

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**CROTONA(46) Job Center -November 2016**

Director: Henry Cruz; Since: 2/4/2014  
 Deputies: Sherley Slocumb, Frank Agbi;  
 Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin  
 Executive Region Manager: Marlene Campbell  
 Staff on Board:  
 Zip Codes covered: ALL Cases: 10460, 10461, 10462, 10465, 10467, 10468; SNET cases transferred from Center(38)

Caseload all (cases): 10,616  
 Caseload recurring (cases): 10,085  
 Caseload non-recurring (cases): 531  
 Cases with an individual in sanction status: 38  
 Average Case Size: 2.3

Caseload all (persons): 24,671  
 Caseload recurring (persons): 23,474  
 Caseload non-recurring (persons): 1,197  
 Adults: 11,855  
 Children: 12,816

Applications all: 2232  
 Applications recurring: 1215  
 Applications non recu: 1017  
 Applications Accepted: 39.3%

Recert. Sched: 1092

Center Performance						
	Monthly	Score: 65.7	Rank: 10	YTD	Score: 65.9	Rank: 8
	PROVIDING ACCESS to SERVICES	ENSURING PARTICIPANT SUPPORTS are in PLACE	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	DELIVERY of CUSTOMER SERVICE	All
Center						
Exceeds performance expectations	3	0	3	1	1	8
Meets performance expectations	1	3	1	3	0	8
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	0	0	1	0	1
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	2	0	1	0	0	3
Meets performance expectations	2	3	3	4	1	13
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time	
Current Month	
Non POS/PAM Transactions	
Current Month	
Count	% of Total
31	0.27

	Report Month	Performance Expectations														3 month		Year to date		Prior Year			
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center	City	Center	City	Center	City			
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers Above threshold	Centers with-in Threshold	Centers approaching Threshold	Centers below Threshold	Score	Rank	Score	Rank	Score	Rank		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Oct	95%	99%	6.2	8	98.1%	2343	11	0.7%	96.9%	5	11	1	2	96.8%	14	97.1%	98.0%	10	97.7%	98.4%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	99.1%	783	7	0.3%	96.1%	7	8	1	3	98.1%	10	96.6%	98.4%	11	97.4%	97.8%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.2%	337	15	0.3%	98.5%	15	3	0	1	97.9%	16	98.2%	98.3%	15	98.4%	98.9%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	259	1	0.0%	99.5%	16	2	1	0	99.9%	3	99.2%	99.5%	2	98.3%	97.5%	96.8%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	1.0	4	97.5%	914	14	-1.5%	96.8%	3	12	4	0	98.2%	12	97.2%	97.7%	14	97.0%	96.8%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	2.4	4	96.8%	94	12	0.4%	97.5%	7	7	2	2	97.5%	6	96.6%	97.1%	5	95.4%	95.9%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	5.9	6	97.9%	293	6	2.7%	96.5%	5	9	3	2	96.3%	13	96.9%	95.6%	14	96.4%	95.1%	94.0%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.3%	485	16	-1.3%	98.3%	8	5	4	2	97.2%	13	98.1%	97.8%	13	98.3%	98.6%	98.4%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		207.0	258.8	2.0	5	228	0	8	-39	128	3	10	2	4	253	4	129.7	260.1	5	138.8	257.0	136.4
10	Employed Cases with Current Documentation		90%	95%	5.0	5	99.0%	103	2	0.7%	94.2%	9	5	2	3	98.3%	2	93.1%	97.0%	2	91.7%	80.5%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	99.3%	152	5	2.4%	94.3%	8	6	3	2	98.4%	7	94.5%	98.7%	4	94.2%	96.4%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.2%	167	18	0.5%	96.9%	18	1	0	0	95.3%	17	96.4%	94.9%	14	95.7%	95.1%	94.5%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Oct	90%	95%	0.0	6	75.0%	116	19	-15.9%	92.5%	12	3	1	3	85.1%	18	94.6%	91.6%	19	95.2%	93.5%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.6	6	0.0%	0	9	0.0%	1.7%	0	11	8	0	1.6%	9	2.4%	5.4%	11	5.1%	11.2%	6.7%
15	Overdue Face To Face Recertifications	Oct	6	0	1.7	6	4.0		13		3	6	10	3	0	3	13	2	3	14	3	2	4
16	SSN Validation		95%	98%	1.8	5	96.1%	51	16	-0.7%	97.5%	12	6	0	1	96.9%	16	97.7%	96.9%	15	97.5%	97.7%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	1.4%	142	16	-0.6%	7.9%	16	0	3	0	1.4%	14	6.5%	0.9%	8	6.2%	1.0%	10.7%
18	Fair Hearing Request Rate						5.4%	10150			3.9%					5.5%		4.0%	5.5%		4.2%	6.0%	5.1%
19	Fair Hearing Withdrawal Rate						9.3%				8.4%					7.3%		7.1%	9.7%		7.2%	29.3%	29.5%
20	Fair Hearing Affirmation Rate						48.1%				53.6%					30.2%		53.0%	47.7%		40.6%	43.3%	39.1%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	17	2	0	0	0	1	0.0	0	12	0.04	0	0

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	Center				Borough				City Wide			
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Demographics</b>												
Applications	540	675	n/a	1,017	1,991	2,604	n/a	3,556	6,153	11,375	n/a	9,198
Acceptance Rate	53.5%	55.6%	n/a	79.1%	53.0%	54.6%	n/a	74.6%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	19.6%	22.3%	10.5%	10.0%	20.1%	20.6%	7.5%	8.5%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	79	62	40	0	287	293	170	0	886	1,274	407	0
Exits (Non Employment Related)	176	443	109	468	617	1,677	390	1,511	2,212	6,339	1,034	3,417
Caseload (cases)	3,584	3,765	2,736	531	13,490	15,864	11,324	1,789	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	12	6	20	n/a	7	4	20	n/a	5	2	11	n/a
Caseload (persons)	9,427	5,210	8,837	1,197	35,593	21,696	37,166	4,019	129,451	112,523	84,851	8,794
<b>Engagement</b>												
Employed	998	273	1,132	n/a	3,738	1,018	4,427	n/a	11,858	5,374	10,387	n/a
School, Training and Education	267	114	133	n/a	982	566	554	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	194	205	112	n/a	861	890	613	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		1,352				6,243				14,435		
Total Children in Formal Childcare		3,393				13,348				39,856		
Total Children in Transitional Childcare		499				2,070				5,875		
Child Care Not found (Report Month)		16				57				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				2				18		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Outcomes</b>												
Education & Training Completions				n/a				n/a				n/a
B2W Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
Other Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
	All Case Types				All Case Types				All Case Types			
Retention Rates (3 months)		82.2%				81.1%				81.0%		
Retention Rates (6 months)		75.3%				72.4%				73.0%		
Retention Rates (9 Months)		67.5%				65.6%				66.6%		
Retention Rates (12 Months)		63.2%				66.3%				65.0%		