

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

JOBSTAT REPORT, Version 9.0

EUCLID(78) Job Center

June , 2009

Director: Trudy Blackman (acting) Since: 7/5/2005 Deputies: Karen Mayo;Heather McIntosh BTW Vendor:Arbor/New York JOBS Partners since August 2006 Executive Region Manager: Patricia Garcia Region Manager: Gwen Taylor (acting) Dpty Rgn Mgrs: Diane Rabain (acting); Roger Jarvis (acting)	Cases	3,415		% FA	% SN	%Conv	%SI	Retention Rate				Fair Hearings		Service Time		
	Engageables:	2,673	Center	35%	44%	22%	1%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	90.2%		
	Active Single Issues	47	Region	39%	41%	20%	5%	Center	88.9%	80.9%	74.0%	67.5%	Fair Hearing Request Rate	14%		
	% Jiggets (Housing Supplement)	0.30%	City	44%	38%	19%	6%	Region	87.1%	83.7%	76.8%	71.5%	Fair Hearing Default Rate	36%		
	Average Case Size	0.0	% Front-Line Staff on Board				85%	City	86.5%	81.6%	76.7%	71.1%	Fair Hearing Affirmation Rate	33%		
	% of Accepted Cases New to System	18.3%	% of Total Staff Present				85%	WMS Total Error Average				61	Citywide Fair Hearing Aid to Continue Rate	100.0%		
			% of Assoc. Job Opportunity Specialist Staff Present				80%	Unindexed Imaged Cases - Overdue				0.0%				
Access Spot Violations	0	% of Job Opportunity Specialist Staff Present				87%	Case Error Rate (FFY)				23.5%	Center Fair Hearing Aid to Continue Rate	100.0%			

	Center										Index				Region				Citywide				
	Actuals				Performance Relative to Goals						Center Thresholds		Center Points		Actuals								
	Jun-09	3Mo. Avg	YTD Avg	2008	Jun-09	3 Mo.	Rank	YTD	Rank	Low	Excel.	Jun-09	Avail	Jun-09	3 Mo.	YTD	2008	Jun-09	3 Mo.	YTD	2008		
Index 8.0 Score		Denom.			57.2	57.8	11	57.3	9			57.2	100.0	56.8	56.0	49.7	56.6	47.0	46.8	40.5	56.0		
APPLICATION PROCESS																							
1. Cash Assistance Application Interview Wait Time																							
2. Employment Plan (EP) Initiation Rate		91.4%	244	93.1%	94.0%	92.8%	0%	0%	18	0%	15	94%	98%	0.0	2.0	94.8%	94.8%	94.9%	94.6%	95.6%	95.7%	95.5%	95.7%
3. Child Support (OCSE) Referral Rate		84.8%	46	90.7%	87.5%	79.3%	74%	100%	11	87%	11	70%	90%	2.2	3.0	87.7%	87.9%	84.6%	79.3%	88.5%	89.0%	86.6%	81.1%
4. Same Day Food Stamp Issuances (weekly avg.)		98.4%	96	95.4%	95.5%	94.2%	100%	98%	17	100%	14	90%	95%	4.0	4.0	95.4%	94.9%	94.7%	94.7%	95.8%	95.8%	95.7%	94.9%
