

## CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION JOBSTAT REPORT, VERSION 19.0

CLINTON HILL(67) Job Center - February 2020

9,200

8,917 283 387 2.0

Director: Maria Burton Since: 1/1/2020

Deputies: Carson Cupid, Marie Jadotte
Executive Regional Manager: Marlene D. Campbell
Regional Manager: Vacant
Deputy Regional Manager: Veronica Lux
Zip Codes Covered:11201, 11210,11212,11221, 11225, 11227, 11236, 11239

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

18,570 17,905 665 Caseload all (persons): Caseload recurring (persons): Caseload non-recurring (persons): Adults: 9,612 Children: 8,958 Applications all:
Applications recurring:
Applications non-recurring: 1,687 1,125 562 Applications acceptance rate: 35.9%

Recertifications scheduled:

Center Performance													
	Monthly	Score: 33	Rank: 17	YTD	<b>Score: 29.9</b>	<b>Rank: 17</b>							
	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	1	1	0	5	1	8							
Meets performance expectations	2	0	0	2	0	4							
Approaching performance expectations	0	3	1	1	0	5							
Fails to meet performance expectations	1	0	3	1	1	6							
Citywide Totals (19 total centers)													
Exceeds performance expectations	1	0	0	3	2	6							
Meets performance expectations	3	2	2	2	1	10							
Approaching performance expectations	0	1	0	1	0	2							
Fails to meet performance expectations	0	1	2	1	0	4							

Informational Indicators														
				City										
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD								
Fair Hearing Upheld Rate	6.7%	-3.1%		8.3%	8.1%	9.2%								
Fair Hearing Withdrawal Rate	19.5%	7.5%		15.7%	13.3%	11.3%								
Fair Hearing Request Rate	4.7%	-1.3%		5.4%	4.0%	4.6%								
SNAP PC Bank Applications														

