

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RICHMOND(99) Job Center -November 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): 6,124
 Caseload recurring (cases): 6,013
 Caseload non-recurring (cases): 111
 Cases with an individual in sanction status: 10
 Average Case Size: 2.1

Caseload all (persons): 13,001
 Caseload recurring (persons): 12,799
 Caseload non-recurring (persons): 202
 Adults: 5,988
 Children: 7,013

Applications all: 1019
 Applications recurring: 710
 Applications non recu: 309
 Applications Accepted: 29.9%
 Recert. Sched: 668

Center Performance							
	Monthly	Score: 43.7	Rank: 15	YTD	Score: 58	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	0	2	1	2	1	6	
Meets performance expectations	2	2	0	1	0	5	
Approaching performance expectation	1	0	1	0	0	2	
Fails to meet performance expectations	1	0	2	2	0	5	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

Average Wait Time
Current Month
1:26

Non POS/PAM Transactions	
Current Month	
Count	% of Total

Performance Expectations	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	Oct	95%	99%	0.0	8	93.5%	958	16	13.2%	94.1%	3	10	4	2	88.4%	17	93.5%	95.2%	16	96.6%	99.0%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	0.0	8	89.6%	432	16	15.6%	92.0%	2	8	3	6	87.1%	16	92.7%	93.0%	16	95.9%	98.5%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	2.1	6	96.7%	243	14	-2.8%	96.8%	8	7	2	2	97.9%	6	97.0%	99.0%	5	98.3%	99.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	3.3	6	96.8%	124	18	-2.3%	98.4%	8	10	0	1	98.6%	10	98.4%	99.5%	5	98.7%	99.6%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.9	4	97.9%	439	7	0.3%	95.9%	3	6	6	4	97.7%	8	96.3%	97.9%	11	96.9%	98.4%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	2.6	4	97.0%	33	5	5.6%	93.8%	3	3	2	11	96.1%	6	93.4%	96.1%	6	93.4%	95.8%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.9%	178	2	0.4%	96.0%	2	11	3	3	98.9%	3	96.2%	98.1%	2	96.2%	96.7%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	109	1	0.7%	98.9%	12	6	1	0	99.7%	1	98.8%	98.6%	8	98.7%	99.4%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		94.5	118.2	0.0	5	70	0	15	-8	108	2	4	1	12	66	16	106.8	84.4	14	115.0	110.9	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	89.5%	19	12	-8.4%	91.2%	6	5	3	5	97.2%	4	92.9%	97.8%	2	93.4%	94.9%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	0.0	5	76.2%	42	17	-16.4%	92.7%	9	5	1	4	88.1%	13	91.6%	95.2%	8	93.7%	89.6%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.9%	47	4	1.0%	95.8%	11	6	2	0	97.9%	1	94.5%	94.4%	11	94.6%	94.8%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	97.6%	42	10	-0.3%	97.3%	16	3	0	0	98.4%	5	96.5%	98.4%	5	97.0%	97.0%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			12	-9.0%	2.6%	1	6	12	0	3.0%	12	2.3%	9.0%	12	6.3%	3.9%	5.5%
15	Overdue Face To Face Recertifications	Oct	3	0	1.8	6	2.0		12	2	7	3	11	5	0	2	11	4	2	10	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	33	1	0.0%	97.5%	12	5	0	2	98.9%	3	96.0%	99.0%	2	94.7%	99.1%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	10.7%	84	14	-3.2%	13.3%	11	0	8	0	10.2%	14	9.5%	7.4%	16	6.0%	0.7%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.4%	6001				4.3%					3.4%		4.3%	3.1%		4.3%	2.9%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.7%					6.1%					5.6%		6.8%	5.5%		6.7%	5.0%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	86.7%					53.3%					59.9%		54.4%	55.6%		52.6%	59.5%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	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
Demographics												
Applications	285	425	n/a	309	285	425	n/a	309	6,867	11,545	n/a	9,455
Acceptance Rate	54.5%	58.4%	n/a	61.8%	54.5%	58.4%	n/a	61.8%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	22.3%	27.6%	2.8%	4.9%	22.3%	27.6%	2.8%	4.9%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	21	19	15	0	21	19	15	0	680	1,055	326	0
Exits (Non Employment Related)	118	253	45	72	118	253	45	72	2,805	7,362	1,499	2,821
Caseload (cases)	2,123	2,913	977	111	2,123	2,913	977	111	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	1	2	7	n/a	1	2	7	n/a	3	2	7	n/a
Caseload (persons)	5,381	3,894	3,524	202	5,381	3,894	3,524	202	119,166	118,865	87,181	6,225
Engagement												
Employed	336	125	257	n/a	336	125	257	n/a	10,314	4,946	9,489	n/a
School, Training and Education	117	32	30	n/a	117	32	30	n/a	3,802	1,838	931	n/a
WEP and Job Search	90	99	51	n/a	90	99	51	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		439				439				11,423		
Total Children in Formal Childcare		1,319				1,319				38,255		
Total Children in Transitional Childcare		250				250				5,809		
Child Care Not found (Report Month)		7				7				286		
# of Refused Recipient Child Care Referral w/o Good Cause		20				20				807		
	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)		78.0%				83.0%				81.4%		
Retention Rates (6 months)		75.6%				74.2%				75.4%		
Retention Rates (9 Months)		70.7%				68.7%				67.7%		
Retention Rates (12 Months)		56.9%				66.9%				63.0%		