

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
REFUGEE(47) Job Center -March 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): 4,017
 Caseload recurring (cases): 4,004
 Caseload non-recurring (cases): 13
 Cases with an individual in sanction status: 0
 Average Case Size: 1.5

Caseload all (persons): 5,960
 Caseload recurring (persons): 5,938
 Caseload non-recurring (persons): 22
 Adults: 5,375
 Children: 585

Applications all: 173
 Applications recurring: 149
 Applications non recu: 24
 Applications Accepted: 39.3%

Recert. Sched: 259

Center Performance							
	Monthly	Score: 78.7	Rank: 2	YTD	Score: 73.1	Rank: 4	
	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	3	4	1	13	
Meets performance expectations	1	0	0	0	0	1	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	2	1	1	0	4	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time
Current Month
0:32

Non POS/PAM Transactions	
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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Feb	95%	99%	6.7	8	98.4%	182	11		0.0%	98.2%	7	11	0	1	98.4%	7	96.3%	98.4%	7	96.3%	98.5%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	100.0%	107	1		0.0%	98.6%	12	6	1	0	99.7%	2	95.8%	99.7%	2	95.8%	99.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	27	1		0.0%	98.8%	14	5	0	0	100.0%	1	98.2%	100.0%	1	98.2%	99.5%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	19	1		0.0%	97.8%	11	4	2	2	100.0%	1	97.4%	100.0%	1	97.4%	100.0%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	93.8%	64	16		-2.2%	94.6%	0	5	7	7	95.7%	12	95.2%	95.7%	12	95.2%	98.7%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	1	1		0.0%	91.2%	1	2	5	11	100.0%	1	91.4%	100.0%	1	91.4%	50.0%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	88.2%	17	19		-2.7%	95.9%	2	10	4	3	93.2%	18	96.1%	93.2%	18	96.1%	96.2%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	12	1		0.0%	99.0%	13	4	2	0	100.0%	1	98.7%	100.0%	1	98.7%	98.7%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		11.7	14.6	5.0	5	15	0	2		6	103	2	3	3	11	12	9	115.8	12.0	9	115.8	17.4	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	85.7%	7	12		3.9%	90.3%	5	4	0	10	82.3%	13	85.9%	82.3%	13	85.9%	87.8%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	100.0%	2	1		0.0%	93.2%	11	4	1	3	100.0%	1	94.0%	100.0%	1	94.0%	97.7%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	100.0%	10	1		0.0%	91.2%	4	6	2	7	100.0%	1	92.3%	100.0%	1	92.3%	97.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	19	1		0.0%	97.6%	18	1	0	0	100.0%	1	97.1%	100.0%	1	97.1%	97.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	6.0	6			1		0.0%	2.3%	5	5	9	0	0.0%	1	2.5%	0.0%	1	6.4%	2.9%	6.5%
15	Overdue Face To Face Recertifications	Feb	0	0	6.0	6	0.0		1		0	7	8	6	5	0	0	1	7	0	1	7	1	3
16	SSN Validation		95%	98%	0.0	5	77.8%	18	19		1.8%	95.9%	6	8	1	4	79.4%	19	96.9%	79.4%	19	96.9%	56.3%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	1	1		0.0%	3.6%	16	0	3	0	0.0%	1	5.9%	0.0%	1	5.9%	7.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	0.9%	3410					4.3%					0.8%		4.2%	0.8%		4.2%	0.8%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	12.0%						8.2%					8.8%		7.9%	5.9%		7.9%	7.7%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	0.0%						48.8%					0.0%		50.8%	0.0%		50.8%	34.8%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1		0	0	19	0	0	0	0	1	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	13	136	n/a	24	13	136	n/a	24	5,846	11,444	n/a	8,123
Acceptance Rate	60.0%	72.9%	n/a	82.4%	60.0%	72.9%	n/a	82.4%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	3	6	1	0	3	6	1	0	654	934	355	0
Exits (Non Employment Related)	6	100	4	10	6	100	4	10	2,896	8,128	1,848	2,577
Caseload (cases)	178	3,737	89	13	178	3,737	89	13	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	422	5,233	283	22	422	5,233	283	22	116,195	121,321	86,195	5,383
Engagement												
Employed	19	30	64	n/a	19	30	64	n/a	9,830	5,135	9,150	n/a
School, Training and Education	21	13	3	n/a	21	13	3	n/a	3,520	1,728	831	n/a
WEP and Job Search	7	7	4	n/a	7	7	4	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		35				35				10,325		
Total Children in Formal Childcare		129				129				36,780		
Total Children in Transitional Childcare		16				16				5,804		
Child Care Not found (Report Month)		3				3				246		
# of Refused Recipient Child Care Referral w/o Good Cause		5				5				900		
	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%				73.8%				0.0%		
Retention Rates (6 months)		93.3%				77.1%				0.0%		
Retention Rates (9 Months)		95.7%				67.9%				0.0%		
Retention Rates (12 Months)		92.3%				60.8%				0.0%		