5. Applicant Child Care in Child Care System (ACCIS)		87.9%	33	83.9%	84.5%	78.7%	86%	55%	20	62%	20	75%	90%	1.7	2.0	88.5%	88.0%	89.1%	86.8%	93.6%	93.9%	93.1%	91.5%
6. ISAR Timeout (weekly avg.)		0.3		0.1	0.1	0.2	89%	96%	10	97%	11	3	0	0.9	1.0	0.40	0.27	0.42	0.26	0.30	0.27	0.28	0.16
7. No Show Bureau of Eligibility Verification (BEV) Case Accepted		0.4%	236	0.2%	0.4%	0.9%	86%	95%	3	84%	9	3%	0%	0.9	1.0	0.7%	1.0%	1.0%	1.0%	0.6%	0.7%	0.7%	0.9%
8. No Show Child Support (OCSE) Referral - Sanction Rate	May	57.1%	7	63.6%	60.0%	89.6%	29%	10%	18	33%	20	50%	75%	0.6	2.0	82.6%	81.8%	82.9%	67.6%	91.9%	85.7%	84.6%	78.0%
9. Cash Assistance Application Timeliness Rate	Apr	92.3%	1046	92.9%	92.6%	92.3%	45%	59%	15	53%	9	90%	95%	3.2	7.0	96.9%	96.1%	92.5%	92.3%	91.8%	92.6%	89.6%	89.4%
10. Food Stamp Application Timeliness Rate	Apr	93.4%	593	94.4%	94.9%	91.7%	68%	88%	17	98%	8	90%	95%	4.8	7.0	94.7%	95.6%	93.9%	93.6%	94.3%	95.2%	93.4%	92.2%
11. Food Stamp Separate Determination Rate	Feb	95.4%	238	94.8%	94.7%	91.7%	54%	49%	3	47%	3	90%	100%	2.7	5.0	89.6%	88.2%	89.7%	84.5%	87.6%	87.3%	87.8%	82.7%
12. ES 20 (Employable) Appl. Accept - No Referral		10.9%	175	12.0%	11.6%	13.5%	0%	0%	12	0%	11	10%	5%	0.0	2.0	12.3%	12.4%	12.1%	11.6%	9.6%	10.0%	10.1%	9.5%
INDEX SUBTOTAL:													20.9	36.0									
EMPLOYMENT PROCESS																							
13.Call-in Appoint.Scheduling Rate > 25 Days	May	0.3%	878	0.3%	0.3%	1.0%	100%	100%	2	100%	1	7%	2%	4.0	4.0	0.7%	0.6%	0.6%	1.5%	1.3%	1.0%	0.9%	1.8%
14. Cash Assistance Appointment Wait Time																							
15. Rate of Child Care in Child Care System (ACCIS)		87.1%	31	85.1%	88.1%	82.3%	81%	68%	20	86%	20	75%	90%	2.4	3.0	90.1%	90.9%	91.8%	88.8%	92.1%	93.0%	93.2%	91.4%
16. Await.Concil. Scheduling Rate > 1 Week		0.0%	767	0.6%	2.9%	0.2%	100%	80%	18	11%	16	3%	0%	3.0	3.0	0.0%	0.2%	0.7%	0.1%	1.7%	2.3%	2.5%	1.4%
17. Good Cause Granted after Concil & Re-Engaged		98.2%	169	97.9%	96.7%	97.1%	100%	100%	12	98%	15	90%	97%	3.0	3.0	98.0%	98.2%	97.7%	97.8%	98.2%	98.0%	97.6%	96.9%
18. Conf./Concil./NOI Rate > 35 Days	May	1.3%	684	1.4%	1.1%	1.2%	84%	81%	13	95%	11	3%	1%	3.4	4.0	1.3%	1.2%	1.3%	1.3%	4.6%	3.9%	2.9%	2.0%
INDEX SUBTOTAL:													15.8	17.0									

