

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**DYCKMAN(35) Job Center -August 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, 10031, 10032, 10033, 10034, 10039, 10040

Caseload all (cases): 6,786  
 Caseload recurring (cases): 6,505  
 Caseload non-recurring (cases): 281  
 Cases with an individual in sanction status: 5  
 Average Case Size: 1.8

Caseload all (persons): 12,049  
 Caseload recurring (persons): 11,528  
 Caseload non-recurring (persons): 521  
 Adults: 7,363  
 Children: 4,686

Applications all: 1575  
 Applications recurring: 903  
 Applications non recu: 672  
 Applications Acceptar: 36.0%

Recert. Sched: 565

Center Performance							
	Monthly	Score: 62.7	Rank: 10	YTD	Score: 66.9	Rank: 9	
	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	2	3	1	9	
Meets performance expectations	1	1	1	2	0	5	
Approaching performance expectation	1	1	0	0	0	2	
Fails to meet performance expectations	0	1	1	0	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:57

Non POS/PAM Transactions	
Current Month	
Count	% of Total
13	0.14

		Report Month														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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Jul	95%	99%	0.0	8	94.3%	1290	14	0.4%	96.0%	3	9	2	5	95.3%	16	97.0%	97.3%	15	97.9%	97.8%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	4.8	8	97.4%	543	12	0.0%	96.3%	5	9	2	3	97.9%	8	96.4%	98.4%	9	97.4%	98.8%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.1%	313	9	-0.7%	97.8%	10	7	2	0	98.6%	10	98.5%	98.6%	6	98.7%	98.5%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	79	1	0.0%	98.8%	16	2	0	1	100.0%	1	98.7%	99.2%	9	99.1%	97.5%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	2.1	4	98.1%	622	8	-0.5%	96.9%	3	13	1	2	98.5%	6	97.1%	97.9%	13	97.0%	98.6%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.9%	44	15	-6.1%	94.9%	4	7	2	5	93.8%	9	94.7%	93.4%	13	94.3%	94.7%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.7%	206	15	-1.4%	96.6%	4	10	4	1	96.2%	12	96.1%	97.1%	7	96.0%	97.7%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	131	8	3.3%	98.5%	9	8	2	0	97.8%	12	98.3%	98.4%	10	98.5%	97.1%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		172.4	215.5	0.0	5	118	0	18	18	123	5	5	1	7	111	18	102.2	135.5	18	119.8	185.9	141.3
10	Employed Cases with Current Documentation		90%	95%	4.5	5	94.5%	73	10	4.4%	94.2%	9	8	1	1	92.6%	11	92.8%	91.8%	10	93.5%	91.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	95.5%	44	10	0.9%	93.6%	11	3	1	4	93.1%	11	93.6%	94.5%	11	94.4%	92.9%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.6%	84	3	5.7%	94.7%	8	9	2	0	93.8%	9	93.3%	94.9%	9	94.6%	96.4%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jul	90%	95%	6.0	6	96.8%	63	14	0.2%	96.5%	15	3	1	0	96.7%	12	95.9%	97.9%	10	97.0%	94.8%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.5	6			6	0.0%	1.3%	1	6	12	0	0.0%	6	1.9%	5.5%	7	6.7%	4.9%	5.5%
15	Overdue Face To Face Recertifications	Jul	5	0	2.7	6	3.0		12	2	4	7	6	5	0	4	13	3	3	11	3	1	3
16	SSN Validation		95%	98%	5.0	5	100.0%	30	1	0.0%	97.3%	10	5	2	1	100.0%	1	95.9%	97.9%	8	94.7%	96.3%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	140	1	-2.7%	4.7%	11	1	7	0	0.9%	8	3.9%	0.4%	5	4.2%	2.0%	6.4%
18	Fair Hearing Request Rate						4.9%	6792			4.4%					4.7%		4.2%	4.6%		4.3%	4.6%	4.2%
19	Fair Hearing Withdrawal Rate						5.2%				7.0%					6.9%		7.7%	5.9%		6.6%	8.2%	7.3%
20	Fair Hearing Affirmation Rate						66.7%				54.2%					61.7%		53.9%	59.9%		51.9%	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	16	2	0	0	0	1	0.0	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
<b>Demographics</b>												
Applications	380	523	n/a	672	924	2,724	n/a	1,647	7,579	12,243	n/a	9,738
Acceptance Rate	67.5%	81.4%	n/a	71.8%	59.2%	63.0%	n/a	72.4%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	19	64	13	0	61	169	25	0	711	1,087	401	0
Exits (Non Employment Related)	128	409	61	236	300	1,264	156	489	2,984	7,488	1,520	3,089
Caseload (cases)	1,535	3,848	1,122	281	3,646	11,635	2,572	600	49,026	82,958	25,159	3,611
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)	3,658	4,451	3,419	521	8,738	13,313	7,718	1,120	110,357	113,420	82,065	7,794
<b>Engagement</b>												
Employed	366	213	409	n/a	1,051	1,231	996	n/a	10,400	5,229	9,744	n/a
School, Training and Education	61	77	25	n/a	134	160	53	n/a	2,940	1,237	567	n/a
WEP and Job Search	86	131	34	n/a	216	615	100	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		435				1,226				12,155		
Total Children in Formal Childcare		977				2,465				38,086		
Total Children in Transitional Childcare		253				550				5,887		
Child Care Not found (Report Month)		54				74				237		
# of Refused Recipient Child Care Referral w/o Good Cause		31				73				675		
	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)		83.7%				84.0%				84.1%		
Retention Rates (6 months)		79.3%				73.4%				73.6%		
Retention Rates (9 Months)		61.7%				63.3%				67.8%		
Retention Rates (12 Months)		57.1%				59.6%				61.1%		