

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**REFUGEE(47) Job Center -July 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): 4,172  
 Caseload recurring (cases): 4,165  
 Caseload non-recurring (cases): 7  
 Cases with an individual in sanction status: 0  
 Average Case Size: 1.5

Caseload all (persons): 6,188  
 Caseload recurring (persons): 6,170  
 Caseload non-recurring (persons): 18  
 Adults: 5,496  
 Children: 692

Applications all: 155  
 Applications recurring: 135  
 Applications non recu: 20  
 Applications Acceptar: 41.3%

Recert. Sched: 202

Center Performance							
	Monthly	Score: 75.3	Rank: 3	YTD	Score: 65.3	Rank: 12	
	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	4	2	3	2	1	12	
Meets performance expectations	0	0	1	1	0	2	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	1	0	1	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
0:34

Non POS/PAM Transactions	
Count	% of Total

	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	
<b>PROVIDING ACCESS to SERVICES</b>																						
1	Jun	95%	99%	8.0	8	99.5%	196	2	1.9%	97.2%	3	13	2	1	98.7%	6	97.8%	98.9%	9	98.2%	97.1%	97.6%
2	Jun	95%	99%	8.0	8	100.0%	119	1	0.0%	95.9%	5	8	3	3	100.0%	1	97.0%	99.7%	1	97.6%	94.4%	97.2%
3		96%	98%	6.0	6	100.0%	33	1	0.0%	98.7%	16	2	1	0	100.0%	1	99.0%	99.8%	2	98.9%	99.5%	98.4%
4		94%	99%	6.0	6	100.0%	12	1	0.0%	98.7%	15	3	0	1	100.0%	1	99.2%	100.0%	1	99.1%	98.7%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																						
5		97%	99%	0.0	4	97.0%	99	14	-3.0%	97.1%	2	11	5	1	98.4%	10	97.0%	99.3%	2	97.1%	97.5%	97.0%
6		95%	98%	0.0	4	85.7%	7	17	-14.3%	94.4%	3	6	3	6	86.7%	17	93.7%	87.5%	16	94.2%	97.4%	95.3%
7		95%	98%	6.0	6	100.0%	10	1	8.7%	96.2%	5	9	1	4	95.7%	5	95.7%	96.3%	12	95.9%	97.2%	96.4%
8		97%	99%	6.0	6	100.0%	49	1	2.8%	98.1%	7	7	3	2	98.5%	9	98.0%	98.7%	8	98.5%	96.7%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																						
9		11.7	14.6	5.0	5	23	0	1	0	97	1	2	1	15	19	1	97.1	15.4	3	119.3	15.0	141.3
10		90%	95%	0.0	5	90.0%	10	10	1.1%	90.3%	3	8	0	8	88.5%	16	92.1%	85.7%	19	93.4%	94.9%	91.7%
11	Jun	90%	95%	5.0	5	100.0%	1	1	0.0%	94.9%	12	4	1	2	100.0%	9	94.0%	97.1%	9	94.5%	96.4%	94.2%
12		92%	95%	5.0	5	100.0%	23	1	0.0%	92.5%	7	5	2	5	98.3%	3	93.4%	97.0%	5	94.5%	96.8%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																						
13	Jun	90%	95%	5.3	6	94.4%	18	14	0.0%	95.6%	13	2	1	3	96.3%	14	96.3%	98.5%	10	97.1%	97.6%	95.2%
14	Apr	6%	0%	0.0	6	0.0%	0	7	0.0%	2.0%	0	6	13	0	0.0%	7	2.3%	6.4%	4	6.9%	0.6%	5.5%
15	Jun	0	0	6.0	6	0.0		1	0	1	9	7	3	0	1	17	2	1	16	3	1	3
16		95%	98%	0.0	5	50.0%	28	19	5.9%	95.1%	9	3	1	6	43.5%	19	94.5%	50.8%	19	94.4%	84.7%	97.4%
17		5%	3%	5.0	5	0.0%	1	1	0.0%	2.9%	16	0	3	0	7.1%	18	3.5%	8.1%	17	4.1%	3.8%	6.4%
18						Non Scoring	0.8%	3468		3.9%					0.8%		4.3%	0.8%		4.3%	1.0%	4.2%
19						Non Scoring	5.0%			7.7%					7.8%		7.7%	9.3%		6.5%	8.6%	7.3%
20						Non Scoring	25.0%			54.2%					25.0%		52.4%	36.9%		51.5%	48.0%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																						
21																						
22		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	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	28	107	n/a	20	41	151	n/a	21	6,317	10,626	n/a	7,783
Acceptance Rate	42.9%	64.7%	n/a	68.8%	46.5%	60.9%	n/a	84.4%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	46.7%	49.5%	60.0%	0.0%	35.9%	27.7%	30.0%	0.0%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	2	20	3	0	4	27	4	0	624	984	338	0
Exits (Non Employment Related)	16	118	2	7	86	261	15	9	3,441	7,815	1,681	2,442
Caseload (cases)	224	3,851	90	7	468	4,319	160	14	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	525	5,356	289	18	1,120	6,090	508	29	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	29	32	68	n/a	29	32	68	n/a	10,484	5,333	9,192	n/a
School, Training and Education	10	9	2	n/a	10	9	2	n/a	2,865	1,156	587	n/a
WEP and Job Search	15	22	3	n/a	15	22	3	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		32				46				11,680		
Total Children in Formal Childcare		164				248				38,036		
Total Children in Transitional Childcare		14				62				5,897		
Child Care Not found (Report Month)		0				3				190		
# of Refused Recipient Child Care Referral w/o Good Cause		11				34				617		
	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)		100.0%				86.0%				83.9%		
Retention Rates (6 months)		100.0%				69.2%				72.8%		
Retention Rates (9 Months)		62.5%				68.2%				68.4%		
Retention Rates (12 Months)		70.6%				67.9%				62.7%		