## CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION JOBSTAT REPORT, VERSION 15.0 DEKALB(64) Job Center -March 2015

Director: Lyvette Belser; Since: 6/13/2011 Deputies: Dwayne Holloway, Maribel Pagan Deputy Regional Manager: Vacant; Executive Region Manager: Jahnara Glover Staff on Board:

Zip Codes covered:11203, 11205, 11211, 11213, 11216, 11217,11222, 11231, 11233

Caseload all (cases):
Caseload recurring (cases):
Caseload non-recurring (cases):
Cases with an individual in sanction status: Average Case Size:

8,556 Caseload all (persons):
8,360 Caseload recurring (persons):
196 Caseload non-recurring (person
416 Adults: 18,407 18,041 366 9,126 9,281 2.2 Children:

Applications all:
Applications recurring:
Applications non recurring:
Applications Acceptance rate 2,010 1,502 508 55.4%

839 Recertifications Scheduled:

Center Perfor	mance					
	Monthly	<b>Score: 49.8</b>	Rank: 16	YTD	Score: 47	Rank: 14
	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	2	0	2	0	0	4
Meets performance expectations	2	2	0	2	0	6
Fails to meet performance expectations	0	2	2	3	0	7
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	1	0	0	1
Meets performance expectations	4	1	1	2	0	8
Fails to meet performance expectations	0	3	2	3	0	8

										Report M	onth					3 month			Year to date			Prior Year	
		Performa	rformance Expectations			Center Performance			nance	_	Citywide Citywide Performance t			o threshold Center		iter	City	Cent	er (	City	Center	City	
		<b>T</b>	F 11		A '1 1 1 D	C	Denomina	•		Variance from Previous	C	Centers Above	Centers with-	Centers below	2	D 1							
	PROVIDING ACCESS to SERVICES	Low	Excellent	Center Pts	Available Pts	Score	tor	Rank	Performance	Month	Score	threshold	in Threshold	Threshold	Score	Rank		Score	Rank	,	Score		
1	Cash Assistance Application Timeliness Fe	95%	99%	6.0	8	98.0%	1581	14		1.4%	96.5%	5	12	2	96.0%	11	95.0%	96.0%	11 0	5.0%	96.5%	95.0%	
2	SNAP Application Timelines Fe		99%	8.0	8	99.6%	691	3		1.5%	95.5%	8	10	1	97.7%	10	93.8%	97.7%		3.8%	97.0%	95.1%	
3	Same Day SNAP Issuanace (weekly Avg)	96%	98%	6.0	6	99.6%	515	$rac{\it J}{\it \Delta}$		0.8%	97.5%	12	3	$\frac{1}{\Delta}$	99.0%	5	97.5%	99.0%					
$\Delta$	SNAP Separate Determination Rate	94%	99%	3.6	6	97.0%	430	<del>_</del>		-1.6%	96.9%	1	16	7	97.6%	8	97.1%	97.6%	+		97.8%		
	ENSURING PARTICIPANT SUPPORTS are in PLACE	J 7 7 0	77/0	3.0	O	<i>J1.</i> 070	730	13		-1.070	70.770	1	10		77.070	O	77.170	77.070	0 )	7.170	<i>J1.</i> 070	70.070	
5	Missing or Outdated Employment Plan	97%	99%	2.3	4	98.1%	800	11		-0.4%	96.5%	5	11	3	98.5%	5	96.4%	98.5%	5 9	6.4%	97.7%	97.4%	
6	Rate of Child Care in Child Care System	95%	98%	0.0	<u>τ</u> Δ	91.9%	74	12		6.6%	93.6%	1	11 /	13	88.0%	17	93.3%	88.0%	-	3.3%	91.8%	94.5%	
7	Eligible & Referred to Appropriate Activities	95%	98%	0.8	6	95.4%	261	13		-1.0%	90.2%	5	8	6	95.5%	111	93.4%	95.5%	+		96.1%		
8	Re-Engaged after Good Cause	97%	99%	0.0	6	96.9%	417	18		0.7%	98.1%	5	11	3	96.7%	18	98.1%						
O	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	7170	7770	0.0	O	70.770	71/	10		0.770	70.170	<i>J</i>	11	<u> </u>	70.770	10	70.170	70.770	10 )	0.170	70.770	70.070	
9	Reported Placements																						
1	Employed Cases with Current Documentation	90%	95%	0.0	5	73.3%	86	11		-1.2%	74.6%	0	2	17	75.6%	13	75.9%	75.6%	13 7	5.9%	83.1%	81.9%	
	Cases Budgeted Timely (35 days)  Fe		95%	5.0	5	98.6%	73	6		-0.1%	92.9%	9	3	$\frac{17}{7}$	98.8%	5	91.9%	98.8%			99.5%	90.1%	
	2 % Placements w/FIA3As (Employment Form)	92%	95%	0.0	5	88.4%	172	14		-5.6%	90.4%	3	5	11	92.5%	13	92.8%	92.5%	+				
1.4	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION		7570	0.0	3	00.770	1 / 2	17		3.070	70.470	3	3	11	72.570	13	72.070	72.570	13 ).	2.070	77.070	75.070	
1	3 Training Attendance Rate Fe		95%	4.5	6	93.8%	96	12		-1.0%	94.3%	11	5	3	93.8%	11	92.2%	93.8%	11 9	2.2%	88.7%	89.8%	
	SNAP (EQAS) Payment Error Rate  De		0%	0.0	6	8.6%	0	18		8.6%	2.3%	3	6	10	7.4%	19	2.4%	11.0%	-	4.9%	8.2%	6.1%	
	Overdue Face To Face Recertifications  Fe		0	0.0	6	19.0	U	19		0.070	6	6	10	3	15	18	5	15	18	5	12	$\frac{0.170}{4}$	
	SSN Validation	95%	98%	4.7	5	97.8%	46	2		0.1%	93.3%	1	6	12	98.5%	2	96.3%	98.5%	2 9	6.3%	98.5%	97.3%	
	% SI over 45 Days	5%	3%	0.0	5	12.0%	50	18		10.1%	15.1%	15	2	2.	5.8%	14	16.5%	5.8%	+	6.5%	7.9%	5.2%	
	Fair Hearing Request Rate	270	270		Scoring	10.2%	8660	10		10,170	6.4%				7.0%	* 1	4.4%	7.0%		4.4%	, , , , , ,	J.2/0	
	Fair Hearing Withdrawal Rate				Scoring	49.6%					50.6%				50.9%		51.0%	50.9%		1.0%			
	Fair Hearing Affirmation Rate				Scoring	41.4%					30.8%				37.8%		31.8%	37.8%		1.8%			
	DELIVERY of CUSTOMER SERVICE			1,011		/ 0					20.070				27.070			27.070		1.0,0			
2	Customer Satisfaction Rate (FFY)																						
	2 Spot Violation	3	0	4.0	4	0		1		0	0	18	0	0	0	1	0.0	0	1	1			

