

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
SOUTHERN BROOKLYN(70) Job Center -August 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): 4,823
 Caseload recurring (cases): 4,751
 Caseload non-recurring (cases): 72
 Cases with an individual in sanction status: 2
 Average Case Size: 3.0

Caseload all (persons): 14,440
 Caseload recurring (persons): 14,297
 Caseload non-recurring (persons): 143
 Adults: 6,619
 Children: 7,821

Applications all: 634
 Applications recurring: 446
 Applications non recu: 188
 Applications Acceptar: 27.4%

Recert. Sched: 318

| Center Performance | | | | | | | |
|--|------------------------------|--|---|--|------------------------------|---------|--|
| | Monthly | Score: 79.5 | Rank: 3 | YTD | Score: 79.6 | Rank: 2 | |
| | 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 | 1 | 4 | 1 | 11 | |
| Meets performance expectations | 1 | 2 | 3 | 0 | 0 | 6 | |
| Approaching performance expectation | 0 | 0 | 0 | 0 | 0 | 0 | |
| Fails to meet performance expectations | 0 | 0 | 0 | 1 | 0 | 1 | |
| City Wide Totals (19 total centers) | | | | | | | |
| Exceeds performance expectations | 0 | 0 | 0 | 1 | 0 | 1 | |
| Meets performance expectations | 4 | 2 | 4 | 2 | 1 | 13 | |
| Approaching performance expectation | 0 | 2 | 0 | 1 | 0 | 3 | |
| Fails to meet performance expectations | 0 | 0 | 0 | 1 | 0 | 1 | |

| Average Wait Time |
|-------------------|
| Current Month |
| 0:29 |

| Non POS/PAM Transactions | |
|--------------------------|------------|
| Current Month | |
| Count | % of Total |
| 4 | 0.12 |

