

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**SOUTHERN BROOKLYN(70) Job Center -November 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): 4,869  
 Caseload recurring (cases): 4,799  
 Caseload non-recurring (cases): 70  
 Cases with an individual in sanction status: 2  
 Average Case Size: 3.0

Caseload all (persons): 14,401  
 Caseload recurring (persons): 14,262  
 Caseload non-recurring (persons): 139  
 Adults: 6,658  
 Children: 7,743

Applications all: 658  
 Applications recurring: 449  
 Applications non recu: 209  
 Applications Acceptar: 28.3%  
 Recert. Sched: 436

Center Performance							
	Monthly	Score: 74.2	Rank: 2	YTD	Score: 78.9	Rank: 3	
	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	
<b>Center</b>							
Exceeds performance expectations	3	1	1	3	1	9	
Meets performance expectations	1	3	1	2	0	7	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	2	0	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

Average Wait Time
Current Month
0:31

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	Score	Rank
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Oct	95%	99%	8.0	8	99.5%	574	2	0.9%	94.1%	3	10	4	2	98.8%	3	93.5%	98.7%	4	96.6%	99.1%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	99.2%	258	2	-0.8%	92.0%	2	8	3	6	99.3%	3	92.7%	99.3%	3	95.9%	99.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	105	1	0.0%	96.8%	8	7	2	2	100.0%	1	97.0%	99.8%	2	98.3%	99.0%	98.4%
4	SNAP Separate Determination Rate		94%	99%	5.5	6	98.6%	70	12	-1.4%	98.4%	8	10	0	1	99.5%	5	98.4%	99.7%	3	98.7%	99.2%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	3.0	4	98.5%	402	4	-0.3%	95.9%	3	6	6	4	99.1%	2	96.3%	99.3%	1	96.9%	99.3%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	16	1	6.2%	93.8%	3	3	2	11	96.7%	4	93.4%	96.7%	4	93.4%	96.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.7	6	97.9%	94	3	-2.1%	96.0%	2	11	3	3	99.3%	2	96.2%	98.3%	1	96.2%	98.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	5.2	6	98.7%	78	13	4.7%	98.9%	12	6	1	0	97.5%	18	98.8%	98.9%	9	98.7%	99.0%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		67.5	84.4	0.0	5	65	0	8	-28	108	2	4	1	12	69	7	106.8	66.5	9	115.0	65.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	82.1%	28	17	-4.7%	91.2%	6	5	3	5	85.6%	17	92.9%	91.7%	11	93.4%	93.6%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	98.0%	50	6	-1.0%	92.7%	9	5	1	4	97.8%	4	91.6%	97.0%	5	93.7%	96.8%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	1.1	5	92.7%	68	17	-1.6%	95.8%	11	6	2	0	93.8%	13	94.5%	95.4%	8	94.6%	97.2%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Oct	90%	95%	6.0	6	97.8%	46	9	-2.2%	97.3%	16	3	0	0	99.3%	1	96.5%	99.0%	3	97.0%	99.7%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.8	6			7	0.0%	2.6%	1	6	12	0	0.0%	7	2.3%	5.2%	8	6.3%	2.3%	5.5%
15	Overdue Face To Face Recertifications	Oct	3	0	1.9	6	2.0		10		7	3	11	5	0	1	7	4	1	6	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	27	1	0.0%	97.5%	12	5	0	2	98.7%	6	96.0%	98.7%	3	94.7%	98.9%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	24	1	0.0%	13.3%	11	0	8	0	0.0%	1	9.5%	0.9%	6	6.0%	2.6%	6.4%
18	Fair Hearing Request Rate				Non Scoring	2.8%	4701				4.3%					3.0%		4.3%	3.0%		4.3%	3.5%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	10.7%					6.1%					6.0%		6.8%	3.4%		6.7%	6.1%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	56.3%					53.3%					63.6%		54.4%	60.2%		52.6%	61.9%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.1	0	12	0.03	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
<b>Demographics</b>												
Applications	207	242	n/a	209	2,060	3,296	n/a	2,801	6,867	11,545	n/a	9,455
Acceptance Rate	35.8%	47.0%	n/a	70.1%	50.2%	57.3%	n/a	66.3%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	38.0%	33.3%	15.4%	9.7%	23.7%	23.1%	8.0%	7.5%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	31	21	12	0	201	332	102	0	680	1,055	326	0
Exits (Non Employment Related)	44	117	18	55	747	2,158	494	866	2,805	7,362	1,499	2,821
Caseload (cases)	814	3,637	348	70	9,416	23,768	7,225	924	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	2,303	10,663	1,296	139	24,700	39,410	23,946	1,956	119,166	118,865	87,181	6,225
<b>Engagement</b>												
Employed	869	106	506	n/a	3,410	1,508	2,980	n/a	10,314	4,946	9,489	n/a
School, Training and Education	83	69	12	n/a	723	604	251	n/a	3,802	1,838	931	n/a
WEP and Job Search	34	57	12	n/a	629	1,104	309	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		252				3,297				11,423		
Total Children in Formal Childcare		4,813				15,521				38,255		
Total Children in Transitional Childcare		510				2,161				5,809		
Child Care Not found (Report Month)		9				43				286		
# of Refused Recipient Child Care Referral w/o Good Cause		19				169				807		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Outcomes</b>												
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)		87.0%				83.0%				81.4%		
Retention Rates (6 months)		76.3%				74.2%				75.4%		
Retention Rates (9 Months)		79.7%				68.7%				67.7%		
Retention Rates (12 Months)		82.4%				66.9%				63.0%		