

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
ROCKAWAY(79) Job Center -August 2018

Director: Sara Matthew Since: 5/1/2018
 Deputies: Anthony Ferreira
 Deputy Regional Manager: James Fields, Ronald Martin, Lisa McLaughlin
 Executive Region Manager: Richard Claudio
 Staff on Board:
 Zip Codes covered:11414, 11417,11430, 11691 through 11695, 11697

Caseload all (cases): 3,238
 Caseload recurring (cases): 3,154
 Caseload non-recurring (cases): 84
 Cases with an individual in sanction status: 5
 Average Case Size: 2.2

Caseload all (persons): 7,246
 Caseload recurring (persons): 7,026
 Caseload non-recurring (persons): 220
 Adults: 3,789
 Children: 3,457

Applications all: 685
 Applications recurring: 457
 Applications non recu: 228
 Applications Acceptar: 20.1%

Recert. Sched: 344

Center Performance							
	Monthly	Score: 54.7	Rank: 13	YTD	Score: 47.3	Rank: 15	
	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	3	1	7	
Meets performance expectations	3	0	2	1	0	6	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	2	1	1	0	4	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	1	0	2	
Meets performance expectations	3	2	2	2	1	10	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	2	1	0	3	

Average Wait Time
Current Month
0:51

Non POS/PAM Transactions	
Count	% of Total

	Report Month	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	Jul	95%	99%	6.2	8	98.1%	630	8	0.0%	95.2%	2	13	2	2	98.2%	8	96.3%	98.1%	9	96.7%	94.3%	96.4%	
2	SNAP Application Timeliness	Jul	95%	99%	0.7	8	95.3%	258	14	-2.9%	96.2%	7	7	3	2	97.0%	13	96.2%	98.7%	8	96.7%	91.0%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	147	1	0.0%	98.3%	12	5	1	1	99.5%	6	98.3%	99.3%	5	98.3%	98.6%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	5.7	6	98.8%	80	14	1.9%	99.0%	13	6	0	0	97.5%	17	99.0%	98.0%	11	98.1%	97.6%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.0%	297	13	-1.1%	95.9%	2	8	6	3	95.8%	13	96.1%	94.5%	17	95.6%	92.3%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	21	1	0.0%	94.7%	6	5	3	5	98.2%	3	93.5%	92.9%	11	92.7%	93.6%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	89.3%	75	19	-2.9%	96.3%	5	12	1	1	90.6%	19	96.1%	92.4%	19	96.1%	92.0%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	0.0	6	90.9%	99	19	-5.0%	98.4%	9	7	1	2	94.3%	19	98.1%	97.5%	18	98.6%	98.4%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		63.9	79.9	3.1	5	74	0	6		6	117	2	8	0	9	66	7	112.8	67.4	9	115.8	61.2	120.2
10	Employed Cases with Current Documentation		90%	95%	2.6	5	92.6%	27	6	-0.3%	88.2%	5	4	4	6	92.1%	7	88.8%	85.9%	16	87.8%	84.2%	92.5%	
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	0.0	5	80.7%	31	17	7.0%	92.0%	9	3	1	6	71.3%	19	92.6%	70.5%	19	93.8%	75.6%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.0%	50	4	-0.3%	93.6%	7	7	4	1	95.2%	5	93.0%	94.4%	7	93.0%	90.3%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jul	90%	95%	6.0	6	100.0%	39	1	0.0%	96.9%	13	5	1	0	100.0%	1	96.5%	100.0%	1	96.8%	95.7%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	May	6%	0%	0.0	6			14	0.0%	3.3%	1	6	12	0	0.0%	14	2.1%	8.6%	9	6.4%	10.3%	6.5%	
15	Overdue Face To Face Recertifications	Jul	2	0	6.0	6	0.0		1		0	11	7	1	0	0	1	2	3	16	4	5	3	
16	SSN Validation		95%	98%	0.4	5	95.2%	21	16	3.5%	97.8%	7	9	3	0	96.4%	16	97.5%	96.6%	15	97.2%	95.7%	94.8%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	9	1	0.0%	8.5%	13	5	1	0	0.0%	1	6.3%	2.8%	15	5.7%	27.1%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	6.0%	3307				4.4%					5.5%		4.2%	6.0%		4.2%	6.1%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	11.5%					10.1%					12.7%		9.4%	9.5%		8.4%	6.1%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	43.2%					40.4%					59.6%		47.0%	48.2%		48.8%	46.1%	53.0%	
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1		0	0	16	3	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	195	262	n/a	228	1,261	1,851	n/a	1,042	7,308	12,417	n/a	8,479
Acceptance Rate	27.6%	30.8%	n/a	73.2%	30.6%	38.5%	n/a	69.8%	44.9%	57.5%	n/a	71.5%
Percentage New To Cash Assistance	9.7%	21.2%	0.0%	10.7%	21.6%	26.1%	7.0%	16.0%	19.0%	23.1%	7.8%	6.6%
Exits (Employment Related)	17	18	14	0	82	129	39	0	716	1,052	457	0
Exits (Non Employment Related)	49	156	44	62	284	985	158	282	2,851	8,050	1,631	2,993
Caseload (cases)	725	1,625	804	84	4,054	13,650	2,435	336	46,844	83,952	25,498	3,488
Caseload (at least one individual in sanction status)	1	3	1	n/a	4	1	3	n/a	2	1	3	n/a
Caseload (persons)	1,979	2,212	2,835	220	10,362	17,344	7,919	753	111,067	116,000	83,113	7,029
Engagement												
Employed	157	138	206	n/a	1,121	785	703	n/a	9,410	5,485	8,753	n/a
School, Training and Education	29	10	12	n/a	176	108	44	n/a	3,166	932	533	n/a
WEP and Job Search	49	52	29	n/a	319	389	88	n/a	2,075	3,039	1,109	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)			1				24				321	
# of Refused Recipient Child Care Referral w/o Good Cause			16				169				985	
	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)			78.8%				82.1%				0.0%	
Retention Rates (6 months)			68.5%				76.1%				0.0%	
Retention Rates (9 Months)			61.1%				70.0%				0.0%	
Retention Rates (12 Months)			53.7%				63.4%				0.0%	