

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**RICHMOND(99) Job Center -November 2016**

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

Caseload all (cases): 6,136  
 Caseload recurring (cases): 6,003  
 Caseload non-recurring (cases): 133  
 Cases with an individual in sanction status: 18  
 Average Case Size: 2.2

Caseload all (persons): 13,347  
 Caseload recurring (persons): 13,069  
 Caseload non-recurring (persons): 278  
 Adults: 5,828  
 Children: 7,519

Applications all: 923  
 Applications recurring: 635  
 Applications non recu: 288  
 Applications Accepted: 32.2%

Recert. Sched: 607

Center Performance							
	Monthly	Score: 79	Rank: 5	YTD	Score: 74.1	Rank: 5	
	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	4	1	3	4	1	13	
Meets performance expectations	0	1	0	1	0	2	
Approaching performance expectation	0	1	1	0	0	2	
Fails to meet performance expectations	0	1	0	0	0	1	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:55

Non POS/PAM Transactions	
Current Month	
Count	% of Total
12	0.21

		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	Oct	95%	99%	8.0	8	99.6%	989	2	-0.2%	96.9%	5	11	1	2	99.7%	1	97.1%	99.0%	7	97.7%	98.0%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	99.3%	404	4	1.4%	96.1%	7	8	1	3	98.8%	7	96.6%	98.5%	9	97.4%	97.1%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.6%	255	6	-0.4%	98.5%	15	3	0	1	99.6%	2	98.2%	99.3%	5	98.4%	99.0%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	142	1	0.8%	99.5%	16	2	1	0	99.8%	6	99.2%	99.6%	1	98.3%	98.3%	96.8%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	1.9	4	97.9%	386	10	-1.4%	96.8%	3	12	4	0	98.3%	9	97.2%	98.4%	11	97.0%	97.4%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	91.4%	35	17	-4.8%	97.5%	7	7	2	2	95.6%	11	96.6%	95.8%	11	95.4%	92.2%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.4%	136	16	-3.8%	96.5%	5	9	3	2	96.5%	15	96.9%	96.6%	12	96.4%	96.8%	94.0%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	179	6	-0.1%	98.3%	8	5	4	2	99.5%	4	98.1%	99.4%	2	98.3%	98.4%	98.4%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		94.5	118.2	5.0	5	119	0	3	-26	128	3	10	2	4	124	3	129.7	109.7	11	138.8	97.0	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.0%	50	9	-2.2%	94.2%	9	5	2	3	96.4%	5	93.1%	94.9%	4	91.7%	83.7%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	0.0	5	89.6%	48	17	-2.8%	94.3%	8	6	3	2	89.6%	16	94.5%	89.1%	15	94.2%	89.3%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.8%	92	6	0.2%	96.9%	18	1	0	0	95.5%	18	96.4%	94.6%	18	95.7%	94.9%	94.5%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	96.1%	51	9	7.9%	92.5%	12	3	1	3	94.8%	14	94.6%	97.0%	9	95.2%	93.9%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	2.1	6	0.0%	0	7	-1.3%	1.7%	0	11	8	0	0.4%	7	2.4%	3.9%	5	5.1%	5.3%	6.7%
15	Overdue Face To Face Recertifications	Oct	3	0	6.0	6	0.0		1	0	3	6	10	3	0	0	1	2	0	6	3	3	4
16	SSN Validation		95%	98%	5.0	5	100.0%	22	1	0.0%	97.5%	12	6	0	1	100.0%	1	97.7%	99.3%	1	97.5%	98.7%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	60	1	0.0%	7.9%	16	0	3	0	0.0%	1	6.5%	0.7%	11	6.2%	3.3%	10.7%
18	Fair Hearing Request Rate				Non Scoring	3.0%	6158				3.9%					2.9%		4.0%	2.9%		4.2%	4.0%	5.1%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.7%					8.4%					5.8%		7.1%	4.7%		7.2%	26.2%	29.5%
20	Fair Hearing Affirmation Rate				Non Scoring	69.6%					53.6%					54.7%		53.0%	60.0%		40.6%	43.0%	39.1%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	17	2	0	0	0	1	0.0	0	1	0.04	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	239	396	n/a	288	239	396	n/a	288	6,153	11,375	n/a	9,198
Acceptance Rate	41.7%	49.6%	n/a	64.8%	41.7%	49.6%	n/a	64.8%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	24.8%	24.6%	2.6%	9.3%	24.8%	24.6%	2.6%	9.3%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	48	39	26	0	48	39	26	0	886	1,274	407	0
Exits (Non Employment Related)	116	211	45	126	116	211	45	126	2,212	6,339	1,034	3,417
Caseload (cases)	2,370	2,638	995	133	2,370	2,638	995	133	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	6	2	10	n/a	6	2	10	n/a	5	2	11	n/a
Caseload (persons)	5,955	3,530	3,584	278	5,955	3,530	3,584	278	129,451	112,523	84,851	8,794
<b>Engagement</b>												
Employed	360	113	317	n/a	360	113	317	n/a	11,858	5,374	10,387	n/a
School, Training and Education	120	44	34	n/a	120	44	34	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	109	135	95	n/a	109	135	95	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		525				525				14,435		
Total Children in Formal Childcare		1,404				1,404				39,856		
Total Children in Transitional Childcare		267				267				5,875		
Child Care Not found (Report Month)		0				0				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				18		
	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)		85.1%				79.7%				81.0%		
Retention Rates (6 months)		66.0%				74.8%				73.0%		
Retention Rates (9 Months)		63.5%				67.0%				66.6%		
Retention Rates (12 Months)		54.8%				67.0%				65.0%		