Human Resources Administration Department of Homeless Services		CI	FY OF NE	W YORK,		RESOUR JO ONEY IS
Director: Alain Jean-Bart Since: 1/1/2020 Deputies: Deborah Perez, Vacant Executive Regional Manager: Marlene D. Campbell Regional Manager: Vacant Deputy Regional Manager: Veronica Lux Zip Codes Covered:11223, 11224, 11229,11234, 11235,11230,11226			Caseload n	ecurring (cases on-recurring (an individual	cases):	tatus:
Cente	er Performance					
	Monthly	Score: 74.7	Rank: 3	YTD	Score: 80.4	Rank: 2
	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	3	2	5	2	14
Meets performance expectations	1	1	0	1	0	3
Approaching performance expectations	1	0	1	0	0	2
Fails to meet performance expectations	0	0	1	3	0	4
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		0	1	0	2
Fails to meet performance expectations	0	1	2	1	0	4

	_								Report	Month					3 m	onth		Year to	late	Prio	or Year
	Pe	erformance	Expectations			Cente	er Perfor	mance		Citywide	Citywid	e Perform	ance to Th	nreshold	Center		City	Center	City	Center	· Cit
	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	
# PROVIDING ACCESS to SERVICES																					
1 Cash Assistance Application Timeliness	Jan 95%	99%	5.3	6	98.5%	934	5		-0.8%	95.5%	2	10	2	5			98.8%	5 2	94.2%	99.3%	95.6
2 SNAP Application Timeliness	Jan 95%	99%	6.0	6	100.0%	493	1		0.0%	96.7%	9	5	2	3			100.09	6 1	94.6%	99.6%	94.6
3 Same Day SNAP Issuance (weekly avg)	96%	99%	0.0	5	94.6%	167	18		-4.9%	98.4%	10	6	3	0			97.4%	5 13	97.2%	99.7%	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	6 99.9%	99.4
ENSURING PARTICIPANT SUPPORTS are in PLACE																					
5 Missing or Outdated Employment Plan	97%	99%	4.0	4	99.4%	511	2		0.8%	96.4%	3	7	4	5			99.0%	5 3	96.3%	99.2%	96.4
6 Rate of Child Care in Child Care System	95%	98%	6.0	6	100.0%	15	1		25.0%	88.9%	4	1	5	9			88.9%	5 13	89.7%	95.0%	94.1
7 Eligible & Referred to Appropriate Activities	95%	98%	4.0	4	100.0%	123	1		1.6%	95.5%	5	8	3	3			99.2%	5 2	95.6%	98.7%	95.2
8 Re-Engaged after Good Cause	97%	99%	2.4	3	98.6%	73	10		-1.4%	97.5%	6	8	3	2			99.3%	6	97.9%	98.7%	97.3
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																					
P Reported Placements	109.1	136.4	0.0	3	78		13		-39	97	2	4	0	13			98	10	109	97	10
Cases Budgeted Timely (35 days)	Jan 90%	95%	5.0	5	100.0%	52	1		0.0%	93.2%	9	3	3	4			100.09	6 1	91.0%	99.8%	91.4
1 Employed Cases with Current Documentation	90%	95%	0.0	10	89.6%	48	14		-10.4%	92.8%	9	4	4	2			94.2%	5 8	90.1%	95.2%	89.9
2 % Placements w/FIA3As (Employment Form)	94%	98%	4.0	4	98.2%	56	2		7.5%	91.2%	2	6	2	9			93.9%	3	90.2%	96.6%	93.7
ENSURING EFFICIENCY and QUALITY in CENTER ADMIN	STRATION																				
	Jan 97%	100%	2.0	2	100.0%	53	1		0.0%	96.7%	0	15	2	2			100.09	6 1	95.1%	99.4%	96.
4 SNAP (EQAS) Payment Error Rate (FFY)	Nov 6%	2%	2.0	2	0.0%		1		0.0%	2.1%	16	1	2	0						0.8%	3.3
	Nov 4%	2%	7.0	7	0.00%		1		0.0%	1.4%	16	1	2	0							
6 SNAP (EQAS) Case Error Rate	Nov 4%	2%	3.0	3	0.00%		1		0.0%	4.2%	15	0	4	0							
7 Overdue Face-To-Face Recertifications	Jan 2	0	0.0	6	2.0		18		2	2	7	9	3	0			1	10	2	0	2
8 SSN Validation	95%	98%	2.0	2	100.0%	14	1		0.0%	96.9%	10	3	4	2			100.09	6 1	97.3%	99.3%	98.5
9 % SI over 45 Days	Jan 5%	3%	4.0	4	0.0%	38	1		0.0%	2.7%	17	1	1	0			0.0%	1	3.8%	0.0%	9.0
Benefits Issued on Closed Cases	Jan 21	7	2.0	2	1	5451	7		0	5	14	5	0	0			1	6	5		
1 RMS State Audit Hit Rate	60%	75%	3.0	3	77.0%	0	8		5.0%	65.0%	9	6	0	4			74.5%	9	65.5%)	
Non-POS/Non-PAM Transactions	Jan O	0	0.0	0	2	5451	1		-3	12	1	0	18	0			4	1	9		
DELIVERY of CUSTOMER SERVICE																					
Spot Violation	1	0	2.0	2	0		1		0	0	19	0	0	0			0	1	0	0	(
4 Average Wait Time	60	50	6.0	6	36.0		2		0	51.0	6	4	9	0			36.0	2	53.0		
5 CA PC Bank Applications	Jan 70.0%	80.0%		0																	
6 AHRA Account Creation																					
7 Timely Inquiry Response																					

CES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION **OBSTAT REPORT, VERSION 19.0** SLAND(63) Job Center - February 2020

5,838	
125	
186	
2.0	

5,963

$11,863 \\ 11,577 \\ 286 \\ 6,484 \\ 5,379$	Applications all: Applications recurring: Applications non-recurring: Applications acceptance rate:
	11,577 286 6,484

Informational Indicators											
			Ci	ty							
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD					
Fair Hearing Upheld Rate	8.9%	-2.5%		10.1%	8.1%	9.2%					
Fair Hearing Withdrawal Rate	11.5%	-3.7%		13.3%	13.3%	11.3%					
Fair Hearing Request Rate	3.7%	-0.6%		4.0%	4.0%	4.6%					
SNAP PC Bank Applications											

Recertifications scheduled: 502

883 577 306