

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DYCKMAN(35) Job Center -January 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): 6,230  
 Caseload recurring (cases): 5,991  
 Caseload non-recurring (cases): 239  
 Cases with an individual in sanction status: 4  
 Average Case Size: 1.8

Caseload all (persons): 11,055  
 Caseload recurring (persons): 10,637  
 Caseload non-recurring (persons): 418  
 Adults: 6,802  
 Children: 4,253

Applications all: 1371  
 Applications recurring: 740  
 Applications non recu: 631  
 Applications Accepted: 40.6%

Recert. Sched: 647

Center Performance							
	Monthly	Score: 56.1	Rank: 11	YTD	Score: 56.1	Rank: 11	
	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	1	1	2	1	7	
Meets performance expectations	1	2	0	1	0	4	
Approaching performance expectation	1	0	1	2	0	4	
Fails to meet performance expectations	0	1	2	0	0	3	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	2	1	3	
Meets performance expectations	2	2	3	1	0	8	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	1	1	2	0	6	

Average Wait Time
Current Month
0:46

Non POS/PAM Transactions	
Current Month	
Count	% of Total

Performance Expectations	Report Month	Report Month														3 month		Year to date		Prior Year		
		Center Performance				Citywide	Citywide Performance to threshold				Center	City	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	Dec	95%	99%	0.0	8	94.7%	1199	14		92.7%	2	11	3	3			94.7%	14	92.7%	96.5%	96.4%
2	SNAP Application Timelines	Dec	95%	99%	7.6	8	98.8%	424	6		90.1%	4	8	1	6			98.8%	6	90.1%	98.0%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.2%	244	7		97.4%	11	5	0	3			99.2%	7	97.4%	97.9%	98.1%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.2%	132	7		96.7%	7	9	0	3			99.2%	7	96.7%	99.2%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																						
5	Missing or Outdated Employment Plan		97%	99%	0.1	4	97.0%	574	7		95.4%	2	5	7	5			97.0%	7	95.4%	97.6%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	87.1%	31	15		88.9%	3	1	1	14			87.1%	15	88.9%	91.2%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.3%	235	4		95.9%	4	11	3	1			98.3%	4	95.9%	96.9%	96.1%
8	Re-Engaged after Good Cause		97%	99%	5.0	6	98.7%	149	8		98.2%	6	9	4	0			98.7%	8	98.2%	98.6%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																						
9	Reported Placements		172.4	215.5	0.0	5	123	0	18		136	7	6	1	5			123.0	18	135.5	129.4	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	77.4%	53	14		78.7%	0	2	2	15			77.4%	14	78.7%	91.7%	92.5%
11	Cases Budgeted Timely (35 days)	Dec	90%	95%	5.0	5	95.5%	44	9		92.9%	11	5	0	3			95.5%	9	92.9%	93.9%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	90.5%	105	16		92.5%	5	7	4	3			90.5%	16	92.5%	94.7%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																						
13	Training Attendance Rate	Dec	90%	95%	4.4	6	93.7%	63	16		96.2%	14	4	1	0			93.7%	16	96.2%	97.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	4.7%	6.5%
15	Overdue Face To Face Recertifications	Dec	5	0	6.0	6	0.0		1		7	9	5	5	0			0	1	7	3	3
16	SSN Validation		95%	98%	0.0	5	94.4%	36	18		97.7%	9	7	2	1			94.4%	18	97.7%	97.2%	94.8%
17	% SI over 45 Days		5%	3%	0.0	5	5.9%	135	14		8.8%	9	3	7	0			5.9%	14	8.8%	0.8%	6.4%
18	Fair Hearing Request Rate						Non Scoring	3.9%	6016		4.5%							3.9%		4.5%	4.5%	4.3%
19	Fair Hearing Withdrawal Rate						Non Scoring	8.4%			6.8%							8.4%		6.8%	6.5%	6.5%
20	Fair Hearing Affirmation Rate						Non Scoring	63.3%			52.9%							63.3%		52.9%	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	19	0	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	269	471	n/a	631	820	2,715	n/a	1,562	6,899	12,533	n/a	10,172
Acceptance Rate	64.4%	75.7%	n/a	69.6%	60.1%	66.0%	n/a	67.0%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	38	48	15	0	77	170	39	0	800	1,127	397	0
Exits (Non Employment Related)	149	464	74	207	394	1,595	196	403	3,855	9,544	2,031	2,822
Caseload (cases)	1,455	3,578	958	239	3,524	11,396	2,435	498	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	1	1	2	n/a	1	3	3	n/a	2	1	4	n/a
Caseload (persons)	3,467	4,245	2,925	418	8,535	13,282	7,345	880	118,548	121,462	86,031	6,313
<b>Engagement</b>												
Employed	344	199	356	n/a	920	1,022	802	n/a	9,953	4,846	9,210	n/a
School, Training and Education	64	74	22	n/a	146	164	51	n/a	2,751	1,269	541	n/a
WEP and Job Search	101	171	35	n/a	253	711	112	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)			53				74				275	
# of Refused Recipient Child Care Referral w/o Good Cause			30				105				977	
	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)			0.0%				0.0%				0.0%	
Retention Rates (6 months)			0.0%				0.0%				0.0%	
Retention Rates (9 Months)			0.0%				0.0%				0.0%	
Retention Rates (12 Months)			0.0%				0.0%				0.0%	