

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION  
JOBSTAT REPORT, VERSION 15.0  
CROTONA(46) Job Center -July 2017**

Director: Henry Cruz; Since: 2/4/2014  
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: ALL Cases: 10460, 10461, 10462, 10465, 10467, 10468; SNET cases transferred from Center(38)

Caseload all (cases): 11,794  
Caseload recurring (cases): 11,306  
Caseload non-recurring (cases): 488  
Cases with an individual in sanction status: 19  
Average Case Size: 2.4

Caseload all (persons): 27,711  
Caseload recurring (persons): 26,548  
Caseload non-recurring (persons): 1,163  
Adults: 13,440  
Children: 14,271

Applications all: 2234  
Applications recurring: 1298  
Applications non recu: 936  
Applications Accepted: 44.7%

Recert. Sched: 1100

Center Performance						
	Monthly	Score: 60.8	Rank: 10	YTD	Score: 62.7	Rank: 14
	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	2	0	0	3	1	6
Meets performance expectations	2	4	1	1	0	8
Approaching performance expectation	0	0	1	0	0	1
Fails to meet performance expectations	0	0	2	1	0	3
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	1	0	0	2	1	4
Meets performance expectations	3	3	3	2	0	11
Approaching performance expectation	0	1	0	1	0	2
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	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	Jun	95%	99%	7.9	8	98.9%	2103	4	-0.6%	97.2%	3	13	2	1	99.3%	2	97.8%	99.1%	6	98.2%	98.1%	97.6%	
2	SNAP Application Timelines	Jun	95%	99%	7.5	8	98.8%	734	6	-0.2%	95.9%	5	8	3	3	99.0%	6	97.0%	98.8%	9	97.6%	98.4%	97.2%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.0%	392	11	-1.0%	98.7%	16	2	1	0	99.6%	6	99.0%	98.7%	13	98.9%	98.4%	98.4%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	114	1	2.1%	98.7%	15	3	0	1	99.3%	13	99.2%	99.5%	6	99.1%	99.4%	98.3%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	1.7	4	97.8%	1060	11	-0.2%	97.1%	2	11	5	1	97.6%	14	97.0%	97.7%	15	97.1%	97.6%	97.0%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	95.0%	120	8	0.4%	94.4%	3	6	3	6	93.2%	11	93.7%	94.8%	8	94.2%	97.1%	95.3%	
7	Eligible & Referred to Appropriate Activities		95%	98%	1.2	6	95.6%	434	13	-0.4%	96.2%	5	9	1	4	96.1%	12	95.7%	96.1%	14	95.9%	95.8%	96.4%	
8	Re-Engaged after Good Cause		97%	99%	0.3	6	97.1%	240	14	-1.0%	98.1%	7	7	3	2	97.7%	14	98.0%	98.4%	16	98.5%	97.7%	98.3%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		207.0	258.8	0.0	5	206	0	4		35	97	1	2	1	15	188	7	97.1	233.9	4	119.3	262.3	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	86.3%	102	16	-6.1%	90.3%	3	8	0	8	87.4%	17	92.1%	92.1%	11	93.4%	96.3%	91.7%	
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	4.7	5	94.7%	132	13	3.5%	94.9%	12	4	1	2	94.3%	12	94.0%	96.8%	8	94.5%	98.7%	94.2%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	90.1%	152	14	4.0%	92.5%	7	5	2	5	89.3%	17	93.4%	93.1%	17	94.5%	94.9%	95.7%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Jun	90%	95%	6.0	6	100.0%	104	1	0.0%	95.6%	13	2	1	3	99.0%	5	96.3%	97.5%	13	97.1%	91.3%	95.2%	
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	0.0%	0	13	-11.4%	2.0%	0	6	13	0	3.8%	11	2.3%	10.1%	7	6.9%	4.6%	5.5%	
15	Overdue Face To Face Recertifications	Jun	6	0	6.0	6	0.0		1	0	1	9	7	3	0	1	6	2	2	9	3	3	3	
16	SSN Validation		95%	98%	4.5	5	97.7%	43	11	3.3%	95.1%	9	3	1	6	95.3%	13	94.5%	95.8%	16	94.4%	97.4%	97.4%	
17	% SI over 45 Days		5%	3%	5.0	5	1.4%	141	15	0.0%	2.9%	16	0	3	0	1.5%	11	3.5%	1.2%	10	4.1%	0.9%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	4.6%	11574				3.9%					5.5%		4.3%	5.6%		4.3%	5.6%	4.2%	
19	Fair Hearing Withdrawal Rate				Non Scoring	7.4%					7.7%					9.3%		7.7%	7.8%		6.5%	9.6%	7.3%	
20	Fair Hearing Affirmation Rate				Non Scoring	53.3%					54.2%					50.1%		52.4%	55.1%		51.5%	48.4%	41.3%	
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	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	606	692	n/a	936	1,893	2,391	n/a	2,641	6,317	10,626	n/a	7,783
Acceptance Rate	62.7%	72.7%	n/a	74.6%	58.8%	64.5%	n/a	71.1%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	18.5%	20.4%	9.9%	5.7%	16.6%	16.4%	8.7%	6.3%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	48	63	47	0	235	255	130	0	624	984	338	0
Exits (Non Employment Related)	267	460	192	324	984	1,928	664	1,019	3,441	7,815	1,681	2,442
Caseload (cases)	3,718	4,511	3,077	488	12,946	17,993	11,080	1,312	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	5	2	12	n/a	4	3	13	n/a	3	2	6	n/a
Caseload (persons)	9,847	6,543	10,158	1,163	33,760	24,901	36,473	2,913	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	1,149	379	1,277	n/a	3,592	1,260	3,984	n/a	10,484	5,333	9,192	n/a
School, Training and Education	171	92	66	n/a	586	386	272	n/a	2,865	1,156	587	n/a
WEP and Job Search	277	239	130	n/a	1,106	1,154	639	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		1,333				4,966				11,680		
Total Children in Formal Childcare		4,080				13,075				38,036		
Total Children in Transitional Childcare		539				2,080				5,897		
Child Care Not found (Report Month)		14				59				190		
# of Refused Recipient Child Care Referral w/o Good Cause		52				233				617		
	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)		78.7%				82.1%				83.9%		
Retention Rates (6 months)		71.8%				72.2%				72.8%		
Retention Rates (9 Months)		65.5%				67.6%				68.4%		
Retention Rates (12 Months)		63.5%				63.1%				62.7%		