

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

JOBSTAT REPORT, Version 12.0

ROCKAWAY(79) Job Center

March 2013

Director: Trudy Blackman Since: 8/24/2009 Deputies: Maria Burton B2W Vendor: AmericaWorks since January 2013 Region Manager: Roberta Hannah Dpty Rgn Mgrs: James Fields	Cases	1,758		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings			
	Engageables:	1,520	Center	37%	39%	24%	1%	3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	83.0%		
	Active Single Issues	21	Region	34%	51%	15%	1%	Center	80.4%	82.4%	77.7%	65.8%	Fair Hearing Request Rate	8%	
	Average Case Size	2.3	City	36%	44%	20%	3%	Region	86.5%	85.7%	82.3%	65.8%	Fair Hearing Default Rate	47%	
	% of Accepted Cases New to System	20.8%	Job Placement Goal		1,174		City		85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	15%	
			Job Placements YTD		266		Percent of Employed Cases		WMS Total Error Average		12		FH Employment Win Rate	86%	
	Access Spot Violations		Job Placements % of Goal		22.7%		Center		24.8%		Sanctions Over 3 Months		51		CA FH Compliance Rate
Est Safety Net State Participation Rate	37.8%	Vendor Placements (Mar)				City		25.4%		CA Payment Error Rate (FFY Jan)		10.5%		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	76.3		6	66.2	8	66.2	8	52.1			76.3	100.0	78.5	72.3	72.3	72.1	69.5	63.1	63.1	62.6

QUALIFIED PLACEMENTS/PARTICIPATION

1. Qualified Reported Placements (monthly avg.)		104.0		2	88.7	4	88.7	4	107.2	77.6	97.0	10.0	10.0	175.0	155.1	155.1	185.9	235.5	214.2	214.2	251.4
2. Est. TANF/MOE Federal Participation Rate		26.7%	904	14	23.0%	16	23.0%	16	27.6%	35%	50%	0.0	8.0	28.5%	26.4%	26.4%	32.1%	28.7%	27.2%	27.2%	30.8%
3. Employed Cases with Current Documentation		93.2%	236	6	92.7%	11	92.7%	11	82.4%	70%	90%	5.0	5.0	92.9%	93.5%	93.5%	90.0%	93.1%	93.5%	93.5%	90.1%
4. Case Accepted ES 20 with Referral		94.3%	88	15	93.0%	18	93.0%	18	94.4%	95%	100%	0.0	4.0	98.1%	97.3%	97.3%	97.0%	96.5%	95.7%	95.7%	95.5%
5. % Cases Budgeted within 35 days	Feb	100.0%	18	1	93.1%	5	93.1%	5	76.9%	85%	95%	3.5	3.5	96.4%	93.7%	93.7%	87.7%	91.0%	88.5%	88.5%	86.8%
6. % Placements w/FIA3As (Employment Form)		89.3%	28	13	89.2%	13	89.2%	13	92.5%	80%	90%	3.3	3.5	95.3%	94.7%	94.7%	94.4%	90.1%	90.5%	90.5%	91.9%
INDEX SUBTOTAL:												21.8	34.0								

ENGAGEMENT PROCESS

7. Employment Plan Initiation Rate		100.0%	119	1	99.0%	12	99.0%	12	98.8%	94%	98%	4.0	4.0	99.2%	99.2%	99.2%	99.2%	98.5%	98.8%	98.8%	98.7%
8. Rate of Child Care in Child Care System (Appl. & Under)		90.2%	41	18	94.0%	12	94.0%	12	89.9%	85%	95%	1.6	3.0	96.8%	95.8%	95.8%	94.4%	95.6%	95.0%	95.0%	95.1%
9. Concil. Appt. Scheduled within 7 days		100.0%	360	1	96.7%	15	96.7%	15	98.9%	97%	100%	3.0	3.0	100.0%	97.7%	97.7%	99.7%	100.0%	98.4%	98.4%	98.5%
10. Re-Engaged After Good Cause Granted		92.2%	51	19	95.1%	19	95.1%	19	97.4%	90%	97%	0.9	3.0	96.3%	97.3%	97.3%	97.8%	97.8%	98.1%	98.1%	98.1%
11. Conf./Concil./NOI Process Completed within 35 Days	Feb	100.0%	239	1	98.8%	7	98.8%	7	96.8%	97%	99%	3.0	3.0	99.9%	99.4%	99.4%	98.5%	99.9%	98.6%	98.6%	98.4%
12. Call-in Appt. Scheduled within 25 Days	Feb	99.4%	486	5	96.9%	17	96.9%	17	97.9%	93%	98%	3.0	3.0	99.2%	98.6%	98.6%	98.9%	97.9%	97.9%	97.9%	98.5%
13. Missing/Outdated EP Initiated When Finger Imaged		100.0%	5	1	100.0%	6	100.0%	6	89.6%	90%	95%	2.0	2.0	85.0%	94.6%	94.6%	93.4%	89.2%	92.9%	92.9%	92.3%
14. Missing/Outdated EP Initiated When Recertified	Feb	95.4%	130	11	94.7%	10	94.7%	10	92.1%	92%	98%	1.1	2.0	96.9%	96.6%	96.6%	96.2%	94.4%	93.9%	93.9%	93.6%
INDEX SUBTOTAL:												18.6	23.0								

Last Report Run Date: May 29, 2013

(Zip Codes: 11414, 11417, 11430, 11691 through 11695, 11697)

* Note numbers may not add due to rounding.

