

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
RIDER(38) Job Center -March 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): 11,119
Caseload recurring (cases): 10,901
Caseload non-recurring (cases): 218
Cases with an individual in sanction status: 19
Average Case Size: 2.2

Caseload all (persons): 24,685
Caseload recurring (persons): 24,228
Caseload non-recurring (persons): 457
Adults: 12,710
Children: 11,975

Applications all: 1536
Applications recurring: 979
Applications non recu: 557
Applications Acceptar: 39.8%

Recert. Sched: 1189

Center Performance							
	Monthly	Score: 49.2	Rank: 17	YTD	Score: 44.8	Rank: 16	
	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	0	2	1	5	
Meets performance expectations	2	0	1	2	0	5	
Approaching performance expectation	1	2	1	1	0	5	
Fails to meet performance expectations	0	1	2	0	0	3	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time	
Current Month	
0:50	
Non POS/PAM Transactions	
Current Month	
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			
		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	Score	Rank		
PROVIDING ACCESS to SERVICES																									
1	Cash Assistance Application Timeliness	Feb	95%	99%	6.6	8	98.3%	1523	12	Yellow	-0.2%	98.2%	7	11	0	1	97.4%	14	96.3%	97.4%	14	96.3%	97.9%	96.4%	
2	SNAP Application Timelines	Feb	95%	99%	7.4	8	98.7%	608	15	Yellow	0.1%	98.6%	12	6	1	0	97.0%	12	95.8%	97.0%	12	95.8%	96.6%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.6%	254	7	Green	0.6%	98.8%	14	5	0	0	98.8%	10	98.2%	98.8%	10	98.2%	98.0%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	0.0	6	92.7%	192	17	Yellow	-2.9%	97.8%	11	4	2	2	93.3%	18	97.4%	93.3%	18	97.4%	95.9%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																									
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.3%	1004	12	Yellow	-2.4%	94.6%	0	5	7	7	96.5%	8	95.2%	96.5%	8	95.2%	96.5%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.3%	62	12	Red	3.9%	91.2%	1	2	5	11	88.8%	14	91.4%	88.8%	14	91.4%	94.1%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.9%	314	16	Yellow	0.0%	95.9%	2	10	4	3	94.6%	16	96.1%	94.6%	16	96.1%	92.9%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	331	10	Green	-0.6%	99.0%	13	4	2	0	99.3%	7	98.7%	99.3%	7	98.7%	98.4%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																									
9	Reported Placements		258.5	323.2	0.0	5	182	0	15	Red	-36	103	2	3	3	11	219	13	115.8	219.0	13	115.8	251.8	120.2	
10	Employed Cases with Current Documentation		90%	95%	0.0	5	84.2%	190	16	Red	-10.3%	90.3%	5	4	0	10	81.5%	14	85.9%	81.5%	14	85.9%	90.5%	92.5%	
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	0.0	5	89.3%	140	16	Yellow	-7.7%	93.2%	11	4	1	3	92.6%	15	94.0%	92.6%	15	94.0%	96.4%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	1.5	5	92.9%	141	8	Yellow	1.4%	91.2%	4	6	2	7	91.8%	11	92.3%	91.8%	11	92.3%	94.2%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																									
13	Training Attendance Rate	Feb	90%	95%	6.0	6	97.0%	99	12	Green	0.1%	97.6%	18	1	0	0	95.6%	17	97.1%	95.6%	17	97.1%	96.1%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			11	Yellow	0.0%	2.3%	5	5	9	0	2.0%	12	2.5%	6.1%	12	6.4%	8.7%	6.5%	
15	Overdue Face To Face Recertifications	Feb	6	0	3.9	6	2.0		12	Yellow	1	7	8	6	5	0	1	5	7	1	5	7	1	3	
16	SSN Validation		95%	98%	2.8	5	96.7%	30	7	Yellow	0.5%	95.9%	6	8	1	4	96.1%	14	96.9%	96.1%	14	96.9%	95.8%	94.8%	
17	% SI over 45 Days		5%	3%	5.0	5	0.9%	111	16	Green	-0.1%	3.6%	16	0	3	0	1.0%	8	5.9%	1.0%	8	5.9%	0.8%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	5.2%	11059					4.3%					5.0%		4.2%	5.0%		4.2%	5.6%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	8.3%						8.2%					7.2%		7.9%	7.2%		7.9%	6.4%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	4.9%						48.8%					36.7%		50.8%	36.7%		50.8%	55.9%	53.0%	
DELIVERY of CUSTOMER SERVICE																									
21	Customer Satisfaction Rate																								
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	19	0	0	0	0	1	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	431	548	n/a	557	2,240	3,179	n/a	2,997	5,846	11,444	n/a	8,123
Acceptance Rate	51.0%	60.5%	n/a	73.5%	50.1%	55.6%	n/a	69.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	53	57	37	0	250	245	169	0	654	934	355	0
Exits (Non Employment Related)	196	484	172	185	977	2,518	820	1,094	2,896	8,128	1,848	2,577
Caseload (cases)	2,930	5,047	2,924	218	14,272	25,194	12,903	1,169	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	7	2	10	n/a	4	2	6	n/a	2	1	4	n/a
Caseload (persons)	7,680	7,024	9,524	457	37,266	34,212	42,037	2,261	116,195	121,321	86,195	5,383
Engagement												
Employed	776	287	974	n/a	3,745	1,397	4,381	n/a	9,830	5,135	9,150	n/a
School, Training and Education	189	146	91	n/a	910	643	423	n/a	3,520	1,728	831	n/a
WEP and Job Search	195	235	152	n/a	951	1,139	549	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,175				4,800				10,325		
Total Children in Formal Childcare		3,005				14,176				36,780		
Total Children in Transitional Childcare		514				2,257				5,804		
Child Care Not found (Report Month)		9				111				246		
# of Refused Recipient Child Care Referral w/o Good Cause		68				386				900		
	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)		80.5%				82.9%				0.0%		
Retention Rates (6 months)		71.8%				73.8%				0.0%		
Retention Rates (9 Months)		67.5%				69.5%				0.0%		
Retention Rates (12 Months)		61.0%				63.7%				0.0%		