

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RICHMOND(99) Job Center -July 2017

Director: Rhonda Charles; Since: 7/1/2006
 Deputies: Kimberly Allocca; Albert George
 Deputy Regional Manager: Augustina Obosi, Roger Jarvis, Roberta Hannah
 Executive Region Manager: Marlene D. Campbell
 Staff on Board:
 Zip Codes covered:10301 through 10314

Caseload all (cases): 6,117
 Caseload recurring (cases): 5,998
 Caseload non-recurring (cases): 119
 Cases with an individual in sanction status: 17
 Average Case Size: 2.2

Caseload all (persons): 13,212
 Caseload recurring (persons): 12,950
 Caseload non-recurring (persons): 262
 Adults: 6,003
 Children: 7,209

Applications all: 950
 Applications recurring: 675
 Applications non recu: 275
 Applications Accepted: 33.1%

Recert. Sched: 190

Center Performance							
	Monthly	Score: 61.9	Rank: 9	YTD	Score: 70.1	Rank: 8	
	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	2	2	2	1	9	
Meets performance expectations	1	2	1	1	0	5	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	1	0	1	2	0	4	
City Wide Totals (19 total centers)							
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
0:52

Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	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	Jun	95%	99%	4.0	8	97.0%	934	12	Yellow	-1.4%	97.2%	3	13	2	1	98.2%	10	97.8%	98.9%	8	98.2%	99.0%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	0.0	8	80.7%	383	18	Red	-18.6%	95.9%	5	8	3	3	93.0%	17	97.0%	96.4%	16	97.6%	98.5%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.6%	242	7	Green	0.6%	98.7%	16	2	1	0	98.8%	13	99.0%	99.4%	6	98.9%	99.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	79	1	Green	0.0%	98.7%	15	3	0	1	100.0%	1	99.2%	99.9%	4	99.1%	99.6%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.7	4	97.3%	337	13	Yellow	-0.4%	97.1%	2	11	5	1	97.9%	13	97.0%	98.1%	12	97.1%	98.4%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	43	1	Green	3.4%	94.4%	3	6	3	6	99.0%	1	93.7%	96.0%	5	94.2%	95.8%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.9	6	97.0%	132	9	Yellow	3.9%	96.2%	5	9	1	4	95.9%	13	95.7%	97.4%	5	95.9%	96.7%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.3%	137	6	Green	0.2%	98.1%	7	7	3	2	99.5%	3	98.0%	98.0%	13	98.5%	99.4%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		94.5	118.2	0.0	5	86	0	10	Red	39	97	1	2	1	15	72	12	97.1	91.3	13	119.3	110.9	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.6%	45	3	Green	2.1%	90.3%	3	8	0	8	96.3%	4	92.1%	98.4%	2	93.4%	94.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	5.0	5	96.8%	31	10	Green	0.6%	94.9%	12	4	1	2	97.8%	6	94.0%	97.6%	4	94.5%	89.6%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.5	5	93.5%	46	10	Yellow	2.3%	92.5%	7	5	2	5	92.9%	12	93.4%	93.2%	16	94.5%	94.8%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jun	90%	95%	6.0	6	97.8%	45	11	Green	0.0%	95.6%	13	2	1	3	97.8%	11	96.3%	98.5%	9	97.1%	97.0%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	7.3%	0	10	Red	7.3%	2.0%	0	6	13	0	2.4%	12	2.3%	9.0%	12	6.9%	3.9%	5.5%
15	Overdue Face To Face Recertifications	Jun	3	0	3.9	6	1.0	14	14	Yellow	1	1	9	7	3	0	0	5	2	0	4	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	21	1	Green	2.9%	95.1%	9	3	1	6	98.5%	3	94.5%	98.9%	2	94.4%	99.1%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	10.4%	77	18	Red	7.8%	2.9%	16	0	3	0	4.6%	16	3.5%	2.4%	13	4.1%	0.7%	6.4%
18	Fair Hearing Request Rate						3.1%	6010				3.9%					3.0%		4.3%	3.0%		4.3%	2.9%	4.2%
19	Fair Hearing Withdrawal Rate						8.7%					7.7%					7.1%		7.7%	5.6%		6.5%	5.0%	7.3%
20	Fair Hearing Affirmation Rate						80.0%					54.2%					56.9%		52.4%	53.9%		51.5%	59.5%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	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
Demographics												
Applications	253	422	n/a	275	253	422	n/a	275	6,317	10,626	n/a	7,783
Acceptance Rate	60.4%	71.6%	n/a	65.0%	60.4%	71.6%	n/a	65.0%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	18.4%	20.0%	2.7%	4.2%	18.4%	20.0%	2.7%	4.2%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	26	23	25	0	26	23	25	0	624	984	338	0
Exits (Non Employment Related)	182	240	72	100	182	240	72	100	3,441	7,815	1,681	2,442
Caseload (cases)	2,196	2,851	951	119	2,196	2,851	951	119	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	8	2	7	n/a	8	2	7	n/a	3	2	6	n/a
Caseload (persons)	5,590	3,897	3,463	262	5,590	3,897	3,463	262	116,661	115,665	80,954	6,595
Engagement												
Employed	327	131	257	n/a	327	131	257	n/a	10,484	5,333	9,192	n/a
School, Training and Education	92	19	18	n/a	92	19	18	n/a	2,865	1,156	587	n/a
WEP and Job Search	87	71	45	n/a	87	71	45	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		489				489				11,680		
Total Children in Formal Childcare		1,471				1,471				38,036		
Total Children in Transitional Childcare		294				294				5,897		
Child Care Not found (Report Month)		3				3				190		
# of Refused Recipient Child Care Referral w/o Good Cause		30				30				617		
	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)		79.8%				85.0%				83.9%		
Retention Rates (6 months)		64.3%				76.7%				72.8%		
Retention Rates (9 Months)		79.2%				69.6%				68.4%		
Retention Rates (12 Months)		65.3%				63.9%				62.7%		