

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RICHMOND(99) Job Center -June 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): 5,862
 Caseload recurring (cases): 5,742
 Caseload non-recurring (cases): 120
 Cases with an individual in sanction status: 7
 Average Case Size: 2.2

Caseload all (persons): 12,665
 Caseload recurring (persons): 12,437
 Caseload non-recurring (persons): 228
 Adults: 5,824
 Children: 6,841

Applications all: 860
 Applications recurring: 620
 Applications non recu: 240
 Applications Acceptar: 43.8%

Recert. Sched: 610

Center Performance							
	Monthly	Score: 37.9	Rank: 18	YTD	Score: 49	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	1	1	1	1	1	5	
Meets performance expectations	1	2	0	2	0	5	
Approaching performance expectation	2	0	0	1	0	3	
Fails to meet performance expectations	0	1	3	1	0	5	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	0	1	0	3	
Meets performance expectations	2	2	3	3	1	11	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time	
Current Month	1:12
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	May	95%	99%	1.2	8	95.6%	958	17	Yellow	-2.4%	97.5%	6	12	0	1	97.5%	17	98.0%	97.7%	12	97.1%	95.2%	96.4%
2	SNAP Application Timelines	May	95%	99%	0.0	8	93.6%	435	18	Yellow	-4.0%	97.1%	10	7	1	1	96.3%	18	98.3%	97.6%	15	97.0%	93.4%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.0	6	94.9%	157	19	Yellow	-2.6%	98.4%	12	6	1	0	96.4%	18	98.6%	95.8%	17	98.4%	98.4%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	108	1	Green	1.7%	99.0%	12	7	0	0	99.4%	7	98.5%	96.5%	14	97.9%	99.3%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	94.2%	345	17	Red	-2.4%	96.4%	2	7	6	4	95.5%	14	95.9%	95.7%	14	95.6%	97.7%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	2.6	4	97.0%	33	4	Yellow	0.4%	93.9%	2	8	3	6	95.9%	8	93.8%	95.9%	5	92.5%	97.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.6	6	96.3%	81	9	Yellow	3.8%	95.6%	4	6	7	2	95.4%	12	95.9%	96.4%	9	96.0%	98.1%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	123	4	Green	1.2%	98.1%	6	8	4	1	98.4%	13	98.7%	98.8%	10	98.7%	98.7%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		94.5	118.2	0.0	5	60	0	15	Red	-12	102	1	4	0	14	70	16	114.4	73.8	15	115.1	90.2	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	96.5%	29	4	Green	1.7%	90.2%	6	6	2	5	96.3%	5	89.6%	90.3%	6	87.8%	97.1%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	0.0	5	83.3%	24	18	Red	-7.6%	91.8%	7	6	1	5	91.3%	16	94.2%	91.7%	16	94.1%	93.3%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	89.5%	38	15	Red	-3.8%	93.0%	6	7	0	6	89.8%	17	93.7%	90.7%	16	93.0%	94.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	May	90%	95%	6.0	6	98.0%	49	9	Green	6.2%	96.4%	14	4	1	0	93.4%	17	96.7%	96.0%	15	96.9%	98.2%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	3.0	6			3	Yellow	7.1%	1.6%	1	8	10	0	4.1%	5	2.3%	3.0%	5	7.1%	9.0%	6.5%
15	Overdue Face To Face Recertifications	May	3	0	0.0	6	13.0		18	Red	1	3	10	5	4	0	12	19	3	7	17	5	2	3
16	SSN Validation		95%	98%	1.4	5	95.8%	24	12	Yellow	-4.2%	97.0%	9	5	4	1	98.8%	5	97.0%	98.1%	5	97.0%	99.1%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	6.4%	47	18	Red	6.4%	3.6%	15	2	2	0	2.1%	15	4.3%	2.2%	13	5.1%	7.2%	6.4%
18	Fair Hearing Request Rate						2.9%	5641				3.9%					3.2%		4.2%	3.1%		4.2%	3.1%	4.3%
19	Fair Hearing Withdrawal Rate						8.3%					8.2%					7.9%		7.9%	7.4%		7.9%	5.6%	6.5%
20	Fair Hearing Affirmation Rate						39.3%					51.2%					34.5%		49.5%	40.7%		50.1%	56.5%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	18	1	0	0	0	1	0.0	0	1	0.01	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	261	359	n/a	240	261	359	n/a	240	6,070	11,507	n/a	7,392
Acceptance Rate	52.3%	56.2%	n/a	52.8%	52.3%	56.2%	n/a	52.8%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	15.5%	22.1%	0.0%	5.7%	15.5%	22.1%	0.0%	5.7%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	26	24	11	0	26	24	11	0	624	1,012	370	0
Exits (Non Employment Related)	60	167	42	67	60	167	42	67	1,790	6,410	989	2,478
Caseload (cases)	2,052	2,769	921	120	2,052	2,769	921	120	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	5,256	3,821	3,360	228	5,256	3,821	3,360	228	112,639	118,349	83,586	6,072
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		376				376				10,211		
Total Children in Formal Childcare		1,350				1,350				38,227		
Total Children in Transitional Childcare		253				253				5,962		
Child Care Not found (Report Month)		14				14				297		
# of Refused Recipient Child Care Referral w/o Good Cause		37				37				885		
	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)		88.6%				86.1%				0.0%		
Retention Rates (6 months)		71.0%				73.5%				0.0%		
Retention Rates (9 Months)		68.0%				68.2%				0.0%		
Retention Rates (12 Months)		64.0%				61.8%				0.0%		