

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

4,762

4,610

EAST END(23) Job Center - February 2020

Director: Vacant Since: 1/1/2020 Deputies: William O'Neal, Jennifer Goodwin

Executive Regional Manager: Marlene D. Campbell
Regional Manager: Sandra Anderson
Deputy Regional Manager: Lydia Fruster
Zip Codes Covered:10021, 10022, 10024, 10026, 10028, 10030, 10035, 10037, 10075, 10128

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

Caseload all (persons): Caseload recurring (persons): Caseload non-recurring (persons): Adults: Children:

8,132 7,827 305

4,903

3,229

Applications all: Applications recurring: 1,217 789 428 Applications non-recurring:
Applications acceptance rate:

Recertifications scheduled:

Cen	nter Per	formance					
		Monthly	Score: 66.3	Rank: 8	YTD	Score: 64.1	Rank: 5
		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	2	7	2	13
Meets performance expectations		2	0	0	1	1	4
Approaching performance expectations		0	3	1	0	0	4
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													
			Ci	ty									
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD							
Fair Hearing Upheld Rate	10.4%	-0.2%		10.5%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	8.3%	-7.6%		12.1%	13.3%	11.3%							
Fair Hearing Request Rate	4.2%	-0.8%		4.6%	4.0%	4.6%							
SNAP PC Bank Applications	6.2%	0.6%		6.0%	11.3%	11.5%							

						Report Month								3 month			Year to date		Prior	ior Year		
		Performance Expectations		Center Performance				Citywide Citywide Po			le Perform	ance to Th	reshold	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%	5.1	6	98.4%	1448	7		0.6%	95.5%	2	10	2	5			98.2%	6		97.6%	
2 SNAP Application Timeliness	Jan	95%	99%	6.0	6	99.7%	745	4		0.2%	96.7%	9	5	2	3			99.6%	4	94.6%	99.0%	94.6%
3 Same Day SNAP Issuance (weekly avg)		96%	99%	3.4	5	98.0%	203	13		-0.6%	98.4%	10	6	3	0			98.4%	10	97.2%	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			100.0%	1	100.0%	99.9%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5 Missing or Outdated Employment Plan		97%	99%	0.0	4	96.7%	515	11		0.9%	96.4%	3	7	4	5			96.3%	13	96.3%	96.4%	96.4%
6 Rate of Child Care in Child Care System		95%	98%	0.0	6	90.0%	10	14		18.6%	88.9%	4	1	5	9			79.2%	18	89.7%	95.4%	94.1%
7 Eligible & Referred to Appropriate Activities		95%	98%	0.0	4	94.6%	202	15		-1.5%	95.5%	5	8	3	3			95.2%	12	95.6%	94.3%	95.2%
8 Re-Engaged after Good Cause		97%	99%	0.0	3	96.6%	59	16		-3.4%	97.5%	6	8	3	2			98.1%	10	97.9%	94.9%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECUR	ITY																					
9 Reported Placements		109.3	136.7	0.0	3	81		12		-13	97	2	4	0	13			88	14	109	95	109
10 Cases Budgeted Timely (35 days)	Jan	90%	95%	5.0	5	100.0%	44	1		8.1%	93.2%	9	3	3	4			96.3%	6	91.0%	92.1%	91.4%
11 Employed Cases with Current Documentation		90%	95%	10.0	10	97.1%	34	7		0.0%	92.8%	9	4	4	2			97.1%	4	90.1%	90.4%	89.9%
12 % Placements w/FIA3As (Employment Form)		94%	98%	0.0	4	92.3%	52	10		-0.2%	91.2%	2	6	2	9			92.4%	7	90.2%	96.6%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADN	MINISTRA	TION																				
13 Training Attendance Rate	Jan	97%	100%	2.0	2	100.0%	54	1		0.0%	96.7%	0	15	2	2			100.0%	1	95.1%	99.2%	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						3.0%	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	4	0	6.0	6	0.0		1		-6	2	7	9	3	0			3	14	2	1	2
18 SSN Validation		95%	98%	2.0	2	100.0%	14	1		2.9%	96.9%	10	3	4	2			97.9%	7	97.3%	98.3%	98.5%
19 % SI over 45 Days	Jan	5%	3%	4.0	4	0.0%	174	1		0.0%	2.7%	17	1	1	0			0.0%	1	3.8%	0.3%	9.0%
20 Benefits Issued on Closed Cases	Jan	25	8	2.0	2	7	6591	13		3	5	14	5	0	0			6	12	5		
21 RMS State Audit Hit Rate		60%	75%	2.8	3	74.0%	0	11		-8.0%	65.0%	9	6	0	4			78.0%	8	65.5%		
22 Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	5	6591	1		4	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	0.0	5	60.0		10		-15	51.0	6	4	9	0			67.5	13	53.0		
25 CA PC Bank Applications	Jan	70.0%	80.0%	0.0	2	62.3%	1617	2		5.4%	60.8%	1	0	0	7			59.9%	2	59.7%		
26 AHRA Account Creation																		20000000				
27 Timely Inquiry Response																						