

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DYCKMAN(35) Job Center -March 2018**

Director: Jeannette Mota: Since: 4/1/2016  
 Deputies: Vacant; Aurea Bonet  
 Deputy Regional Manager: Veronica Lux, Jessie Poli  
 Executive Region Manager: Greg Gomez  
 Staff on Board:  
 Zip Codes covered:10025, 10031, 10032, 10033, 10034, 10039, 10040

Caseload all (cases): 6,031  
 Caseload recurring (cases): 5,857  
 Caseload non-recurring (cases): 174  
 Cases with an individual in sanction status: 4  
 Average Case Size: 1.8

Caseload all (persons): 10,677  
 Caseload recurring (persons): 10,383  
 Caseload non-recurring (persons): 294  
 Adults: 6,588  
 Children: 4,089

Applications all: 1179  
 Applications recurring: 660  
 Applications non recu: 519  
 Applications Acceptar: 40.8%

Recert. Sched: 568

Center Performance							
	Monthly	Score: 57.4	Rank: 12	YTD	Score: 54.4	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	3	2	0	3	1	9	
Meets performance expectations	0	1	1	0	0	2	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	1	1	3	2	0	7	
<b>City Wide Totals (19 total centers)</b>							
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
0:43

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	Feb	95%	99%	8.0	8	99.1%	1024	7	0.5%	98.2%	7	11	0	1	97.5%	13	96.3%	97.5%	13	96.3%	96.5%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.0%	420	11	0.5%	98.6%	12	6	1	0	98.8%	9	95.8%	98.8%	9	95.8%	98.0%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.1%	209	14	-0.7%	98.8%	14	5	0	0	98.7%	12	98.2%	98.7%	12	98.2%	97.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	0.0	6	91.3%	80	19	-4.2%	97.8%	11	4	2	2	96.0%	15	97.4%	96.0%	15	97.4%	99.2%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.4	4	97.2%	536	5	1.0%	94.6%	0	5	7	7	96.8%	7	95.2%	96.8%	7	95.2%	97.6%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	84.6%	26	16	8.8%	91.2%	1	2	5	11	82.2%	18	91.4%	82.2%	18	91.4%	91.2%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	100.0%	156	1	3.2%	95.9%	2	10	4	3	98.4%	4	96.1%	98.4%	4	96.1%	96.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	158	12	-0.6%	99.0%	13	4	2	0	99.3%	5	98.7%	99.3%	5	98.7%	98.6%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		172.4	215.5	0.0	5	86	0	19	-10	103	2	3	3	11	102	19	115.8	101.7	19	115.8	129.4	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	82.3%	79	18	-0.7%	90.3%	5	4	0	10	81.0%	17	85.9%	81.0%	17	85.9%	91.7%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	2.0	5	92.0%	50	15	2.9%	93.2%	11	4	1	3	92.1%	16	94.0%	92.1%	16	94.0%	93.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	87.9%	66	15	-4.9%	91.2%	4	6	2	7	90.5%	15	92.3%	90.5%	15	92.3%	94.7%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	95.4%	65	17	-3.1%	97.6%	18	1	0	0	95.9%	16	97.1%	95.9%	16	97.1%	97.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			18	25.0%	2.3%	5	5	9	0	8.3%	16	2.5%	25.0%	16	6.4%	4.7%	6.5%
15	Overdue Face To Face Recertifications	Feb	5	0	6.0	6	0.0		1	-3	7	8	6	5	0	1	6	7	1	6	7	3	3
16	SSN Validation		95%	98%	0.0	5	88.9%	9	17	-5.5%	95.9%	6	8	1	4	93.9%	18	96.9%	93.9%	18	96.9%	97.2%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	97	1	-1.7%	3.6%	16	0	3	0	2.8%	13	5.9%	2.8%	13	5.9%	0.8%	6.4%
18	Fair Hearing Request Rate						4.1%	5937			4.3%					3.8%		4.2%	3.8%		4.2%	4.5%	4.3%
19	Fair Hearing Withdrawal Rate						9.1%				8.2%					9.7%		7.9%	9.7%		7.9%	6.5%	6.5%
20	Fair Hearing Affirmation Rate						69.2%				48.8%					64.2%		50.8%	64.2%		50.8%	57.0%	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	0.0	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
<b>Demographics</b>												
Applications	276	384	n/a	519	706	2,618	n/a	1,424	5,846	11,444	n/a	8,123
Acceptance Rate	58.1%	71.4%	n/a	67.6%	55.5%	59.0%	n/a	65.4%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	23	30	15	0	58	119	34	0	654	934	355	0
Exits (Non Employment Related)	108	419	66	135	300	1,337	188	326	2,896	8,128	1,848	2,577
Caseload (cases)	1,384	3,527	946	174	3,474	11,423	2,415	410	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	3,309	4,186	2,888	294	8,411	13,277	7,304	727	116,195	121,321	86,195	5,383
<b>Engagement</b>												
Employed	314	179	338	n/a	916	1,110	808	n/a	9,830	5,135	9,150	n/a
School, Training and Education	87	97	33	n/a	204	224	79	n/a	3,520	1,728	831	n/a
WEP and Job Search	83	159	34	n/a	226	637	114	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		300				977				10,325		
Total Children in Formal Childcare		741				2,061				36,780		
Total Children in Transitional Childcare		197				452				5,804		
Child Care Not found (Report Month)		42				60				246		
# of Refused Recipient Child Care Referral w/o Good Cause		46				119				900		
	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)		87.1%				80.6%				0.0%		
Retention Rates (6 months)		76.2%				72.4%				0.0%		
Retention Rates (9 Months)		73.0%				67.1%				0.0%		
Retention Rates (12 Months)		61.5%				61.0%				0.0%		