

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

Director: Mayleen Frederick Since: 6/1/2018  
 Deputies: Vacant  
 Deputy Regional Manager: Kathleen Parker  
 Executive Region Manager: Greg Gomez  
 Staff on Board:  
 Zip Codes covered: Services all Refugees & Immigrants Citywide

Caseload all (cases): 3,882  
 Caseload recurring (cases): 3,881  
 Caseload non-recurring (cases): 1  
 Cases with an individual in sanction status: 0  
 Average Case Size: 1.5

Caseload all (persons): 5,681  
 Caseload recurring (persons): 5,680  
 Caseload non-recurring (persons): 1  
 Adults: 5,207  
 Children: 474

Applications all: 69  
 Applications recurring: 67  
 Applications non recu: 2  
 Applications Accepted: 52.2%

Recert. Sched: 195

Center Performance							
	Monthly	Score: 71.4	Rank: 4	YTD	Score: 59.8	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	4	1	12	
Meets performance expectations	1	0	0	0	0	1	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	2	2	0	0	4	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	1	0	2	
Meets performance expectations	3	2	2	2	1	10	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	2	1	0	3	

Average Wait Time
Current Month
0:17

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	Jul	95%	99%	4.4	8	97.2%	71	11	Yellow	-2.8%	95.2%	2	13	2	2	99.0%	6	96.3%	98.3%	6	96.7%	98.5%	96.4%
2	Jul	95%	99%	8.0	8	100.0%	51	1	Green	0.0%	96.2%	7	7	3	2	99.5%	1	96.2%	99.7%	1	96.7%	99.6%	95.7%
3		96%	98%	6.0	6	100.0%	7	1	Green	0.0%	98.3%	12	5	1	1	100.0%	1	98.3%	100.0%	1	98.3%	99.5%	98.1%
4		94%	99%	6.0	6	100.0%	9	1	Green	0.0%	99.0%	13	6	0	0	100.0%	1	99.0%	100.0%	1	98.1%	100.0%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5		97%	99%	0.0	4	94.1%	34	17	Red	-5.9%	95.9%	2	8	6	3	95.3%	11	96.1%	96.8%	10	95.6%	98.7%	96.7%
6		95%	98%	4.0	4	100.0%	2	1	Green	100.0%	94.7%	6	5	3	5	75.0%	19	93.5%	88.9%	17	92.7%	50.0%	93.4%
7		95%	98%	6.0	6	100.0%	4	1	Green	0.0%	96.3%	5	12	1	1	100.0%	4	96.1%	95.3%	11	96.1%	96.2%	96.1%
8		97%	99%	0.0	6	92.3%	13	18	Red	-7.7%	98.4%	9	7	1	2	94.6%	18	98.1%	98.2%	16	98.6%	98.7%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9		11.7	14.6	0.0	5	8	0	16	Red	-7	117	2	8	0	9	11	11	112.8	11.6	11	115.8	17.4	120.2
10		90%	95%	5.0	5	100.0%	7	1	Green	0.0%	88.2%	5	4	4	6	87.5%	14	88.8%	82.4%	17	87.8%	87.8%	92.5%
11	Jul	90%	95%	5.0	5	100.0%	3	1	Green	0.0%	92.0%	9	3	1	6	100.0%	1	92.6%	100.0%	1	93.8%	97.7%	93.4%
12		92%	95%	0.0	5	83.3%	6	19	Red	0.0%	93.6%	7	7	4	1	85.2%	19	93.0%	92.3%	15	93.0%	97.2%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Jul	90%	95%	6.0	6	100.0%	17	1	Green	0.0%	96.9%	13	5	1	0	100.0%	1	96.5%	99.4%	2	96.8%	97.7%	96.9%
14	May	6%	0%	6.0	6			1	Green	0.0%	3.3%	1	6	12	0	0.0%	1	2.1%	0.0%	1	6.4%	2.9%	6.5%
15	Jul	0	0	6.0	6	0.0		1	Red	0	1	11	7	1	0	0	1	2	0	11	4	1	3
16		95%	98%	0.0	5	94.1%	34	17	Yellow	-2.2%	97.8%	7	9	3	0	92.9%	19	97.5%	85.1%	19	97.2%	56.3%	94.8%
17		5%	3%	5.0	5	0.0%	2	1	Green	0.0%	8.5%	13	5	1	0	0.0%	15	6.3%	0.0%	5	5.7%	7.6%	6.4%
18				Non Scoring		0.5%	3368				4.4%					0.6%		4.2%	0.7%		4.2%	0.8%	4.3%
19				Non Scoring		25.0%					10.1%					32.2%		9.4%	14.9%		8.4%	7.7%	6.5%
20				Non Scoring		100.0%					40.4%					100.0%		47.0%	20.8%		48.8%	34.8%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21																							
22		3	0	4.0	4	0		1	Green	0	0	16	3	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
<b>Demographics</b>												
Applications	8	59	n/a	2	8	59	n/a	2	7,308	12,417	n/a	8,479
Acceptance Rate	66.7%	93.9%	n/a	100.0%	66.7%	93.9%	n/a	100.0%	44.9%	57.5%	n/a	71.5%
Percentage New To Cash Assistance	66.7%	61.5%	0.0%	0.0%	66.7%	61.5%	0.0%	0.0%	19.0%	23.1%	7.8%	6.6%
Exits (Employment Related)	0	5	2	0	0	5	2	0	716	1,052	457	0
Exits (Non Employment Related)	9	84	4	6	9	84	4	6	2,851	8,050	1,631	2,993
Caseload (cases)	140	3,667	74	1	140	3,667	74	1	46,844	83,952	25,498	3,488
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	320	5,117	243	1	320	5,117	243	1	111,067	116,000	83,113	7,029
<b>Engagement</b>												
Employed	22	23	52	n/a	22	23	52	n/a	9,410	5,485	8,753	n/a
School, Training and Education	15	1	1	n/a	15	1	1	n/a	3,166	932	533	n/a
WEP and Job Search	4	6	1	n/a	4	6	1	n/a	2,075	3,039	1,109	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				321		
# of Refused Recipient Child Care Referral w/o Good Cause		3				3				985		
	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%				82.8%				0.0%		
Retention Rates (6 months)		77.8%				71.3%				0.0%		
Retention Rates (9 Months)		100.0%				72.6%				0.0%		
Retention Rates (12 Months)		72.4%				64.4%				0.0%		