

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RICHMOND(99) Job Center -March 2018

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): 6,027
 Caseload recurring (cases): 5,915
 Caseload non-recurring (cases): 112
 Cases with an individual in sanction status: 5
 Average Case Size: 2.1

Caseload all (persons): 12,902
 Caseload recurring (persons): 12,713
 Caseload non-recurring (persons): 189
 Adults: 5,972
 Children: 6,930

Applications all: 852
 Applications recurring: 583
 Applications non recu: 269
 Applications Accepted: 34.6%
 Recert. Sched: 638

Center Performance							
	Monthly	Score: 65.6	Rank: 9	YTD	Score: 54.3	Rank: 13	
	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	1	1	2	4	1	9	
Meets performance expectations	2	2	0	0	0	4	
Approaching performance expectation	1	1	0	0	0	2	
Fails to meet performance expectations	0	0	2	1	0	3	
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	
1:23	
Non POS/PAM Transactions	
Current Month	
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%	6.2	8	98.1%	781	14	0.1%	98.2%	7	11	0	1	97.9%	10	96.3%	97.9%	10	96.3%	95.2%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	6.7	8	98.3%	359	17	-1.0%	98.6%	12	6	1	0	98.6%	10	95.8%	98.6%	10	95.8%	93.4%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.4%	163	10	2.4%	98.8%	14	5	0	0	95.2%	17	98.2%	95.2%	17	98.2%	98.4%	98.1%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	92.9%	126	16	0.8%	97.8%	11	4	2	2	93.8%	16	97.4%	93.8%	16	97.4%	99.3%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.5%	400	11	-1.7%	94.6%	0	5	7	7	95.8%	10	95.2%	95.8%	10	95.2%	97.7%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	1.1	4	95.8%	24	3	-4.2%	91.2%	1	2	5	11	95.8%	3	91.4%	95.8%	3	91.4%	97.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	3.7	6	96.8%	126	8	-0.9%	95.9%	2	10	4	3	97.0%	7	96.1%	97.0%	7	96.1%	98.1%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	125	1	0.9%	99.0%	13	4	2	0	99.2%	9	98.7%	99.2%	9	98.7%	98.7%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		94.5	118.2	0.0	5	80	0	13	12	103	2	3	3	11	78	15	115.8	77.7	15	115.8	90.2	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	95.7%	47	3	26.6%	90.3%	5	4	0	10	84.3%	11	85.9%	84.3%	11	85.9%	97.1%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	95.2%	21	11	-1.5%	93.2%	11	4	1	3	92.0%	14	94.0%	92.0%	14	94.0%	93.3%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	89.1%	55	14	-1.8%	91.2%	4	6	2	7	91.4%	13	92.3%	91.4%	13	92.3%	94.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	96.0%	50	16	-4.0%	97.6%	18	1	0	0	98.6%	7	97.1%	98.6%	7	97.1%	98.2%	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%	9.0%	6.5%
15	Overdue Face To Face Recertifications	Feb	3	0	0.0	6	7.0		16	7	7	8	6	5	0	2	14	7	2	14	7	2	3
16	SSN Validation		95%	98%	5.0	5	100.0%	19	1	5.6%	95.9%	6	8	1	4	97.4%	5	96.9%	97.4%	5	96.9%	99.1%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	56	1	0.0%	3.6%	16	0	3	0	2.2%	11	5.9%	2.2%	11	5.9%	7.2%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.0%	5785				4.3%					3.0%		4.2%	3.0%		4.2%	3.1%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	11.2%					8.2%					6.9%		7.9%	6.9%		7.9%	5.6%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	27.3%					48.8%					46.8%		50.8%	46.8%		50.8%	56.5%	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	218	365	n/a	269	218	365	n/a	269	5,846	11,444	n/a	8,123
Acceptance Rate	54.4%	52.4%	n/a	59.4%	54.4%	52.4%	n/a	59.4%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	28	20	11	0	28	20	11	0	654	934	355	0
Exits (Non Employment Related)	129	263	57	81	129	263	57	81	2,896	8,128	1,848	2,577
Caseload (cases)	2,089	2,887	939	112	2,089	2,887	939	112	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	1	1	3	n/a	1	1	3	n/a	2	1	4	n/a
Caseload (persons)	5,356	3,939	3,418	189	5,356	3,939	3,418	189	116,195	121,321	86,195	5,383
Engagement												
Employed	296	89	238	n/a	296	89	238	n/a	9,830	5,135	9,150	n/a
School, Training and Education	130	33	31	n/a	130	33	31	n/a	3,520	1,728	831	n/a
WEP and Job Search	57	87	40	n/a	57	87	40	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		398				398				10,325		
Total Children in Formal Childcare		1,320				1,320				36,780		
Total Children in Transitional Childcare		253				253				5,804		
Child Care Not found (Report Month)		6				6				246		
# of Refused Recipient Child Care Referral w/o Good Cause		32				32				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)		85.5%				83.0%				0.0%		
Retention Rates (6 months)		74.0%				74.3%				0.0%		
Retention Rates (9 Months)		68.0%				65.9%				0.0%		
Retention Rates (12 Months)		59.5%				65.1%				0.0%		