

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

JOBSTAT REPORT, Version 12.0

REFUGEE(47) Job Center

March 2013

Director: Armando DelMoral Since: 11/1/2007 Deputies: William O'Neal B2W Vendor: AmericaWorks; FECS since January 2013 Region Manager: Kathleen Parker Dpty Rgn Mgrs: Jesse Poli	Cases	1,878		% FA	% SN	% Conv	% SI	Retention Rate					Fair Hearings			
	Engageables:	667	Center	24%	69%	7%	0%		3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	74.8%		
	Active Single Issues	8	Region	36%	49%	15%	6%	Center	89.7%	85.7%	80.0%	75.7%	Fair Hearing Request Rate	3%		
	Average Case Size	1.9	City	36%	44%	20%	3%	Region	81.5%	74.1%	70.6%	75.7%	Fair Hearing Default Rate	32%		
	% of Accepted Cases New to System	54.1%	Job Placement Goal		375				City	85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	29%	
			Job Placements YTD		112		Percent of Employed Cases		WMS Total Error Average		9		FH Employment Win Rate		72%	
	Access Spot Violations		Job Placements % of Goal		29.9%		Center		49.1%		Sanctions Over 3 Months		9		CA FH Compliance Rate	100.0%
Est Safety Net State Participation Rate	15.5%	Vendor Placements (Mar)				City		25.4%		CA Payment Error Rate (FFY Jan)		0.0%		SNAP FH Compliance Rate		

	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	86.9		2	87.4	1	87.4	1	74.7			86.9	100.0	60.1	53.4	53.4	60.0	69.5	63.1	63.1	62.6

QUALIFIED PLACEMENTS/PARTICIPATION																						
1. Qualified Reported Placements (monthly avg.)		28.0		13	37.3	1	37.3	1	38.2	24.8	31.0	5.2	10.0	158.6	137.4	137.4	153.9	235.5	214.2	214.2	251.4	
2. Est. TANF/MOE Federal Participation Rate		49.7%	380	1	46.0%	1	46.0%	1	43.7%	35%	50%	7.9	8.0	21.7%	22.1%	22.1%	23.7%	28.7%	27.2%	27.2%	30.8%	
3. Employed Cases with Current Documentation		98.1%	319	1	97.8%	2	97.8%	2	97.7%	70%	90%	5.0	5.0	95.2%	94.5%	94.5%	89.1%	93.1%	93.5%	93.5%	90.1%	
4. Case Accepted ES 20 with Referral		94.1%	17	17	92.9%	16	92.9%	16	93.4%	95%	100%	0.0	4.0	96.9%	96.5%	96.5%	95.5%	96.5%	95.7%	95.7%	95.5%	
5. % Cases Budgeted within 35 days	Feb	92.3%	26	11	95.7%	2	95.7%	2	90.5%	85%	95%	2.6	3.5	93.3%	91.0%	91.0%	91.5%	91.0%	88.5%	88.5%	86.8%	
6. % Placements w/FIA3As (Employment Form)		100.0%	9	1	83.3%	17	83.3%	17	93.9%	80%	90%	3.5	3.5	83.9%	85.0%	85.0%	89.4%	90.1%	90.5%	90.5%	91.9%	
INDEX SUBTOTAL:													24.1	34.0								

ENGAGEMENT PROCESS																						
7. Employment Plan Initiation Rate		100.0%	28	1	98.2%	14	98.2%	14	99.6%	94%	98%	4.0	4.0	98.2%	98.7%	98.7%	98.2%	98.5%	98.8%	98.8%	98.7%	
8. Rate of Child Care in Child Care System (Appl. & Under)		100.0%	9	1	100.0%	1	100.0%	1	96.9%	85%	95%	3.0	3.0	93.1%	94.0%	94.0%	94.2%	95.6%	95.0%	95.0%	95.1%	
9. Concil. Appt. Scheduled within 7 days		100.0%	79	1	100.0%	1	100.0%	1	99.9%	97%	100%	3.0	3.0	100.0%	99.1%	99.1%	99.8%	100.0%	98.4%	98.4%	98.5%	
10. Re-Engaged After Good Cause Granted		100.0%	17	1	96.7%	11	96.7%	11	97.9%	90%	97%	3.0	3.0	97.8%	96.7%	96.7%	97.5%	97.8%	98.1%	98.1%	98.1%	
11. Conf./Concil./NOI Process Completed within 35 Days	Feb	98.2%	54	19	99.4%	6	99.4%	6	99.8%	97%	99%	1.7	3.0	99.8%	98.5%	98.5%	96.7%	99.9%	98.6%	98.6%	98.4%	
12. Call-in Appt. Scheduled within 25 Days	Feb	99.3%	146	7	99.0%	4	99.0%	4	99.4%	93%	98%	3.0	3.0	93.2%	96.2%	96.2%	98.3%	97.9%	97.9%	97.9%	98.5%	
13. Missing/Outdated EP Initiated When Finger Imaged		100.0%	1	1	100.0%	1	100.0%	1	94.6%	90%	95%	2.0	2.0	58.8%	72.3%	72.3%	72.7%	89.2%	92.9%	92.9%	92.3%	
14. Missing/Outdated EP Initiated When Recertified	Feb	95.2%	62	12	92.9%	16	92.9%	16	97.4%	92%	98%	1.1	2.0	90.1%	90.5%	90.5%	90.3%	94.4%	93.9%	93.9%	93.6%	
INDEX SUBTOTAL:													20.8	23.0								

Last Report Run Date: May 29, 2013

(Zip Codes: Services all Refugees & Immigrants Citywide)

* Note numbers may not add due to rounding.

