

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RIDER(38) Job Center -July 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: All Cases: 10453, 10455, 10457, 10459, 10472, 10473; Cases transferred from Center (40) Melrose and (46) Crotona

Caseload all (cases): 11,578
 Caseload recurring (cases): 11,259
 Caseload non-recurring (cases): 319
 Cases with an individual in sanction status: 36
 Average Case Size: 2.3

Caseload all (persons): 27,192
 Caseload recurring (persons): 26,458
 Caseload non-recurring (persons): 734
 Adults: 13,258
 Children: 13,934

Applications all: 1661
 Applications recurring: 1053
 Applications non recu: 608
 Applications Acceptar: 38.8%

Recert. Sched: 1255

Center Performance							
	Monthly	Score: 37.4	Rank: 17	YTD	Score: 56.6	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	1	1	1	1	1	5	
Meets performance expectations	1	1	0	1	0	3	
Approaching performance expectation	1	1	0	0	0	2	
Fails to meet performance expectations	1	1	3	3	0	8	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time	
Current Month	
0:53	
Non POS/PAM Transactions	
Current Month	
Count	% of Total

	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	Jun	95%	99%	5.6	8	97.8%	1833	10	1.6%	97.2%	3	13	2	1	97.5%	13	97.8%	98.4%	13	98.2%	97.5%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	0.0	8	94.1%	698	15	6.4%	95.9%	5	8	3	3	93.0%	16	97.0%	96.4%	15	97.6%	97.8%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.2%	278	16	-0.7%	98.7%	16	2	1	0	98.6%	15	99.0%	98.7%	14	98.9%	98.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	89.3%	122	19	-5.9%	98.7%	15	3	0	1	94.2%	19	99.2%	97.0%	19	99.1%	97.3%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.6%	1103	17	-1.8%	97.1%	2	11	5	1	96.4%	16	97.0%	97.2%	16	97.1%	97.7%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.8	4	95.6%	113	6	-1.8%	94.4%	3	6	3	6	95.9%	5	93.7%	96.5%	3	94.2%	96.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	92.7%	356	16	1.3%	96.2%	5	9	1	4	91.9%	19	95.7%	91.5%	19	95.9%	92.9%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.1%	318	7	2.3%	98.1%	7	7	3	2	98.1%	10	98.0%	98.3%	14	98.5%	99.1%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		258.5	323.2	0.0	5	187	0	15	-10	97	1	2	1	15	209	9	97.1	262.3	9	119.3	315.6	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	84.5%	142	19	-8.4%	90.3%	3	8	0	8	89.1%	12	92.1%	91.0%	13	93.4%	91.3%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	5.0	5	95.8%	215	12	-0.1%	94.9%	12	4	1	2	96.0%	10	94.0%	97.2%	7	94.5%	97.4%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	85.3%	150	17	-8.3%	92.5%	7	5	2	5	92.0%	16	93.4%	94.3%	13	94.5%	94.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jun	90%	95%	0.0	6	87.6%	105	17	0.0%	95.6%	13	2	1	3	91.4%	17	96.3%	96.1%	15	97.1%	95.9%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	10.7%	0	14	10.7%	2.0%	0	6	13	0	5.4%	15	2.3%	11.8%	18	6.9%	6.2%	5.5%
15	Overdue Face To Face Recertifications	Jun	6	0	5.0	6	1.0		10	0	1	9	7	3	0	1	4	2	1	3	3	1	3
16	SSN Validation		95%	98%	0.0	5	90.6%	32	15	-9.4%	95.1%	9	3	1	6	98.0%	11	94.5%	97.8%	10	94.4%	98.2%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.9%	107	12	-0.2%	2.9%	16	0	3	0	0.7%	8	3.5%	0.5%	7	4.1%	0.5%	6.4%
18	Fair Hearing Request Rate						4.7%	11539			3.9%					5.5%		4.3%	5.8%		4.3%	5.6%	4.2%
19	Fair Hearing Withdrawal Rate						6.5%				7.7%					8.4%		7.7%	6.5%		6.5%	8.8%	7.3%
20	Fair Hearing Affirmation Rate						47.3%				54.2%					48.6%		52.4%	54.0%		51.5%	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	19	0	0	0	0	1	0.0	0	1	0.02	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	527	526	n/a	608	1,893	2,391	n/a	2,641	6,317	10,626	n/a	7,783
Acceptance Rate	48.9%	59.2%	n/a	75.1%	58.8%	64.5%	n/a	71.1%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	16.0%	12.1%	6.4%	5.2%	16.6%	16.4%	8.7%	6.3%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	66	55	35	0	235	255	130	0	624	984	338	0
Exits (Non Employment Related)	267	386	173	222	984	1,928	664	1,019	3,441	7,815	1,681	2,442
Caseload (cases)	3,558	4,477	3,224	319	12,946	17,993	11,080	1,312	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	11	5	20	n/a	4	3	13	n/a	3	2	6	n/a
Caseload (persons)	9,281	6,460	10,717	734	33,760	24,901	36,473	2,913	116,661	115,665	80,954	6,595
Engagement												
Employed	946	328	1,107	n/a	3,592	1,260	3,984	n/a	10,484	5,333	9,192	n/a
School, Training and Education	157	100	70	n/a	586	386	272	n/a	2,865	1,156	587	n/a
WEP and Job Search	304	273	194	n/a	1,106	1,154	639	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,554				4,966				11,680		
Total Children in Formal Childcare		3,618				13,075				38,036		
Total Children in Transitional Childcare		617				2,080				5,897		
Child Care Not found (Report Month)		19				59				190		
# of Refused Recipient Child Care Referral w/o Good Cause		62				233				617		
	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)		85.4%				82.1%				83.9%		
Retention Rates (6 months)		73.7%				72.2%				72.8%		
Retention Rates (9 Months)		68.4%				67.6%				68.4%		
Retention Rates (12 Months)		62.2%				63.1%				62.7%		