

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 11.0

CROTONA(46) Job Center

December 2011

Director: Keith Raye Since: 1/1/2006 Deputies: Henry Cruz; Laurie Moore; BTW Vendor:FEGS since August 2006 Region Manager: Roberta Hannah Dpty Rgn Mgrs: James Fields;	Cases	6,917		% FA	% SN	%Conv	%SI	Retention Rate				Fair Hearings		
	Engageables:	5,853	Center	41%	31%	28%	2%	3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	93.5%	
	Active Single Issues	150	Region	39%	34%	28%	2%	Center	90.3%	81.8%	77.3%	72.9%	Fair Hearing Request Rate	10%
	Average Case Size	2.2	City	38%	42%	20%	3%	Region	89.6%	80.0%	78.7%	73.4%	Fair Hearing Default Rate	43%
	% of Accepted Cases New to System	16.6%	Job Placement Goal		5,405		City		87.8%	80.0%	77.8%	72.8%	Fair Hearing Affirmation Rate	47%
			Job Placements YTD		4,361		Percent of Employed Cases		WMS Total Error Average		42		FH Employment Win Rate	93%
	Access Spot Violations	0	Job Placements % of Goal		80.7%		Center	30.1%		Sanctions Over 3 Months		321		CA FH Compliance Rate
Est Safety Net State Participation Rate	62.2%	Vendor Placements (Dec)				City	24.0%						FS FH Compliance Rate	100.0%

	Center								Index				Region				Citywide				
	Dec-11			3Mo. Avg		YTD Avg		2010	Center Thresholds		Center Points		Actuals				2010	Dec-11			2010
	Score	Denom.	Rank	Score	Rank	Score	Rank		Low	Excel.	Dec-11	Avail	Dec-11	3 Mo.	YTD	2010		Dec-11	3 Mo.	YTD	
Index Score	43.3		18	53.7	11	62.0	9	40.3			43.3	100.0	38.9	40.0	38.7	49.3	43.9	45.3	47.2	46.7	

QUALIFIED PLACEMENTS/PARTICIPATION																						
1. Qualified Reported Placements (weekly avg.)		69.6		15	92.1	14	96.3	17	67.8	82.4	103.0	0.0	10.0	60.0	67.7	63.5	38.0	45.0	52.0	56.5	37.0	
2. Est. TANF/MOE Federal Participation Rate		35.7%	4082	5	35.6%	4	33.9%	6	33.5%	35%	50%	0.4	8.0	32.4%	32.1%	30.8%	31.4%	33.1%	33.1%	31.4%	32.2%	
3. Employed Cases with Current Documentation		89.8%	1691	9	89.5%	7	87.7%	12	83.4%	70%	90%	4.9	5.0	85.8%	85.4%	83.4%	19.2%	87.2%	87.0%	87.3%	22.1%	
4. Case Accepted ES 20 with Referral		88.4%	337	18	90.4%	18	92.7%	12	87.9%	95%	100%	0.0	4.0	91.5%	91.5%	91.5%	19.5%	94.3%	93.8%	93.0%	16.2%	
5. % Cases Budgeted within 30 days	Nov	80.9%	231	10	80.0%	15	82.0%	12	78.6%	85%	95%	0.0	3.5	81.7%	83.7%	80.4%	82.1%	82.1%	83.9%	83.2%	83.7%	
6. % Placements w/FIA3As (Employment Form)		96.0%	198	3	92.4%	6	86.2%	15	79.3%	80%	90%	3.5	3.5	94.1%	91.3%	86.9%	97.3%	92.4%	91.4%	87.7%	97.0%	
INDEX SUBTOTAL:													8.8	34.0								

