

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
DYCKMAN(35) Job Center -November 2017

Director: Jeannette Mota; Since: 4/1/2016
 Deputies: Beverly Washington; 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): 6,275
 Caseload recurring (cases): 6,040
 Caseload non-recurring (cases): 235
 Cases with an individual in sanction status: 5
 Average Case Size: 1.8

Caseload all (persons): 11,075
 Caseload recurring (persons): 10,688
 Caseload non-recurring (persons): 387
 Adults: 6,819
 Children: 4,256

Applications all: 1408
 Applications recurring: 736
 Applications non recu: 672
 Applications Acceptar: 38.2%

Recert. Sched: 691

Center Performance							
	Monthly	Score: 61.8	Rank: 8	YTD	Score: 64.5	Rank: 8	
	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	1	1	2	1	6	
Meets performance expectations	3	1	2	3	0	9	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	1	1	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
0:59

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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Oct	95%	99%	3.3	8	96.7%	1499	11	0.3%	94.1%	3	10	4	2	95.3%	12	93.5%	96.7%	11	96.6%	97.8%	97.6%	
2	SNAP Application Timelines	Oct	95%	99%	7.1	8	98.6%	628	5	0.9%	92.0%	2	8	3	6	97.0%	8	92.7%	97.9%	7	95.9%	98.8%	97.2%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	4.5	6	97.5%	279	10	-1.3%	96.8%	8	7	2	2	97.2%	12	97.0%	98.1%	7	98.3%	98.5%	98.4%	
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	90	1	0.0%	98.4%	8	10	0	1	99.2%	8	98.4%	99.2%	9	98.7%	97.5%	98.3%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.9%	574	10	-0.2%	95.9%	3	6	6	4	97.3%	12	96.3%	97.8%	13	96.9%	98.6%	97.0%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	88.9%	36	15	-5.2%	93.8%	3	3	2	11	92.4%	15	93.4%	92.4%	15	93.4%	94.7%	95.3%	
7	Eligible & Referred to Appropriate Activities		95%	98%	2.1	6	96.1%	254	11	0.0%	96.0%	2	11	3	3	96.0%	12	96.2%	96.8%	9	96.2%	97.7%	96.4%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	63	1	1.8%	98.9%	12	6	1	0	99.4%	6	98.8%	98.5%	10	98.7%	97.1%	98.3%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		172.4	215.5	0.0	5	80	0	19		-31	108	2	4	1	12	99	18	106.8	125.5	19	115.0	185.9	141.3
10	Employed Cases with Current Documentation		90%	95%	0.2	5	90.2%	61	11	-2.6%	91.2%	6	5	3	5	93.2%	9	92.9%	92.2%	9	93.4%	91.9%	91.7%	
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	3.8	5	93.8%	48	13	2.6%	92.7%	9	5	1	4	91.3%	11	91.6%	93.8%	12	93.7%	92.9%	94.2%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.0%	66	8	6.2%	95.8%	11	6	2	0	93.9%	12	94.5%	94.7%	10	94.6%	96.4%	95.7%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	100.0%	69	1	9.8%	97.3%	16	3	0	0	96.3%	13	96.5%	97.5%	10	97.0%	94.8%	95.2%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Aug	6%	0%	1.3	6			6	0.0%	2.6%	1	6	12	0	0.8%	6	2.3%	4.7%	7	6.3%	4.9%	5.5%	
15	Overdue Face To Face Recertifications	Oct	5	0	3.8	6	2.0		5	-2	7	3	11	5	0	3	10	4	3	9	3	1	3	
16	SSN Validation		95%	98%	3.7	5	97.2%	36	15	-2.8%	97.5%	12	5	0	2	95.5%	14	96.0%	97.2%	9	94.7%	96.3%	97.4%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	161	1	-0.7%	13.3%	11	0	8	0	0.2%	6	9.5%	0.3%	3	6.0%	2.0%	6.4%	
18	Fair Hearing Request Rate						3.9%	6140			4.3%					4.0%		4.3%	4.5%		4.3%	4.6%	4.2%	
19	Fair Hearing Withdrawal Rate						5.6%				6.1%					9.3%		6.8%	6.8%		6.7%	8.2%	7.3%	
20	Fair Hearing Affirmation Rate						68.4%				53.3%					48.2%		54.4%	56.7%		52.6%	59.4%	41.3%	
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	0	0	18	1	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
Demographics												
Applications	301	435	n/a	672	808	2,440	n/a	1,506	6,867	11,545	n/a	9,455
Acceptance Rate	66.2%	76.0%	n/a	68.8%	60.8%	64.4%	n/a	69.9%	50.2%	57.3%	n/a	62.9%
Percentage New To Cash Assistance	17.3%	17.1%	5.9%	8.3%	21.8%	21.4%	3.1%	8.3%	21.2%	22.4%	7.2%	9.3%
Exits (Employment Related)	29	42	12	0	62	152	30	0	680	1,055	326	0
Exits (Non Employment Related)	98	372	54	215	297	1,276	158	415	2,805	7,362	1,499	2,821
Caseload (cases)	1,458	3,576	1,006	235	3,570	11,317	2,495	472	50,340	86,604	26,772	3,070
Caseload (at least one individual in sanction status)	2	1	2	n/a	1	2	2	n/a	3	2	7	n/a
Caseload (persons)	3,435	4,167	3,086	387	8,553	13,109	7,560	786	119,166	118,865	87,181	6,225
Engagement												
Employed	362	207	369	n/a	1,003	1,107	871	n/a	10,314	4,946	9,489	n/a
School, Training and Education	95	119	33	n/a	216	255	87	n/a	3,802	1,838	931	n/a
WEP and Job Search	104	129	29	n/a	253	547	100	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		367				1,120				11,423		
Total Children in Formal Childcare		868				2,222				38,255		
Total Children in Transitional Childcare		217				468				5,809		
Child Care Not found (Report Month)		48				64				286		
# of Refused Recipient Child Care Referral w/o Good Cause		45				113				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)		79.3%				77.8%				81.4%		
Retention Rates (6 months)		74.4%				76.0%				75.4%		
Retention Rates (9 Months)		72.8%				67.6%				67.7%		
Retention Rates (12 Months)		58.6%				58.7%				63.0%		