

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

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:10457, 10461, 10466, 10467, 10468

Caseload all (cases): 13,514
 Caseload recurring (cases): 13,158
 Caseload non-recurring (cases): 356
 Cases with an individual in sanction status: 14
 Average Case Size: 2.2

Caseload all (persons): 30,415
 Caseload recurring (persons): 29,741
 Caseload non-recurring (persons): 674
 Adults: 15,526
 Children: 14,889

Applications all: 2258
 Applications recurring: 1366
 Applications non recu: 892
 Applications Acceptar: 40.6%

Recert. Sched: 1612

Center Performance						
	Monthly	Score: 56.9	Rank: 13	YTD	Score: 35.1	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	2	0	1	2	1	6
Meets performance expectations	2	1	1	3	0	7
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	0	2	2	0	0	4
City Wide Totals (19 total centers)						
Exceeds performance expectations	1	1	0	1	1	4
Meets performance expectations	3	1	2	2	0	8
Approaching performance expectation	0	0	1	1	0	2
Fails to meet performance expectations	0	2	1	1	0	4

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

	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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Feb	95%	99%	8.0	8	99.1%	2078	6	Green	-0.1%	98.2%	7	11	0	1	89.0%	19	96.3%	89.0%	19	96.3%	96.8%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	7.9	8	98.9%	764	13	Yellow	0.3%	98.6%	12	6	1	0	82.4%	19	95.8%	82.4%	19	95.8%	92.4%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	5.7	6	97.9%	429	15	Yellow	0.5%	98.8%	14	5	0	0	97.7%	15	98.2%	97.7%	15	98.2%	98.2%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.5%	194	7	Green	0.1%	97.8%	11	4	2	2	99.4%	7	97.4%	99.4%	7	97.4%	99.6%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	93.8%	1344	16	Red	-1.8%	94.6%	0	5	7	7	95.2%	14	95.2%	95.2%	14	95.2%	97.4%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	81.5%	92	17	Red	-7.9%	91.2%	1	2	5	11	83.5%	17	91.4%	83.5%	17	91.4%	94.4%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	95.0%	398	13	Yellow	-1.0%	95.9%	2	10	4	3	95.3%	15	96.1%	95.3%	15	96.1%	96.0%	96.1%
8	Re-Engaged after Good Cause		97%	99%	3.8	6	98.3%	461	17	Yellow	0.4%	99.0%	13	4	2	0	97.5%	19	98.7%	97.5%	19	98.7%	98.0%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		207.0	258.8	0.6	5	213	0	5	Yellow	13	103	2	3	3	11	227	7	115.8	227.3	7	115.8	241.0	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	83.9%	186	17	Red	4.9%	90.3%	5	4	0	10	79.6%	18	85.9%	79.6%	18	85.9%	90.2%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	95.4%	108	10	Green	-1.1%	93.2%	11	4	1	3	95.7%	10	94.0%	95.7%	10	94.0%	93.3%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	86.6%	172	16	Red	-3.2%	91.2%	4	6	2	7	89.5%	17	92.3%	89.5%	17	92.3%	92.9%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	95.3%	106	18	Green	-2.6%	97.6%	18	1	0	0	95.1%	19	97.1%	95.1%	19	97.1%	96.6%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	4.3	6			7	Yellow	-1.7%	2.3%	5	5	9	0	0.6%	7	2.5%	1.7%	7	6.4%	7.7%	6.5%
15	Overdue Face To Face Recertifications	Feb	6	0	0.7	6	5.0		14	Yellow	2	7	8	6	5	0	5	15	7	5	15	7	2	3
16	SSN Validation		95%	98%	0.0	5	95.0%	40	12	Yellow	0.4%	95.9%	6	8	1	4	95.6%	16	96.9%	95.6%	16	96.9%	96.0%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.7%	142	15	Green	-3.8%	3.6%	16	0	3	0	6.3%	16	5.9%	6.3%	16	5.9%	2.4%	6.4%
18	Fair Hearing Request Rate						5.6%	13147				4.3%					5.0%		4.2%	5.0%		4.2%	5.3%	4.3%
19	Fair Hearing Withdrawal Rate						11.8%					8.2%					9.2%		7.9%	9.2%		7.9%	7.6%	6.5%
20	Fair Hearing Affirmation Rate						60.2%					48.8%					54.4%		50.8%	54.4%		50.8%	57.5%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Red	0	0	19	0	0	0	0	1	0.0	0	1	0.00	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
Demographics												
Applications	569	797	n/a	892	2,240	3,179	n/a	2,997	5,846	11,444	n/a	8,123
Acceptance Rate	57.9%	63.3%	n/a	69.2%	50.1%	55.6%	n/a	69.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	56	60	44	0	250	245	169	0	654	934	355	0
Exits (Non Employment Related)	283	669	249	325	977	2,518	820	1,094	2,896	8,128	1,848	2,577
Caseload (cases)	3,805	5,973	3,380	356	14,272	25,194	12,903	1,169	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	4	2	8	n/a	4	2	6	n/a	2	1	4	n/a
Caseload (persons)	10,135	8,376	11,230	674	37,266	34,212	42,037	2,261	116,195	121,321	86,195	5,383
Engagement												
Employed	1,094	397	1,328	n/a	3,745	1,397	4,381	n/a	9,830	5,135	9,150	n/a
School, Training and Education	223	153	117	n/a	910	643	423	n/a	3,520	1,728	831	n/a
WEP and Job Search	209	257	130	n/a	951	1,139	549	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,246				4,800				10,325		
Total Children in Formal Childcare		4,120				14,176				36,780		
Total Children in Transitional Childcare		579				2,257				5,804		
Child Care Not found (Report Month)		28				111				246		
# of Refused Recipient Child Care Referral w/o Good Cause		106				386				900		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
Outcomes												
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)		83.2%				82.9%				0.0%		
Retention Rates (6 months)		72.4%				73.8%				0.0%		
Retention Rates (9 Months)		68.3%				69.5%				0.0%		
Retention Rates (12 Months)		66.8%				63.7%				0.0%		