

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
REFUGEE(47) Job Center -October 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): 4,104
 Caseload recurring (cases): 4,096
 Caseload non-recurring (cases): 8
 Cases with an individual in sanction status: 0
 Average Case Size: 1.5

Caseload all (persons): 6,111
 Caseload recurring (persons): 6,091
 Caseload non-recurring (persons): 20
 Adults: 5,429
 Children: 682

Applications all: 212
 Applications recurring: 179
 Applications non recu: 33
 Applications Accepted: 36.3%

Recert. Sched: 191

Center Performance							
	Monthly	Score: 64.5	Rank: 6	YTD	Score: 68.2	Rank: 7	
	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	3	2	2	2	1	10	
Meets performance expectations	1	1	1	1	0	4	
Approaching performance expectation	0	0	1	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	2	2	3	1	1	9	
Approaching performance expectation	2	2	1	2	0	7	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:24

Non POS/PAM Transactions	
Current Month	
Count	% of Total
4	0.36

	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	Sep	95%	99%	0.4	8	95.2%	187	13	Yellow	-3.9%	93.7%	0	0	0	0	97.5%	7	94.1%	98.5%	8	96.9%	97.1%	97.6%
2	SNAP Application Timelines	Sep	95%	99%	8.0	8	100.0%	117	1	Green	0.0%	93.9%	0	0	0	0	99.7%	1	94.1%	99.7%	1	96.4%	94.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	37	1	Green	2.1%	97.3%	0	0	0	0	98.5%	6	97.4%	99.4%	4	98.4%	99.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	9	1	Green	0.0%	97.9%	0	0	0	0	100.0%	1	98.5%	100.0%	1	98.8%	98.7%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	97.0%	67	14	Yellow	-0.5%	96.6%	0	0	0	0	97.3%	13	96.6%	98.8%	5	97.0%	97.5%	97.0%
6	Rate of Child Care in Child Care System	Sep	95%	98%	0.0	4	50.0%	2	19	Red	0.0%	94.4%	0	0	0	0	75.0%	19	93.8%	82.8%	18	94.5%	97.4%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	100.0%	15	1	Green	0.0%	96.4%	0	0	0	0	98.1%	6	96.4%	96.9%	8	96.2%	97.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	36	1	Green	3.2%	98.4%	0	0	0	0	99.1%	8	98.7%	98.8%	7	98.7%	96.7%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		11.7	14.6	4.0	5	14	0	7	Yellow	-1	122	0	0	0	0	20	1	111.9	16.7	2	115.7	15.0	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	88.9%	18	16	Yellow	-0.6%	94.7%	0	0	0	0	85.7%	19	93.8%	85.7%	19	93.6%	94.9%	91.7%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	100.0%	1	1	Green	0.0%	91.4%	0	0	0	0	100.0%	1	91.8%	97.6%	5	93.8%	96.4%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	100.0%	11	1	Green	0.0%	93.7%	0	0	0	0	97.8%	1	94.1%	97.3%	2	94.5%	96.8%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Sep	90%	95%	0.0	6	88.9%	18	18	Yellow	-2.8%	95.3%	0	0	0	0	93.3%	17	96.3%	97.1%	12	96.9%	97.6%	95.2%
14	SNAP (EQAS) Payment Error Rate	Jul	6%	0%	3.1	6			4	Yellow	0.0%	2.9%	0	0	0	0	0.0%	4	1.8%	2.9%	4	6.4%	0.6%	5.5%
15	Overdue Face To Face Recertifications	Sep	0	0	6.0	6	0.0		1	Green	0	3	0	0	0	0	0	1	3	0	16	2	1	3
16	SSN Validation		95%	98%	0.0	5	61.3%	31	19	Yellow	-22.9%	94.9%	0	0	0	0	74.5%	19	95.7%	55.1%	19	94.4%	84.7%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	4	1	Green	0.0%	9.0%	0	0	0	0	5.0%	12	6.5%	7.0%	16	5.0%	3.8%	6.4%
18	Fair Hearing Request Rate						0.7%	3479				4.5%					0.7%		4.3%	0.8%		4.3%	1.0%	4.2%
19	Fair Hearing Withdrawal Rate						10.0%					7.6%					11.6%		7.1%	8.1%		6.7%	8.6%	7.3%
20	Fair Hearing Affirmation Rate						0.0%					54.2%					50.0%		54.7%	30.8%		52.5%	48.0%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	0	0	0	0	0	1	0.1	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	23	156	n/a	33	23	156	n/a	33	7,360	12,373	n/a	9,925
Acceptance Rate	42.9%	67.1%	n/a	76.2%	42.9%	67.1%	n/a	76.2%	43.5%	53.0%	n/a	58.3%
Percentage New To Cash Assistance	40.0%	62.0%	25.0%	25.0%	40.0%	62.0%	25.0%	25.0%	19.6%	22.7%	13.6%	9.8%
Exits (Employment Related)	2	11	2	0	2	11	2	0	784	1,235	444	0
Exits (Non Employment Related)	19	126	10	7	19	126	10	7	3,892	9,002	2,030	3,007
Caseload (cases)	219	3,781	96	8	219	3,781	96	8	50,782	85,976	26,069	3,334
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	521	5,260	310	20	521	5,260	310	20	120,197	118,902	85,035	7,076
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		41				41				12,090		
Total Children in Formal Childcare		151				151				39,580		
Total Children in Transitional Childcare		19				19				5,933		
Child Care Not found (Report Month)		0				0				288		
# of Refused Recipient Child Care Referral w/o Good Cause		8				8				875		
	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)		100.0%				83.5%				81.4%		
Retention Rates (6 months)		100.0%				80.0%				75.0%		
Retention Rates (9 Months)		100.0%				65.5%				66.2%		
Retention Rates (12 Months)		62.5%				62.0%				64.5%		