

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RIDER(38) Job Center -November 2017

Director: Lydia Fruster; Since: 4/3/2012
 Deputies: Laurie Moore, Maria Lewis
 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): 11,241
 Caseload recurring (cases): 10,999
 Caseload non-recurring (cases): 242
 Cases with an individual in sanction status: 24
 Average Case Size: 2.2

Caseload all (persons): 25,253
 Caseload recurring (persons): 24,720
 Caseload non-recurring (persons): 533
 Adults: 12,870
 Children: 12,383

Applications all: 1831
 Applications recurring: 1144
 Applications non recu: 687
 Applications Accepted: 26.0%

Recert. Sched: 1315

Center Performance						
	Monthly	Score: 50.3	Rank: 12	YTD	Score: 53.6	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	0	0	2	3	1	6
Meets performance expectations	4	1	0	1	0	6
Approaching performance expectation	0	1	1	0	0	2
Fails to meet performance expectations	0	2	1	1	0	4
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
1:04

Non POS/PAM Transactions	
Count	% of Total

	Report Month	Performance Expectations														3 month		Year to date		Prior Year			
		Performance Expectations				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		
PROVIDING ACCESS to SERVICES																							
1	Cash Assistance Application Timeliness	Oct	95%	99%	6.2	8	98.1%	1582	6	-0.7%	94.1%	3	10	4	2	98.4%	4	93.5%	98.5%	6	96.6%	97.5%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	1.1	8	95.6%	563	10	-3.4%	92.0%	2	8	3	6	97.5%	6	92.7%	96.9%	10	95.9%	97.8%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.4	6	97.5%	355	12	2.0%	96.8%	8	7	2	2	97.2%	15	97.0%	98.3%	14	98.3%	98.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	3.4	6	96.9%	160	17	5.6%	98.4%	8	10	0	1	95.9%	19	98.4%	96.2%	18	98.7%	97.3%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	94.6%	922	16	-3.0%	95.9%	3	6	6	4	95.8%	15	96.3%	96.5%	17	96.9%	97.7%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.9%	56	9	0.2%	93.8%	3	3	2	11	93.7%	14	93.4%	93.7%	14	93.4%	96.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.4%	252	14	-0.9%	96.0%	2	11	3	3	94.9%	16	96.2%	92.7%	18	96.2%	92.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	4.0	6	98.3%	301	15	-0.9%	98.9%	12	6	1	0	98.8%	11	98.8%	98.4%	14	98.7%	99.1%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		258.5	323.2	0.0	5	204	0	14	-55	108	2	4	1	12	212	12	106.8	247.9	10	115.0	315.6	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	89.1%	101	13	-1.7%	91.2%	6	5	3	5	90.9%	13	92.9%	91.1%	12	93.4%	91.3%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	96.1%	152	9	1.6%	92.7%	9	5	1	4	94.3%	9	91.6%	96.5%	7	93.7%	97.4%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.4%	151	5	3.6%	95.8%	11	6	2	0	94.7%	11	94.5%	94.1%	14	94.6%	94.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	96.0%	99	14	-4.0%	97.3%	16	3	0	0	97.1%	11	96.5%	95.8%	17	97.0%	95.9%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			15	-7.4%	2.6%	1	6	12	0	2.5%	18	2.3%	10.5%	17	6.3%	6.2%	5.5%
15	Overdue Face To Face Recertifications	Oct	6	0	6.0	6	0.0		1	-1	7	3	11	5	0	0	1	4	1	1	3	1	3
16	SSN Validation		95%	98%	0.1	5	95.1%	61	17	-2.9%	97.5%	12	5	0	2	93.4%	17	96.0%	96.2%	14	94.7%	98.2%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	1.8%	57	9	1.8%	13.3%	11	0	8	0	0.5%	7	9.5%	0.4%	5	6.0%	0.5%	6.4%
18	Fair Hearing Request Rate				Non Scoring	4.9%	11389				4.3%					5.2%		4.3%	5.6%		4.3%	5.6%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.3%					6.1%					5.8%		6.8%	6.5%		6.7%	8.8%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	63.8%					53.3%					61.3%		54.4%	56.1%		52.6%	51.1%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	-1	0	18	1	0	0	0	14	0.1	0	12	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	511	633	n/a	687	2,467	3,270	n/a	3,703	6,867	11,545	n/a	9,455
Acceptance Rate	44.8%	65.8%	n/a	70.2%	57.8%	68.7%	n/a	72.0%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	16.5%	15.8%	8.5%	7.1%	22.2%	19.1%	8.5%	6.6%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	50	70	39	0	263	293	155	0	680	1,055	326	0
Exits (Non Employment Related)	202	375	150	247	879	2,096	646	1,183	2,805	7,362	1,499	2,821
Caseload (cases)	3,062	4,930	3,007	242	14,609	24,036	12,956	1,275	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	6	4	14	n/a	4	3	10	n/a	3	2	7	n/a
Caseload (persons)	8,010	6,913	9,797	533	38,114	32,265	42,236	2,657	119,166	118,865	87,181	6,225
Engagement												
Employed	816	274	1,005	n/a	3,876	1,337	4,437	n/a	10,314	4,946	9,489	n/a
School, Training and Education	208	147	100	n/a	985	629	470	n/a	3,802	1,838	931	n/a
WEP and Job Search	212	192	158	n/a	1,013	1,034	578	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		1,325				5,284				11,423		
Total Children in Formal Childcare		3,147				14,477				38,255		
Total Children in Transitional Childcare		534				2,185				5,809		
Child Care Not found (Report Month)		14				139				286		
# of Refused Recipient Child Care Referral w/o Good Cause		56				316				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)		79.4%				82.0%				81.4%		
Retention Rates (6 months)		77.3%				77.2%				75.4%		
Retention Rates (9 Months)		69.5%				68.4%				67.7%		
Retention Rates (12 Months)		60.5%				62.0%				63.0%		