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	Center						Boroug		City Wide								
	Family			Non		Family			Non	F	amily			Non			
	Assistance	Safety Net	Moe	Recurring		Assistance	Safety Net	Moe	Recurring	As	sistance	Safety Net	Moe	Recurring			
Demographics																	
Applications	524	978	n/a	508		1,960	3,416	n/a	1,960		5,504	12,925	n/a	6,957			
Acceptance Rate	48.9%	41.3%	n/a	80.2%		42.5%	44.7%	n/a	69.8%	4	0.4%	44.6%	n/a	62.7%			
Percentage New To Cash Assistance	14.1%	20.5%	5.2%	7.6%		25.6%	24.9%	13.0%	8.3%	2	0.0%	22.1%	7.5%	7.7%			
Exits (Employment Related)	7	8	4			41	56	21			155	265	78				
Exits (Non Employment Related)	138	359	60	143		615	1,253	262	581		2,602	5,601	927	2,177			
Caseload (cases)	2,197	4,585	1,578	196		10,068	17,918	6,766	867	5	7,379	82,785	24,571	3,460			
Caseload (at least one individual in sanction status)	195	21	200	n/a		164	16	165	n/a		92	13	94	n/a			
Caseload (persons)	5,534	7,515	4,992	366		25,863	30,398	21,621	1,774	1.	33,092	109,402	78,122	7,058			
Engagement																	
Employed	798	305	588	n/a	_	3,743	1,198	2,519	n/a		1,900	4,751	9,320	n/a			
School, Training and Education	171	169	65	n/a	_	833	596	261	n/a		1,243	1,801	872	n/a			
WEP and Job Search	128	351	99	n/a		627	1,205	421	n/a		2,768	4,938	1,835	n/a			
C1 '1 1 C		All Case	Types		_		All Case T	ypes		All Case Types							
Child Care	1.16						4.627			16.226							
Total Children in Informal Childcare		$\frac{1,10}{2,20}$			-		4,627			16,236							
Total Children in Formal Childcare		3,30					14,598			37,339							
Total Children in Transitional Childcare		45	3		_		1,850			5,696							
Child Care Not found (Report Month)		0			-		5			73 34							
# of Refused Recipient Child Care Referral w/o Good Car		U			_		4						<u> </u>				
	Family			Non		Family			Non	Т				Non			
	Family	C. C. A. N.	N	Non		Family		M	Non		amily	G.C.A.N.A	N	Non			
	Assistance	Safety Net	Moe	Recurring		Assistance	Safety Net	Moe	Recurring	As	sistance	Safety Net	Moe	Recurring			
Outcomes				1						_				1			
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		All Case	Тума од	n/a			All Caga T	· roog	n/a			A 11 Coas	Тума од	n/a			
Retention Rates (3 months)		All Case	<u> </u>		_		All Case T	<del>V</del> 1		All Case Types							
,		84.6 70.4			_		83.0% 75.1%			79.2%							
Retention Rates (6 months) Retention Rates (9 Months)		65.4					66.5%			66.9%							
Retention Rates (9 Months)  Retention Rates (12 Months)		60.9					63.6%			62.6%							
Retellitoli Rates (12 Mollitis)		00.5	7/0				03.070	)		02.070							