

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

Director: Jeannette Mota Since: 5/1/2018
Deputies: Vacant, 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): 10,883
Caseload recurring (cases): 10,634
Caseload non-recurring (cases): 249
Cases with an individual in sanction status: 17
Average Case Size: 2.2

Caseload all (persons): 24,200
Caseload recurring (persons): 23,648
Caseload non-recurring (persons): 552
Adults: 12,444
Children: 11,756

Applications all: 1507
Applications recurring: 1036
Applications non recu: 471
Applications Accepted: 53.1%

Recert. Sched: 1023

Center Performance							
	Monthly	Score: 51.7	Rank: 15	YTD	Score: 54.7	Rank: 12	
	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	2	1	6	
Meets performance expectations	3	2	1	3	0	9	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	2	0	0	3	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	0	1	0	3	
Meets performance expectations	2	2	3	3	1	11	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time
Current Month
0:38

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			
		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	May	95%	99%	2.8	8	96.4%	1546	16	-2.6%	97.5%	6	12	0	1	97.9%	13	98.0%	97.6%	13	97.1%	97.9%	96.4%
2	SNAP Application Timelines	May	95%	99%	4.9	8	97.4%	544	14	-2.0%	97.1%	10	7	1	1	98.5%	15	98.3%	97.7%	14	97.0%	96.6%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.7%	292	4	1.0%	98.4%	12	6	1	0	99.2%	7	98.6%	99.0%	7	98.4%	98.0%	98.1%
4	SNAP Separate Determination Rate		94%	99%	1.5	6	95.2%	168	19	-3.4%	99.0%	12	7	0	0	96.7%	17	98.5%	95.0%	18	97.9%	95.9%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	3.2	4	98.6%	936	4	0.1%	96.4%	2	7	6	4	97.8%	7	95.9%	97.1%	8	95.6%	96.5%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	87.0%	54	19	-2.7%	93.9%	2	8	3	6	89.1%	18	93.8%	88.9%	15	92.5%	94.1%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.2	6	95.6%	181	10	-0.2%	95.6%	4	6	7	2	94.3%	14	95.9%	94.5%	17	96.0%	92.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.1%	346	6	0.0%	98.1%	6	8	4	1	99.4%	1	98.7%	99.4%	2	98.7%	98.4%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		258.5	323.2	0.0	5	192	0	14	-10	102	1	4	0	14	193	15	114.4	206.0	14	115.1	251.8	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	87.2%	117	15	-3.7%	90.2%	6	6	2	5	92.2%	8	89.6%	86.8%	11	87.8%	90.5%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	1.3	5	91.3%	127	13	-2.3%	91.8%	7	6	1	5	94.1%	13	94.2%	93.3%	14	94.1%	96.4%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.3%	148	6	-0.2%	93.0%	6	7	0	6	95.6%	4	93.7%	93.5%	10	93.0%	94.2%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	May	90%	95%	1.7	6	91.4%	93	18	-4.6%	96.4%	14	4	1	0	95.4%	15	96.7%	95.5%	17	96.9%	96.1%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	2.1	6			4	0.0%	1.6%	1	8	10	0	0.5%	6	2.3%	3.9%	9	7.1%	8.7%	6.5%
15	Overdue Face To Face Recertifications	May	6	0	6.0	6	0.0		1	-3	3	10	5	4	0	2	8	3	2	8	5	1	3
16	SSN Validation		95%	98%	1.1	5	95.6%	23	14	-0.9%	97.0%	9	5	4	1	97.6%	11	97.0%	97.0%	14	97.0%	95.8%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	1.1%	90	14	-0.1%	3.6%	15	2	2	0	0.8%	10	4.3%	0.9%	7	5.1%	0.8%	6.4%
18	Fair Hearing Request Rate						4.3%	10769			3.9%					4.5%		4.2%	4.7%		4.2%	5.6%	4.3%
19	Fair Hearing Withdrawal Rate						8.0%				8.2%					9.6%		7.9%	8.4%		7.9%	6.4%	6.5%
20	Fair Hearing Affirmation Rate						47.5%				51.2%					44.3%		49.5%	40.5%		50.1%	55.9%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.0	0	1	0.01	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	436	600	n/a	471	2,300	3,238	n/a	2,694	6,070	11,507	n/a	7,392
Acceptance Rate	43.6%	58.1%	n/a	76.6%	41.7%	51.9%	n/a	69.7%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	10.5%	13.8%	4.5%	4.5%	16.1%	17.1%	7.7%	6.0%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	52	64	36	0	241	304	182	0	624	1,012	370	0
Exits (Non Employment Related)	147	363	84	223	604	1,996	423	1,031	1,790	6,410	989	2,478
Caseload (cases)	2,837	4,922	2,875	249	14,018	24,638	12,630	1,327	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)	4	2	11	n/a	3	1	6	n/a	2	1	3	n/a
Caseload (persons)	7,427	6,822	9,399	552	36,508	33,436	41,154	2,635	112,639	118,349	83,586	6,072
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,097				4,794				10,211		
Total Children in Formal Childcare		3,146				14,946				38,227		
Total Children in Transitional Childcare		485				2,267				5,962		
Child Care Not found (Report Month)		14				137				297		
# of Refused Recipient Child Care Referral w/o Good Cause		68				361				885		
	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)		84.5%				85.4%				0.0%		
Retention Rates (6 months)		71.1%				74.5%				0.0%		
Retention Rates (9 Months)		64.9%				68.0%				0.0%		
Retention Rates (12 Months)		62.6%				65.2%				0.0%		