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ROCKAWAY(79) 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>	76.3		6	66.2	8	66.2	8	52.1					78.5	72.3	72.3	72.1	69.5	63.1	63.1	62.6		
APPLICATION PROCESS																						
15. Cash Assistance Application Timeliness Rate	Jan	99.3%	580	3	94.4%	15	94.4%	15	92.4%	90%	95%	5.0	5.0	98.2%	96.6%	96.6%	96.0%	95.1%	94.7%	94.7%	93.6%	
16. SNAP Application Timeliness Rate	Jan	98.6%	287	9	96.2%	15	96.2%	15	93.5%	90%	95%	5.0	5.0	99.3%	98.2%	98.2%	97.0%	95.7%	95.6%	95.6%	94.3%	
17. SNAP Separate Determination Rate		96.0%	75	11	96.6%	10	96.6%	10	94.7%	90%	100%	2.4	4.0	97.6%	96.8%	96.8%	96.0%	96.0%	95.3%	95.3%	94.6%	
18. OCSE Referral Rate		100.0%	12	1	96.7%	8	96.7%	8	94.7%	80%	95%	4.0	4.0	93.7%	95.3%	95.3%	95.9%	95.5%	95.6%	95.6%	93.3%	
19. Same Day SNAP Issuances (weekly avg.)		96.0%	30	14	96.7%	12	96.7%	12	97.8%	90%	95%	3.0	3.0	94.2%	95.3%	95.3%	95.9%	96.5%	96.7%	96.7%	96.6%	
20. ISAR Timeout (weekly avg.)		0.3		19	0.1	18	0.1	18	0.1	1	0	0.9	1.0	0.2	0.1	0.1	0.1	0.2	0.1	0.1	0.1	
<i>INDEX SUBTOTAL:</i>													20.3	22.0								
FRAUD PREVENTION																						
21. % Cases activated with BEV referral		98.4%	125	13	95.8%	18	95.8%	18	97.3%	98%	100%	1.2	6.0	99.1%	98.5%	98.5%	98.3%	98.2%	98.0%	98.0%	97.2%	
22. Finger Imaging - Newly Accepted Individuals		100.0%	136	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		98.3%	117	18	98.8%	18	98.8%	18	99.8%	97%	100%	0.4	1.0	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	
<i>INDEX SUBTOTAL:</i>													7.6	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	1.5%	1.3%	1.8%	0.0%	1.1%	1.7%	3.6%	0.0%	
25. Overdue Face to Face Recertification	Feb	0		1	1	9	1	9	2	1	0	3.0	3.0	0.0	0.3	0.3	0.8	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.)	104.0	93.0	11.0	106.0	-2.0	
2. Est. TANF/MOE Federal Participation Rate	27.0%	23.0%	4.0%	26.0%	1.0%	
3. Employed Cases with Current Documentation	93.0%	93.0%	0.0%	89.0%	4.0%	
4. Case Accepted ES 20 with Referral	94.0%	89.0%	5.0%	94.0%	0.0%	
5. % Cases Budgeted within 35 days	100.0%	89.0%	11.0%	67.0%	33.0%	
6. % Placements w/FIA3As (Employment Form)	89.0%	90.0%	-1.0%	88.0%	1.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	100.0%	98.0%	2.0%	100.0%	0.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	90.0%	96.0%	-6.0%	87.0%	3.0%	
9. Concil. Appt. Scheduled within 7 days	100.0%	100.0%	0.0%	100.0%	0.0%	
10. Re-Engaged After Good Cause Granted	92.0%	95.0%	-3.0%	96.0%	-4.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	100.0%	98.0%	2.0%	97.0%	3.0%	
12. Call-in Appt. Scheduled within 25 Days	99.0%	98.0%	1.0%	99.0%	0.0%	
13. Missing/Outdated EP Initiated When Finger Imaged	100.0%	100.0%	0.0%	100.0%	0.0%	
14. Missing/Outdated EP Initiated When Recertified	95.0%	96.0%	-1.0%	97.0%	-2.0%	

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Page 2	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	99.0%	86.0%	13.0%	97.0%	2.0%	
16. SNAP Application Timeliness Rate	99.0%	89.0%	10.0%	98.0%	1.0%	
17. SNAP Stamp Separate Determination Rate	96.0%	98.0%	-2.0%	95.0%	1.0%	
18. OCSE Referral Rate	100.0%	90.0%	10.0%	100.0%	0.0%	
19. Same Day SNAP Issuances (weekly avg.)	96.0%	96.0%	0.0%	97.0%	-1.0%	
20. ISAR Timeout (weekly avg.)	0.3	0.0	0.3	0.0	0.3	
FRAUD PREVENTION						
21. % Cases activated with BEV referral	98.0%	94.0%	4.0%	99.0%	-1.0%	
22. Finger Imaging - Newly Accepted Individuals	100.0%	100.0%	0.0%	100.0%	0.0%	
23. FTR to BEV/Case Rejected	98.0%	100.0%	-2.0%	100.0%	-2.0%	
CASE MANAGEMENT PROCESS						
24. SNAP (EQAS) Payment Error Rate (FFY)	0.0%				14.0%	
25. Overdue Face to Face Recertification	0.0				1.0	
FLOATING INDICATORS						
26. TBD						
27. TBD						