

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

## QUEENS(53) Job Center - February 2020

Director: Frank Morris Since: 5/1/2018

Caseload all (cases): Caseload recurring (cases):
Caseload non-recurring (cases): Cases with an individual in sanction status: Caseload all (persons): 11,585 Caseload recurring (persons): 11,344 Caseload non-recurring (persons): Adults: 8,142 Children: 3,443

943 683 260 Applications all: Applications recurring: Applications non-recurring: Applications acceptance rate:

Recertifications scheduled:

Deputies: Watasha Adams, Mohammad Quddus

Executive Regional Manager: Marlene D. Campbell
Regional Manager: James Fields
Cases with an individual in some process of the puty Regional Manager: Maud Baptiste
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Average case size:
Zip Codes Covered:\*11101 through \*11106, 11101, 11004, 11005,11040, 11096, 11354 through 11385(\*NYC addresses only.)

Center Performance														
		Monthly	<b>Score: 63.6</b>	<b>Rank: 10</b>	YTD	<b>Score: 55.1</b>	<b>Rank: 10</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		2	0	1	5	3	11							
Meets performance expectations		1	2	2	1	0	6							
Approaching performance expectations		0	0	0	1	0	1							
Fails to meet performance expectations		1	2	1	2	0	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	8.8%	-3.7%		10.6%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	8.2%	-1.2%		8.8%	13.3%	11.3%							
Fair Hearing Request Rate	2.4%	-0.8%		2.8%	4.0%	4.6%							
SNAP PC Bank Applications	9.0%	-2.6%		10.2%	11.3%	11.5%							

						Report Month									3 month			Year to date		Prior	or Year	
		Performance Expectations		Center Performance				Citywide Citywide			de Performance to Threshold			Center		City	Center		Center	City		
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers above Threshold		Centers approaching Threshold		Score	Rank	Score	Rank		Score	
I # PROVIDING ACCESS to SERVICES																						
1 Cash Assistance Application Timeliness	Jan	95%	99%	0.0	6	92.4%	976	16		4.4%	95.5%	2	10	2	5			90.3%	15		94.3%	
2 SNAP Application Timeliness	Jan	95%	99%	2.9	6	96.9%	549	13		11.0%	96.7%	9	5	2	3			92.1%	14	94.6%		94.6%
3 Same Day SNAP Issuance (weekly avg)		96%	99%	5.0	5	99.4%	168	7		-0.6%	98.4%	10	6	3	0			99.7%		97.2%		
4 SNAP Separate Determination Rate		94%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.0%	1	100.0%	99.4%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5 Missing or Outdated Employment Plan		97%	99%	3.5	4	98.8%	565	5		1.7%	96.4%	3	7	4	5			98.0%	8	96.3%	98.2%	96.4%
6 Rate of Child Care in Child Care System		95%	98%	0.0	6	87.5%	16	16		0.0%	88.9%	4	1	5	9			87.5%	13	89.7%	95.1%	94.1%
7 Eligible & Referred to Appropriate Activities		95%	98%	0.6	4	95.5%	132	12		1.7%	95.5%	5	8	3	3			94.7%	13	95.6%	95.5%	95.2%
8 Re-Engaged after Good Cause		97%	99%	0.0	3	91.5%	71	18		-6.7%	97.5%	6	8	3	2			94.6%	17	97.9%	97.5%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURI	TY																					
9 Reported Placements		85.8	107.3	1.6	3	97		5		7	97	2	4	0	13			94	7	109	95	109
10 Cases Budgeted Timely (35 days)	Jan	90%	95%	0.0	5	90.0%	50	12		-3.5%	93.2%	9	3	3	4			91.7%	12	91.0%	96.5%	91.4%
11 Employed Cases with Current Documentation		90%	95%	10.0	10	95.6%	45	9		1.3%	92.8%	9	4	4	2			95.0%	7	90.1%	96.2%	89.9%
12 % Placements w/FIA3As (Employment Form)		94%	98%	0.0	4	87.3%	79	17		-5.5%	91.2%	2	6	2	9			89.9%	13	90.2%	94.7%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADM	IINISTRA	TION																				
13 Training Attendance Rate	Jan	97%	100%	2.0	2	100.0%	55	1		8.3%	96.7%	0	15	2	2			95.6%	13	95.1%	97.1%	96.7%
14 SNAP (EQAS) Payment Error Rate (FFY)	Nov	6%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0						6.4%	3.3%
15 SNAP (EQAS) Agency Payment Error Rate	Nov	4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0							
16 SNAP (EQAS) Case Error Rate	Nov	4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0							
17 Overdue Face-To-Face Recertifications	Jan	2	0	6.0	6	0.0		1		-2	2	7	9	3	0			1	8	2	1	2
18 SSN Validation		95%	98%	0.0	2	94.1%	17	14		-2.2%	96.9%	10	3	4	2			95.5%	16	97.3%	99.0%	98.5%
<b>19</b> % SI over 45 Days	Jan	5%	3%	4.0	4	2.0%	100	16		-0.9%	2.7%	17	1	1	0			2.3%	11	3.8%	4.6%	9.0%
20 Benefits Issued on Closed Cases	Jan	24	8	2.0	2	0	5574	2		-1	5	14	5	0	0			1	4	5		
21 RMS State Audit Hit Rate		60%	75%	3.0	3	88.0%	0	4		2.0%	65.0%	9	6	0	4			87.0%	3	65.5%		
22 Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	3	5574	1		0	12	1	0	18	0			3	1	9		
DELIVERY of CUSTOMER SERVICE																						
23 Spot Violation		1	0	1.0	1	0		1		0	0	19	0	0	0			0	1	0	0	0
24 Average Wait Time		60	50	5.0	5	42.0		5		-3	51.0	6	4	9	0			43.5	4	53.0		
25 CA PC Bank Applications	Jan	70.0%	80.0%	0.0	2	42.8%	1167	8		-2.5%	60.8%	1	0	0	7			43.9%	8	59.7%		
26 AHRA Account Creation																			25555			
27 Timely Inquiry Response																						