

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

JOBSTAT REPORT, Version 12.0

RICHMOND(99) Job Center

March 2013

Director: Rhonda Charles Since: 7/1/2006 Deputies: Dinorah Rodriguez B2W Vendor:Maximus since January 2013 Region Manager: Richard Claudio Dpty Rgn Mgrs: A.Tobkes, R Jarvis	Cases	5,260		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings				
	Engageables:	2,880	Center	51%	37%	12%	2%	3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	94.8%			
	Active Single Issues	141	Region	36%	46%	18%	2%	Center	80.1%	82.5%	75.0%	68.7%	Fair Hearing Request Rate	4%		
	Average Case Size	2.0	City	36%	44%	20%	3%	Region	85.8%	83.1%	78.4%	68.7%	Fair Hearing Default Rate	48%		
	% of Accepted Cases New to System	16.8%	Job Placement Goal		2,285		City		85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	29%		
			Job Placements YTD		468		Percent of Employed Cases		WMS Total Error Average		30		FH Employment Win Rate	93%		
	Access Spot Violations		Job Placements % of Goal		20.5%		Center		25.3%		Sanctions Over 3 Months		79		CA FH Compliance Rate	100.0%
	Est Safety Net State Participation Rate	32.1%	Vendor Placements (Mar)				City		25.4%		CA Payment Error Rate (FFY Jan)		0.0%		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	82.6		3	66.7	7	66.7	7	61.5			82.6	100.0	71.6	69.4	69.4	68.2	69.5	63.1	63.1	62.6

QUALIFIED PLACEMENTS/PARTICIPATION																						
1. Qualified Reported Placements (monthly avg.)		182.0		6	156.0	11	156.0	11	189.3	152.0	190.0	7.9	10.0	240.2	232.0	232.0	259.0	235.5	214.2	214.2	251.4	
2. Est. TANF/MOE Federal Participation Rate		26.5%	1878	15	23.8%	15	23.8%	15	24.8%	35%	50%	0.0	8.0	30.5%	28.0%	28.0%	31.5%	28.7%	27.2%	27.2%	30.8%	
3. Employed Cases with Current Documentation		91.2%	455	14	91.3%	14	91.3%	14	89.1%	70%	90%	5.0	5.0	94.3%	94.8%	94.8%	93.0%	93.1%	93.5%	93.5%	90.1%	
4. Case Accepted ES 20 with Referral		98.5%	262	5	96.1%	10	96.1%	10	94.3%	95%	100%	2.8	4.0	97.6%	96.6%	96.6%	95.8%	96.5%	95.7%	95.7%	95.5%	
5. % Cases Budgeted within 35 days	Feb	96.0%	50	6	91.2%	10	91.2%	10	87.1%	85%	95%	3.5	3.5	92.0%	92.1%	92.1%	90.0%	91.0%	88.5%	88.5%	86.8%	
6. % Placements w/FIA3As (Employment Form)		86.8%	53	16	89.5%	11	89.5%	11	91.7%	80%	90%	2.4	3.5	92.5%	92.6%	92.6%	92.5%	90.1%	90.5%	90.5%	91.9%	
INDEX SUBTOTAL:													21.6	34.0								

ENGAGEMENT PROCESS																						
7. Employment Plan Initiation Rate		98.8%	347	10	99.0%	11	99.0%	11	97.6%	94%	98%	4.0	4.0	98.9%	99.2%	99.2%	98.8%	98.5%	98.8%	98.8%	98.7%	
8. Rate of Child Care in Child Care System (Appl. & Under)		98.8%	80	4	96.1%	6	96.1%	6	96.8%	85%	95%	3.0	3.0	96.4%	94.9%	94.9%	95.5%	95.6%	95.0%	95.0%	95.1%	
9. Concil. Appt. Scheduled within 7 days		100.0%	630	1	97.1%	13	97.1%	13	100.0%	97%	100%	3.0	3.0	100.0%	98.3%	98.3%	94.9%	100.0%	98.4%	98.4%	98.5%	
10. Re-Engaged After Good Cause Granted		97.6%	164	10	97.1%	17	97.1%	17	98.0%	90%	97%	3.0	3.0	97.1%	97.9%	97.9%	97.9%	97.8%	98.1%	98.1%	98.1%	
11. Conf./Concil./NOI Process Completed within 35 Days	Feb	100.0%	464	1	99.9%	1	99.9%	1	99.4%	97%	99%	3.0	3.0	99.8%	98.0%	98.0%	98.8%	99.9%	98.6%	98.6%	98.4%	
12. Call-in Appt. Scheduled within 25 Days	Feb	99.4%	807	6	97.9%	14	97.9%	14	98.1%	93%	98%	3.0	3.0	99.1%	98.8%	98.8%	98.9%	97.9%	97.9%	97.9%	98.5%	
13. Missing/Outdated EP Initiated When Finger Imaged		100.0%	11	1	95.6%	8	95.6%	8	95.8%	90%	95%	2.0	2.0	94.2%	95.7%	95.7%	91.4%	89.2%	92.9%	92.9%	92.3%	
14. Missing/Outdated EP Initiated When Recertified	Feb	96.5%	197	8	96.4%	5	96.4%	5	94.3%	92%	98%	1.5	2.0	96.6%	95.8%	95.8%	95.3%	94.4%	93.9%	93.9%	93.6%	
INDEX SUBTOTAL:													22.5	23.0								

Last Report Run Date: May 29, 2013

(Zip Codes: 10301 through 10314)

* Note numbers may not add due to rounding.

