

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
DYCKMAN(35) Job Center -October 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): 5,863
 Caseload recurring (cases): 5,545
 Caseload non-recurring (cases): 318
 Cases with an individual in sanction status: 2
 Average Case Size: 1.8

Caseload all (persons): 10,365
 Caseload recurring (persons): 9,811
 Caseload non-recurring (persons): 554
 Adults: 6,367
 Children: 3,998

Applications all: 1152
 Applications recurring: 635
 Applications non recu: 517
 Applications Acceptar: 46.1%

Recert. Sched: 519

Center Performance							
	Monthly	Score: 72.7	Rank: 6	YTD	Score: 57.7	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	2	0	3	3	1	9	
Meets performance expectations	2	2	0	1	0	5	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	1	1	1	0	3	
City Wide Totals (19 total centers)							
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
0:38

Non POS/PAM Transactions	
Count	% of Total

	Report Month	Performance Expectations														3 month		Year to date		Prior Year				
		Performance Expectations				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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Sep	95%	99%	8.0	8	99.7%	996	2	0.8%	93.2%	6	5	1	7	98.4%	7	94.2%	98.0%	8	96.4%	96.5%	96.4%	
2	SNAP Application Timeliness	Sep	95%	99%	7.5	8	98.8%	406	9	0.7%	92.1%	8	3	0	8	97.0%	9	94.2%	98.1%	10	96.2%	98.0%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	225	1	0.0%	98.7%	14	4	0	1	98.7%	12	98.3%	98.5%	16	98.3%	97.9%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	4.2	6	97.5%	119	17	-2.5%	98.1%	6	12	0	1	98.2%	14	99.0%	97.3%	16	98.8%	99.2%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	2.5	4	98.3%	462	6	-1.3%	96.5%	2	8	9	0	98.5%	4	96.2%	97.7%	5	95.8%	97.6%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.0%	30	14	1.1%	94.4%	2	6	5	6	90.0%	17	93.3%	87.1%	18	92.7%	91.2%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	4.5	6	97.3%	182	9	0.1%	95.9%	6	4	6	3	96.8%	7	96.0%	96.5%	9	96.1%	96.9%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	0.0	6	96.7%	92	19	-1.4%	98.9%	11	7	1	0	97.9%	15	98.6%	98.1%	17	98.6%	98.6%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		172.4	215.5	0.0	5	107	0	17		28	129	6	5	0	8	94	18	112.5	95.9	19	114.8	129.4	120.2
10	Employed Cases with Current Documentation		90%	95%	5.0	5	98.1%	53	3	8.6%	85.9%	7	2	2	8	91.8%	7	87.2%	85.5%	15	87.7%	91.7%	92.5%	
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	5.0	5	97.7%	43	6	0.0%	90.5%	8	4	2	5	98.2%	4	91.1%	96.2%	5	93.2%	93.9%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.7%	87	3	7.2%	94.5%	11	4	3	1	95.9%	3	93.8%	92.8%	13	93.1%	94.7%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Sep	90%	95%	6.0	6	100.0%	63	1	0.0%	96.8%	13	6	0	0	100.0%	1	96.6%	95.9%	15	96.8%	97.7%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	Jul	6%	0%	0.0	6			18	2.2%	3.1%	1	7	11	0	6.3%	18	3.2%	11.9%	19	6.1%	4.7%	6.5%	
15	Overdue Face To Face Recertifications	Sep	5	0	4.9	6	1.0		10		2	8	5	6	0	0	7	2	0	4	4	3	3	
16	SSN Validation		95%	98%	5.0	5	100.0%	11	1	0.0%	97.8%	12	3	1	3	98.4%	4	97.3%	96.1%	15	97.1%	97.2%	94.8%	
17	% SI over 45 Days		5%	3%	5.0	5	1.2%	83	9	1.2%	11.5%	11	1	7	0	0.3%	6	9.8%	2.1%	8	6.7%	0.8%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	4.7%	5566				4.7%					4.3%		4.4%	4.0%		4.3%	4.5%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	9.3%					10.3%					9.0%		10.8%	9.3%		9.0%	6.5%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	51.9%					45.8%					50.0%		43.9%	52.8%		48.2%	57.0%	53.0%	
DELIVERY of CUSTOMER SERVICE																								
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
Demographics												
Applications	228	407	n/a	517	712	2,457	n/a	1,370	6,757	12,185	n/a	8,885
Acceptance Rate	58.8%	71.6%	n/a	74.1%	58.3%	65.1%	n/a	75.0%	50.9%	58.5%	n/a	70.1%
Percentage New To Cash Assistance	19.5%	17.9%	10.7%	7.7%	15.7%	15.2%	5.4%	7.4%	19.3%	18.9%	5.2%	8.3%
Exits (Employment Related)	35	51	19	0	75	196	47	0	899	1,372	501	0
Exits (Non Employment Related)	135	427	77	231	373	1,582	222	480	3,749	9,935	1,998	3,420
Caseload (cases)	1,339	3,313	893	318	3,514	10,726	2,372	616	46,391	83,369	25,038	4,245
Caseload (at least one individual in sanction status)				n/a				n/a				n/a
Caseload (persons)	3,167	3,941	2,703	554	8,389	12,481	7,099	1,103	110,263	116,051	81,528	8,918
Engagement												
Employed	275	154	303	n/a	922	1,169	789	n/a	9,254	5,208	8,494	n/a
School, Training and Education	97	76	24	n/a	229	176	62	n/a	3,933	1,508	834	n/a
WEP and Job Search	89	135	49	n/a	264	641	132	n/a	2,283	3,401	1,308	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		284				979				9,664		
Total Children in Formal Childcare		776				2,234				36,653		
Total Children in Transitional Childcare		131				356				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
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)		78.1%				77.7%				0.0%		
Retention Rates (6 months)		71.6%				72.9%				0.0%		
Retention Rates (9 Months)		68.0%				65.8%				0.0%		
Retention Rates (12 Months)		61.5%				63.6%				0.0%		