Clear Application Transferies   Jan   95%   99%   0.0   6   99.5%   140   18   1.4%   95.5%   2   10   2   5   84.0%   19   94.7%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%   94.2%							Report Month							3 m	Year to date				Prior	Prior Year				
FROVIDING ACCESS to SERVICES			Performance Expectations		Center Performance				Citywide Citywide Performance to Threshol			reshold	Center C		City Center		City	Center	City					
Cleab Asplication Transferes   Jan   95%   95%   0.0   6   90.5%   1644   18   14.2%   95.5%   2   10   2   5   84.0%   19   94.7%   94.2%   95.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%   25.0%		I	<b>L</b> OW	Excellent	Center Pts	Available Pts	Score	Denominator	_	Performance	from Previous	Score	above	with-in	approaching	g below		Rank	Scor	re	Rank		Score	
2.8NAP Application Transchines   Jan   95%   99%   94%   94%   6   953.8%   752   14   56.9%   96.7%   9   5   2   3   79.0%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   94.6%   19   9	I # PROVIDING ACCESS to SERVICES																							
Same Day SAAP Issame (weekly very)	1 Cash Assistance Application Timeliness	Jan 9	5%	99%	0.0	6	90.5%	1640	18		14.4%	95.5%	2	10	2	5			84.0	%	19	94.2%	93.2%	95.6%
4.8NAP Separate Determination Rate	2 SNAP Application Timeliness	Jan 9	5%	99%	0.4	6	95.3%	782	14		36.9%	96.7%	9	5	2	3			79.09	%	19	94.6%	91.9%	94.6%
ENSIRING PARTICIPAT SUPPORTS are in PLACE	3 Same Day SNAP Issuance (weekly avg)	9	6%	99%	2.9	5	97.7%	443	14		8.7%	98.4%	10	6	3	0			92.99	%	18	97.2%	93.1%	97.9%
Shising or Oudstate Employment Plan   97%   99%   0.0   4   96.2%   907   14   1.3%   96.4%   3   7   4   5   9   95.6%   14   96.2%   96.0%   96.2%   94.1%   7.1%   96.2%   96.2%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%   94.1%	4 SNAP Separate Determination Rate	9	4%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.0	)%	1	100.0%	100.0%	99.4%
Fighigh & Richard Lord in Child Cure in Ch	ENSURING PARTICIPANT SUPPORTS are in PLACE																							
6 Rate of Child Care in Child Care in Child Care in Child Care System	5 Missing or Outdated Employment Plan	9	7%	99%	0.0	4	96.2%	907	14		1.3%	96.4%	3	7	4	5			95.69	%	14	96.3%	96.0%	96.4%
Ro-larged after Good Cause   97%   99%   3.0   3   100.0%   105   1   1.9%   97.5%   6   8   3   2   99.0%   7.97.9%   96.0%   97.3%		9	5%	98%	0.0	6	93.3%	30	9		8.0%	88.9%	4	1	5	9			89.19	%	10	89.7%	92.3%	94.1%
Re-Engaged after Good Cause   97%   99%   3.0   3   100.0%   15   1   1.9%   97.%   6   8   3   2   99.0%   7   97.9%   96.6%   97.3%	7 Eligible & Referred to Appropriate Activities	9	5%	98%	0.0	4	93.7%	268	16		-0.5%	95.5%	5	8	3	3			93.99	%	15	95.6%	94.9%	95.2%
9. Reported Placements		9	7%	99%	3.0	3	100.0%	105	1		1.9%	97.5%	6	8	3	2			99.0	%	7	97.9%	96.6%	97.3%
10 Cases Badgeted Timely (35 days)	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	7																						
LEmployed Cases with Current Documentation   99%   95%   0.0   10   89.2%   65   16   12.9%   92.8%   9   4   4   2   83.1%   18   90.1%   80.9%	9 Reported Placements	22	27.3	284.1	0.0	3	158		14		-49	97	2	4	0	13			183	3	13	109	173	109
LEmployed Cases with Current Documentation   99%   95%   0.0   10   89.2%   65   16   12.9%   92.8%   9   4   4   2   83.1%   18   90.1%   80.9%	10 Cases Budgeted Timely (35 days)	Jan 9	0%	95%	0.0	5	86.6%	67	16		15.5%	93.2%	9	3	3	4			78.39	%	17	91.0%	85.2%	91.4%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	11 Employed Cases with Current Documentation	9	0%	95%	0.0	10	89.2%	65	16		12.9%	92.8%	9	4	4	2			83.19	%	18	90.1%	80.1%	89.9%
13 Training Attendance Rate	12 % Placements w/FIA3As (Employment Form)	9	4%	98%	0.0	4	80.6%	103	19		-3.8%	91.2%	2	6	2	9			82.89	%	18	90.2%	91.4%	93.7%
14   SNAP (EQAS) Payment Error Rate (FFY)	<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMIN</b>	ISTRATIO	N																					
15 SNAP (EQAS) Agency Payment Error Rate	13 Training Attendance Rate	Jan 9	7%	100%	0.0	2	95.1%	102	17		12.8%	96.7%	0	15	2	2			88.99	%	18	95.1%	96.2%	96.7%
15 SNAP (EQAS) Agency Payment Error Rate		Nov 6	5%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0							2.6%	3.3%
16   SNAP (EQAS) Case Error Rate   Nov   4%   2%   3.0   3   0.00%   1   0.0%   4.2%   15   0   4   0   0   0   0   0   0   0   0		Nov 4	4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0								
18 SSN Validation       95%       98%       1.3       2       97.0%       33       12       -3.0%       96.9%       10       3       4       2       98.8%       8       97.3%       98.2%       98.5%         19 % SI over 45 Days       Jan       5%       3%       4.0       4       0.4%       235       10       -4.3%       2.7%       17       1       1       0       0       2.2%       12       3.8%       7.3%       9.0%         20 Benefits Issued on Closed Cases       Jan       38       13       1.5       2       19       9555       16       10       5       14       5       0       0       14       16       5         21 RMS State Audit Hir Rate       60%       75%       0.0       3       0.0%       0       19       -48.0%       65.0%       9       6       0       4       4       16       5       8       1       9       9       6       0       0       0       16       5       12       1       0       18       0       0       1       9       0       0       0       0       0       0       0       0       0       0       0 <td>16 SNAP (EQAS) Case Error Rate</td> <td>Nov 4</td> <td>4%</td> <td>2%</td> <td>3.0</td> <td>3</td> <td>0.00%</td> <td></td> <td>1</td> <td></td> <td>0.0%</td> <td>4.2%</td> <td>15</td> <td>0</td> <td>4</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	16 SNAP (EQAS) Case Error Rate	Nov 4	4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0								
