

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

Director: Rhonda Charles Since: 7/1/2006  
 Deputies: Kimberly Allocca, Telee Brown  
 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): 5,925  
 Caseload recurring (cases): 5,715  
 Caseload non-recurring (cases): 210  
 Cases with an individual in sanction status: 6  
 Average Case Size: 2.1

Caseload all (persons): 12,720  
 Caseload recurring (persons): 12,296  
 Caseload non-recurring (persons): 424  
 Adults: 5,907  
 Children: 6,813

Applications all: 941  
 Applications recurring: 628  
 Applications non recu: 313  
 Applications Accepted: 35.6%

Recert. Sched: 544

Center Performance							
	Monthly	Score: 56.3	Rank: 11	YTD	Score: 38.1	Rank: 16	
	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	0	1	2	4	1	8	
Meets performance expectations	2	2	0	0	0	4	
Approaching performance expectation	1	1	1	1	0	4	
Fails to meet performance expectations	1	0	1	0	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	1	1	3	
Meets performance expectations	1	2	3	2	0	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	1	0	3	

Average Wait Time	
Current Month	1:17
Non POS/PAM Transactions	
Current Month	
Count	% of Total

Performance Expectations	Report Month	Report Month														3 month		Year to date		Prior Year			
		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	Cash Assistance Application Timeliness	Sep	95%	99%	0.0	8	94.8%	813	12	7.4%	93.2%	6	5	1	7	90.8%	17	94.2%	94.8%	17	96.4%	95.2%	96.4%
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	87.5%	353	15	-3.9%	92.1%	8	3	0	8	91.0%	15	94.2%	92.8%	16	96.2%	93.4%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.7	6	97.6%	165	17	-0.3%	98.7%	14	4	0	1	96.9%	17	98.3%	96.2%	17	98.3%	98.4%	98.1%
4	SNAP Separate Determination Rate		94%	99%	4.9	6	98.1%	103	15	-1.0%	98.1%	6	12	0	1	99.0%	9	99.0%	97.5%	14	98.8%	99.3%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	3.3	4	98.7%	448	4	1.7%	96.5%	2	8	9	0	97.4%	10	96.2%	96.3%	12	95.8%	97.7%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	1.3	4	96.0%	25	8	6.5%	94.4%	2	6	5	6	96.0%	8	93.3%	96.4%	2	92.7%	97.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.6%	148	11	-1.1%	95.9%	6	4	6	3	96.4%	10	96.0%	96.6%	8	96.1%	98.1%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	130	10	0.2%	98.9%	11	7	1	0	99.2%	8	98.6%	98.8%	8	98.6%	98.7%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		94.5	118.2	0.0	5	83	0	13	23	129	6	5	0	8	70	16	112.5	72.6	16	114.8	90.2	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.1%	34	6	2.5%	85.9%	7	2	2	8	94.2%	5	87.2%	92.4%	4	87.7%	97.1%	92.5%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.0	5	88.9%	18	13	-1.4%	90.5%	8	4	2	5	85.7%	15	91.1%	89.5%	15	93.2%	93.3%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.5%	57	7	-1.0%	94.5%	11	4	3	1	96.9%	1	93.8%	92.5%	14	93.1%	94.2%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Sep	90%	95%	6.0	6	100.0%	47	1	6.2%	96.8%	13	6	0	0	97.9%	11	96.6%	96.7%	12	96.8%	98.2%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			9	0.0%	3.1%	1	7	11	0	4.4%	9	3.2%	6.7%	5	6.1%	9.0%	6.5%
15	Overdue Face To Face Recertifications	Sep	3	0	6.0	6	0.0		1	-1	2	8	5	6	0	0	9	2	6	17	4	2	3
16	SSN Validation		95%	98%	5.0	5	100.0%	17	1	11.1%	97.8%	12	3	1	3	94.7%	17	97.3%	97.5%	9	97.1%	99.1%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	73	1	0.0%	11.5%	11	1	7	0	0.9%	8	9.8%	2.6%	9	6.7%	7.2%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.2%	5701				4.7%					3.3%		4.4%	3.1%		4.3%	3.1%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	11.8%					10.3%					9.1%		10.8%	8.1%		9.0%	5.6%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	32.0%					45.8%					41.9%		43.9%	43.9%		48.2%	56.5%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	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	266	362	n/a	313	266	362	n/a	313	6,757	12,185	n/a	8,885
Acceptance Rate	56.1%	69.8%	n/a	65.6%	56.1%	69.8%	n/a	65.6%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	12.4%	17.2%	2.4%	5.1%	12.4%	17.2%	2.4%	5.1%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	25	33	18	0	25	33	18	0	899	1,372	501	0
Exits (Non Employment Related)	128	304	70	129	128	304	70	129	3,749	9,935	1,998	3,420
Caseload (cases)	2,008	2,774	933	210	2,008	2,774	933	210	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	5,146	3,843	3,307	424	5,146	3,843	3,307	424	110,263	116,051	81,528	8,918
<b>Engagement</b>												
Employed	265	80	234	n/a	265	80	234	n/a	9,254	5,208	8,494	n/a
School, Training and Education	157	35	31	n/a	157	35	31	n/a	3,933	1,508	834	n/a
WEP and Job Search	81	69	41	n/a	81	69	41	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		350				350				9,664		
Total Children in Formal Childcare		1,299				1,299				36,653		
Total Children in Transitional Childcare		182				182				5,236		
Child Care Not found (Report Month)		0				0				0		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				0		
	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)		78.4%				81.6%				0.0%		
Retention Rates (6 months)		82.1%				78.1%				0.0%		
Retention Rates (9 Months)		65.9%				71.8%				0.0%		
Retention Rates (12 Months)		69.6%				69.2%				0.0%		