

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

Director: Henry Cruz Since: 5/1/2018  
Deputies: Salamatu Shardow; 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): 5,815  
Caseload recurring (cases): 5,617  
Caseload non-recurring (cases): 198  
Cases with an individual in sanction status: 1  
Average Case Size: 1.8

Caseload all (persons): 10,271  
Caseload recurring (persons): 9,943  
Caseload non-recurring (persons): 328  
Adults: 6,301  
Children: 3,970

Applications all: 1094  
Applications recurring: 691  
Applications non recu: 403  
Applications Accepted: 54.1%  
Recert. Sched: 496

Center Performance						
	Monthly	Score: 56.2	Rank: 13	YTD	Score: 53.5	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	1	0	1	1	1	4
Meets performance expectations	3	3	2	2	0	10
Approaching performance expectation	0	1	0	1	0	2
Fails to meet performance expectations	0	0	1	1	0	2
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	2	0	0	1	0	3
Meets performance expectations	2	2	3	3	1	11
Approaching performance expectation	0	2	0	1	0	3
Fails to meet performance expectations	0	0	1	0	0	1

Average Wait Time
Current Month
0:39

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	May	95%	99%	4.0	8	97.0%	1109	15	-1.8%	97.5%	6	12	0	1	98.2%	9	98.0%	97.8%	11	97.1%	96.5%	96.4%
2	SNAP Application Timelines	May	95%	99%	6.5	8	98.3%	458	12	-1.2%	97.1%	10	7	1	1	98.6%	14	98.3%	98.7%	9	97.0%	98.0%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	3.3	6	97.1%	240	18	0.7%	98.4%	12	6	1	0	97.9%	17	98.6%	98.4%	16	98.4%	97.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	86	1	6.1%	99.0%	12	7	0	0	96.9%	18	98.5%	96.4%	16	97.9%	99.2%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	3.3	4	98.7%	449	3	0.9%	96.4%	2	7	6	4	97.8%	6	95.9%	97.3%	7	95.6%	97.6%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	2.1	4	96.5%	29	6	15.3%	93.9%	2	8	3	6	83.9%	19	93.8%	83.1%	18	92.5%	91.2%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	93.1%	145	16	-0.3%	95.6%	4	6	7	2	93.7%	17	95.9%	96.2%	10	96.0%	96.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	4.3	6	98.4%	129	10	0.5%	98.1%	6	8	4	1	97.8%	18	98.7%	98.7%	13	98.7%	98.6%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		172.4	215.5	0.0	5	76	0	19	-29	102	1	4	0	14	92	19	114.4	96.8	19	115.1	129.4	120.2
10	Employed Cases with Current Documentation		90%	95%	2.5	5	92.4%	53	8	17.9%	90.2%	6	6	2	5	84.3%	17	89.6%	82.6%	17	87.8%	91.7%	92.5%
11	Cases Budgeted Timely (35 days)	May	90%	95%	5.0	5	95.8%	48	7	-4.2%	91.8%	7	6	1	5	97.6%	5	94.2%	94.8%	11	94.1%	93.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.8	5	93.7%	63	8	-1.5%	93.0%	6	7	0	6	91.7%	14	93.7%	91.1%	15	93.0%	94.7%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	May	90%	95%	4.4	6	93.7%	63	16	-6.3%	96.4%	14	4	1	0	92.8%	18	96.7%	94.3%	18	96.9%	97.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Mar	6%	0%	0.0	6			19	0.0%	1.6%	1	8	10	0	0.0%	19	2.3%	25.0%	18	7.1%	4.7%	6.5%
15	Overdue Face To Face Recertifications	May	5	0	6.0	6	0.0		1	0	3	10	5	4	0	0	1	3	1	4	5	3	3
16	SSN Validation		95%	98%	0.0	5	93.3%	15	18	-6.7%	97.0%	9	5	4	1	97.6%	12	97.0%	95.6%	17	97.0%	97.2%	94.8%
17	% SI over 45 Days		5%	3%	2.1	5	4.2%	96	17	4.2%	3.6%	15	2	2	0	1.3%	14	4.3%	2.1%	12	5.1%	0.8%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.8%	5709				3.9%					4.0%		4.2%	3.9%		4.2%	4.5%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	10.2%					8.2%					7.8%		7.9%	8.7%		7.9%	6.5%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	57.1%					51.2%					46.6%		49.5%	55.4%		50.1%	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	18	1	0	0	0	1	0.0	0	1	0.01	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	273	418	n/a	403	669	2,387	n/a	1,142	6,070	11,507	n/a	7,392
Acceptance Rate	47.8%	59.3%	n/a	61.6%	46.9%	49.9%	n/a	56.9%	42.3%	48.2%	n/a	54.7%
Percentage New To Cash Assistance	18.8%	16.9%	9.5%	4.6%	13.8%	17.9%	5.8%	5.1%	17.9%	20.7%	11.5%	6.6%
Exits (Employment Related)	20	41	11	0	47	146	35	0	624	1,012	370	0
Exits (Non Employment Related)	91	312	41	169	201	1,137	94	392	1,790	6,410	989	2,478
Caseload (cases)	1,357	3,345	905	198	3,498	11,016	2,350	467	47,589	85,513	25,639	3,102
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	3,230	3,945	2,768	328	8,361	12,797	7,102	811	112,639	118,349	83,586	6,072
<b>Engagement</b>												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		314				976				10,211		
Total Children in Formal Childcare		855				2,392				38,227		
Total Children in Transitional Childcare		189				438				5,962		
Child Care Not found (Report Month)		37				62				297		
# of Refused Recipient Child Care Referral w/o Good Cause		39				97				885		
	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)		88.1%				84.1%				0.0%		
Retention Rates (6 months)		80.6%				72.7%				0.0%		
Retention Rates (9 Months)		72.4%				66.8%				0.0%		
Retention Rates (12 Months)		70.5%				63.8%				0.0%		