

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**CROTONA(46) Job Center -June 2018**

Director: Lydia Fruster Since: 6/1/2018  
 Deputies: Sherley Slocumb, Frank Agbi;  
 Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin  
 Executive Region Manager: Richard Claudio  
 Staff on Board:  
 Zip Codes covered: 10457, 10461, 10466, 10467, 10468

Caseload all (cases): 13,391  
 Caseload recurring (cases): 12,974  
 Caseload non-recurring (cases): 417  
 Cases with an individual in sanction status: 19  
 Average Case Size: 2.2

Caseload all (persons): 29,994  
 Caseload recurring (persons): 29,189  
 Caseload non-recurring (persons): 805  
 Adults: 15,315  
 Children: 14,679

Applications all: 2300  
 Applications recurring: 1424  
 Applications non recu: 876  
 Applications Accepted: 53.2%

Recert. Sched: 1286

Center Performance						
	Monthly	Score: 50	Rank: 16	YTD	Score: 34.4	Rank: 17
	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	4	0	0	1	1	6
Meets performance expectations	0	2	0	2	0	4
Approaching performance expectation	0	1	0	1	0	2
Fails to meet performance expectations	0	1	4	1	0	6
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	2	0	0	1	0	3
Meets performance expectations	2	2	3	3	1	11
Approaching performance expectation	0	2	0	1	0	3
Fails to meet performance expectations	0	0	1	0	0	1

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

		Report Month														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				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	May	95%	99%	8.0	8	99.7%	2288	3	0.3%	97.5%	6	12	0	1	99.5%	2	98.0%	94.2%	18	97.1%	96.8%	96.4%	
2	SNAP Application Timelines	May	95%	99%	8.0	8	99.5%	856	3	0.3%	97.1%	10	7	1	1	99.3%	9	98.3%	90.7%	19	97.0%	92.4%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.2%	371	7	0.4%	98.4%	12	6	1	0	99.0%	9	98.6%	98.3%	15	98.4%	98.2%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	199	1	0.0%	99.0%	12	7	0	0	99.8%	4	98.5%	99.7%	4	97.9%	99.6%	98.6%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.9%	1273	10	0.4%	96.4%	2	7	6	4	96.5%	11	95.9%	95.8%	12	95.6%	97.4%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.7%	82	14	1.7%	93.9%	2	8	3	6	91.7%	14	93.8%	87.5%	16	92.5%	94.4%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	5.1	6	97.5%	326	7	-0.7%	95.6%	4	6	7	2	97.8%	5	95.9%	96.3%	7	96.0%	96.0%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	0.9	6	97.3%	298	13	-1.0%	98.1%	6	8	4	1	98.0%	16	98.7%	97.7%	19	98.7%	98.0%	98.7%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		207.0	258.8	0.0	5	179	0	11		-39	102	1	4	0	14	212	9	114.4	219.5	6	115.1	241.0	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	88.2%	161	14	3.9%	90.2%	6	6	2	5	86.3%	16	89.6%	83.0%	18	87.8%	90.2%	92.5%	
11	Cases Budgeted Timely (35 days)	May	90%	95%	0.0	5	87.9%	99	15	-9.7%	91.8%	7	6	1	5	95.9%	10	94.2%	95.8%	10	94.1%	93.3%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	88.1%	143	18	-1.3%	93.0%	6	7	0	6	90.6%	15	93.7%	90.0%	18	93.0%	92.9%	94.6%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	May	90%	95%	3.3	6	92.7%	110	17	-2.6%	96.4%	14	4	1	0	93.0%	19	96.7%	94.0%	19	96.9%	96.6%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	0.0	6			16	-23.0%	1.6%	1	8	10	0	7.7%	15	2.3%	12.3%	12	7.1%	7.7%	6.5%	
15	Overdue Face To Face Recertifications	May	6	0	6.0	6	0.0		1	-5	3	10	5	4	0	3	9	3	4	11	5	2	3	
16	SSN Validation		95%	98%	0.0	5	93.9%	49	17	3.0%	97.0%	9	5	4	1	94.7%	18	97.0%	95.1%	16	97.0%	96.0%	94.8%	
17	% SI over 45 Days		5%	3%	2.7	5	3.9%	102	16	-0.8%	3.6%	15	2	2	0	4.0%	17	4.3%	5.4%	18	5.1%	2.4%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	4.5%	12892				3.9%					4.9%		4.2%	5.0%		4.2%	5.3%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	9.4%					8.2%					7.8%		7.9%	8.5%		7.9%	7.6%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	40.8%					51.2%					44.4%		49.5%	49.4%		50.1%	57.5%	53.0%	
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	0	0	0	1	0.0	0	1	0.01	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	586	838	n/a	876	2,300	3,238	n/a	2,694	6,070	11,507	n/a	7,392
Acceptance Rate	46.3%	56.1%	n/a	63.1%	41.7%	51.9%	n/a	69.7%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	18.2%	16.7%	5.0%	6.9%	16.1%	17.1%	7.7%	6.0%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	57	61	39	0	241	304	182	0	624	1,012	370	0
Exits (Non Employment Related)	149	528	116	274	604	1,996	423	1,031	1,790	6,410	989	2,478
Caseload (cases)	3,731	5,930	3,313	417	14,018	24,638	12,630	1,327	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)	5	3	11	n/a	3	1	6	n/a	2	1	3	n/a
Caseload (persons)	9,836	8,349	11,004	805	36,508	33,436	41,154	2,635	112,639	118,349	83,586	6,072
<b>Engagement</b>												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		1,272				4,794				10,211		
Total Children in Formal Childcare		4,349				14,946				38,227		
Total Children in Transitional Childcare		542				2,267				5,962		
Child Care Not found (Report Month)		38				137				297		
# of Refused Recipient Child Care Referral w/o Good Cause		80				361				885		
	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)		84.9%				85.4%				0.0%		
Retention Rates (6 months)		73.9%				74.5%				0.0%		
Retention Rates (9 Months)		67.0%				68.0%				0.0%		
Retention Rates (12 Months)		66.7%				65.2%				0.0%		