(Zip Codes:11207, 11208, 11227, 11239)

* Note numbers may not add due to rounding.

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June , 2009

Page 2	Center										Index				Region				Citywide												
	Actuals					Performance Relative to Goals					Center Thresholds		Center Points		Actuals				Actuals												
	Jun-09	3Mo. Avg	YTD Avg	2008	Jun-09	3 Mo.	Rank	YTD	Rank	Low	Excel.	Jun-09	Avail	Jun-09	3 Mo.	YTD	2008	Jun-09	3 Mo.	YTD	2008										
		Denom.																													
CASE MANAGEMENT PROCESS																															
19. Cash Assistance Recertification Wait Time																															
20. Clients with no Employment Plan (EP) Initiated in Recert. Mo.		1.2%	521	1.2%	1.4%	1.6%	100%	100%	8	100%	13	8%	2%	3.0	3.0	1.4%	1.8%	1.7%	2.3%	1.2%	1.4%	1.4%	1.8%								
21. Overdue Face to Face Recertification	May	0		0	2	2	100%	91%	7	51%	17	4	0	5.0	5.0	0	1	1	1	1	1	2	2								
22. Employment Plan (EP)Completion Rate		98.4%	1150	98.5%	98.6%	99.2%	100%	100%	9	100%	9	95%	98%	3.0	3.0	98.3%	98.2%	98.2%	98.6%	98.3%	98.3%	98.4%	98.7%								
23. Finger Imaging Rate for Newly Accepted Individuals		93.6%	487	94.9%	95.7%		0%	23.4%	19	41.5%	13	94%	98%	0.0	4.0	96.2%	96.0%	95.9%		96.1%	95.9%	95.9%									
24. Clients with no Employment Plan (EP) Initiated when Finger Imaged		0.0%	3	10.0%	3.6%	15.5%	100%	67%	11	100%	8	10%	5%	3.0	3.0	14.5%	11.2%	9.1%	5.4%	7.8%	8.0%	7.1%	7.2%								
25.FS Quality Assurance (EQAS) Review Error Rate (FFY)	Apr	0.0%		1.9%	7.8%		22%	20%	17	43%	14	10%	0%	0.9	4.0	0.8%	3.7%	8.4%		1.8%	2.8%	5.2%									
26. Customer Service (CSIC) Document Return Wait Time																															
27. Customer Service (CSIC) General Wait Time																															
<i>INDEX SUBTOTAL:</i>													14.9	22.0																	
FAIR HEARING																															
28. Cash Assistance Fair Hearing Comply Rate	May	99.6%	269	99.8%	99.3%	96.0%	100%	100%	15	100%	15	80%	95%	2.0	2.0	99.3%	99.5%	99.5%	98.64%	99.3%	99.1%	99.1%	98.82%								
29. CA Food Stamp Fair Hearing Comply Rate	May	100.0%	3	100.0%	100.0%	94.1%	100%	100%	1	100%	1	80%	95%	1.0	1.0	90.9%	97.5%	95.3%	94.90%	97.8%	97.3%	96.4%	95.49%								
<i>INDEX SUBTOTAL:</i>													3.0	3.0																	
PLACEMENTS/PARTICIPATION																															
30. Qualified Reported Placements (weekly avg.)		28.0	0.0	26.3	26.8	30.5	0%	0%	17	0%	18	35.5	44.4	0.0	6.0	31.6	32.3	32.3	28.1	33.4	35.6	35.5	30.9								
31. % Placements w/FIA3As (Employment Form)		80.9%	136	82.2%	80.1%	79.8%	9%	22%	7	2%	8	80%	90%	0.4	4.0	76.4%	77.2%	75.0%	77.9%	79.1%	77.3%	75.8%	78.7%								
32. % Unbudgeted Cases > 21 Days	May	13.6%	140	14.2%	13.9%	22.3%	14%	7%	5	10%	4	15%	5%	0.3	2.0	17.4%	17.4%	16.4%	22.7%	22.6%	21.4%	20.6%	26.3%								
33. Est. TANF/MOE Federal Participation Rate		34.8%	1651	33.6%	33.6%	34.9%	0%	0%	9	0%	10	50%	70%	0.0	4.0	33.8%	34.0%	33.8%	34.6%	32.4%	32.3%	32.4%	34.8%								
34. Est. Safety Net State Participation Rate		63.2%	1487	63.0%	63.4%	65.0%	66%	65%	4	67%	4	50%	70%	2.0	3.0	56.7%	57.2%	56.3%	45.9%	45.9%	47.0%	48.2%	48.8%								
35. Employed Recipients with Expired Documentation		30.6%	398	39.8%	41.8%		0%	0%	16	0%	15	30%	10%	0.0	3.0	26.6%	35.4%	38.1%		24.9%	34.4%	37.2%									
<i>INDEX SUBTOTAL:</i>													2.6	22.0																	

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Variance

	Jun-09	May-09	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
1. Cash Assistance Application Interview Wait Time						
2. Employment Plan (EP) Initiation Rate	91.00%	96.00%	-4.00%	93.00%	-1.00%	
3. Child Support (OCSE) Referral Rate	85.00%	91.00%	-6.00%	85.00%	0.00%	
4. Same Day Food Stamp Issuances (weekly avg.)	98.00%	95.00%	3.00%	91.00%	7.00%	
5. Applicant Child Care in Child Care System (ACCIS)	88.00%	77.00%	11.00%	90.00%	-2.00%	
6. ISAR Timeout (weekly avg.)	0.30	0.00	0.30	0.00	0.30	
7. No Show Bureau of Eligibility Verification (BEV) Case Accepted	0.00%	0.00%	0.00%	0.00%	0.00%	
8. No Show Child Support (OCSE) Referral - Sanction Rate	57.00%	0.00%	57.00%	100.00%	-43.00%	
9. Cash Assistance Application Timeliness Rate	92.00%	93.00%	-1.00%	93.00%	-1.00%	
10. Food Stamp Application Timeliness Rate	93.00%	95.00%	-2.00%	94.00%	-1.00%	
11. Food Stamp Separate Determination Rate	95.00%	95.00%	0.00%	93.00%	2.00%	
12. ES 20 (Employable) Appl. Accept - No Referral	11.00%	8.00%	3.00%	16.00%	-5.00%	
EMPLOYMENT PROCESS						
13. Call-in Appoint. Scheduling Rate > 3 Weeks	0.00%	0.00%	0.00%	0.00%	0.00%	
14. Cash Assistance Appointment Wait Time						
15. Rate of Child Care in Child Care System (ACCIS)	87.00%	86.00%	1.00%	88.00%	-1.00%	
16. Await. Concil. Scheduling Rate > 1 Week	0.00%	1.00%	-1.00%	1.00%	-1.00%	
17. Good Cause Granted after Concil & Re-Engaged	98.00%	97.00%	1.00%	96.00%	2.00%	
18. Conf./Concil./NOI Rate > 30 Days	1.00%	1.00%	0.00%	1.00%	0.00%	

