

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CROTONA(46) Job Center -November 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: 10457, 10461, 10466, 10467, 10468

Caseload all (cases): 13,321
 Caseload recurring (cases): 12,966
 Caseload non-recurring (cases): 355
 Cases with an individual in sanction status: 18
 Average Case Size: 2.3

Caseload all (persons): 30,361
 Caseload recurring (persons): 29,605
 Caseload non-recurring (persons): 756
 Adults: 15,202
 Children: 15,159

Applications all: 2463
 Applications recurring: 1345
 Applications non recu: 1118
 Applications Accepted: 33.3%

Recert. Sched: 1388

Center Performance							
	Monthly	Score: 54	Rank: 9	YTD	Score: 58.5	Rank: 12	
	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	3	0	6	
Meets performance expectations	1	2	2	1	1	7	
Approaching performance expectation	0	1	1	1	0	3	
Fails to meet performance expectations	1	1	0	0	0	2	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	1	1	0	2	
Meets performance expectations	2	2	2	1	1	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	2	0	4	

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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Oct	95%	99%	3.4	8	96.7%	2608	10	Yellow	-0.5%	94.1%	3	10	4	2	97.1%	7	93.5%	98.4%	5	96.6%	98.1%	97.6%
2	SNAP Application Timelines	Oct	95%	99%	0.0	8	81.5%	973	18	Red	-13.7%	92.0%	2	8	3	6	91.5%	15	92.7%	96.3%	12	95.9%	98.4%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.9%	467	5	Green	1.0%	96.8%	8	7	2	2	97.4%	11	97.0%	98.2%	13	98.3%	98.4%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	182	1	Green	0.6%	98.4%	8	10	0	1	99.8%	2	98.4%	99.6%	4	98.7%	99.4%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.0%	1146	14	Yellow	-1.5%	95.9%	3	6	6	4	97.1%	14	96.3%	97.6%	15	96.9%	97.6%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.9%	70	9	Red	-4.9%	93.8%	3	3	2	11	95.1%	10	93.4%	95.1%	10	93.4%	97.1%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	1.5	6	95.8%	402	13	Yellow	-0.2%	96.0%	2	11	3	3	96.0%	13	96.2%	96.2%	15	96.2%	95.8%	96.4%
8	Re-Engaged after Good Cause		97%	99%	4.8	6	98.6%	353	14	Yellow	1.0%	98.9%	12	6	1	0	98.3%	13	98.8%	98.3%	17	98.7%	97.7%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		207.0	258.8	0.0	5	206	0	7	Red	-53	108	2	4	1	12	223	6	106.8	233.5	4	115.0	262.3	141.3
10	Employed Cases with Current Documentation		90%	95%	1.1	5	91.1%	123	8	Yellow	0.1%	91.2%	6	5	3	5	90.9%	12	92.9%	91.4%	10	93.4%	96.3%	91.7%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	4.8	5	94.8%	174	10	Yellow	10.9%	92.7%	9	5	1	4	90.3%	12	91.6%	94.4%	10	93.7%	98.7%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	95.5%	178	11	Green	4.8%	95.8%	11	6	2	0	93.3%	14	94.5%	93.2%	15	94.6%	94.9%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	100.0%	93	1	Green	12.4%	97.3%	16	3	0	0	94.8%	16	96.5%	96.5%	14	97.0%	91.3%	95.2%
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	0.0	6			10	Yellow	0.0%	2.6%	1	6	12	0	0.0%	13	2.3%	7.7%	9	6.3%	4.6%	5.5%
15	Overdue Face To Face Recertifications	Oct	6	0	2.8	6	3.0		7	Yellow	3	7	3	11	5	0	1	5	4	2	5	3	3	3
16	SSN Validation		95%	98%	5.0	5	99.0%	97	9	Green	9.9%	97.5%	12	5	0	2	95.3%	16	96.0%	95.8%	16	94.7%	97.4%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	1.1%	178	8	Green	-0.1%	13.3%	11	0	8	0	1.4%	11	9.5%	1.3%	8	6.0%	0.9%	6.4%
18	Fair Hearing Request Rate				Non Scoring		5.1%	13352				4.3%					5.1%		4.3%	5.4%		4.3%	5.6%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring		7.0%					6.1%					8.0%		6.8%	7.9%		6.7%	9.6%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring		53.7%					53.3%					61.1%		54.4%	57.1%		52.6%	48.4%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	2.7	4	1		19	Green	1	0	18	1	0	0	0	14	0.1	0	17	0.03	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	575	770	n/a	1,118	2,467	3,270	n/a	3,703	6,867	11,545	n/a	9,455
Acceptance Rate	63.1%	84.9%	n/a	82.4%	57.8%	68.7%	n/a	72.0%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	21.2%	17.7%	11.7%	7.0%	22.2%	19.1%	8.5%	6.6%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	64	63	27	0	263	293	155	0	680	1,055	326	0
Exits (Non Employment Related)	229	502	187	345	879	2,096	646	1,183	2,805	7,362	1,499	2,821
Caseload (cases)	3,994	5,620	3,352	355	14,609	24,036	12,956	1,275	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	3	3	12	n/a	4	3	10	n/a	3	2	7	n/a
Caseload (persons)	10,651	7,851	11,103	756	38,114	32,265	42,236	2,657	119,166	118,865	87,181	6,225
Engagement												
Employed	1,143	353	1,344	n/a	3,876	1,337	4,437	n/a	10,314	4,946	9,489	n/a
School, Training and Education	278	145	130	n/a	985	629	470	n/a	3,802	1,838	931	n/a
WEP and Job Search	246	211	122	n/a	1,013	1,034	578	n/a	2,359	3,346	1,199	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,354				5,284				11,423		
Total Children in Formal Childcare		4,289				14,477				38,255		
Total Children in Transitional Childcare		607				2,185				5,809		
Child Care Not found (Report Month)		22				139				286		
# of Refused Recipient Child Care Referral w/o Good Cause		70				316				807		
	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)		84.0%				82.0%				81.4%		
Retention Rates (6 months)		80.4%				77.2%				75.4%		
Retention Rates (9 Months)		69.7%				68.4%				67.7%		
Retention Rates (12 Months)		66.3%				62.0%				63.0%		