

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

JOBSTAT REPORT, Version 12.0

QUEENS(53) Job Center

March 2013

Director: Wildris Tejada Since: 4/1/2011 Deputies: Irene Perez-Sullivan,Serge Joseph B2W Vendor:AmericaWorks; Goodwill since January 2013 Region Manager: Roberta Hannah Dpty Rgn Mgrs: James Fields	Cases	4,228		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings			
	Engageables:	2,944	Center	31%	57%	12%	1%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	94.0%	
	Active Single Issues	45	Region	34%	51%	15%	1%	Center	87.0%	87.7%	82.8%	80.9%	Fair Hearing Request Rate	6%	
	Average Case Size	1.8	City	36%	44%	20%	3%	Region	86.5%	85.7%	82.3%	80.9%	Fair Hearing Default Rate	44%	
	% of Accepted Cases New to System	37.3%	Job Placement Goal		2,547				City	85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	40%
			Job Placements YTD		514		Percent of Employed Cases		WMS Total Error Average		28		FH Employment Win Rate		94%
	Access Spot Violations		Job Placements % of Goal		20.2%		Center		24.4%		Sanctions Over 3 Months		91		CA FH Compliance Rate
Est Safety Net State Participation Rate	27.0%	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	89.3		1	78.2	2	78.2	2	79.5			89.3	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.)		205.0		5	171.3	13	171.3	13	206.8	169.6	212.0	8.3	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		26.4%	1469	16	25.4%	13	25.4%	13	32.6%	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		92.9%	466	8	94.6%	5	94.6%	5	93.1%	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		100.0%	257	1	98.7%	1	98.7%	1	97.8%	95%	100%	4.0	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%	36	1	94.7%	3	94.7%	3	90.6%	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)		96.8%	63	2	97.5%	1	97.5%	1	97.2%	80%	90%	3.5	3.5	95.3%	94.7%	94.7%	94.4%	90.1%	90.5%	90.5%	91.9%
INDEX SUBTOTAL:												24.3	34.0								

ENGAGEMENT PROCESS																					
7. Employment Plan Initiation Rate		100.0%	316	1	99.7%	4	99.7%	4	99.5%	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)		100.0%	43	1	99.1%	2	99.1%	2	97.7%	85%	95%	3.0	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%	405	1	100.0%	1	100.0%	1	100.0%	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		100.0%	94	1	99.3%	5	99.3%	5	98.9%	90%	97%	3.0	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%	293	1	99.3%	8	99.3%	8	99.1%	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	99.2%	596	10	99.0%	3	99.0%	3	99.3%	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	Feb	100.0%	3	1	100.0%	6	100.0%	6	98.1%	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	97.4%	228	5	97.9%	3	97.9%	3	98.1%	92%	98%	1.8	2.0	96.9%	96.6%	96.6%	96.2%	94.4%	93.9%	93.9%	93.6%
INDEX SUBTOTAL:												22.8	23.0								

Last Report Run Date: May 29, 2013

(Zip Codes: *11101 through *11106, 11101, 11004, 11005, 11040, 11096, 11354 through 11385(*NYC addresses only.))

* Note numbers may not add due to rounding.

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QUEENS(53) Job Center

March 2013

Page 2	Center									Index				Region				Citywide													
	Mar-13			3Mo. Avg		YTD Avg		2012		Center Thresholds		Center Points		Actuals																	
	Score	Denom.	Rank	Score	Rank	Score	Rank	Score	Rank	Low	Excel.	Mar-13	Avail	Mar-13	3 Mo.	YTD	2012	Mar-13	3 Mo.	YTD	2012										
<i>Index Score</i>	89.3		1	78.2	2	78.2	2	79.5						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	99.1%	1390	4	95.2%	11	95.2%	11	93.7%	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	99.6%	837	2	97.2%	13	97.2%	13	95.2%	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		98.0%	306	3	97.2%	3	97.2%	3	96.7%	90%	100%	3.2	4.0	97.6%	96.8%	96.8%	96.0%	96.0%	95.3%	95.3%	94.6%										
18. OCSE Referral Rate		96.3%	27	10	96.3%	6	96.3%	6	97.2%	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.)		98.3%	90	8	98.0%	6	98.0%	6	97.7%	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		18	0.1	15	0.1	15	0.1	3	0	1.0	1.0	0.2	0.1	0.1	0.1	0.2	0.1	0.1	0.1										
<i>INDEX SUBTOTAL:</i>																															
FRAUD PREVENTION																															
21. % Cases activated with BEV referral		100.0%	367	1	99.8%	2	99.8%	2	99.5%	98%	100%	6.0	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%	422	1	100.0%	1	100.0%	1	99.8%	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%	248	1	100.0%	1	100.0%	1	99.7%	97%	100%	1.0	1.0	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%										
<i>INDEX SUBTOTAL:</i>																															
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	0	5	0	5	1	3	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>																															
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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QUEENS(53) Job Center
March 2013
Variance**

	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements (monthly avg.)	205.0	177.0	28.0	240.0	-35.0	
2. Est. TANF/MOE Federal Participation Rate	26.0%	26.0%	0.0%	33.0%	-7.0%	
3. Employed Cases with Current Documentation	93.0%	96.0%	-3.0%	95.0%	-2.0%	
4. Case Accepted ES 20 with Referral	100.0%	99.0%	1.0%	98.0%	2.0%	
5. % Cases Budgeted within 35 days	100.0%	94.0%	6.0%	87.0%	13.0%	
6. % Placements w/FIA3As (Employment Form)	97.0%	96.0%	1.0%	99.0%	-2.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	100.0%	100.0%	0.0%	100.0%	0.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	100.0%	100.0%	0.0%	98.0%	2.0%	
9. Concil. Appt. Scheduled within 7 days	100.0%	100.0%	0.0%	100.0%	0.0%	
10. Re-Engaged After Good Cause Granted	100.0%	100.0%	0.0%	100.0%	0.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	100.0%	99.0%	1.0%	99.0%	1.0%	
12. Call-in Appt. Scheduled within 25 Days	99.0%	99.0%	0.0%	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	97.0%	97.0%	0.0%	98.0%	-1.0%	

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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%	90.0%	9.0%	97.0%	2.0%	
16. SNAP Application Timeliness Rate	100.0%	92.0%	8.0%	99.0%	1.0%	
17. SNAP Stamp Separate Determination Rate	98.0%	95.0%	3.0%	96.0%	2.0%	
18. OCSE Referral Rate	96.0%	97.0%	-1.0%	100.0%	-4.0%	
19. Same Day SNAP Issuances (weekly avg.)	98.0%	97.0%	1.0%	99.0%	-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	100.0%	99.0%	1.0%	100.0%	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				1.0	
FLOATING INDICATORS						
26. TBD						
27. TBD						