

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

Director: Jeannette Mota; Since: 4/1/2016  
Deputies: Beverly Washington; Aurea Bonet  
Deputy Regional Manager: Veronica Lux  
Executive Region Manager: Greg Gomez  
Staff on Board:  
Zip Codes covered:10025,10027,10030,10031,10032 through 10034,10037,10039,10040

Caseload all (cases): 6,439  
Caseload recurring (cases): 6,258  
Caseload non-recurring (cases): 181  
Cases with an individual in sanction status: 8  
Average Case Size: 1.8

Caseload all (persons): 11,906  
Caseload recurring (persons): 11,541  
Caseload non-recurring (persons): 365  
Adults: 6,986  
Children: 4,920

Applications all: 1351  
Applications recurring: 786  
Applications non recu: 565  
Applications Acceptar: 41.4%

Recert. Sched: 822

Center Performance						
	Monthly	Score: 54.8	Rank: 14	YTD	Score: 66.5	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	0	0	3	1	6
Meets performance expectations	1	3	2	2	0	8
Approaching performance expectation	1	1	1	0	0	3
Fails to meet performance expectations	0	0	1	0	0	1
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	1	0	0	2	1	4
Meets performance expectations	3	3	3	2	0	11
Approaching performance expectation	0	1	0	1	0	2
Fails to meet performance expectations	0	0	1	0	0	1

Average Wait Time
Current Month
0:54

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	Jun	95%	99%	0.0	8	93.9%	1229	18	-4.1%	97.2%	3	13	2	1	96.7%	14	97.8%	97.7%	15	98.2%	97.8%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	4.8	8	97.4%	534	12	-1.9%	95.9%	5	8	3	3	98.4%	8	97.0%	98.6%	10	97.6%	98.8%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.8%	249	12	-0.6%	98.7%	16	2	1	0	98.8%	17	99.0%	98.5%	10	98.9%	98.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	79	1	0.0%	98.7%	15	3	0	1	99.3%	14	99.2%	99.1%	11	99.1%	97.5%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	3.2	4	98.6%	562	5	-0.2%	97.1%	2	11	5	1	98.4%	8	97.0%	97.9%	14	97.1%	98.6%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	2.6	4	97.0%	33	5	2.7%	94.4%	3	6	3	6	93.7%	9	93.7%	93.9%	9	94.2%	94.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	2.2	6	96.1%	179	12	-1.8%	96.2%	5	9	1	4	97.1%	6	95.7%	97.5%	3	95.9%	97.7%	96.4%
8	Re-Engaged after Good Cause		97%	99%	0.0	6	95.9%	170	17	-2.5%	98.1%	7	7	3	2	98.0%	12	98.0%	98.3%	12	98.5%	97.1%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		172.4	215.5	0.0	5	100	0	18	-16	97	1	2	1	15	115	18	97.1	138.0	18	119.3	185.9	141.3
10	Employed Cases with Current Documentation		90%	95%	0.1	5	90.1%	81	8	-3.7%	90.3%	3	8	0	8	87.9%	15	92.1%	91.4%	12	93.4%	91.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	4.6	5	94.6%	74	14	5.3%	94.9%	12	4	1	2	92.1%	14	94.0%	94.4%	13	94.5%	92.9%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.9%	74	13	0.4%	92.5%	7	5	2	5	93.0%	10	93.4%	94.6%	11	94.5%	96.4%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jun	90%	95%	6.0	6	96.6%	59	12	0.0%	95.6%	13	2	1	3	97.2%	12	96.3%	98.1%	11	97.1%	94.8%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.5	6	0.0%	0	5	0.0%	2.0%	0	6	13	0	0.0%	6	2.3%	5.5%	8	6.9%	4.9%	5.5%
15	Overdue Face To Face Recertifications	Jun	5	0	4.9	6	1.0		11	-6	1	9	7	3	0	3	15	2	3	12	3	1	3
16	SSN Validation		95%	98%	5.0	5	100.0%	34	1	0.0%	95.1%	9	3	1	6	99.1%	4	94.5%	97.6%	11	94.4%	96.3%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	2.6%	151	16	2.7%	2.9%	16	0	3	0	1.0%	9	3.5%	0.5%	6	4.1%	2.0%	6.4%
18	Fair Hearing Request Rate						Non Scoring	4.3%	6905							4.6%		4.3%	4.5%		4.3%	4.6%	4.2%
19	Fair Hearing Withdrawal Rate						Non Scoring	8.7%								7.7%		7.7%	6.0%		6.5%	8.2%	7.3%
20	Fair Hearing Affirmation Rate						Non Scoring	61.9%								59.2%		52.4%	58.9%		51.5%	59.4%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	0	0

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**DYCKMAN(35) Job Center**

	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	314	472	n/a	565	809	2,441	n/a	1,328	6,317	10,626	n/a	7,783
Acceptance Rate	57.7%	70.3%	n/a	65.4%	52.4%	53.2%	n/a	67.4%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	18.6%	17.8%	2.6%	7.5%	17.6%	19.0%	3.6%	5.5%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	35	33	16	0	70	133	34	0	624	984	338	0
Exits (Non Employment Related)	155	412	96	161	376	1,209	189	371	3,441	7,815	1,681	2,442
Caseload (cases)	1,620	3,475	1,163	181	3,670	10,190	2,573	415	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	3	3	2	n/a	2	4	2	n/a	3	2	6	n/a
Caseload (persons)	3,855	4,120	3,566	365	8,779	11,767	7,715	796	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	381	237	426	n/a	1,085	1,207	973	n/a	10,484	5,333	9,192	n/a
School, Training and Education	63	71	26	n/a	134	166	63	n/a	2,865	1,156	587	n/a
WEP and Job Search	118	190	55	n/a	259	704	118	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		480				1,251				11,680		
Total Children in Formal Childcare		1,028				2,530				38,036		
Total Children in Transitional Childcare		262				554				5,897		
Child Care Not found (Report Month)		43				51				190		
# of Refused Recipient Child Care Referral w/o Good Cause		18				62				617		
	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)		86.6%				85.7%				83.9%		
Retention Rates (6 months)		73.7%				73.4%				72.8%		
Retention Rates (9 Months)		71.6%				67.3%				68.4%		
Retention Rates (12 Months)		67.8%				59.8%				62.7%		