

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
SOUTHERN BROOKLYN(70) Job Center -July 2017

Director: Michael Ferrer; Since: 7/1/2014
 Deputies: Maria Burton
 Deputy Regional Manager: Augustina Obosi, Roger Jarvis, Roberta Hannah
 Executive Region Manager: Marlene D. Campbell
 Staff on Board:
 Zip Codes covered:11204, 11209,11214, 11218, 11219, 11220, 11228,11232,11215

Caseload all (cases): 4,798
 Caseload recurring (cases): 4,725
 Caseload non-recurring (cases): 73
 Cases with an individual in sanction status: 2
 Average Case Size: 3.0

Caseload all (persons): 14,440
 Caseload recurring (persons): 14,284
 Caseload non-recurring (persons): 156
 Adults: 6,602
 Children: 7,838

Applications all: 537
 Applications recurring: 385
 Applications non recu: 152
 Applications Acceptar: 33.0%
 Recert. Sched: 390

Center Performance							
	Monthly	Score: 79	Rank: 2	YTD	Score: 79.9	Rank: 1	
	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	3	2	3	4	1	13	
Meets performance expectations	1	1	0	0	0	2	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	1	1	0	3	
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
0:25

Non POS/PAM Transactions	
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	Jun	95%	99%	4.4	8	97.2%	468	11	Yellow	-1.5%	97.2%	3	13	2	1	98.4%	9	97.8%	98.7%	11	98.2%	99.1%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	8.0	8	99.1%	228	4	Green	0.0%	95.9%	5	8	3	3	99.2%	3	97.0%	99.2%	5	97.6%	99.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	102	1	Green	0.0%	98.7%	16	2	1	0	100.0%	1	99.0%	99.7%	7	98.9%	99.0%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	39	1	Green	0.0%	98.7%	15	3	0	1	100.0%	1	99.2%	99.8%	5	99.1%	99.2%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	1.5	4	97.8%	358	12	Yellow	-1.8%	97.1%	2	11	5	1	99.1%	3	97.0%	99.4%	1	97.1%	99.3%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	89.5%	19	16	Red	-3.8%	94.4%	3	6	3	6	93.8%	8	93.7%	94.3%	12	94.2%	96.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.5%	68	5	Green	1.5%	96.2%	5	9	1	4	98.0%	1	95.7%	98.1%	1	95.9%	98.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	91	1	Green	1.1%	98.1%	7	7	3	2	99.2%	7	98.0%	99.3%	6	98.5%	99.0%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		67.5	84.4	0.0	5	62	0	9	Red	19	97	1	2	1	15	53	10	97.1	64.6	14	119.3	65.8	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	97.0%	33	1	Green	6.8%	90.3%	3	8	0	8	91.6%	9	92.1%	94.2%	8	93.4%	93.6%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	5.0	5	96.4%	56	11	Green	-3.6%	94.9%	12	4	1	2	98.4%	5	94.0%	97.0%	6	94.5%	96.8%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.2%	62	7	Green	-4.8%	92.5%	7	5	2	5	95.9%	4	93.4%	95.8%	6	94.5%	97.2%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jun	90%	95%	6.0	6	95.3%	43	13	Green	0.0%	95.6%	13	2	1	3	97.0%	13	96.3%	98.7%	6	97.1%	99.7%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	0.0%	0	15	Red	-14.4%	2.0%	0	6	13	0	4.8%	13	2.3%	12.0%	10	6.9%	2.3%	5.5%
15	Overdue Face To Face Recertifications	Jun	3	0	6.0	6	0.0	0	1	Green	0	1	9	7	3	0	0	1	2	1	11	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	5	1	Green	0.0%	95.1%	9	3	1	6	98.5%	6	94.5%	98.5%	4	94.4%	98.9%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	32	1	Green	0.0%	2.9%	16	0	3	0	0.0%	1	3.5%	1.4%	9	4.1%	2.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	2.7%	4584					3.9%					3.0%		4.3%	3.0%		4.3%	3.5%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	1.9%						7.7%					2.3%		7.7%	2.8%		6.5%	6.1%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	61.5%						54.2%					60.2%		52.4%	56.6%		51.5%	61.9%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	19	0	0	0	0	1	0.0	0	18	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	156	229	n/a	152	2,056	3,261	n/a	2,451	6,317	10,626	n/a	7,783
Acceptance Rate	41.3%	41.7%	n/a	61.7%	48.8%	56.3%	n/a	63.5%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	43.4%	30.0%	0.0%	7.0%	23.2%	22.1%	6.5%	8.8%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	23	25	5	0	180	284	103	0	624	984	338	0
Exits (Non Employment Related)	70	153	27	50	843	2,235	511	667	3,441	7,815	1,681	2,442
Caseload (cases)	774	3,619	332	73	9,114	23,365	6,926	814	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	2,288	10,763	1,233	156	24,131	38,977	23,259	1,780	116,661	115,665	80,954	6,595
Engagement												
Employed	960	128	480	n/a	3,687	1,787	3,017	n/a	10,484	5,333	9,192	n/a
School, Training and Education	47	37	4	n/a	448	341	148	n/a	2,865	1,156	587	n/a
WEP and Job Search	44	54	8	n/a	690	1,283	379	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		306				3,624				11,680		
Total Children in Formal Childcare		4,829				15,815				38,036		
Total Children in Transitional Childcare		340				2,096				5,897		
Child Care Not found (Report Month)		8				40				190		
# of Refused Recipient Child Care Referral w/o Good Cause		19				165				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)		85.2%				85.0%				83.9%		
Retention Rates (6 months)		88.4%				76.7%				72.8%		
Retention Rates (9 Months)		73.1%				69.6%				68.4%		
Retention Rates (12 Months)		78.4%				63.9%				62.7%		