

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

**JOBSTAT REPORT, Version 12.0**

**LINDEN(67) Job Center**

**February 2013**

<b>Director: Lisa McCall</b> Since: 4/1/2011 Deputies: Joanne Bedford; Madonna Williams BTW Vendor:CEC since August 2006 Region Manager: Richard Claudio Dpty Rgn Mgrs: A.Tobkes, R Jarvis	Cases	7,776		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings			
	Engageables:	6,897	Center	35%	44%	20%	4%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	93.6%	
	Active Single Issues	290	Region	36%	46%	18%	2%	Center	87.1%	82.3%	77.9%	77.9%	Fair Hearing Request Rate	8%	
	Average Case Size	2.0	City	36%	44%	20%	3%	Region	88.4%	84.7%	79.3%	77.9%	Fair Hearing Default Rate	51%	
	% of Accepted Cases New to System	18.1%	Job Placement Goal		5,200				City	87.3%	82.8%	78.4%	76.8%	Fair Hearing Affirmation Rate	42%
			Job Placements YTD		686		Percent of Employed Cases		WMS Total Error Average		71		FH Employment Win Rate		95%
	Access Spot Violations		Job Placements % of Goal		13.2%		Center		26.2%		Sanctions Over 3 Months		224		CA FH Compliance Rate
Est Safety Net State Participation Rate	42.4%	Vendor Placements (Feb)				City		24.6%		CA Payment Error Rate (FFY Dec)		18.4%		SNAP FH Compliance Rate	100.0%

	Center							Index				Region				Citywide				
	Feb-13			3Mo. Avg		YTD Avg		Center Thresholds		Center Points		Actuals								
	Score	Denom.	Rank	Score	Rank	Score	Rank	2012	Low	Excel.	Feb-13	Avail	Feb-13	3 Mo.	YTD	2012	Feb-13	3 Mo.	YTD	2012
<b>Index Score</b>	<b>65.2</b>		<b>7</b>			<b>63.3</b>	<b>7</b>	<b>64.1</b>			<b>65.2</b>	<b>100.0</b>	<b>70.2</b>		<b>65.9</b>	<b>68.7</b>	<b>61.8</b>		<b>57.9</b>	<b>62.7</b>

**QUALIFIED PLACEMENTS/PARTICIPATION**

1. Qualified Reported Placements (monthly avg.)		345.0		12		343.0	10	437.4	346.4	433.0	0.0	10.0	238.2		227.9	259.0	212.0		203.5	251.4	
2. Est. TANF/MOE Federal Participation Rate		26.1%	3590	12		25.1%	12	31.4%	35%	50%	0.0	8.0	27.2%		26.7%	31.5%	27.0%		26.5%	30.8%	
3. Employed Cases with Current Documentation		93.6%	961	9		93.2%	9	91.5%	70%	90%	5.0	5.0	95.2%		95.1%	93.0%	94.0%		93.7%	90.1%	
4. Case Accepted ES 20 with Referral		95.3%	514	11		95.5%	10	95.8%	95%	100%	0.3	4.0	96.1%		96.2%	95.8%	95.3%		95.3%	95.5%	
5. % Cases Budgeted within 35 days	Jan	88.6%	79	14		89.2%	12	90.6%	85%	95%	1.3	3.5	92.5%		92.2%	90.0%	88.4%		87.5%	86.8%	
6. % Placements w/FIA3As (Employment Form)		94.0%	100	4		92.9%	6	93.4%	80%	90%	3.5	3.5	93.7%		92.6%	92.5%	91.2%		90.6%	91.9%	
<b>INDEX SUBTOTAL:</b>																					
											10.0	34.0									

