

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RIDER(38) Job Center -October 2018

Director: Jeannette Mota Since: 5/1/2018
 Deputies: Maria Millan, Vacant
 Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin
 Executive Region Manager: Richard Claudio
 Staff on Board:
 Zip Codes covered:10451, 10453, 10454, 10460, 10473

Caseload all (cases): 10,697
 Caseload recurring (cases): 10,383
 Caseload non-recurring (cases): 314
 Cases with an individual in sanction status: 17
 Average Case Size: 2.2

Caseload all (persons): 23,816
 Caseload recurring (persons): 23,171
 Caseload non-recurring (persons): 645
 Adults: 12,266
 Children: 11,550

Applications all: 1600
 Applications recurring: 1050
 Applications non recu: 550
 Applications Acceptar: 34.8%

Recert. Sched: 1094

Center Performance							
	Monthly	Score: 47	Rank: 14	YTD	Score: 46.4	Rank: 14	
	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	0	1	1	4	
Meets performance expectations	1	2	1	3	0	7	
Approaching performance expectation	0	1	1	0	0	2	
Fails to meet performance expectations	2	0	2	1	0	5	
City Wide Totals (19 total centers)							
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
0:56

Non POS/PAM Transactions	
Current Month	
Count	% of Total

	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	Sep	95%	99%	0.0	8	91.1%	1379	15	-2.5%	93.2%	6	5	1	7	93.6%	14	94.2%	96.3%	14	96.4%	97.9%	96.4%
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	79.0%	528	18	-7.2%	92.1%	8	3	0	8	87.4%	17	94.2%	94.3%	15	96.2%	96.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.0%	310	14	1.6%	98.7%	14	4	0	1	98.4%	13	98.3%	98.5%	13	98.3%	98.0%	98.1%
4	SNAP Separate Determination Rate		94%	99%	5.0	6	98.2%	164	14	-0.4%	98.1%	6	12	0	1	97.9%	16	99.0%	95.8%	17	98.8%	95.9%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	2.0	4	98.0%	894	8	-0.4%	96.5%	2	8	9	0	97.9%	6	96.2%	97.4%	8	95.8%	96.5%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	93.4%	61	12	-0.6%	94.4%	2	6	5	6	92.9%	13	93.3%	90.5%	14	92.7%	94.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.2%	221	6	3.6%	95.9%	6	4	6	3	96.5%	9	96.0%	95.0%	16	96.1%	92.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.5	6	98.8%	341	12	2.8%	98.9%	11	7	1	0	97.9%	16	98.6%	98.8%	9	98.6%	98.4%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		258.5	323.2	0.0	5	217	0	14	40	129	6	5	0	8	205	14	112.5	205.2	14	114.8	251.8	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	88.6%	123	11	8.6%	85.9%	7	2	2	8	84.5%	15	87.2%	86.1%	13	87.7%	90.5%	92.5%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.0	5	82.2%	107	17	-10.4%	90.5%	8	4	2	5	90.9%	14	91.1%	92.8%	13	93.2%	96.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.6	5	94.7%	171	12	1.2%	94.5%	11	4	3	1	92.9%	14	93.8%	93.1%	10	93.1%	94.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Sep	90%	95%	1.2	6	91.0%	89	17	-0.3%	96.8%	13	6	0	0	92.4%	17	96.6%	94.2%	19	96.8%	96.1%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	2.8	6			2	0.0%	3.1%	1	7	11	0	0.0%	2	3.2%	3.2%	6	6.1%	8.7%	6.5%
15	Overdue Face To Face Recertifications	Sep	6	0	5.0	6	1.0		9	-3	2	8	5	6	0	2	13	2	2	7	4	1	3
16	SSN Validation		95%	98%	5.0	5	100.0%	33	1	0.0%	97.8%	12	3	1	3	98.3%	5	97.3%	97.6%	8	97.1%	95.8%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	10.6%	94	15	-1.2%	11.5%	11	1	7	0	7.8%	16	9.8%	3.0%	14	6.7%	0.8%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.8%	10691				4.7%					5.3%		4.4%	4.9%		4.3%	5.6%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	10.1%					10.3%					9.8%		10.8%	9.0%		9.0%	6.4%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	43.4%					45.8%					37.7%		43.9%	39.1%		48.2%	55.9%	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	0.1	0	1	0.03	0	0

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RIDER(38) Job Center**

	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	424	626	n/a	550	2,566	3,590	n/a	3,213	6,757	12,185	n/a	8,885
Acceptance Rate	63.0%	70.8%	n/a	95.0%	58.1%	64.9%	n/a	84.7%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	9.0%	11.8%	4.2%	6.4%	16.5%	15.8%	8.7%	7.6%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	63	85	51	0	339	393	231	0	899	1,372	501	0
Exits (Non Employment Related)	269	590	235	268	1,266	3,075	871	1,376	3,749	9,935	1,998	3,420
Caseload (cases)	2,813	4,785	2,785	314	13,739	23,996	12,301	1,817	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)	4	1	12	n/a	3	1	7	n/a	2	1	3	n/a
Caseload (persons)	7,363	6,716	9,092	645	35,928	32,843	40,120	3,800	110,263	116,051	81,528	8,918
Engagement												
Employed	727	333	851	n/a	3,567	1,465	4,032	n/a	9,254	5,208	8,494	n/a
School, Training and Education	206	126	113	n/a	985	578	451	n/a	3,933	1,508	834	n/a
WEP and Job Search	199	223	127	n/a	948	1,081	635	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,065				4,459				9,664		
Total Children in Formal Childcare		3,086				14,387				36,653		
Total Children in Transitional Childcare		401				1,983				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
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)		83.6%				83.2%				0.0%		
Retention Rates (6 months)		71.6%				75.4%				0.0%		
Retention Rates (9 Months)		73.3%				68.1%				0.0%		
Retention Rates (12 Months)		59.9%				64.3%				0.0%		