

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RIDER(38) Job Center -August 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): 11,844
Caseload recurring (cases): 11,522
Caseload non-recurring (cases): 322
Cases with an individual in sanction status: 39
Average Case Size: 2.3

Caseload all (persons): 26,920
Caseload recurring (persons): 26,190
Caseload non-recurring (persons): 730
Adults: 13,600
Children: 13,320

Applications all: 1830
Applications recurring: 1155
Applications non recu: 675
Applications Accepted: 31.4%
Recert. Sched: 1208

Center Performance						
	Monthly	Score: 50.3	Rank: 15	YTD	Score: 55.2	Rank: 17
	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	3	0	1	2	1	7
Meets performance expectations	0	2	1	0	0	3
Approaching performance expectation	0	1	2	2	0	5
Fails to meet performance expectations	1	1	0	1	0	3
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	0	1	0	1
Meets performance expectations	4	2	4	2	1	13
Approaching performance expectation	0	2	0	1	0	3
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time	
Current Month	0:48

Non POS/PAM Transactions	
Count	% of Total
40	0.29

		Report Month														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	Jul	95%	99%	8.0	8	99.1%	1584	3	1.3%	96.0%	3	9	2	5	97.6%	9	97.0%	98.5%	9	97.9%	97.5%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	8.0	8	99.0%	618	5	4.9%	96.3%	5	9	2	3	93.5%	16	96.4%	96.7%	15	97.4%	97.8%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.6%	349	6	0.4%	97.8%	10	7	2	0	98.6%	13	98.5%	98.7%	12	98.7%	98.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	89.3%	122	19	0.0%	98.8%	16	2	0	1	91.7%	19	98.7%	96.3%	18	99.1%	97.3%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	93.5%	1045	18	-2.2%	96.9%	3	13	1	2	95.6%	18	97.1%	96.7%	18	97.0%	97.7%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	1.8	4	96.4%	83	7	0.8%	94.9%	4	7	2	5	96.5%	5	94.7%	96.4%	4	94.3%	96.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.8%	388	17	1.1%	96.6%	4	10	4	1	92.7%	18	96.1%	91.8%	19	96.0%	92.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	4.8	6	98.6%	432	11	-0.5%	98.5%	9	8	2	0	98.2%	10	98.3%	98.3%	14	98.5%	99.1%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		258.5	323.2	0.0	5	254	0	11	67	123	5	5	1	7	213	11	102.2	261.3	9	119.8	315.6	141.3
10	Employed Cases with Current Documentation		90%	95%	1.7	5	91.7%	144	13	7.2%	94.2%	9	8	1	1	89.6%	14	92.8%	91.1%	12	93.5%	91.3%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	96.0%	124	9	0.2%	93.6%	11	3	1	4	95.9%	9	93.6%	97.1%	6	94.4%	97.4%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	90.9%	187	18	5.6%	94.7%	8	9	2	0	89.9%	16	93.3%	93.9%	13	94.6%	94.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jul	90%	95%	0.0	6	88.5%	87	19	0.9%	96.5%	15	3	1	0	87.9%	19	95.9%	95.3%	17	97.0%	95.9%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			16	-10.7%	1.3%	1	6	12	0	3.6%	16	1.9%	11.8%	18	6.7%	6.2%	5.5%
15	Overdue Face To Face Recertifications	Jul	6	0	6.0	6	0.0		1	-1	4	7	6	5	0	1	7	3	1	3	3	1	3
16	SSN Validation		95%	98%	0.0	5	94.9%	39	16	4.3%	97.3%	10	5	2	1	96.8%	13	95.9%	97.5%	12	94.7%	98.2%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	90	1	-0.9%	4.7%	11	1	7	0	0.7%	7	3.9%	0.4%	6	4.2%	0.5%	6.4%
18	Fair Hearing Request Rate						Non Scoring	5.3%	12083							5.2%		4.2%	5.7%		4.3%	5.6%	4.2%
19	Fair Hearing Withdrawal Rate						Non Scoring	8.7%								8.3%		7.7%	6.7%		6.6%	8.8%	7.3%
20	Fair Hearing Affirmation Rate						Non Scoring	55.0%								48.3%		53.9%	54.2%		51.9%	51.1%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	16	2	0	0	0	1	0.0	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	566	589	n/a	675	2,648	3,138	n/a	3,601	7,579	12,243	n/a	9,738
Acceptance Rate	47.7%	63.2%	n/a	77.8%	57.1%	70.5%	n/a	78.8%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	68	63	61	0	287	292	195	0	711	1,087	401	0
Exits (Non Employment Related)	233	430	166	297	856	1,965	625	1,282	2,984	7,488	1,520	3,089
Caseload (cases)	3,332	4,982	3,208	322	12,712	20,489	11,411	1,404	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	13	8	18	n/a	5	4	10	n/a	3	2	7	n/a
Caseload (persons)	8,708	6,932	10,550	730	28,194	27,389	37,283	3,182	110,357	113,420	82,065	7,794
Engagement												
Employed	880	318	1,064	n/a	3,847	1,305	4,476	n/a	10,400	5,229	9,744	n/a
School, Training and Education	152	99	62	n/a	653	445	284	n/a	2,940	1,237	567	n/a
WEP and Job Search	250	230	179	n/a	982	1,071	606	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,483				5,480				12,155		
Total Children in Formal Childcare		3,354				14,196				38,086		
Total Children in Transitional Childcare		594				2,174				5,887		
Child Care Not found (Report Month)		22				86				237		
# of Refused Recipient Child Care Referral w/o Good Cause		77				251				675		
	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)		85.5%				84.5%				84.1%		
Retention Rates (6 months)		75.3%				73.3%				73.6%		
Retention Rates (9 Months)		66.7%				67.8%				67.8%		
Retention Rates (12 Months)		61.8%				60.9%				61.1%		