

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**RICHMOND(99) Job Center -August 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): 6,135  
 Caseload recurring (cases): 5,943  
 Caseload non-recurring (cases): 192  
 Cases with an individual in sanction status: 15  
 Average Case Size: 2.1

Caseload all (persons): 13,123  
 Caseload recurring (persons): 12,756  
 Caseload non-recurring (persons): 367  
 Adults: 6,033  
 Children: 7,090

Applications all: 1054  
 Applications recurring: 723  
 Applications non recu: 331  
 Applications Accepted: 31.7%

Recert. Sched: 575

Center Performance							
	Monthly	Score: 54	Rank: 11	YTD	Score: 63.2	Rank: 14	
	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	3	1	2	1	9	
Meets performance expectations	0	1	2	0	0	3	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	2	0	1	3	0	6	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:58

Non POS/PAM Transactions	
Current Month	
Count	% of Total
6	0.11

		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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Jul	95%	99%	0.0	8	92.5%	968	17	-4.5%	96.0%	3	9	2	5	95.9%	14	97.0%	98.0%	12	97.9%	99.0%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	0.0	8	89.7%	409	18	9.0%	96.3%	5	9	2	3	90.2%	18	96.4%	95.5%	16	97.4%	98.5%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.6%	258	3	0.0%	97.8%	10	7	2	0	99.4%	4	98.5%	99.4%	4	98.7%	99.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	79	1	0.0%	98.8%	16	2	0	1	100.0%	1	98.7%	99.9%	4	99.1%	99.6%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.3	4	97.1%	421	16	-0.1%	96.9%	3	13	1	2	97.4%	15	97.1%	98.0%	14	97.0%	98.4%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	42	1	0.0%	94.9%	4	7	2	5	99.1%	1	94.7%	96.6%	5	94.3%	95.8%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.5%	197	1	2.5%	96.6%	4	10	4	1	96.8%	9	96.1%	97.7%	3	96.0%	96.7%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	131	1	0.7%	98.5%	9	8	2	0	99.5%	5	98.3%	98.3%	12	98.5%	99.4%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		94.5	118.2	0.0	5	91	0	12	5	123	5	5	1	7	75	12	102.2	91.3	13	119.8	110.9	141.3
10	Employed Cases with Current Documentation		90%	95%	1.7	5	91.7%	24	13	-3.9%	94.2%	9	8	1	1	93.9%	8	92.8%	98.0%	3	93.5%	94.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	97.6%	42	4	0.8%	93.6%	11	3	1	4	97.0%	6	93.6%	97.6%	4	94.4%	89.6%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.1	5	94.4%	54	10	0.9%	94.7%	8	9	2	0	93.3%	11	93.3%	93.3%	15	94.6%	94.8%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	97.7%	43	12	-0.1%	96.5%	15	3	1	0	97.7%	9	95.9%	98.4%	8	97.0%	97.0%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			11	-7.3%	1.3%	1	6	12	0	2.4%	10	1.9%	9.0%	11	6.7%	3.9%	5.5%
15	Overdue Face To Face Recertifications	Jul	3	0	0.0	6	9.0		17	8	4	7	6	5	0	3	16	3	2	12	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	31	1	0.0%	97.3%	10	5	2	1	98.8%	6	95.9%	99.1%	2	94.7%	99.1%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	22.2%	99	18	11.8%	4.7%	11	1	7	0	12.6%	18	3.9%	6.1%	15	4.2%	0.7%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.0%	6069			4.4%						3.0%		4.2%	3.0%		4.3%	2.9%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	4.9%				7.0%						6.9%		7.7%	5.5%		6.6%	5.0%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	54.5%				54.2%						58.4%		53.9%	54.0%		51.9%	59.5%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	16	2	0	0	0	1	0.0	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	262	461	n/a	331	262	461	n/a	331	7,579	12,243	n/a	9,738
Acceptance Rate	51.4%	72.0%	n/a	72.4%	51.4%	72.0%	n/a	72.4%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	34	27	20	0	34	27	20	0	711	1,087	401	0
Exits (Non Employment Related)	116	257	51	146	116	257	51	146	2,984	7,488	1,520	3,089
Caseload (cases)	2,147	2,850	946	192	2,147	2,850	946	192	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	5	1	9	n/a	5	1	9	n/a	3	2	7	n/a
Caseload (persons)	5,473	3,856	3,427	367	5,473	3,856	3,427	367	110,357	113,420	82,065	7,794
<b>Engagement</b>												
Employed	312	104	269	n/a	312	104	269	n/a	10,400	5,229	9,744	n/a
School, Training and Education	91	14	17	n/a	91	14	17	n/a	2,940	1,237	567	n/a
WEP and Job Search	66	86	43	n/a	66	86	43	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		500				500				12,155		
Total Children in Formal Childcare		1,451				1,451				38,086		
Total Children in Transitional Childcare		304				304				5,887		
Child Care Not found (Report Month)		6				6				237		
# of Refused Recipient Child Care Referral w/o Good Cause		27				27				675		
	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)		89.5%				82.6%				84.1%		
Retention Rates (6 months)		77.8%				74.5%				73.6%		
Retention Rates (9 Months)		61.5%				71.7%				67.8%		
Retention Rates (12 Months)		64.0%				61.1%				61.1%		