**ENGAGEMENT PROCESS**

7. Employment Plan Initiation Rate		99.3%	605	8		99.2%	8	99.1%	94%	98%	4.0	4.0	99.3%		99.3%	98.8%	98.8%		99.0%	98.7%	
8. Rate of Child Care in Child Care System (Appl. & Under)		81.3%	80	7		90.3%	10	94.4%	85%	95%	0.0	3.0	80.8%		90.2%	95.5%	81.6%		90.5%	95.1%	
9. Concil. Appt. Scheduled within 7 days		99.8%	1218	12		99.8%	10	98.0%	97%	100%	2.8	3.0	96.4%		97.3%	94.9%	97.3%		97.5%	98.5%	
10. Re-Engaged After Good Cause Granted		98.7%	315	10		98.1%	9	97.1%	90%	97%	3.0	3.0	98.8%		98.3%	97.9%	98.7%		98.2%	98.1%	
11. Conf./Concil./NOI Process Completed within 35 Days	Jan	99.0%	701	11		97.6%	15	98.1%	97%	99%	3.0	3.0	98.2%		96.9%	98.8%	98.7%		97.9%	98.4%	
12. Call-in Appt. Scheduled within 25 Days	Jan	99.0%	1727	6		98.7%	9	98.8%	93%	98%	3.0	3.0	99.0%		98.6%	98.9%	98.4%		98.0%	98.5%	
13. Missing/Outdated EP Initiated When Finger Imaged		100.0%	12	1		100.0%	1	94.9%	90%	95%	2.0	2.0	93.3%		96.2%	91.4%	93.7%		94.3%	92.3%	
14. Missing/Outdated EP Initiated When Recertified	Jan	94.9%	605	10		95.1%	7	94.5%	92%	98%	1.0	2.0	95.5%		95.4%	95.3%	93.9%		93.7%	93.6%	
<b>INDEX SUBTOTAL:</b>																					
											18.7	23.0									

Last Report Run Date: April 19, 2013

(Zip Codes: 11201, 11210, 11212, 11221, 11225, 11227, 11236, 11239)

\* Note numbers may not add due to rounding.

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

**JOBSTAT REPORT, Version 12.0**

**LINDEN(67) Job Center**

**February 2013**

Page 2	Center									Index				Region				Citywide				
	Feb-13			3Mo. Avg		YTD Avg		Center Thresholds		Center Points		Actuals										
	Score	Denom.	Rank	Score	Rank	Score	Rank	2012	Low	Excel.	Feb-13	Avail	Feb-13	3 Mo.	YTD	2012	Feb-13	3 Mo.	YTD	2012		
<i>Index Score</i>	<b>65.2</b>		<b>7</b>			<b>63.3</b>	<b>7</b>	<b>64.1</b>					<b>70.2</b>		<b>65.9</b>	<b>68.7</b>	<b>61.8</b>			<b>57.9</b>	<b>62.7</b>	
<b>APPLICATION PROCESS</b>																						
<b>15. Cash Assistance Application Timeliness Rate</b>	Dec	98.6%	2452	5		98.5%	4	97.9%	90%	95%	5.0	5.0	98.3%		98.3%	96.9%	94.7%		94.4%	93.6%		
<b>16. SNAP Application Timeliness Rate</b>	Dec	98.8%	970	7		98.7%	6	97.2%	90%	95%	5.0	5.0	98.7%		98.7%	96.3%	96.1%		95.5%	94.3%		
<b>17. SNAP Separate Determination Rate</b>		97.9%	513	3		97.0%	5	96.6%	90%	100%	3.1	4.0	96.7%		96.5%	95.4%	95.4%		95.0%	94.6%		
<b>18. OCSE Referral Rate</b>		98.3%	60	4		96.1%	6	93.7%	80%	95%	4.0	4.0	93.6%		95.5%	94.5%	95.0%		95.7%	93.3%		
<b>19. Same Day SNAP Issuances (weekly avg.)</b>		94.6%	120	18		95.3%	18	94.8%	90%	95%	2.8	3.0	97.4%		97.6%	97.0%	97.0%		96.8%	96.6%		
<b>20. ISAR Timeout (weekly avg.)</b>		0.0		1		0.0	1	0.1	8	0	1.0	1.0	0.0		0.0	0.1	0.1		0.1	0.1		
<i>INDEX SUBTOTAL:</i>													20.9	22.0								
<b>FRAUD PREVENTION</b>																						
<b>21. % Cases activated with BEV referral</b>		98.3%	639	9		98.4%	10	98.9%	98%	100%	0.8	6.0	98.5%		98.6%	98.6%	97.9%		97.9%	97.2%		
<b>22. Finger Imaging - Newly Accepted Individuals</b>		100.0%	668	1		100.0%	1	99.9%	94%	98%	6.0	6.0	100.0%		100.0%	99.9%	100.0%		100.0%	99.9%		
<b>23. FTR to BEV/Case Rejected</b>		99.2%	494	17		99.4%	17	99.5%	97%	100%	0.7	1.0	99.7%		99.6%	99.8%	99.8%		99.7%	99.7%		
<i>INDEX SUBTOTAL:</i>													7.6	13.0								
<b>CASE MANAGEMENT PROCESS</b>																						
<b>24. SNAP (EQAS) Payment Error Rate (FFY)</b>	Nov	4.6%		1		0.0%	1	0.0%	6%	0%	5.0	5.0	4.1%		0.0%	0.0%	3.9%		0.0%	0.0%		
<b>25. Overdue Face to Face Recertification</b>	Jan	0		1		4	9	2	8	0	3.0	3.0	0.5		1.8	2.1	1.3		3.5	2.5		
<i>INDEX SUBTOTAL:</i>													8.0	8.0								
<b>FLOATING INDICATORS</b>																						
<b>26. TBD</b>																						
<b>27. TBD</b>																						
<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  
LINDEN(67) Job Center  
February 2013  
Variance**

