

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 12.0

CONCOURSE (45) Job Center

January 2012

Director: Zorita Hayes Since: 11/1/2007 Deputies: Sherley Slocumb; BTW Vendor:NPAC since August 2006 Region Manager: Roberta Hannah Dpty Rgn Mgrs: James Fields;	Cases	2		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings		
	Engageables:	2	Center	50%	0%	50%	63%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	0.0%
	Active Single Issues	5	Region	0%	0%	0%	0%	Center	0.0%	0.0%	0.0%	0.0%	Fair Hearing Request Rate	0%
	Average Case Size	0.0	City	0%	0%	0%	0%	Region	90.1%	82.6%	77.2%	0.0%	Fair Hearing Default Rate	0%
	% of Accepted Cases New to System	0.0%	Job Placement Goal		0		City		89.2%	81.2%	77.9%	74.7%	Fair Hearing Affirmation Rate	0%
			Job Placements YTD		0		Percent of Employed Cases		WMS Total Error Average		0		FH Employment Win Rate	0%
	Access Spot Violations	0	Job Placements % of Goal		0.0%		Center	50.0%	Sanctions Over 3 Months		4		CA FH Compliance Rate	0.0%
	Est Safety Net State Participation Rate	0.0%	Vendor Placements (Jan)				City	23.9%	CA Payment Error Rate (FFY)		0.0%		FS FH Compliance Rate	0.0%

	Center							Index				Region				Citywide			
	Jan-12		3Mo. Avg		YTD Avg		2010	Center Thresholds		Center Points		Actuals							
	Score	Denom.	Rank	Score	Rank	Score		Rank	Low	Excel.	Jan-12	Avail	Jan-12	3 Mo.	YTD	2010	Jan-12	3 Mo.	YTD
Index Score										3.0	100.0	54.7		54.7	38.1	47.8		47.8	47.7

QUALIFIED PLACEMENTS/PARTICIPATION																				
1. Qualified Reported Placements (monthly avg.)											0.0	10.0	188.8		188.8	63.5	167.3		167.3	56.5
2. Est. TANF/MOE Federal Participation Rate	0.0%	2				0.0%	8.3%	35%	50%	0.0	8.0	31.0%		31.0%	30.8%	31.5%		31.5%	31.4%	
3. Employed Cases with Current Documentation	33.3%	3				33.3%	55.0%	70%	90%	0.0	5.0	83.2%		83.2%	83.4%	84.5%		84.5%	87.3%	
4. Case Accepted ES 20 with Referral								95%	100%	0.0	4.0	93.1%		93.1%	91.6%	94.3%		94.3%	93.0%	
5. % Cases Budgeted within 35 days	Dec							85%	95%	0.0	3.5	81.3%		81.3%	79.8%	84.6%		84.6%	83.1%	
6. % Placements w/FIA3As (Employment Form)								80%	90%	0.0	3.5	86.3%		86.3%	86.9%	90.0%		90.0%	88.3%	
INDEX SUBTOTAL:																				
										0.0	34.0									

ENGAGEMENT PROCESS																					
7. Employment Plan Initiation Rate										94%	98%	0.0	4.0	96.9%		96.9%	96.4%	97.5%		97.5%	97.0%
8. Rate of Child Care in Child Care System (Appl. & Under)							100.0%	85%	95%	0.0	3.0	95.3%		95.3%	95.3%	94.2%		94.2%	94.6%		
9. Concil. Appt. Scheduled within 7 days							100.0%	97%	100%	0.0	3.0	100.0%		100.0%	99.7%	97.0%		97.0%	99.0%		
10. Re-Engaged After Good Cause Granted								90%	97%	0.0	3.0	99.1%		99.1%	97.7%	97.8%		97.8%	97.8%		
11. Conf./Concil./NOI Process Completed within 35 Days	Dec							97%	99%	0.0	3.0	97.9%		97.9%	98.5%	98.0%		98.0%	98.3%		
12. Call-in Appt. Scheduled within 25 Days	Dec	100.0%	9			100.0%	89.6%	93%	98%	3.0	3.0	98.6%		98.6%	98.7%	98.9%		98.9%	98.9%		
13. Missing/Outdated EP Initiated When Finger Imaged								10%	5%	0.0	2.0	4.0%		4.0%	11.8%	9.6%		9.6%	9.8%		
14. Missing/Outdated EP Initiated When Recertified							0.0%	8%	2%	0.0	2.0	10.4%		10.4%	8.3%	8.6%		8.6%	6.1%		
INDEX SUBTOTAL:																					
										3.0	23.0										

