

Human Resources Administration Department of Homeless Services

Director: Henry Cruz Since: 1/1/2020 Deputies: Maria Millan, Aurea Bonet, Frank Agbi Executive Regional Manager: Kathleen Parker Regional Manager: Ronald Martin Deputy Regional Manager: Diana Perez, Augustina Obosi Zip Codes Covered:10451, 10453, 10454, 10460, 10473

Ce	nter Per	formance					
		Monthly	Score: 28.4	Rank: 19	YTD	Score: 23.8	Rank: 19
		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	0	0	5	1	7
Meets performance expectations		0	1	1	0	1	3
Approaching performance expectations		1	0	1	0	0	2
Fails to meet performance expectations		2	3	2	4	0	11
Citywide Totals (19 total centers)							
Exceeds performance expectations		1	0	0	3	2	6
Meets performance expectations		3	2	2	2	1	10
Approaching performance expectations		0	1	0	1	0	2
Fails to meet performance expectations		0	1	2	1	0	4

						Report Month								3 month			Year to date		Prio	or Year		
		Per	formance E	xpectations			Cente	er Perfor	mance		Citywide	Citywio	le Perform	ance to Th	reshold	Center		City	Center	City	Center	Cit
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers above Threshold		Centers approaching Threshold		Score	Rank	Score	Rank		Score	
# PROVIDING ACCESS to SERVICES																						
1 Cash Assistance Application Timeliness	Jan	95%	99%	0.0	6	91.5%	1605	17		2.4%	95.5%	2	10	2	5			90.5%	14	94.2%	91.5%	95.6
2 SNAP Application Timeliness	Jan	95%	99%	0.0	6	89.3%	722	19		-3.4%	96.7%	9	5	2	3			90.7%	15	94.6%	95.1%	
3 Same Day SNAP Issuance (weekly avg)		96%	99%	0.0	5	94.1%	270	19		9.5%	98.4%	10	6	3	0			88.8%	9 19	97.2%	96.8%	97.9
4 SNAP Separate Determination Rate		94%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.09	6 1	100.0%	98.5%	99.4
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																						
5 Missing or Outdated Employment Plan		97%	99%	0.0	4	94.8%	957	15		0.4%	96.4%	3	7	4	5			94.6%	17	96.3%	97.4%	96.4
6 Rate of Child Care in Child Care System		95%	98%	0.0	6	92.7%	41	11		9.4%	88.9%	4	1	5	9			89.2%	12	89.7%	93.4%	94.1
7 Eligible & Referred to Appropriate Activities		95%	98%	0.0	4	88.4%	155	19		-5.6%	95.5%	5	8	3	3			90.6%	19	95.6%	93.5%	95.2
8 Re-Engaged after Good Cause		97%	99%	2.6	3	98.7%	155	9		0.4%	97.5%	6	8	3	2			98.5%	8	97.9%	97.5%	97.3
MOVING PARTICIPANT TOWARD ECONOMIC SEC	URITY																					
9 Reported Placements		258.5	323.2	0.0	3	194		11		-41	97	2	4	0	13			215	12	109	195	109
O Cases Budgeted Timely (35 days)	Jan	90%	95%	0.0	5	88.7%	115	14		12.4%	93.2%	9	3	3	4			82.5%	16	91.0%	90.0%	91.4
1 Employed Cases with Current Documentation		90%	95%	1.0	10	90.5%	84	12		1.6%	92.8%	9	4	4	2			89.9%	13	90.1%	89.0%	89.9
2 % Placements w/FIA3As (Employment Form)		94%	98%	0.0	4	90.1%	131	13		4.2%	91.2%	2	6	2	9			87.8%	17	90.2%	93.6%	93.7
<b>ENSURING EFFICIENCY and QUALITY in CENTER</b> A	ADMINISTR	ATION																				
<b>3</b> Training Attendance Rate	Jan	97%	100%	0.0	2	86.0%	86	19		-0.9%	96.7%	0	15	2	2			86.5%	19	95.1%	97.3%	96.7
4 SNAP (EQAS) Payment Error Rate (FFY)	Nov	6%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0						2.2%	3.39
5 SNAP (EQAS) Agency Payment Error Rate	Nov	4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0							
6 SNAP (EQAS) Case Error Rate	Nov	4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0							
7 Overdue Face-To-Face Recertifications	Jan	6	0	0.0	6	6.0		17		-3	2	7	9	3	0			8	18	2	4	2
8 SSN Validation		95%	98%	2.0	2	100.0%	22	1		7.7%	96.9%	10	3	4	2			95.8%	13	97.3%	97.9%	98.5
9 % SI over 45 Days	Jan	5%	3%	0.0	4	16.1%	81	19		7.8%	2.7%	17	1	1	0			12.8%	17	3.8%	25.0%	9.0
0 Benefits Issued on Closed Cases	Jan	41	14	1.5	2	21	8214	17		8	5	14	5	0	0			17	17	5		
<b>1</b> RMS State Audit Hit Rate		60%	75%	0.6	3	63.0%	0	15		10.0%	65.0%	9	6	0	4			58.0%	15	65.5%		
2 Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	51	8214	1		30	12	1	0	18	0			36	1	9		
DELIVERY of CUSTOMER SERVICE																						
<b>3</b> Spot Violation		1	0	2.0	2	0		1		0	0	19	0	0	0			0	1	0	0	0
4 Average Wait Time		60	50	1.8	6	57.0		9		-26	51.0	6	4	9	0			70.0	14	53.0		
<b>5</b> CA PC Bank Applications	Jan	70.0%	80.0%	0.0	0																	
26 AHRA Account Creation																						
<b>27</b> Timely Inquiry Response																						

## CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION **JOBSTAT REPORT, VERSION 19.0** RIDER(38) Job Center - February 2020

Caseload all (cases): Caseload recurring (cases): Caseload non-recurring (cases): Cases with an individual in sanction status: Average case size:

10,304 10,032 272 457 2.2

Caseload all (persons): Caseload recurring (persons): Caseload non-recurring (persons): Adults: Children:	22,223 21,572 651 11,232 10,991	Applications all: Applications recurring: Applications non-recurring: Applications acceptance rate:

	Inf
Fair Hearing Upheld Rate	
Fair Hearing Withdrawal Rate	
Fair Hearing Request Rate	
SNAP PC Bank Applications	

1,466 898 568 32.1% Recertifications scheduled:

980

formational Indicators Center City Variance from 3 Month Current Month Current YTD YTD Month Previous Average Month -3.7% 9.2% 4.6% 6.4% 8.1% 11.3% 4.6% 14.9% 2.5% 13.7% 13.3% 5.5% -0.8% 4.0% 5.9%