19 % SI over 45 Days  Jan 5% 3% 4.0 4 0.4% 235 10 -4.3% 2.7% 17 1 1 0 0 2.2% 12 3.8% 7.3% 9.0%  20 Benefits Issued on Closed Cases  Jan 38 13 1.5 2 19 9555 16 10 5 14 5 0 0 0 14 16 5  21 RMS State Audit Hit Rate  60% 75% 0.0 3 0.0% 0 19 48.0% 65.0% 9 6 0 4 24.0% 19 65.5%  22 Non-POS/Non-PAM Transactions  Jan 0 0 0 0.0 0 10 9555 1 5 12 1 0 18 0 8 1 9  ELIVERY of CUSTOMER SERVICE  3 Spot Violation  1 0 2.0 2 0 1 0 0 19 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 Overdue Face-To-Face Recertifications	Jan	7	0	0.8	6	6.0		15		-2	2	7	9	3	0			7		16	2	8	2
20 Benefits Issued on Closed Cases  Jan 38 13 1.5 2 19 9555 16 10 5 14 5 0 0 0 14 16 5 2 24.0% 19 65.5% 21 RMS State Audit Hit Rate  10 Non-POS/Non-PAM Transactions  Jan 0 0 0 0.0 0 10 9555 1 5 5 12 1 0 18 0 18 0 8 1 9 5 5 12 1 0 18 0 0 18 0 0 0 0 0 0 0 0 0 0 0 0 0	18 SSN Validation	9	5%	98%	1.3	2	97.0%	33	12		-3.0%	96.9%	10	3	4	2			98.80	%	8	97.3%	98.2%	98.5%
21 RMS State Audit Hit Rate       60%       75%       0.0       3       0.0%       0       19       48.0%       65.0%       9       6       0       4       24.0%       19       65.5%       2         22 Non-POS/Non-PAM Transactions       Jan       0       0       0       0       0       10       9555       1       5       12       1       0       18       0       8       1       9       0         23 Spot Violation       1       0       2.0       2       0       1       0       0       19       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       <	19 % SI over 45 Days	Jan 5	5%	3%	4.0	4	0.4%	235	10		-4.3%	2.7%	17	1	1	0			2.29	6	12	3.8%	7.3%	9.0%
22       Non-POS/Non-PAM Transactions       Jan       0       0       0.0       0       10       9555       1       5       12       1       0       18       0       8       1       9       Section 1         23       Spot Violation       1       0       2.0       2       0       1       0       0       19       0       0       0       0       1       0       0       0       0         24       Average Wait Time       60       50       0.0       6       62.0       14       -5       51.0       6       4       9       0       64.5       11       53.0       9         25       CA PC Bank Applications       Jan       70.0%       80.0%       0.0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0 <td>20 Benefits Issued on Closed Cases</td> <td>Jan</td> <td>38</td> <td>13</td> <td>1.5</td> <td>2</td> <td>19</td> <td>9555</td> <td>16</td> <td></td> <td>10</td> <td>5</td> <td>14</td> <td>5</td> <td>0</td> <td>0</td> <td></td> <td></td> <td>14</td> <td></td> <td>16</td> <td>5</td> <td></td> <td></td>	20 Benefits Issued on Closed Cases	Jan	38	13	1.5	2	19	9555	16		10	5	14	5	0	0			14		16	5		
DELIVERY of CUSTOMER SERVICE         Image: Control of the contr	21 RMS State Audit Hit Rate	6	60%	75%	0.0	3	0.0%	0	19		-48.0%	65.0%	9	6	0	4			24.09	%	19	65.5%		
23 Spot Violation         1         0         2.0         2         0         1         0         0         19         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0	22 Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	10	9555	1		5	12	1	0	18	0			8		1	9		
24 Average Wait Time       60       50       0.0       6       62.0       14       -5       51.0       6       4       9       0       64.5       11       53.0       2         25 CA PC Bank Applications       Jan       70.0%       80.0%       0.0       0       6       62.0       14       -5       51.0       6       4       9       0       0       64.5       11       53.0       9         26 AHRA Account Creation       Jan       70.0%       80.0%       0.0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0 <th< td=""><td>DELIVERY of CUSTOMER SERVICE</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>	DELIVERY of CUSTOMER SERVICE																							
24 Average Wait Time       60       50       0.0       6       62.0       14       -5       51.0       6       4       9       0       64.5       11       53.0       2         25 CA PC Bank Applications       Jan       70.0%       80.0%       0.0       0       6       6       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0	23 Spot Violation		1	0	2.0	2	0		1		0	0	19	0	0	0			0		1	0	0	0
25 CA PC Bank Applications         Jan         70.0%         80.0%         0.0           26 AHRA Account Creation         Jan         70.0%         80.0%         0.0         0			60	50	0.0	6	62.0		14		-5	51.0	6	4	9	0			64.5	5	11	53.0		
26 AHRA Account Creation	25 CA PC Bank Applications	Jan 70	0.0%	80.0%	0.0	0																		
	26 AHRA Account Creation																							
	27 Timely Inquiry Response																							