Last Report Run Date: March 12, 2012

(Zip Codes:TANF Cases: 10452, 10453)

* Note numbers may not add due to rounding.

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 12.0

CONCOURSE (45) Job Center

January 2012

Page 2	Center								Index				Region				Citywide				
	Jan-12			3Mo. Avg		YTD Avg			Center Thresholds		Center Points		Actuals								
	Score	Denom.	Rank	Score	Rank	Score	Rank	2011	Low	Excel.	Jan-12	Avail	Jan-12	3 Mo.	YTD	2011	Jan-12	3 Mo.	YTD	2011	
<i>Index Score</i>													54.7		54.7	38.1	47.8			47.8	47.7
APPLICATION PROCESS																					
15. Cash Assistance Application Timeliness Rate	Nov									90%	95%	0.0	5.0	97.0%		97.0%	90.0%	94.4%		94.4%	92.0%
16. Food Stamp Application Timeliness Rate	Nov									90%	95%	0.0	5.0	94.7%		94.7%	91.2%	95.5%		95.5%	94.9%
17. Food Stamp Separate Determination Rate	Dec									90%	100%	0.0	4.0	91.7%		91.7%	90.8%	92.5%		92.5%	92.0%
18. OCSE Referral Rate										80%	95%	0.0	4.0	90.4%		90.4%	94.3%	93.9%		93.9%	93.8%
19. Same Day Food Stamp Issuances (weekly avg.)								100.0%		90%	95%	0.0	3.0	94.9%		94.9%	94.4%	95.1%		95.1%	94.9%
20. ISAR Timeout (weekly avg.)								0.0		0	0	0.0	1.0	0.3		0.3	0.2	0.1		0.1	0.2
<i>INDEX SUBTOTAL:</i>												0.0	22.0								
FRAUD PREVENTION																					
21. % of Cases Activated without BEV Referral								90.9%		10%	2%	0.0	6.0	2.4%		2.4%	92.6%	7.5%		7.5%	93.7%
22. Finger Imaging - Newly Accepted Individuals										94%	98%	0.0	6.0	99.4%		99.4%	97.2%	99.4%		99.4%	97.4%
23. FTR to BEV/Case Rejected										97%	100%	0.0	1.0	99.9%		99.9%	99.5%	99.5%		99.5%	99.2%
<i>INDEX SUBTOTAL:</i>												0.0	13.0								
CASE MANAGEMENT PROCESS																					
24. FS (EQAS) Payment Error Rate (FFY)	Nov									6%	0%	0.0	5.0	2.8%		4.6%	1.4%	2.1%		6.3%	3.0%
25. Overdue Face to Face Recertification	Dec									0	0	0.0	3.0	1.5		1.5	3.5	2.1		2.1	3.1
<i>INDEX SUBTOTAL:</i>												0.0	8.0								
FLOATING INDICATORS																					
26. TBD																					
27. TBD																					
<i>INDEX SUBTOTAL:</i>																					

Last Report Run Date: February 1, 2012

* Note numbers may not add due to rounding.

