

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

RICHMOND(99) Job Center - February 2020

Director: Michael Ferrer Since: 2/11/2019

Deputies: Telee Brown, Vacant

Center

Executive Regional Manager: Marlene D. Campbell Regional Manager: Vacant Deputy Regional Manager: Veronica Lux Zip Codes Covered:10301 through 10314

Exceeds performance expectations

Exceeds performance expectations

Meets performance expectations

Approaching performance expectations

Fails to meet performance expectations
Citywide Totals (19 total centers)

Approaching performance expectations
Fails to meet performance expectations

Meets performance expectations

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

YTD

ENSURING

EFFICIENCY and

QUALITY in CENTER

ADMINISTRATION

Score: 62.3

DELIVERY of

CUSTOMER

SERVICE

Rank: 8

All

Score: 71.2 Rank: 5

ENSURING PARTICIPANT

in PLACE

MOVING

PARTICIPANT TOWARD

SECURITY

Center Performance

PROVIDING

ACCESS to

SERVICES

720	Caseload all (persons):
120	•
559	Caseload recurring (persons):
161	Caseload non-recurring (persons):
153	Adults:
2.1	Children:

11,900

5,563

6,698

Fair Hearing Request Rate
SNAP PC Bank Applications

361

Applications all: Applications recurring:	803 521
Applications non-recurring: Applications acceptance rate:	282 40.2%

Informational Indicators													
Center													
Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD								
10.2%	5.1%		7.6%	8.1%	9.2%								
22.2%	13.4%		15.5%	13.3%	11.3%								
	Current Month	Current From Previous Month 10.2% 5.1%	Current Variance from 3 Month Previous Month Month 5.1%	Current Knonth Previous Month Month Month 10.2% 5.1% Center YTD YTD YTD YTD	CenterCiCurrent MonthVariance from Previous Month3 Month Average MonthYTDCurrent Month10.2%5.1%7.6%8.1%								

3.0% -0.3%

Recertifications scheduled:

4.6%

4.0%

					Report Month									3 month			Year to date		Pr		rior Year	
	Pe	rformance E	expectations	5	Center Performance			Citywide Citywide Performance to Threshold				reshold	Center		City Center		C	ity (Center	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		Score	Rank	Score	Rank			Score	
I # PROVIDING ACCESS to SERVICES																						
	n 95%	99%	4.6	6	98.1%	933	8		2.0%	95.5%	2	10	2	5			97.2%				97.6%	
2 SNAP Application Timeliness Ja		99%	6.0	6	99.3%	436	8		0.6%	96.7%	9	5	2	3			99.1%				97.4%	
3 Same Day SNAP Issuance (weekly avg)	96%	99%	5.0	5	99.4%	163	8		2.8%	98.4%	10	6	3	0			97.7%					97.9%
4 SNAP Separate Determination Rate	94%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.09	6 1	100).0% S	99.5%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5 Missing or Outdated Employment Plan	97%	99%	4.0	4	99.8%	453	1		1.1%	96.4%	3	7	4	5			99.3%				98.1%	
6 Rate of Child Care in Child Care System	95%	98%	0.0	6	94.4%	18	6		7.7%	88.9%	4	1	5	9			90.9%				94.7%	
7 Eligible & Referred to Appropriate Activities	95%	98%	4.0	4	99.2%	123	3		7.2%	95.5%	5	8	3	3			96.0%				97.1%	
8 Re-Engaged after Good Cause	97%	99%	0.0	3	90.0%	50	19		-8.2%	97.5%	6	8	3	2			94.3%	19	97	.9% 5	96.6%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																						
9 Reported Placements	94.5	118.2	0.0	3	79		9		-7	97	2	4	0	13			83	11		09	75	109
	n 90%	95%	0.0	5	85.7%	21	17		-9.3%	93.2%	9	3	3	4			90.2%	13				91.4%
11 Employed Cases with Current Documentation	90%	95%	10.0	10	100.0%	49	1		13.0%	92.8%	9	4	4	2			95.8%					89.9%
12 % Placements w/FIA3As (Employment Form)	94%	98%	2.8	4	96.8%	63	4		-1.2%	91.2%	2	6	2	9			97.4%	2	90	.2%	94.8%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINIS	FRATION																					
13 Training Attendance Rate Ja	n 97%	100%	0.8	2	98.2%	55	15		-1.8%	96.7%	0	15	2	2			99.1%	8	95	.1% 9	98.0%	96.7%
14 SNAP (EQAS) Payment Error Rate (FFY) N	ov 6%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0							5.2%	3.3%
15 SNAP (EQAS) Agency Payment Error Rate N	ov 4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0								
16 SNAP (EQAS) Case Error Rate N	ov 4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0								
17 Overdue Face-To-Face RecertificationsJa	n 3	0	6.0	6	0.0		1		-1	2	7	9	3	0			1	5		2	0	2
18 SSN Validation	95%	98%	2.0	2	100.0%	20	1		5.9%	96.9%	10	3	4	2			97.3%	11	97	.3% 9	99.0%	98.5%
<i>y</i>	n 5%	3%	4.0	4	1.8%	111	15		1.8%	2.7%	17	1	1	0			1.0%	10	3.	8%	0.5%	9.0%
20 Benefits Issued on Closed Cases Ja	n 19	6	2.0	2	6	5155	14		0	5	14	5	0	0			6	15		5		
21 RMS State Audit Hit Rate	60%	75%	2.0	3	70.0%	0	13		-7.0%	65.0%	9	6	0	4			73.5%	11	65	.5%		
22 Non-POS/Non-PAM Transactions Ja	n 0	0	0.0	0	9	5155	1		4	12	1	0	18	0			7	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	0.0	5	66.0		16		3	51.0	6	4	9	0			64.5	11	5.	3.0		
25 CA PC Bank Applications Ja	n 70.0%	80.0%	0.0	2	50.3%	1012	7		0.8%	60.8%	1	0	0	7			49.9%	6	59	.7%		
26 AHRA Account Creation																						
27 Timely Inquiry Response																						