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RICHMOND(99) 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>	82.6		3	66.7	7	66.7	7	61.5					71.6	69.4	69.4	68.2	69.5	63.1	63.1	62.6	
APPLICATION PROCESS																					
15. Cash Assistance Application Timeliness Rate	Jan	93.9%	1156	16	94.6%	13	94.6%	13	92.6%	90%	95%	3.9	5.0	98.1%	98.2%	98.2%	96.9%	95.1%	94.7%	94.7%	93.6%
16. SNAP Application Timeliness Rate	Jan	98.7%	635	7	98.4%	7	98.4%	7	92.8%	90%	95%	5.0	5.0	99.0%	98.8%	98.8%	96.3%	95.7%	95.6%	95.6%	94.3%
17. SNAP Separate Determination Rate		96.0%	222	12	96.5%	6	96.5%	6	91.0%	90%	100%	2.4	4.0	96.3%	96.4%	96.4%	95.4%	96.0%	95.3%	95.3%	94.6%
18. OCSE Referral Rate		100.0%	45	1	96.3%	9	96.3%	9	95.6%	80%	95%	4.0	4.0	96.1%	95.7%	95.7%	94.5%	95.5%	95.6%	95.6%	93.3%
19. Same Day SNAP Issuances (weekly avg.)		96.8%	57	11	96.4%	14	96.4%	14	95.8%	90%	95%	3.0	3.0	97.2%	97.5%	97.5%	97.0%	96.5%	96.7%	96.7%	96.6%
20. ISAR Timeout (weekly avg.)		0.0		1	0.0	1	0.0	1	0.0	2	0	1.0	1.0	0.1	0.0	0.0	0.1	0.2	0.1	0.1	0.1
<i>INDEX SUBTOTAL:</i>													19.2	22.0							
FRAUD PREVENTION																					
21. % Cases activated with BEV referral		99.4%	363	4	98.3%	10	98.3%	10	98.0%	98%	100%	4.3	6.0	99.3%	98.8%	98.8%	98.6%	98.2%	98.0%	98.0%	97.2%
22. Finger Imaging - Newly Accepted Individuals		100.0%	409	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		100.0%	213	1	100.0%	1	100.0%	1	100.0%	97%	100%	1.0	1.0	99.8%	99.7%	99.7%	99.8%	99.7%	99.7%	99.7%	99.7%
<i>INDEX SUBTOTAL:</i>													11.3	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	2.6%	2.2%	3.6%	0.0%	1.1%	1.7%	3.6%	0.0%
25. Overdue Face to Face Recertification	Feb	0		1	1	7	1	7	4	2	0	3.0	3.0	2.2	1.9	1.9	2.1	7.4	4.8	4.8	2.5
<i>INDEX SUBTOTAL:</i>													8.0	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.)	182.0	164.0	18.0	288.0	-106.0	
2. Est. TANF/MOE Federal Participation Rate	27.0%	24.0%	3.0%	22.0%	5.0%	
3. Employed Cases with Current Documentation	91.0%	92.0%	-1.0%	91.0%	0.0%	
4. Case Accepted ES 20 with Referral	98.0%	95.0%	3.0%	95.0%	3.0%	
5. % Cases Budgeted within 35 days	96.0%	90.0%	6.0%	94.0%	2.0%	
6. % Placements w/FIA3As (Employment Form)	87.0%	94.0%	-7.0%	97.0%	-10.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	99.0%	99.0%	0.0%	98.0%	1.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	99.0%	91.0%	8.0%	98.0%	1.0%	
9. Concil. Appt. Scheduled within 7 days	100.0%	100.0%	0.0%	98.0%	2.0%	
10. Re-Engaged After Good Cause Granted	98.0%	99.0%	-1.0%	100.0%	-2.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	100.0%	100.0%	0.0%	100.0%	0.0%	
12. Call-in Appt. Scheduled within 25 Days	99.0%	98.0%	1.0%	93.0%	6.0%	
13. Missing/Outdated EP Initiated When Finger Imaged	100.0%	89.0%	11.0%	100.0%	0.0%	
14. Missing/Outdated EP Initiated When Recertified	96.0%	96.0%	0.0%	93.0%	3.0%	

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Variance

Page 2	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	94.0%	96.0%	-2.0%	74.0%	20.0%	
16. SNAP Application Timeliness Rate	99.0%	98.0%	1.0%	63.0%	36.0%	
17. SNAP Stamp Separate Determination Rate	96.0%	98.0%	-2.0%	97.0%	-1.0%	
18. OCSE Referral Rate	100.0%	88.0%	12.0%	95.0%	5.0%	
19. Same Day SNAP Issuances (weekly avg.)	97.0%	95.0%	2.0%	97.0%	0.0%	
20. ISAR Timeout (weekly avg.)	0.0	0.0	0.0	0.0	0.0	
FRAUD PREVENTION						
21. % Cases activated with BEV referral	99.0%	98.0%	1.0%	99.0%	0.0%	
22. Finger Imaging - Newly Accepted Individuals	100.0%	100.0%	0.0%	100.0%	0.0%	
23. FTR to BEV/Case Rejected	100.0%	100.0%	0.0%	100.0%	0.0%	
CASE MANAGEMENT PROCESS						
24. SNAP (EQAS) Payment Error Rate (FFY)	0.0%					
25. Overdue Face to Face Recertification	0.0				-13.0	
FLOATING INDICATORS						
26. TBD						
27. TBD						