

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**CROTONA(46) Job Center -October 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): 13,438  
 Caseload recurring (cases): 12,847  
 Caseload non-recurring (cases): 591  
 Cases with an individual in sanction status: 25  
 Average Case Size: 2.2

Caseload all (persons): 30,204  
 Caseload recurring (persons): 28,961  
 Caseload non-recurring (persons): 1,243  
 Adults: 15,356  
 Children: 14,848

Applications all: 2463  
 Applications recurring: 1545  
 Applications non recu: 918  
 Applications Accepted: 41.0%

Recert. Sched: 1322

Center Performance							
	Monthly	Score: 43.2	Rank: 16	YTD	Score: 35.5	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	1	2	1	1	1	6	
Meets performance expectations	1	0	1	1	0	3	
Approaching performance expectation	0	1	1	1	0	3	
Fails to meet performance expectations	2	1	1	2	0	6	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	1	1	3	
Meets performance expectations	1	2	3	2	0	8	
Approaching performance expectation	1	2	0	1	0	4	
Fails to meet performance expectations	1	0	1	1	0	3	

Average Wait Time
Current Month
1:09

Non POS/PAM Transactions	
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	Sep	95%	99%	0.0	8	91.4%	2062	14		-3.8%	93.2%	6	5	1	7	95.2%	12	94.2%	95.0%	15	96.4%	96.8%	96.4%	
2	SNAP Application Timeliness	Sep	95%	99%	0.0	8	81.0%	791	17		-14.7%	92.1%	8	3	0	8	92.5%	13	94.2%	92.1%	17	96.2%	92.4%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.5%	431	9		0.3%	98.7%	14	4	0	1	99.0%	8	98.3%	98.6%	12	98.3%	98.2%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.0%	194	7		0.5%	98.1%	6	12	0	1	99.0%	11	99.0%	99.5%	5	98.8%	99.6%	98.6%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																									
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.8%	1364	13		-0.4%	96.5%	2	8	9	0	96.9%	11	96.2%	96.3%	11	95.8%	97.4%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	89.7%	116	15		-1.3%	94.4%	2	6	5	6	92.2%	15	93.3%	89.9%	15	92.7%	94.4%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.2%	398	5		1.4%	95.9%	6	4	6	3	97.0%	5	96.0%	96.7%	6	96.1%	96.0%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	550	9		1.3%	98.9%	11	7	1	0	97.9%	17	98.6%	97.6%	18	98.6%	98.0%	98.7%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																									
9	Reported Placements		207.0	258.8	5.0	5	259	0	6		83	129	6	5	0	8	221	7	112.5	220.7	8	114.8	241.0	120.2	
10	Employed Cases with Current Documentation		90%	95%	0.0	5	76.6%	141	18		-4.0%	85.9%	7	2	2	8	79.4%	18	87.2%	82.7%	19	87.7%	90.2%	92.5%	
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.0	5	88.2%	170	14		1.8%	90.5%	8	4	2	5	90.2%	12	91.1%	94.4%	12	93.2%	93.3%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	3.3	5	94.0%	216	14		1.2%	94.5%	11	4	3	1	92.8%	15	93.8%	90.8%	17	93.1%	92.9%	94.6%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																									
13	Training Attendance Rate	Sep	90%	95%	6.0	6	96.7%	120	13		2.3%	96.8%	13	6	0	0	95.8%	13	96.6%	94.4%	18	96.8%	96.6%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			16		-12.0%	3.1%	1	7	11	0	7.4%	17	3.2%	9.5%	15	6.1%	7.7%	6.5%	
15	Overdue Face To Face Recertifications	Sep	6	0	0.0	6	9.0		18		-1	2	8	5	6	0	7	18	2	5	13	4	2	3	
16	SSN Validation		95%	98%	0.0	5	94.7%	38	16		-2.1%	97.8%	12	3	1	3	96.6%	13	97.3%	95.3%	16	97.1%	96.0%	94.8%	
17	% SI over 45 Days		5%	3%	1.0	5	4.6%	130	12		0.6%	11.5%	11	1	7	0	4.1%	13	9.8%	4.7%	17	6.7%	2.4%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	5.1%	13112					4.7%					4.9%		4.4%	4.9%		4.3%	5.3%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	10.3%						10.3%					10.9%		10.8%	9.6%		9.0%	7.6%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	48.5%						45.8%					45.7%		43.9%	48.2%		48.2%	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	19	0	0	0	0	1	0.1	0	1	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
<b>Demographics</b>												
Applications	660	885	n/a	918	2,566	3,590	n/a	3,213	6,757	12,185	n/a	8,885
Acceptance Rate	66.4%	73.5%	n/a	91.3%	58.1%	64.9%	n/a	84.7%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	18.5%	15.2%	5.3%	5.4%	16.5%	15.8%	8.7%	7.6%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	91	92	77	0	339	393	231	0	899	1,372	501	0
Exits (Non Employment Related)	299	765	211	380	1,266	3,075	871	1,376	3,749	9,935	1,998	3,420
Caseload (cases)	3,696	5,893	3,258	591	13,739	23,996	12,301	1,817	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)	8	3	14	n/a	3	1	7	n/a	2	1	3	n/a
Caseload (persons)	9,816	8,398	10,747	1,243	35,928	32,843	40,120	3,800	110,263	116,051	81,528	8,918
<b>Engagement</b>												
Employed	1,040	417	1,285	n/a	3,567	1,465	4,032	n/a	9,254	5,208	8,494	n/a
School, Training and Education	255	160	102	n/a	985	578	451	n/a	3,933	1,508	834	n/a
WEP and Job Search	240	261	157	n/a	948	1,081	635	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		1,149				4,459				9,664		
Total Children in Formal Childcare		4,197				14,387				36,653		
Total Children in Transitional Childcare		490				1,983				5,236		
Child Care Not found (Report Month)		0				0				0		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				0		
	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)		80.2%				83.2%				0.0%		
Retention Rates (6 months)		75.6%				75.4%				0.0%		
Retention Rates (9 Months)		62.3%				68.1%				0.0%		
Retention Rates (12 Months)		65.6%				64.3%				0.0%		