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

**JOBSTAT REPORT, Version 12.0
CONCOURSE (45) Job Center
January 2012
Variance**

	Jan-12	Dec-11	Change	Last JobStat	Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements (monthly avg.)						
2. Est. TANF/MOE Federal Participation Rate	0.0%	0.0%	0.0%	95.0%	-95.0%	
3. Employed Cases with Current Documentation	33.0%	67.0%	-34.0%	92.0%	-59.0%	
4. Case Accepted ES 20 with Referral						
5. % Cases Budgeted within 35 days						
6. % Placements w/FIA3As (Employment Form)						
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate						
8. Rate of Child Care in Child Care System (Appl. & Under)						
9. Concil. Appt. Scheduled within 7 days						
10. Re-Engaged After Good Cause Granted						
11. Conf./Concil./NOI Process Completed within 35 Days						
12. Call-in Appt. Scheduled within 25 Days						
13. Missing/Outdated EP Initiated When Finger Imaged						
14. Missing/Outdated EP Initiated When Recertified						

JOBSTAT REPORT, Version 12.0
CONCOURSE (45) Job Center
January 2012
Variance

Page 2	Jan-12	Dec-11	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate						
16. Food Stamp Application Timeliness Rate						
17. Food Stamp Separate Determination Rate						
18. OCSE Referral Rate						
19. Same Day Food Stamp Issuances (weekly avg.)						
20. ISAR Timeout (weekly avg.)						
FRAUD PREVENTION						
21. % of Cases Activated without BEV Referral						
22. Finger Imaging - Newly Accepted Individuals						
23. FTR to BEV/Case Rejected						
CASE MANAGEMENT PROCESS						
24. FS (EQAS) Payment Error Rate (FFY)						
25. Overdue Face to Face Recertification						
FLOATING INDICATORS						
26. TBD						
27. TBD						

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 12.0

CONCOURSE (45) Job Center

January 2012

Program Referrals

	Center				Region			Citywide		
	Actuals				Actuals			Actuals		
	Jan-12	Denom.	3Mo. Avg	YTD Avg	Jan-12	3Mo. Avg	YTD Avg	Jan-12	3Mo. Avg	YTD Avg
APPLICANTS										
1. Rate of Referrals to Back to Work Vendor	0.0%	0	0.0%	0.0%	32.9%	32.3%	32.9%	30.5%	30.5%	30.5%
2. Rate of Referrals to WeCARE	0.0%	0	0.0%	0.0%	17.8%	16.9%	17.8%	12.2%	15.7%	12.2%
3. Rate of Referrals to Training Accessment Group (TAG)	0.0%	0	0.0%	0.0%	5.3%	5.8%	5.3%	5.2%	6.1%	5.2%
4. Rate of Referrals to Substance Abuse Assessment	0.0%	0	0.0%	0.0%	6.4%	6.1%	6.4%	7.6%	7.0%	7.6%
5. Rate of WeCARE Referrals from previous Month found Fully Employable	0.0%	6	0.0%	0.0%	1.0%	0.9%	1.0%	1.9%	1.6%	1.9%
6. Rate of Referrals for Needed at Home Status	0.0%	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UNDERCARE										
7. Rate of Referrals to Back to Work Vendor	0.0%	0	0.0%	0.0%	26.4%	27.3%	26.4%	28.4%	30.4%	28.4%
8. Rate of Referrals to WeCARE	0.0%	0	0.0%	0.0%	4.9%	5.0%	4.9%	3.7%	4.5%	3.7%
9. Rate of Referrals to Training Accessment Group (TAG)	0.0%	0	0.0%	0.0%	8.2%	9.7%	8.2%	9.9%	10.6%	9.9%
10. Rate of Referrals to Substance Abuse Assessment	0.0%	0	0.0%	0.0%	0.2%	0.3%	0.2%	0.5%	0.4%	0.5%
11. Rate of Referrals to BEGIN	0.0%	0	0.0%	0.0%	5.0%	5.4%	5.0%	4.3%	4.7%	4.3%
12. Rate of Referrals to Parks	0.0%	0	0.0%	0.0%	1.5%	0.6%	1.5%	2.9%	1.3%	2.9%
13. Rate of WeCARE Referrals from previous Month found Fully Employable	0.0%	0	0.0%	0.0%	1.9%	1.3%	1.9%	2.8%	2.8%	2.8%
14. Rate of Referrals for Needed at Home Status	0.0%	0	0.0%	0.0%	8.2%	5.5%	8.2%	7.4%	4.9%	7.4%