

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
REFUGEE(47) Job Center -November 2016

Director: Armando Del Moral; 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): 3,898
 Caseload recurring (cases): 3,890
 Caseload non-recurring (cases): 8
 Cases with an individual in sanction status: 2
 Average Case Size: 1.5

Caseload all (persons): 5,788
 Caseload recurring (persons): 5,768
 Caseload non-recurring (persons): 20
 Adults: 5,129
 Children: 659

Applications all: 267
 Applications recurring: 248
 Applications non recu: 19
 Applications Accepted: 14.2%

Recert. Sched: 235

Center Performance							
	Monthly	Score: 55.3	Rank: 15	YTD	Score: 55.4	Rank: 16	
	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	3	2	1	9	
Meets performance expectations	0	1	1	1	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	2	2	0	2	0	6	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time
Current Month
0:45

Non POS/PAM Transactions	
Count	% of Total
7	0.47

		Report Month														3 month		Year to date		Prior Year			
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				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	Oct	95%	99%	0.0	8	91.8%	281	18	-5.4%	96.9%	5	11	1	2	95.9%	16	97.1%	97.3%	14	97.7%	97.2%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	0.0	8	67.7%	195	19	-30.3%	96.1%	7	8	1	3	88.1%	18	96.6%	94.7%	17	97.4%	93.5%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	81	1	0.0%	98.5%	15	3	0	1	98.9%	8	98.2%	99.4%	2	98.4%	100.0%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	22	1	0.0%	99.5%	16	2	1	0	100.0%	1	99.2%	99.0%	10	98.3%	97.9%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.6	4	97.8%	90	11	1.3%	96.8%	3	12	4	0	97.5%	18	97.2%	97.4%	16	97.0%	97.5%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	5	1	0.0%	97.5%	7	7	2	2	100.0%	1	96.6%	97.1%	1	95.4%	94.4%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	80.0%	5	19	-20.0%	96.5%	5	9	3	2	96.7%	18	96.9%	97.0%	15	96.4%	94.1%	94.0%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	92.3%	13	19	-7.7%	98.3%	8	5	4	2	96.6%	18	98.1%	96.3%	19	98.3%	96.2%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		11.7	14.6	2.3	5	13	0	6	2	128	3	10	2	4	12	11	129.7	14.9	4	138.8	12.8	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	100.0%	2	1	50.0%	94.2%	9	5	2	3	87.5%	19	93.1%	94.6%	8	91.7%	81.6%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	100.0%	4	1	0.0%	94.3%	8	6	3	2	100.0%	1	94.5%	98.0%	5	94.2%	97.4%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	100.0%	10	1	0.0%	96.9%	18	1	0	0	100.0%	1	96.4%	96.6%	6	95.7%	95.9%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	95.6%	23	11	-4.3%	92.5%	12	3	1	3	93.3%	16	94.6%	98.2%	3	95.2%	97.0%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	5.4	6	0.0%	0	1	-2.3%	1.7%	0	11	8	0	0.8%	1	2.4%	0.6%	1	5.1%	3.6%	6.7%
15	Overdue Face To Face Recertifications	Oct	0	0	0.0	6	2.0		19	2	3	6	10	3	0	1	19	2	1	17	3	0	4
16	SSN Validation		95%	98%	0.0	5	75.9%	58	19	-4.1%	97.5%	12	6	0	1	84.4%	19	97.7%	87.7%	19	97.5%	93.9%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	4	1	0.0%	7.9%	16	0	3	0	0.0%	1	6.5%	4.4%	16	6.2%	11.6%	10.7%
18	Fair Hearing Request Rate						0.8%	3219			3.9%					0.9%		4.0%	1.0%		4.2%	1.1%	5.1%
19	Fair Hearing Withdrawal Rate						7.7%				8.4%					6.6%		7.1%	9.1%		7.2%	16.2%	29.5%
20	Fair Hearing Affirmation Rate						80.0%				53.6%					75.2%		53.0%	43.2%		40.6%	64.4%	39.1%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	17	2	0	0	0	1	0.0	0	1	0.04	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	41	207	n/a	19	536	1,426	n/a	89	6,153	11,375	n/a	9,198
Acceptance Rate	38.5%	75.8%	n/a	66.7%	47.3%	62.6%	n/a	82.4%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	41.7%	75.6%	0.0%	50.0%	28.6%	47.4%	8.8%	30.2%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	1	11	1	0	18	71	5	0	886	1,274	407	0
Exits (Non Employment Related)	8	43	0	6	137	377	36	36	2,212	6,339	1,034	3,417
Caseload (cases)	210	3,592	88	8	1,616	5,769	557	80	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	482	5,008	278	20	3,967	8,165	1,743	167	129,451	112,523	84,851	8,794
Engagement												
Employed	30	35	69	n/a	854	704	391	n/a	11,858	5,374	10,387	n/a
School, Training and Education	14	18	2	n/a	66	34	13	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	7	11	2	n/a	218	314	87	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		40				332				14,435		
Total Children in Formal Childcare		164				1,605				39,856		
Total Children in Transitional Childcare		20				110				5,875		
Child Care Not found (Report Month)		0				4				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				11				18		
	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%				87.6%				81.0%		
Retention Rates (6 months)		100.0%				77.5%				73.0%		
Retention Rates (9 Months)		70.0%				68.8%				66.6%		
Retention Rates (12 Months)		100.0%				65.2%				65.0%		