ENGAGEMENT PROCESS																						
7. Employment Plan Initiation Rate		94.8%	502	18	95.6%	17	96.5%	12	91.6%	94%	98%	0.8	4.0	96.5%	97.0%	96.4%	94.9%	97.6%	97.5%	97.0%	94.5%	
8. Rate of Child Care in Child Care System (Appl. & Under)		96.8%	189	5	96.8%	5	96.3%	4	96.2%	85%	95%	3.0	3.0	95.8%	95.2%	95.4%	0.2%	94.5%	94.3%	94.6%	1.4%	
9. Concil. Appt. Scheduled within 7 days		98.0%	1251	12	99.3%	12	99.8%	9	99.9%	97%	100%	1.0	3.0	96.8%	98.9%	99.5%	98.7%	92.9%	97.5%	98.5%	98.4%	
10. Re-Engaged After Good Cause Granted		98.3%	355	9	98.9%	5	98.8%	4	98.8%	90%	97%	3.0	3.0	98.0%	98.3%	97.7%	0.9%	98.0%	98.1%	97.8%	1.2%	
11. Conf./Concil./NOI Process Completed within 35 Days	Nov	95.9%	1137	18	96.7%	18	98.2%	16	99.0%	97%	99%	0.0	3.0	97.8%	97.9%	98.5%	1.0%	97.7%	98.0%	98.3%	0.9%	
12. Call-in Appoint. Scheduled within 25 Days	Nov	98.5%	1864	15	98.7%	15	98.9%	12	98.8%	93%	98%	3.0	3.0	98.6%	98.7%	98.7%	6.6%	98.9%	99.0%	98.9%	8.9%	
13. Missing/Outdated EP Initiated When Finger Imaged		0.0%	18	1	3.6%	9	19.0%	15	0.7%	10%	5%	2.0	2.0	2.7%	3.8%	10.9%	0.9%	5.4%	6.8%	9.1%	1.0%	
14. Missing/Outdated EP Initiated When Recertified	Nov	7.0%	355	6	9.8%	9	4.9%	10	1.1%	8%	2%	0.3	2.0	14.2%	14.9%	7.5%	93.2%	10.9%	11.3%	5.6%	90.9%	
INDEX SUBTOTAL:													13.1	23.0								

Last Report Run Date: January 31, 2012

(Zip Codes: ALL Cases: 10460, 10461, 10462, 10465, 10467, 10468; SNET cases transferred from Center(38))

* Note numbers may not add due to rounding.

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HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 11.0