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REFUGEE(47) 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>	86.9		2	87.4	1	87.4	1	74.7						60.1	53.4	53.4	60.0	69.5	63.1	63.1	62.6
APPLICATION PROCESS																					
15. Cash Assistance Application Timeliness Rate	Jan	99.6%	223	2	98.8%	3	98.8%	3	98.4%	90%	95%	5.0	5.0	87.2%	87.6%	87.6%	93.9%	95.1%	94.7%	94.7%	93.6%
16. SNAP Application Timeliness Rate	Jan	98.6%	141	10	99.5%	2	99.5%	2	98.3%	90%	95%	5.0	5.0	89.5%	89.0%	89.0%	96.5%	95.7%	95.6%	95.6%	94.3%
17. SNAP Separate Determination Rate		100.0%	15	1	98.7%	1	98.7%	1	97.5%	90%	100%	4.0	4.0	96.9%	95.6%	95.6%	92.3%	96.0%	95.3%	95.3%	94.6%
18. OCSE Referral Rate		100.0%	1	1	85.7%	18	85.7%	18	88.2%	80%	95%	4.0	4.0	96.2%	93.6%	93.6%	92.0%	95.5%	95.6%	95.6%	93.3%
19. Same Day SNAP Issuances (weekly avg.)		100.0%	9	1	98.7%	3	98.7%	3	99.8%	90%	95%	3.0	3.0	97.4%	96.6%	96.6%	96.5%	96.5%	96.7%	96.7%	96.6%
20. ISAR Timeout (weekly avg.)		0.0		1	0.0	1	0.0	1	0.0	1	0	1.0	1.0	0.3	0.2	0.2	0.5	0.2	0.1	0.1	0.1
<i>INDEX SUBTOTAL:</i>												22.0	22.0								
FRAUD PREVENTION																					
21. % Cases activated with BEV referral		100.0%	97	1	99.8%	1	99.8%	1	99.6%	98%	100%	6.0	6.0	98.4%	98.8%	98.8%	98.4%	98.2%	98.0%	98.0%	97.2%
22. Finger Imaging - Newly Accepted Individuals		100.0%	104	1	100.0%	1	100.0%	1	99.8%	94%	98%	6.0	6.0	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%
23. FTR to BEV/Case Rejected		95.6%	23	19	98.7%	19	98.7%	19	100.0%	97%	100%	0.0	1.0	99.7%	99.7%	99.7%	98.7%	99.7%	99.7%	99.7%	99.7%
<i>INDEX SUBTOTAL:</i>												12.0	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%	0.0%	0.0%	0.0%	1.1%	1.7%	3.6%	0.0%
25. Overdue Face to Face Recertification	Feb	0		1	0	1	0	1	1	1	0	3.0	3.0	28.0	12.8	12.8	1.7	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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FAMILY INDEPENDENCE ADMINISTRATION**

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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.)	28.0	40.0	-12.0	50.0	-22.0	
2. Est. TANF/MOE Federal Participation Rate	50.0%	47.0%	3.0%	44.0%	6.0%	
3. Employed Cases with Current Documentation	98.0%	98.0%	0.0%	97.0%	1.0%	
4. Case Accepted ES 20 with Referral	94.0%	95.0%	-1.0%	100.0%	-6.0%	
5. % Cases Budgeted within 35 days	92.0%	100.0%	-8.0%	89.0%	3.0%	
6. % Placements w/FIA3As (Employment Form)	100.0%	71.0%	29.0%	92.0%	8.0%	
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)	100.0%	100.0%	0.0%	100.0%	0.0%	
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%	94.0%	6.0%	97.0%	3.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	98.0%	100.0%	-2.0%	100.0%	-2.0%	
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%	88.0%	12.0%	
14. Missing/Outdated EP Initiated When Recertified	95.0%	89.0%	6.0%	99.0%	-4.0%	

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Page 2	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	100.0%	99.0%	1.0%	99.0%	1.0%	
16. SNAP Application Timeliness Rate	99.0%	100.0%	-1.0%	99.0%	0.0%	
17. SNAP Stamp Separate Determination Rate	100.0%	100.0%	0.0%	100.0%	0.0%	
18. OCSE Referral Rate	100.0%	67.0%	33.0%	100.0%	0.0%	
19. Same Day SNAP Issuances (weekly avg.)	100.0%	100.0%	0.0%	100.0%	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	100.0%	100.0%	0.0%	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	96.0%	100.0%	-4.0%	100.0%	-4.0%	
CASE MANAGEMENT PROCESS						
24. SNAP (EQAS) Payment Error Rate (FFY)	0.0%					
25. Overdue Face to Face Recertification	0.0					
FLOATING INDICATORS						
26. TBD						
27. TBD						