

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

JOBSTAT REPORT, Version 12.0

**MELROSE(40) Job Center
March 2013**

Director: Eunice Arias Since: 4/3/2012 Deputies: Sherley Slocumb,Denise Redd B2W Vendor:FEGS; Maximus since January 2013 Region Manager: Roberta Hannah Dpty Rgn Mgrs: James Fields;	Cases	4,822		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings			
	Engageables:	4,171	Center	43%	26%	31%	1%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	95.9%	
	Active Single Issues	47	Region	41%	31%	28%	2%	Center	86.5%	79.8%	78.3%	73.7%	Fair Hearing Request Rate	7%	
	Average Case Size	2.4	City	36%	44%	20%	3%	Region	87.2%	79.9%	80.4%	73.7%	Fair Hearing Default Rate	52%	
	% of Accepted Cases New to System	14.5%	Job Placement Goal		3,407				City	85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	24%
	Access Spot Violations		Job Placements YTD		631		Percent of Employed Cases		WMS Total Error Average		40		FH Employment Win Rate		95%
	Est Safety Net State Participation Rate	54.2%	Job Placements % of Goal		18.5%		Center		Sanctions Over 3 Months		201		CA FH Compliance Rate		100.0%
		Vendor Placements (Mar)				City		CA Payment Error Rate (FFY Jan)		9.9%		SNAP FH Compliance Rate		100.0%	

	Center								Index				Region				Citywide			
	Mar-13			3Mo. Avg		YTD Avg		2012	Center Thresholds		Center Points		Actuals							
	Score	Denom.	Rank	Score	Rank	Score	Rank		Low	Excel.	Mar-13	Avail	Mar-13	3 Mo.	YTD	2012	Mar-13	3 Mo.	YTD	2012
Index Score	53.1		19	51.1	18	51.1	18	64.8			53.1	100.0	61.0	57.7	57.7	57.9	69.5	63.1	63.1	62.6

QUALIFIED PLACEMENTS/PARTICIPATION

1. Qualified Reported Placements (monthly avg.)		235.0		17	210.3	16	210.3	16	267.5	226.4	283.0	1.5	10.0	374.3	337.6	337.6	398.3	235.5	214.2	214.2	251.4
2. Est. TANF/MOE Federal Participation Rate		26.8%	3054	13	24.7%	14	24.7%	14	30.0%	35%	50%	0.0	8.0	28.6%	27.8%	27.8%	30.9%	28.7%	27.2%	27.2%	30.8%
3. Employed Cases with Current Documentation		89.4%	937	17	89.5%	18	89.5%	18	85.1%	70%	90%	4.9	5.0	90.6%	90.9%	90.9%	88.5%	93.1%	93.5%	93.5%	90.1%
4. Case Accepted ES 20 with Referral		92.0%	175	18	93.0%	17	93.0%	17	95.2%	95%	100%	0.0	4.0	93.3%	92.7%	92.7%	94.0%	96.5%	95.7%	95.7%	95.5%
5. % Cases Budgeted within 35 days	Feb	92.0%	88	12	83.3%	16	83.3%	16	78.4%	85%	95%	2.5	3.5	87.7%	83.4%	83.4%	82.6%	91.0%	88.5%	88.5%	86.8%
6. % Placements w/FIA3As (Employment Form)		80.0%	45	18	86.1%	16	86.1%	16	88.4%	80%	90%	0.0	3.5	85.8%	87.0%	87.0%	89.8%	90.1%	90.5%	90.5%	91.9%
INDEX SUBTOTAL:												8.8	34.0								

