97.7%	9	7	2	1			85.0%	19	97.7%	56.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	3	1		8.8%	9	3	7	0			0.0%	1	8.8%	7.6%	6.4%
18	Fair Hearing Request Rate						0.8%	3446			4.5%							0.8%		4.5%	0.8%	4.3%
19	Fair Hearing Withdrawal Rate						0.0%				6.8%							0.0%		6.8%	7.7%	6.5%
20	Fair Hearing Affirmation Rate						0.0%				52.9%							0.0%		52.9%	34.8%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																						
21	Customer Satisfaction Rate																					
22	Spot Violation		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
<b>Demographics</b>												
Applications	33	130	n/a	32	33	130	n/a	32	6,899	12,533	n/a	10,172
Acceptance Rate	38.1%	68.2%	n/a	73.1%	38.1%	68.2%	n/a	73.1%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	1	10	1	0	1	10	1	0	800	1,127	397	0
Exits (Non Employment Related)	20	152	3	10	20	152	3	10	3,855	9,544	2,031	2,822
Caseload (cases)	198	3,761	95	6	198	3,761	95	6	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	461	5,258	303	11	461	5,258	303	11	118,548	121,462	86,031	6,313
<b>Engagement</b>												
Employed	27	26	62	n/a	27	26	62	n/a	9,953	4,846	9,210	n/a
School, Training and Education	16	6	1	n/a	16	6	1	n/a	2,751	1,269	541	n/a
WEP and Job Search	7	11	3	n/a	7	11	3	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)		0				0				275		
# of Refused Recipient Child Care Referral w/o Good Cause		11				11				977		
	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)		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%		