	Feb-13	Jan-13	Change	Last JobStat	Change	Comments
<b>QUALIFIED PLACEMENTS/PARTICIPATION</b>						
<b>1. Qualified Reported Placements (monthly avg.)</b>	345.0	341.0	4.0	448.0	-103.0	
<b>2. Est. TANF/MOE Federal Participation Rate</b>	26.0%	24.0%	2.0%	31.0%	-5.0%	
<b>3. Employed Cases with Current Documentation</b>	94.0%	93.0%	1.0%	93.0%	1.0%	
<b>4. Case Accepted ES 20 with Referral</b>	95.0%	96.0%	-1.0%	98.0%	-3.0%	
<b>5. % Cases Budgeted within 35 days</b>	89.0%	90.0%	-1.0%	96.0%	-7.0%	
<b>6. % Placements w/FIA3As (Employment Form)</b>	94.0%	92.0%	2.0%	92.0%	2.0%	
<b>ENGAGEMENT PROCESS</b>						
<b>7. Employment Plan Initiation Rate</b>	99.0%	99.0%	0.0%	99.0%	0.0%	
<b>8. Rate of Child Care in Child Care System (Appl. &amp; Under)</b>	81.0%	96.0%	-15.0%	95.0%	-14.0%	
<b>9. Concil. Appt. Scheduled within 7 days</b>	100.0%	100.0%	0.0%	100.0%	0.0%	
<b>10. Re-Engaged After Good Cause Granted</b>	99.0%	97.0%	2.0%	98.0%	1.0%	
<b>11. Conf./Concil./NOI Process Completed within 35 Days</b>	99.0%	96.0%	3.0%	98.0%	1.0%	
<b>12. Call-in Appt. Scheduled within 25 Days</b>	99.0%	98.0%	1.0%	99.0%	0.0%	
<b>13. Missing/Outdated EP Initiated When Finger Imaged</b>	100.0%	100.0%	0.0%	100.0%	0.0%	
<b>14. Missing/Outdated EP Initiated When Recertified</b>	95.0%	95.0%	0.0%	96.0%	-1.0%	

**JOBSTAT REPORT, Version 12.0**  
**LINDEN(67) Job Center**  
**February 2013**  
**Variance**

Page 2	Feb-13	Jan-13	Change	Last JobStat	Change	Comments
<b>APPLICATION PROCESS</b>						
<b>15. Cash Assistance Application Timeliness Rate</b>	99.0%	98.0%	1.0%	99.0%	0.0%	
<b>16. SNAP Application Timeliness Rate</b>	99.0%	99.0%	0.0%	99.0%	0.0%	
<b>17. SNAP Stamp Separate Determination Rate</b>	98.0%	96.0%	2.0%	98.0%	0.0%	
<b>18. OCSE Referral Rate</b>	98.0%	95.0%	3.0%	97.0%	1.0%	
<b>19. Same Day SNAP Issuances (weekly avg.)</b>	95.0%	96.0%	-1.0%	90.0%	5.0%	
<b>20. ISAR Timeout (weekly avg.)</b>	0.0	0.0	0.0	0.0	0.0	
<b>FRAUD PREVENTION</b>						
<b>21. % Cases activated with BEV referral</b>	98.0%	98.0%	0.0%	99.0%	-1.0%	
<b>22. Finger Imaging - Newly Accepted Individuals</b>	100.0%	100.0%	0.0%	100.0%	0.0%	
<b>23. FTR to BEV/Case Rejected</b>	99.0%	100.0%	-1.0%	100.0%	-1.0%	
<b>CASE MANAGEMENT PROCESS</b>						
<b>24. SNAP (EQAS) Payment Error Rate (FFY)</b>	5.0%		5.0%		5.0%	
<b>25. Overdue Face to Face Recertification</b>	0.0		0.0		0.0	
<b>FLOATING INDICATORS</b>						
26. TBD						
27. TBD						