ENGAGEMENT PROCESS

7. Employment Plan Initiation Rate		96.2%	235	18	98.1%	17	98.1%	17	98.9%	94%	98%	2.2	4.0	97.4%	97.8%	97.8%	98.4%	98.5%	98.8%	98.8%	98.7%
8. Rate of Child Care in Child Care System (Appl. & Under)		93.9%	132	15	94.2%	14	94.2%	14	94.1%	85%	95%	2.7	3.0	95.2%	95.3%	95.3%	95.5%	95.6%	95.0%	95.0%	95.1%
9. Concil. Appt. Scheduled within 7 days		100.0%	831	1	95.5%	18	95.5%	18	100.0%	97%	100%	3.0	3.0	100.0%	97.9%	97.9%	100.0%	100.0%	98.4%	98.4%	98.5%
10. Re-Engaged After Good Cause Granted		93.9%	131	18	96.1%	16	96.1%	16	97.6%	90%	97%	1.7	3.0	98.0%	98.6%	98.6%	98.5%	97.8%	98.1%	98.1%	98.1%
11. Conf./Concil./NOI Process Completed within 35 Days	Feb	99.8%	526	13	98.5%	14	98.5%	14	98.8%	97%	99%	3.0	3.0	99.9%	98.9%	98.9%	98.5%	99.9%	98.6%	98.6%	98.4%
12.Call-in Appt.Scheduled within 25 Days	Feb	98.3%	985	13	96.9%	16	96.9%	16	98.1%	93%	98%	3.0	3.0	98.2%	97.6%	97.6%	98.1%	97.9%	97.9%	97.9%	98.5%
13.Missing/Outdated EP Initiated When Finger Imaged		66.7%	9	16	84.2%	15	84.2%	15	97.3%	90%	95%	0.0	2.0	85.2%	91.3%	91.3%	93.9%	89.2%	92.9%	92.9%	92.3%
14.Missing/Outdated EP Initiated When Recertified	Feb	87.9%	331	19	91.2%	17	91.2%	17	93.2%	92%	98%	0.0	2.0	93.2%	92.4%	92.4%	91.4%	94.4%	93.9%	93.9%	93.6%
INDEX SUBTOTAL:												15.5	23.0								

Last Report Run Date: May 29,2013

(Zip Codes:ALL Cases: 10451, 10452, 10454, 10456, 10474; SNET cases from Center (38))

* Note numbers may not add due to rounding.

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MELROSE(40) Job Center

March 2013

Page 2	Center									Index				Region				Citywide			
	Mar-13			3Mo. Avg		YTD Avg				Center Thresholds		Center Points		Actuals							
	Score	Denom.	Rank	Score	Rank	Score	Rank	2012	Low	Excel.	Mar-13	Avail	Mar-13	3 Mo.	YTD	2012	Mar-13	3 Mo.	YTD	2012	
<i>Index Score</i>	53.1		19	51.1	18	51.1	18	64.8					61.0	57.7	57.7	57.9	69.5	63.1	63.1	62.6	
APPLICATION PROCESS																					
15. Cash Assistance Application Timeliness Rate	Jan	96.7%	1115	11	97.4%	9	97.4%	9	94.6%	90%	95%	5.0	5.0	94.4%	95.0%	95.0%	91.0%	95.1%	94.7%	94.7%	93.6%
16. SNAP Application Timeliness Rate	Jan	97.6%	380	12	98.0%	9	98.0%	9	96.7%	90%	95%	5.0	5.0	94.8%	95.2%	95.2%	90.8%	95.7%	95.6%	95.6%	94.3%
17. SNAP Separate Determination Rate		88.6%	79	19	92.0%	19	92.0%	19	88.0%	90%	100%	0.0	4.0	95.4%	94.2%	94.2%	94.1%	96.0%	95.3%	95.3%	94.6%
18. OCSE Referral Rate		97.1%	68	8	97.9%	1	97.9%	1	89.2%	80%	95%	4.0	4.0	95.5%	96.3%	96.3%	90.6%	95.5%	95.6%	95.6%	93.3%
19. Same Day SNAP Issuances (weekly avg.)		93.3%	30	17	96.7%	13	96.7%	13	96.1%	90%	95%	2.0	3.0	97.3%	97.5%	97.5%	96.6%	96.5%	96.7%	96.7%	96.6%
20. ISAR Timeout (weekly avg.)		0.0		1	0.0	1	0.0	1	0.3	5	0	1.0	1.0	0.2	0.1	0.1	0.2	0.2	0.1	0.1	0.1
<i>INDEX SUBTOTAL:</i>												17.0	22.0								
FRAUD PREVENTION																					
21. % Cases activated with BEV referral		95.2%	188	19	96.1%	17	96.1%	17	97.7%	98%	100%	0.0	6.0	97.0%	96.5%	96.5%	97.7%	98.2%	98.0%	98.0%	97.2%
22. Finger Imaging - Newly Accepted Individuals		100.0%	282	1	100.0%	1	100.0%	1	99.9%	94%	98%	6.0	6.0	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%
23. FTR to BEV/Case Rejected		99.2%	117	16	99.5%	14	99.5%	14	99.7%	97%	100%	0.7	1.0	99.4%	99.4%	99.4%	99.7%	99.7%	99.7%	99.7%	99.7%
<i>INDEX SUBTOTAL:</i>												6.7	13.0								
CASE MANAGEMENT PROCESS																					
24. SNAP (EQAS) Payment Error Rate (FFY)	Dec	0.0%		1	0.0%	1	0.0%	1	0.0%	6%	0%	5.0	5.0	0.0%	1.4%	4.1%	0.0%	1.1%	1.7%	3.6%	0.0%
25. Overdue Face to Face Recertification	Feb	16		17	6	17	6	17	2	5	0	0.0	3.0	5.3	3.6	3.6	2.1	7.4	4.8	4.8	2.5
<i>INDEX SUBTOTAL:</i>												5.0	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.