CROTONA(46) Job Center

December 2011

Page 2	Center									Index				Region				Citywide				
	Dec-11			3Mo. Avg		YTD Avg			Center Thresholds		Center Points		Actuals									
	Score	Denom.	Rank	Score	Rank	Score	Rank	2010	Low	Excel.	Dec-11	Avail	Dec-11	3 Mo.	YTD	2010	Dec-11	3 Mo.	YTD	2010		
<i>Index Score</i>	43.3		18	53.7	11	62.0	9	40.3					38.9	40.0	38.7	49.3	43.9	45.3	47.2	46.7		
APPLICATION PROCESS																						
15. Cash Assistance Application Timeliness Rate	Oct	87.1%	2360	15	91.1%	14	95.0%	10	86.5%	90%	95%	0.0	5.0	89.0%	90.2%	90.1%	95.6%	90.3%	91.4%	92.0%	95.6%	
16. Food Stamp Application Timeliness Rate	Oct	92.1%	794	14	94.1%	14	95.8%	13	92.9%	90%	95%	2.1	5.0	89.5%	90.8%	91.2%	89.0%	92.1%	93.3%	94.9%	89.4%	
17. Food Stamp Separate Determination Rate	Nov	93.5%	368	13	94.2%	8	94.3%	6	91.5%	90%	100%	1.4	4.0	92.6%	91.1%	91.0%	7.8%	93.6%	93.5%	92.1%	9.1%	
18. OCSE Referral Rate		92.4%	79	13	91.4%	12	94.7%	9	91.6%	80%	95%	3.3	4.0	93.1%	92.1%	94.7%	92.2%	94.6%	93.1%	94.1%	91.2%	
19. Same Day Food Stamp Issuances (weekly avg.)		88.1%	45	18	94.6%	14	96.1%	5	90.9%	90%	95%	0.0	3.0	93.7%	93.4%	94.5%	94.5%	95.1%	94.7%	94.9%	94.3%	
20. ISAR Timeout (weekly avg.)		0.0		1	0.5	18	0.3	16	0.0	6	0	1.0	1.0	0.1	0.2	0.3	0.2	0.1	0.2	0.2	0.2	
<i>INDEX SUBTOTAL:</i>													7.8	22.0								
FRAUD PREVENTION																						
21. % of Applicants Referred to BEV		93.0%	1559	13	94.1%	12	93.7%	12	91.0%	90%	98%	2.3	6.0	90.4%	90.0%	92.6%	92.0%	93.4%	92.9%	93.7%	92.8%	
22. Finger Imaging - Newly Accepted Individuals		95.9%	588	15	96.6%	18	97.4%	10	96.2%	94%	98%	2.9	6.0	97.0%	97.2%	97.2%	96.3%	96.8%	97.4%	97.4%	96.7%	
<i>23. TALX Usage - Applicants & Recertification Clients</i>																						
<i>24. Unresolved Resource File Integration (RFI) Issues- Applicants</i>																						
<i>25. Unresolved Resource File Integration (RFI) Issues-Recertified</i>																						
26. FTR to BEV/Case Rejected		100.0%	218	1	98.9%	15	99.3%	11	99.3%	97%	100%	1.0	1.0	99.6%	99.4%	99.5%	0.6%	99.7%	99.5%	99.2%	0.7%	
<i>INDEX SUBTOTAL:</i>													6.1	13.0								
CASE MANAGEMENT PROCESS																						
28. FS (EQAS) Payment Error Rate (FFY)	Oct	0.0%		1	0.0%	4	0.0%	7	8.8%	6%	0%	5.0	5.0	1.9%	0.6%	1.9%	2.3%	4.2%	3.9%	4.2%	3.4%	
29. Overdue Face to Face Recertification	Nov	1		8	3	9	2	4	6	6	0	2.5	3.0	1.5	4.4	3.5	3.4	2.3	4.6	3.1	1.8	
<i>INDEX SUBTOTAL:</i>													7.5	8.0								
FLOATING INDICATORS																						
<i>30. TBD</i>																						
<i>31. TBD</i>																						
<i>INDEX SUBTOTAL:</i>																						

Last Report Run Date: January 31, 2012
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CROTONA(46) Job Center
December 2011
Variance**

	Dec-11	Nov-11	Change	Last JobStat	Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements (weekly avg.)	69.6	119.4	-49.8	101.6	-32.0	
2. Est. TANF/MOE Federal Participation Rate	36.0%	35.0%	1.0%	34.0%	2.0%	
3. Employed Cases with Current Documentation	90.0%	90.0%	0.0%	89.0%	1.0%	
4. Case Accepted ES 20 with Referral	88.0%	92.0%	-4.0%	91.0%	-3.0%	
5. % Cases Budgeted within 30 days	81.0%	82.0%	-1.0%	82.0%	-1.0%	
6. % Placements w/FIA3As (Employment Form)	96.0%	93.0%	3.0%	90.0%	6.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	95.0%	96.0%	-1.0%	97.0%	-2.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	97.0%	97.0%	0.0%	94.0%	3.0%	
9. Concil. Appt. Scheduled within 7 days	98.0%	100.0%	-2.0%	100.0%	-2.0%	
10. Re-Engaged After Good Cause Granted	98.0%	99.0%	-1.0%	98.0%	0.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	96.0%	97.0%	-1.0%	98.0%	-2.0%	
12. Call-in Appt. Scheduled within 25 Days	99.0%	99.0%	0.0%	99.0%	0.0%	
13. Missing/Outdated EP Initiated When Finger Imaged	0.0%	0.0%	0.0%	7.0%	-7.0%	
14. Missing/Outdated EP Initiated When Recertified	7.0%	12.0%	-5.0%	16.0%	-9.0%	

