

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

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): 11,210
 Caseload recurring (cases): 10,939
 Caseload non-recurring (cases): 271
 Cases with an individual in sanction status: 20
 Average Case Size: 2.2

Caseload all (persons): 24,971
 Caseload recurring (persons): 24,406
 Caseload non-recurring (persons): 565
 Adults: 12,822
 Children: 12,149

Applications all: 2046
 Applications recurring: 1240
 Applications non recu: 806
 Applications Accepted: 37.5%

Recert. Sched: 1170

Center Performance						
	Monthly	Score: 38	Rank: 17	YTD	Score: 38	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	0	0	0	3	1	4
Meets performance expectations	2	2	1	2	0	7
Approaching performance expectation	1	1	2	0	0	4
Fails to meet performance expectations	1	1	1	0	0	3
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	0	2	1	3
Meets performance expectations	2	2	3	1	0	8
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	2	1	1	2	0	6

Average Wait Time
Current Month
0:54

Non POS/PAM Transactions	
Current Month	
Count	% of Total

Performance Expectations	Report Month	Report Month														3 month		Year to date		Prior Year		
		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	Dec	95%	99%	0.3	8	95.1%	1630	13		92.7%	2	11	3	3			95.1%	13	92.7%	97.9%	96.4%
2	SNAP Application Timelines	Dec	95%	99%	0.0	8	93.6%	612	13		90.1%	4	8	1	6			93.6%	13	90.1%	96.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.7	6	97.9%	333	12		97.4%	11	5	0	3			97.9%	12	97.4%	98.0%	98.1%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	91.9%	149	17		96.7%	7	9	0	3			91.9%	17	96.7%	95.9%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.5%	1188	10		95.4%	2	5	7	5			96.5%	10	95.4%	96.5%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	89.6%	96	11		88.9%	3	1	1	14			89.6%	11	88.9%	94.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.1	6	95.6%	383	11		95.9%	4	11	3	1			95.6%	11	95.9%	92.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	4.4	6	98.5%	325	10		98.2%	6	9	4	0			98.5%	10	98.2%	98.4%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																						
9	Reported Placements		258.5	323.2	0.0	5	257	0	14		136	7	6	1	5			257.0	14	135.5	251.8	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	68.5%	130	19		78.7%	0	2	2	15			68.5%	19	78.7%	90.5%	92.5%
11	Cases Budgeted Timely (35 days)	Dec	90%	95%	0.8	5	90.9%	153	16		92.9%	11	5	0	3			90.9%	16	92.9%	96.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.2%	217	15		92.5%	5	7	4	3			91.2%	15	92.5%	94.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																						
13	Training Attendance Rate	Dec	90%	95%	3.5	6	92.9%	99	17		96.2%	14	4	1	0			92.9%	17	96.2%	96.1%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	8.7%	6.5%
15	Overdue Face To Face Recertifications	Dec	6	0	6.0	6	0.0		1		7	9	5	5	0			0	1	7	1	3
16	SSN Validation		95%	98%	1.1	5	95.6%	46	15		97.7%	9	7	2	1			95.6%	15	97.7%	95.8%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	1.2%	87	7		8.8%	9	3	7	0			1.2%	7	8.8%	0.8%	6.4%
18	Fair Hearing Request Rate						Non Scoring	5.4%	11157		4.5%							5.4%		4.5%	5.6%	4.3%
19	Fair Hearing Withdrawal Rate						Non Scoring	5.9%			6.8%							5.9%		6.8%	6.4%	6.5%
20	Fair Hearing Affirmation Rate						Non Scoring	51.0%			52.9%							51.0%		52.9%	55.9%	53.0%
DELIVERY of CUSTOMER SERVICE																						
21	Customer Satisfaction Rate																					
22	Spot Violation		3	0	4.0	4	0		1		0	19	0	0	0			0	1	0.00	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	565	675	n/a	806	2,545	3,407	n/a	4,033	6,899	12,533	n/a	10,172
Acceptance Rate	51.3%	68.1%	n/a	77.4%	54.8%	64.0%	n/a	72.3%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	58	65	30	0	304	306	169	0	800	1,127	397	0
Exits (Non Employment Related)	309	545	222	243	1,312	2,957	950	1,216	3,855	9,544	2,031	2,822
Caseload (cases)	3,026	5,063	2,850	271	14,561	24,936	12,791	1,301	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	7	2	11	n/a	3	1	7	n/a	2	1	4	n/a
Caseload (persons)	7,968	7,078	9,360	565	38,041	33,860	41,804	2,702	118,548	121,462	86,031	6,313
Engagement												
Employed	787	300	974	n/a	3,801	1,358	4,387	n/a	9,953	4,846	9,210	n/a
School, Training and Education	156	98	57	n/a	691	461	273	n/a	2,751	1,269	541	n/a
WEP and Job Search	264	253	137	n/a	1,075	1,283	574	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)			14				134				275	
# of Refused Recipient Child Care Referral w/o Good Cause			85				437				977	
	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)			0.0%				0.0%				0.0%	
Retention Rates (6 months)			0.0%				0.0%				0.0%	
Retention Rates (9 Months)			0.0%				0.0%				0.0%	
Retention Rates (12 Months)			0.0%				0.0%				0.0%	