

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

JAMAICA(54) Job Center - February 2020

Director: Trayce D'Ambrosio Since: 6/1/2019
Deputies: Rahima Begum, Saheed Yusuff
Executive Regional Manager: Marlene D. Campbell
Regional Manager: James Fields
Deputy Regional Manager: Maud Baptiste
Zip Codes Covered:11362 through 11367, 11375, 11410 through 11436, 11451

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

Caseload all (persons): 8,949 Caseload recurring (persons): Caseload non-recurring (persons): Adults: Children:

15,389

15,076 313

10,066

5,323

Applications all: Applications recurring: 1,609 1,312 297 Applications non-recurring: Applications acceptance rate:

Recertifications scheduled:

Center Performance								
	Monthly	Score: 81.2	Rank: 2	YTD	Score: 75.9	Rank: 3		
	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	2	3	2	13		
Meets performance expectations	1	1	1	1	0	4		
Approaching performance expectations	0	0	1	0	0	1		
Fails to meet performance expectations	0	0	0	5	0	5		
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	7.2%	-0.6%		7.5%	8.1%	9.2%			
Fair Hearing Withdrawal Rate	14.9%	5.6%		12.1%	13.3%	11.3%			
Fair Hearing Request Rate	3.4%	-0.6%		3.7%	4.0%	4.6%			
SNAP PC Bank Applications									