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June , 2009

Variance

Page 2	Jun-09	May-09	Change	Last JobStat	Change	Comments
CASE MANAGEMENT PROCESS						
19. Cash Assistance Recertification Wait Time						
20. Clients with no Employment Plan (EP) Initiated in Recert. Mo.	1.00%	1.00%	0.00%	2.00%	-1.00%	
21. Overdue Face to Face Recertification	0.00	0.00	0.00	5.00	-5.00	
22. Employment Plan (EP)Completion Rate	98.00%	98.00%	0.00%	98.00%	0.00%	
23. Finger Imaged	0.94	0.96	-0.02	0.97	-0.03	
24. Clients with no Employment Plan (EP) Initiated when Finger Imag	0.00	0.00	0.00	0.00	0.00	
25. FS Quality Assurance (EQAS) Review Error Rate (FFY)	0.00%	6.00%	-6.00%	16.00%	-16.00%	
26. Customer Service (CSIC) Express Wait Time						
27. Customer Service (CSIC) General Wait Time						
FAIR HEARING						
28. Cash Assistance Fair Hearing Comply Rate	100.00%	100.00%	0.00%	100.00%	0.00%	
29. CA Food Stamp Fair Hearing Comply Rate	100.00%	100.00%	0.00%	100.00%	0.00%	
PLACEMENTS/PARTICIPATION						
30. Qualified Reported Placements (weekly avg.)	28.00	22.75	5.25	23.75	4.25	
31. % Placements w/FIA3As (Employment Form)	81.00%	82.00%	-1.00%	80.00%	1.00%	
32. % Unbudgeted Cases > 14 Days	14.00%	11.00%	2.00%	14.00%	0.00%	
33. Est. TANF/MOE Federal Participation Rate	35.00%	33.00%	2.00%	35.00%	0.00%	
34. Est. Safety Net State Participation Rate	63.00%	62.00%	1.00%	64.00%	0.00%	

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Program Referrals

	Center				Region			Citywide		
	Actuals				Actuals			Actuals		
	Jun-09	Denom.	3Mo. Avg	YTD Avg	Jun-09	3Mo. Avg	YTD Avg	Jun-09	3Mo. Avg	YTD Avg
APPLICANTS										
1. Rate of Referrals to Back to Work Vendor	42.9%	315	35.0%	32.6%	30.3%	28.7%	28.2%	29.3%	27.3%	27.4%
2. Rate of Referrals to WeCARE	12.7%	315	16.3%	15.9%	19.0%	18.4%	18.6%	14.4%	14.7%	15.5%
3. Rate of Referrals to Training Accessment Group (TAG)	6.4%	315	7.5%	7.6%	9.8%	9.7%	9.4%	6.8%	6.5%	6.3%
4. Rate of Referrals to Substance Abuse Assessment	10.2%	315	12.7%	13.0%	10.9%	11.7%	12.0%	10.6%	10.4%	10.6%
5. Rate of WeCARE Referrals from previous Month found Fully Employable	0.7%	142	1.9%	1.2%	1.7%	1.6%	1.5%	2.1%	2.2%	2.3%
6. Rate of Referrals for Needed at Home Status	0.0%	315	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	29.9%	294	28.8%	29.0%	21.4%	22.0%	23.3%	20.6%	20.9%	22.2%
8. Rate of Referrals to WeCARE	6.5%	294	6.5%	6.1%	5.8%	6.4%	6.1%	5.2%	5.2%	5.1%
9. Rate of Referrals to Training Accessment Group (TAG)	12.6%	294	11.9%	13.0%	14.5%	13.2%	13.8%	11.4%	9.9%	10.4%
10. Rate of Referrals to Substance Abuse Assessment	0.7%	294	0.3%	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.4%
11. Rate of Referrals to BEGIN	7.1%	294	9.3%	9.7%	6.4%	7.1%	6.9%	6.8%	6.8%	6.7%
12. Rate of Referrals to Parks	4.4%	294	5.0%	4.0%	4.7%	4.9%	3.7%	6.4%	6.6%	5.2%
13. Rate of WeCARE Referrals from previous Month found Fully Employable	1.8%	55	2.8%	1.8%	2.9%	3.4%	2.4%	3.8%	3.7%	2.9%
14. Rate of Referrals for Needed at Home Status	5.1%	294	4.1%	3.6%	9.4%	8.6%	8.1%	9.3%	8.5%	8.3%