| | | 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 | Jul | 95% | 99% | 7.2 | 8 | 98.6% | 500 | 6 | 1.4% | 96.0% | 3 | 9 | 2 | 5 | 98.2% | 7 | 97.0% | 98.7% | 8 | 97.9% | 99.1% | 97.6% | |
| 2 | SNAP Application Timelines | Jul | 95% | 99% | 8.0 | 8 | 100.0% | 246 | 1 | 0.9% | 96.3% | 5 | 9 | 2 | 3 | 99.4% | 3 | 96.4% | 99.3% | 3 | 97.4% | 99.4% | 97.2% | |
| 3 | Same Day SNAP Issuance (weekly Avg) | | 96% | 98% | 6.0 | 6 | 99.2% | 119 | 4 | -0.8% | 97.8% | 10 | 7 | 2 | 0 | 99.7% | 2 | 98.5% | 99.6% | 5 | 98.7% | 99.0% | 98.4% | |
| 4 | SNAP Separate Determination Rate | | 94% | 99% | 6.0 | 6 | 100.0% | 39 | 1 | 0.0% | 98.8% | 16 | 2 | 0 | 1 | 100.0% | 1 | 98.7% | 99.8% | 5 | 99.1% | 99.2% | 98.3% | |
| ENSURING PARTICIPANT SUPPORTS are in PLACE | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Missing or Outdated Employment Plan | | 97% | 99% | 4.0 | 4 | 99.2% | 353 | 3 | 1.4% | 96.9% | 3 | 13 | 1 | 2 | 98.9% | 4 | 97.1% | 99.3% | 1 | 97.0% | 99.3% | 97.0% | |
| 6 | Rate of Child Care in Child Care System | | 95% | 98% | 1.5 | 4 | 96.1% | 26 | 8 | 6.7% | 94.9% | 4 | 7 | 2 | 5 | 93.3% | 14 | 94.7% | 94.7% | 11 | 94.3% | 96.7% | 95.3% | |
| 7 | Eligible & Referred to Appropriate Activities | | 95% | 98% | 1.8 | 6 | 95.9% | 73 | 13 | -2.6% | 96.6% | 4 | 10 | 4 | 1 | 97.1% | 5 | 96.1% | 97.8% | 2 | 96.0% | 98.2% | 96.4% | |
| 8 | Re-Engaged after Good Cause | | 97% | 99% | 6.0 | 6 | 100.0% | 89 | 1 | 0.0% | 98.5% | 9 | 8 | 2 | 0 | 99.6% | 2 | 98.3% | 99.4% | 6 | 98.5% | 99.0% | 98.3% | |
| MOVING PARTICIPANT TOWARD ECONOMIC SECURITY | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Reported Placements | | 67.5 | 84.4 | 1.0 | 5 | 71 | 0 | 10 | | 9 | 123 | 5 | 5 | 1 | 7 | 59 | 10 | 102.2 | 65.4 | 11 | 119.8 | 65.8 | 141.3 |
| 10 | Employed Cases with Current Documentation | | 90% | 95% | 2.1 | 5 | 92.1% | 38 | 12 | -4.9% | 94.2% | 9 | 8 | 1 | 1 | 92.9% | 10 | 92.8% | 94.0% | 7 | 93.5% | 93.6% | 91.7% | |
| 11 | Cases Budgeted Timely (35 days) | Jul | 90% | 95% | 4.8 | 5 | 94.8% | 77 | 12 | -1.6% | 93.6% | 11 | 3 | 1 | 4 | 96.4% | 5 | 93.6% | 96.6% | 7 | 94.4% | 96.8% | 94.2% | |
| 12 | % Placements w/FIA3As (Employment Form) | | 92% | 95% | 5.0 | 5 | 98.2% | 56 | 2 | 3.0% | 94.7% | 8 | 9 | 2 | 0 | 97.4% | 2 | 93.3% | 96.1% | 4 | 94.6% | 97.2% | 95.7% | |
| ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | Training Attendance Rate | Jul | 90% | 95% | 6.0 | 6 | 100.0% | 43 | 1 | 4.6% | 96.5% | 15 | 3 | 1 | 0 | 96.9% | 11 | 95.9% | 98.9% | 4 | 97.0% | 99.7% | 95.2% | |
| 14 | SNAP (EQAS) Payment Error Rate | May | 6% | 0% | 0.0 | 6 | | | 12 | 0.0% | 1.3% | 1 | 6 | 12 | 0 | 4.8% | 14 | 1.9% | 9.1% | 10 | 6.7% | 2.3% | 5.5% | |
| 15 | Overdue Face To Face Recertifications | Jul | 3 | 0 | 6.0 | 6 | 0.0 | | 1 | 0 | 4 | 7 | 6 | 5 | 0 | 0 | 1 | 3 | 1 | 9 | 3 | 0 | 3 | |
| 16 | SSN Validation | | 95% | 98% | 5.0 | 5 | 100.0% | 18 | 1 | 0.0% | 97.3% | 10 | 5 | 2 | 1 | 100.0% | 1 | 95.9% | 98.7% | 4 | 94.7% | 98.9% | 97.4% | |
| 17 | % SI over 45 Days | | 5% | 3% | 5.0 | 5 | 0.0% | 23 | 1 | 0.0% | 4.7% | 11 | 1 | 7 | 0 | 0.0% | 1 | 3.9% | 1.2% | 7 | 4.2% | 2.6% | 6.4% | |
| 18 | Fair Hearing Request Rate | | | | Non Scoring | | 3.2% | 4661 | | | 4.4% | | | | | 2.9% | | 4.2% | 3.1% | | 4.3% | 3.5% | 4.2% | |
| 19 | Fair Hearing Withdrawal Rate | | | | Non Scoring | | 0.0% | | | | 7.0% | | | | | 2.5% | | 7.7% | 2.5% | | 6.6% | 6.1% | 7.3% | |
| 20 | Fair Hearing Affirmation Rate | | | | Non Scoring | | 75.0% | | | | 54.2% | | | | | 68.6% | | 53.9% | 58.9% | | 51.9% | 61.9% | 41.3% | |
| DELIVERY of CUSTOMER SERVICE | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | Customer Satisfaction Rate (FFY) | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | Spot Violation | | 3 | 0 | 4.0 | 4 | 0 | | 1 | 0 | 0 | 16 | 2 | 0 | 0 | 0 | 1 | 0.0 | 0 | 16 | 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 |
| Demographics | | | | | | | | | | | | |
| Applications | 190 | 256 | n/a | 188 | 2,300 | 3,585 | n/a | 2,914 | 7,579 | 12,243 | n/a | 9,738 |
| Acceptance Rate | 32.5% | 45.6% | n/a | 72.3% | 49.8% | 61.4% | n/a | 74.0% | 50.3% | 55.5% | n/a | 64.5% |
| Percentage New To Cash Assistance | | | | | | | | | | | | |
| Exits (Employment Related) | 31 | 13 | 8 | 0 | 188 | 332 | 115 | 0 | 711 | 1,087 | 401 | 0 |
| Exits (Non Employment Related) | 61 | 132 | 24 | 58 | 835 | 2,213 | 461 | 872 | 2,984 | 7,488 | 1,520 | 3,089 |
| Caseload (cases) | 810 | 3,602 | 339 | 72 | 9,202 | 23,522 | 7,115 | 1,016 | 49,026 | 82,958 | 25,159 | 3,611 |
| Caseload (at least one individual in sanction status) | | | | n/a | | | | n/a | | | | n/a |
| Caseload (persons) | 2,420 | 10,613 | 1,264 | 143 | 24,358 | 38,840 | 23,789 | 2,239 | 110,357 | 113,420 | 82,065 | 7,794 |
| Engagement | | | | | | | | | | | | |
| Employed | 881 | 126 | 507 | n/a | 3,474 | 1,708 | 3,066 | n/a | 10,400 | 5,229 | 9,744 | n/a |
| School, Training and Education | 51 | 41 | 7 | n/a | 432 | 355 | 149 | n/a | 2,940 | 1,237 | 567 | n/a |
| WEP and Job Search | 42 | 62 | 8 | n/a | 653 | 1,137 | 391 | n/a | 2,248 | 3,547 | 1,282 | n/a |
| | All Case Types | | | | All Case Types | | | | All Case Types | | | |
| Child Care | | | | | | | | | | | | |
| Total Children in Informal Childcare | | 291 | | | | 3,641 | | | | 12,155 | | |
| Total Children in Formal Childcare | | 4,472 | | | | 15,081 | | | | 38,086 | | |
| Total Children in Transitional Childcare | | 355 | | | | 2,065 | | | | 5,887 | | |
| Child Care Not found (Report Month) | | 6 | | | | 45 | | | | 237 | | |
| # of Refused Recipient Child Care Referral w/o Good Cause | | 27 | | | | 197 | | | | 675 | | |
| | | | | | | | | | | | | |
| | 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) | | 79.7% | | | | 82.6% | | | | 84.1% | | |
| Retention Rates (6 months) | | 82.6% | | | | 74.5% | | | | 73.6% | | |
| Retention Rates (9 Months) | | 83.8% | | | | 71.7% | | | | 67.8% | | |
| Retention Rates (12 Months) | | 75.7% | | | | 61.1% | | | | 61.1% | | |