17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2		Report Month		3 month	Year to date Prior Year
I# PROVIDING ACCESS to SERVICES	Center Perfor	rmance Citywi	ide Citywide Performance to Threshold	Center City	Center City Center City
Cash Assistance Application Timeliness	Score Denominator Monthly Rank	Performance From Score Month	Centers Centers Centers above with-in approaching below Threshold Threshold Threshold Threshold	Score Rank	Score Rank Score
SNAP Application Timeliness Jan 95% 99% 6.0 6					
3 Same Day SNAP Issuance (weekly avg) 96% 99% 5.0 5 4 SNAP Separate Determination Rate 94% 99% 5.0 5 ENSURING PARTICIPANT SUPPORTS are in PLACE	98.5% 1927 6	0.0% 95.5%			98.5% 4 94.2% 98.9% 95.6%
SNAP Separate Determination Rate	99.5% 1034 7	0.0% 96.7%			99.5% 5 94.6% 99.5% 94.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE	99.7% 367 4	1.0% 98.4%			99.1% 4 97.2% 99.0% 97.9%
Missing or Outdated Employment Plan	100.0% 0 1	0.0% 100.09	% 19 0 0	1	00.0% 1 100.0% 99.7% 99.4%
6 Rate of Child Care in Child Care System 95% 98% 6.0 6 7 Eligible & Referred to Appropriate Activities 95% 98% 4.0 4 8 Re-Engaged after Good Cause 97% 99% 2.6 3 MOVING PARTICIPANT TOWARD ECONOMIC SECURITY 9 Reported Placements 169.6 212.0 2.2 3 10 Cases Budgeted Timely (35 days) Jan 90% 95% 5.0 5 11 Employed Cases with Current Documentation 90% 95% 5.0 5 12 Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION Training Attendance Rate Jan 97% 100% 1.2 2 13 Training Attendance Rate Jan 97% 100% 1.2 2 15 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate					
Teligible & Referred to Appropriate Activities 95% 98% 4.0 4	99.2% 900 3	0.2% 96.4%	% 3 7 4 5	9	99.1% 2 96.3% 98.9% 96.4%
8 Re-Engaged after Good Cause 97% 99% 2.6 3 MOVING PARTICIPANT TOWARD ECONOMIC SECURITY 9 Reported Placements 169.6 212.0 2.2 3 10 Cases Budgeted Timely (35 days) Jan 90% 95% 5.0 5 11 Employed Cases with Current Documentation 90% 95% 10.0 10 12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION 13 Training Attendance Rate Jan 97% 100% 1.2 2 13 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan	100.0% 24 1	8.1% 88.9%	% 4 1 5 9		95.1% 3 89.7% 94.2% 94.1%
8 Re-Engaged after Good Cause 97% 99% 2.6 3 MOVING PARTICIPANT TOWARD ECONOMIC SECURITY Proposed Placements 169.6 212.0 2.2 3 10 Cases Budgeted Timely (35 days) Jan 90% 95% 5.0 5 11 Employed Cases with Current Documentation 90% 95% 10.0 10 12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION Training Attendance Rate Jan 97% 100% 1.2 2 13 Training Attendance Rate Jan 97% 100% 1.2 2 4 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98%	98.9% 271 4	1.3% 95.5%	8 3 3		98.3% 4 95.6% 96.7% 95.2%
169.6 212.0 2.2 3	98.7% 79 7	2.5% 97.5%	% 6 8 3 2		97.3% 15 97.9% 96.5% 97.3%
10 Cases Budgeted Timely (35 days) Jan 90% 95% 5.0 5 11 Employed Cases with Current Documentation 90% 95% 10.0 10 12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION					
11 Employed Cases with Current Documentation 90% 95% 10.0 10 12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION 13 Training Attendance Rate Jan 97% 100% 1.2 2 14 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 23 Spot Violation 1 0 2.0 2	200 3	-83 97	2 4 0 13		242 2 109 201 109
11 Employed Cases with Current Documentation 90% 95% 10.0 10 12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	100.0% 109 1	0.0% 93.2%	% 9 3 3 4	1	00.0% 1 91.0% 98.3% 91.4%
12 % Placements w/FIA3As (Employment Form) 94% 98% 0.0 4 ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION 13 Training Attendance Rate Jan 97% 100% 1.2 2 14 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0 0 DELIVERY of CUSTOMER SERVICE 2 2 2 2 23 Spot Violation 1 0 2.0 2	99.0% 96 4	1.9% 92.8%	% 9 4 4 2		98.2% 3 90.1% 92.5% 89.9%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION 13 Training Attendance Rate Jan 97% 100% 1.2 2 14 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	93.9% 165 9	5.6% 91.2%	% 2 6 2 9	S S	90.8% 10 90.2% 96.5% 93.7%
14 SNAP (EQAS) Payment Error Rate (FFY) Nov 6% 2% 0.0 2 15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2					
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15 SNAP (EQAS) Agency Payment Error Rate Nov 4% 2% 0.0 7 16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	16.9% 18	16.9% 2.1%	5 16 1 2 0		6.2% 3.3%
16 SNAP (EQAS) Case Error Rate Nov 4% 2% 0.0 3 17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	14.77% 19	14.8% 1.4%	6 16 1 2 0		
17 Overdue Face-To-Face Recertifications Jan 5 0 6.0 6 18 SSN Validation 95% 98% 2.0 2 19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	30.00% 18	30.0% 4.2%	6 15 0 4 0		
19 % SI over 45 Days Jan 5% 3% 4.0 4 20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	0.0	0 2	7 9 3 0		0 1 2 1 2
20 Benefits Issued on Closed Cases Jan 45 15 2.0 2 21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	100.0% 51 1	2.3% 96.9%	% 10 3 4 2	<u>G</u>	98.5% 6 97.3% 98.6% 98.5%
21 RMS State Audit Hit Rate 60% 75% 3.0 3 22 Non-POS/Non-PAM Transactions Jan 0 0 0.0 0 DELIVERY of CUSTOMER SERVICE 1 0 2.0 2 23 Spot Violation 1 0 2.0 2	0.0% 65 1	0.0% 2.7%	6 17 1 1 0		0.0% 1 3.8% 0.6% 9.0%
22 Non-POS/Non-PAM Transactions Jan 0 0.0 0.0 DELIVERY of CUSTOMER SERVICE Incompany of the control of the	0 10115 2	-5 5	14 5 0 0		3 8 5
DELIVERY of CUSTOMER SERVICE102.023 Spot Violation102.0	77.0% 0 8	10.0% 65.0%	% 9 6 0 4	7	72.0% 12 65.5%
23 Spot Violation 1 0 2.0 2	1 10115 1	-2 12	1 0 18 0		2 1 9
	0 1	0 0	19 0 0 0		0 1 0 0 0
24 Average Wait Time 60 50 6.0 6	44.0 6	-7 51.0	0 6 4 9 0		47.5 6 53.0
25 CA PC Bank Applications Jan 70.0% 80.0% 0.0 0					
26 AHRA Account Creation					
27 Timely Inquiry Response					