

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

SOUTHERN BROOKLYN(70) Job Center - February 2020

Director: Leonel Meyers Since: 6/1/2018 Deputies: Sheila Echezona

Center

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

Exceeds performance expectations

Meets performance expectations

Executive Regional Manager: Marlene D. Campbell
Regional Manager: Vacant
Deputy Regional Manager: Veronica Lux
Zip Codes Covered:11204, 11209,11214, 11218, 11219, 11220, 11228,11232,11215

Center Performance

PROVIDING

SERVICES

Score: 65.4 Rank: 9

ENSURING PARTICIPANT

in PLACE

MOVING

TOWARD

SECURITY

PARTICIPANT

aseload all (cases):	5,7
aseload recurring (cases):	5,6
aseload non-recurring (cases):	
ases with an individual in sanction status:	1
verage case size:	,

Score: 56.1

DELIVERY of

CUSTOMER

SERVICE

Rank: 9

All

YTD

ENSURING

EFFICIENCY and

QUALITY in CENTER

ADMINISTRATION

Caseload all (persons): irring (persons):	14,720 14,614	Applications all: Applications recurring:	•
	-recurring (persons):	106	Applications non-recurring:	
Adults: Children:		7,307 7,413	Applications acceptance rate:	33
		7,115		

Informational Indicators														
				City										
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD								
Fair Hearing Upheld Rate	6.7%	-2.2%		7.8%	8.1%	9.2%								
Fair Hearing Withdrawal Rate	10.6%	-49.4%		35.3%	13.3%	11.3%								
Fair Hearing Request Rate	2.7%	-0.7%		3.1%	4.0%	4.6%								
SNAP PC Bank Applications														

Recertifications scheduled:

					Report Month							3 mo	Year to date			Prior		or Year				
	Per	rformance E	xpectations		Center Performance		Citywide Citywide Performance to Threshold			reshold	Center	Center City		Center		City	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	e R	Rank		Score	
I # PROVIDING ACCESS to SERVICES																						
1 Cash Assistance Application Timeliness Jan		99%	5.9	6	98.9%	663	3		4.7%	95.5%	2	10	2	5			96.99		9		96.2%	
2 SNAP Application Timeliness Jan		99%	6.0	6	99.7%	369	5		11.8%	96.7%	9	5	2	3			94.79		13	94.6%		
3 Same Day SNAP Issuance (weekly avg)	96%	99%	5.0	5	100.0%	120	1		2.3%	98.4%	10	6	3	0			98.69		8			
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%	99.7%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE																						
5 Missing or Outdated Employment Plan	97%	99%	2.7	4	98.3%	542	8		-1.0%	96.4%	3	7	4	5			98.89		4	96.3%		
6 Rate of Child Care in Child Care System	95%	98%	0.0	6	94.4%	18	6		0.0%	88.9%	4	1	5	9			94.49		5		97.9%	
7 Eligible & Referred to Appropriate Activities	95%	98%	2.5	4	96.9%	97	6		-2.0%	95.5%	5	8	3	3			97.99		5	95.6%		
8 Re-Engaged after Good Cause	97%	99%	0.0	3	96.9%	65	15		-0.1%	97.5%	6	8	3	2			97.09	6	16	97.9%	98.2%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																						
9 Reported Placements	67.5	84.4	3.0	3	85		2		-6	97	2	4	0	13			88		4	109	82	109
10 Cases Budgeted Timely (35 days) Jan		95%	1.2	5	91.2%	68	11		2.3%	93.2%	9	3	3	4			90.39		14			91.4%
11 Employed Cases with Current Documentation	90%	95%	0.5	10	90.2%	41	13		-1.7%	92.8%	9	4	4	2			91.09	6	11	90.1%	87.6%	89.9%
12 % Placements w/FIA3As (Employment Form)	94%	98%	0.0	4	94.0%	67	8		1.0%	91.2%	2	6	2	9			93.59	6	5	90.2%	93.9%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINIST	RATION																					
13 Training Attendance Rate Jan	97%	100%	2.0	2	100.0%	43	1		2.2%	96.7%	0	15	2	2			98.99	6	9	95.1%	99.0%	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							3.3%	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	3	0	3.9	6	1.0		9		1	2	7	9	3	0			1		4	2	1	2
18 SSN Validation	95%	98%	2.0	2	100.0%	10	1		11.5%	96.9%	10	3	4	2			91.79	6	17	97.3%	99.5%	98.5%
19 % SI over 45 Days Jan	5%	3%	4.0	4	0.0%	32	1		0.0%	2.7%	17	1	1	0			0.0%)	1	3.8%	4.1%	9.0%
20 Benefits Issued on Closed Cases Jan	11	4	2.0	2	1	4070	7		-1	5	14	5	0	0			2		10	5		
21 RMS State Audit Hit Rate	60%	75%	1.6	3	68.0%	0	14		5.0%	65.0%	9	6	0	4			65.59	6	14	65.5%		
22 Non-POS/Non-PAM Transactions Jan	0	0	0.0	0	2	4070	1		2	12	1	0	18	0			1		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	5.0	5	39.0		3		-10	51.0	6	4	9	0			44.0		5	53.0		
25 CA PC Bank Applications Jan	70.0%	80.0%	0.0	2	58.2%	796	3		3.1%	60.8%	1	0	0	7			56.99	6	4	59.7%		
26 AHRA Account Creation																						
27 Timely Inquiry Response																						