CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 19.0
REFUGEE(47) Job Center - February 2020

Director: Mayleen Frederick Since: 6/1/2018
Deputies: Vacant
Executive Regional Manager: Kathleen Parker
Regional Manager: Vacant
Deputy Regional Manager: Augustina Obosi
Zip Codes Covered:Services all Refugees & Immigrants Citywide

Caseload all (cases):	3,626	Caseload all (persons):	5,190	Applications all:	99	Recertifications scheduled:	175
Caseload recurring (cases):	3,625	Caseload recurring (persons):	5,189	Applications recurring:	98		
Caseload non-recurring (cases):	1	Caseload non-recurring (persons):	1	Applications non-recurring:	1		
Cases with an individual in sanction status:	7	Adults:	4,917	Applications acceptance rate:	27.3%		
Average case size:	1.4	Children:	273				

Center Performance

	Monthly	Score: 85.2	Rank: 1	YTD	Score: 80.7	Rank: 1
	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	3	3	7	2	18
Meets performance expectations	1	0	0	1	0	2
Approaching performance expectations	0	0	0	0	0	0
Fails to meet performance expectations	0	1	1	1	0	3
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

	Center				City	
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD
Fair Hearing Upheld Rate	0.0%	-25.0%		25.0%	8.1%	9.2%
Fair Hearing Withdrawal Rate	42.9%	34.6%		25.6%	13.3%	11.3%
Fair Hearing Request Rate	0.3%	-0.2%		0.4%	4.0%	4.6%
SNAP PC Bank Applications						

			Performance Expectations				Report Month: Center Performance					Citywide	Citywide Performance to Threshold				3 month: Center		3 month: City	Year to date: Center		Year to date: City	Prior Year: Center	Prior Year: 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	
I #	**PROVIDING ACCESS to SERVICES**																							
1	Cash Assistance Application Timeliness	Jan	95%	99%	1.0	6	95.6%	69	10		-1.6%	95.5%	2	10	2	5				96.5%	10	94.2%	99.4%	95.6%
2	SNAP Application Timeliness	Jan	95%	99%	6.0	6	100.0%	50	1		0.0%	96.7%	9	5	2	3				100.0%	1	94.6%	99.8%	94.6%
3	Same Day SNAP Issuance (weekly avg)		96%	99%	5.0	5	100.0%	25	1		0.0%	98.4%	10	6	3	0				100.0%	1	97.2%	100.0%	97.9%
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%	100.0%	99.4%
	ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	88.9%	27	19		-11.1%	96.4%	3	7	4	5				93.3%	18	96.3%	97.4%	96.4%
6	Rate of Child Care in Child Care System	Jan	95%	98%	6.0	6	100.0%	1	1		0.0%	88.9%	4	1	5	9				100.0%	1	89.7%	88.9%	94.1%
7	Eligible & Referred to Appropriate Activities		95%	98%	4.0	4	100.0%	3	1		0.0%	95.5%	5	8	3	3				100.0%	1	95.6%	96.0%	95.2%
8	Re-Engaged after Good Cause		97%	99%	3.0	3	100.0%	3	1		0.0%	97.5%	6	8	3	2				100.0%	1	97.9%	95.2%	97.3%
	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		11.7	14.6	0.0	3	5		18		2	97	2	4	0	13				4	19	109	5	109
10	Cases Budgeted Timely (35 days)	Jan	90%	95%	5.0	5	100.0%	1	1		0.0%	93.2%	9	3	3	4				100.0%	1	91.0%	100.0%	91.4%
11	Employed Cases with Current Documentation		90%	95%	10.0	10	100.0%	2	1		0.0%	92.8%	9	4	4	2				100.0%	1	90.1%	94.3%	89.9%
12	% Placements w/FIA3As (Employment Form)		94%	98%	4.0	4	100.0%	6	1		0.0%	91.2%	2	6	2	9				100.0%	1	90.2%	86.5%	93.7%
	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Jan	97%	100%	2.0	2	100.0%	19	1		0.0%	96.7%	0	15	2	2				100.0%	1	95.1%	99.1%	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							0.7%	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	0	0	6.0	6	0.0		1		0	2	7	9	3	0				0	1	2	0	2
18	SSN Validation		95%	98%	0.0	2	91.7%	12	18		-8.3%	96.9%	10	3	4	2				96.1%	14	97.3%	96.4%	98.5%
19	% SI over 45 Days	Jan	5%	3%	4.0	4	0.0%	3	1		-100.0%	2.7%	17	1	1	0				25.0%	19	3.8%	8.3%	9.0%
20	Benefits Issued on Closed Cases	Jan	5	2	2.0	2	1	746	9		1	5	14	5	0	0				1	1	5		
21	RMS State Audit Hit Rate		60%	75%	2.2	3	71.0%	0	12		-29.0%	65.0%	9	6	0	4				85.5%	4	65.5%		
22	Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	0	746	1		0	12	1	0	18	0				0	1	9		
	DELIVERY of CUSTOMER SERVICE																							
23	Spot Violation		1	0	2.0	2	0		1		0	0	19	0	0	0				0	1	0	0	0
24	Average Wait Time		60	50	6.0	6	15.0		1		4	51.0	6	4	9	0				13.0	1	53.0		
25	CA PC Bank Applications	Jan	70.0%	80.0%	0.0	0																		
26	AHRA Account Creation																							
27	Timely Inquiry Response																							