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Variance

Page 2	Dec-11	Nov-11	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	87.0%	98.0%	-11.0%	96.0%	-9.0%	
16. Food Stamp Application Timeliness Rate	92.0%	97.0%	-5.0%	98.0%	-6.0%	
17. Food Stamp Separate Determination Rate	93.0%	96.0%	-3.0%	96.0%	-3.0%	
18. OCSE Referral Rate	92.0%	91.0%	1.0%	93.0%	-1.0%	
19. Same Day Food Stamp Issuances (weekly avg.)	88.0%	97.0%	-9.0%	95.0%	-7.0%	
20. ISAR Timeout (weekly avg.)	0.0	0.2	-0.2	0.2	-0.2	
FRAUD PREVENTION						
21. % of Applicants Referred to BEV	93.0%	94.0%	-1.0%	92.0%	1.0%	
22. Finger Imaging - Newly Accepted Individuals	96.0%	97.0%	-1.0%	97.0%	-1.0%	
<i>23. TALX Usage - Applicants & Recertification Clients</i>						
<i>24. Unresolved Resource File Integration (RFI) Issues- Appli</i>						
<i>25. Unresolved Resource File Integration (RFI) Issues-Recert</i>						
26. FTR to BEV/Case Rejected	100.0%	98.0%	2.0%	100.0%	0.0%	
CASE MANAGEMENT PROCESS						
28. FS (EQAS) Payment Error Rate (FFY)	0.0%	0.0%	0.0%	0.0%	0.0%	
29. Overdue Face to Face Recertification	1.0	4.0	-3.0	4.0	-3.0	
FLOATING INDICATORS						
<i>30. TBD</i>						
<i>31. TBD</i>						

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Program Referrals

	Center				Region			Citywide		
	Actuals				Actuals			Actuals		
	Dec-11	Denom.	3Mo. Avg	YTD Avg	Dec-11	3Mo. Avg	YTD Avg	Dec-11	3Mo. Avg	YTD Avg
APPLICANTS										
1. Rate of Referrals to Back to Work Vendor	34.3%	645	34.2%	34.4%	31.0%	33.4%	34.0%	30.3%	32.0%	31.5%
2. Rate of Referrals to WeCARE	14.0%	645	15.5%	16.1%	17.2%	16.9%	16.7%	16.9%	17.9%	17.8%
3. Rate of Referrals to Training Accessment Group (TAG)	7.3%	645	7.7%	6.6%	5.9%	6.5%	5.8%	6.2%	7.1%	6.4%
4. Rate of Referrals to Substance Abuse Assessment	4.8%	645	4.8%	5.6%	5.9%	6.3%	7.8%	6.6%	6.9%	8.3%
5. Rate of WeCARE Referrals from previous Month found Fully Employable	1.7%	180	1.8%	1.4%	1.4%	1.0%	1.2%	1.6%	1.4%	1.6%
6. Rate of Referrals for Needed at Home Status	0.0%	645	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UNDERCARE										
7. Rate of Referrals to Back to Work Vendor	28.1%	581	27.5%	23.8%	26.7%	27.4%	25.4%	29.2%	31.2%	28.3%
8. Rate of Referrals to WeCARE	6.5%	581	5.0%	5.2%	5.2%	4.9%	5.2%	4.9%	5.1%	5.4%
9. Rate of Referrals to Training Accessment Group (TAG)	7.6%	581	8.4%	6.7%	10.1%	11.0%	9.1%	10.6%	11.6%	9.9%
10. Rate of Referrals to Substance Abuse Assessment	0.3%	581	0.3%	0.2%	0.4%	0.3%	0.3%	0.5%	0.4%	0.4%
11. Rate of Referrals to BEGIN	6.0%	581	6.0%	6.6%	5.5%	5.8%	6.0%	5.1%	4.9%	4.8%
12. Rate of Referrals to Parks	0.0%	581	0.1%	0.8%	0.2%	0.1%	1.5%	0.6%	0.2%	2.1%
13. Rate of WeCARE Referrals from previous Month found Fully Employable	0.0%	75	1.6%	1.7%	0.6%	1.3%	2.3%	2.8%	3.0%	3.1%
14. Rate of Referrals for Needed at Home Status	6.0%	581	4.9%	11.4%	5.4%	3.6%	7.9%	4.6%	3.3%	6.9%