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March 2013
Variance**

	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements (monthly avg.)	235.0	214.0	21.0	182.0	53.0	
2. Est. TANF/MOE Federal Participation Rate	27.0%	24.0%	3.0%	23.0%	4.0%	
3. Employed Cases with Current Documentation	89.0%	90.0%	-1.0%	89.0%	0.0%	
4. Case Accepted ES 20 with Referral	92.0%	92.0%	0.0%	94.0%	-2.0%	
5. % Cases Budgeted within 35 days	92.0%	81.0%	11.0%	76.0%	16.0%	
6. % Placements w/FIA3As (Employment Form)	80.0%	92.0%	-12.0%	85.0%	-5.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	96.0%	99.0%	-3.0%	99.0%	-3.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	94.0%	95.0%	-1.0%	94.0%	0.0%	
9. Concil. Appt. Scheduled within 7 days	100.0%	91.0%	9.0%	95.0%	5.0%	
10. Re-Engaged After Good Cause Granted	94.0%	97.0%	-3.0%	97.0%	-3.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	100.0%	99.0%	1.0%	97.0%	3.0%	
12. Call-in Appt. Scheduled within 25 Days	98.0%	96.0%	2.0%	96.0%	2.0%	
13. Missing/Outdated EP Initiated When Finger Imaged	67.0%	100.0%	-33.0%	100.0%	-33.0%	
14. Missing/Outdated EP Initiated When Recertified	88.0%	94.0%	-6.0%	92.0%	-4.0%	

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Variance

Page 2	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	97.0%	98.0%	-1.0%	97.0%	0.0%	
16. SNAP Application Timeliness Rate	98.0%	99.0%	-1.0%	98.0%	0.0%	
17. SNAP Stamp Separate Determination Rate	89.0%	90.0%	-1.0%	94.0%	-5.0%	
18. OCSE Referral Rate	97.0%	100.0%	-3.0%	97.0%	0.0%	
19. Same Day SNAP Issuances (weekly avg.)	93.0%	98.0%	-5.0%	99.0%	-6.0%	
20. ISAR Timeout (weekly avg.)	0.0	0.0	0.0	0.0	0.0	
FRAUD PREVENTION						
21. % Cases activated with BEV referral	95.0%	95.0%	0.0%	97.0%	-2.0%	
22. Finger Imaging - Newly Accepted Individuals	100.0%	100.0%	0.0%	100.0%	0.0%	
23. FTR to BEV/Case Rejected	99.0%	99.0%	0.0%	100.0%	-1.0%	
CASE MANAGEMENT PROCESS						
24. SNAP (EQAS) Payment Error Rate (FFY)	0.0%					
25. Overdue Face to Face Recertification	16.0		16.0		13.0	
FLOATING INDICATORS						
26. TBD						
27. TBD						