

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

Director: Jacqueline Gaskin Since: 11/16/2015
 Deputies: Vacant, Michael Okeke
 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): 3,262
 Caseload recurring (cases): 3,213
 Caseload non-recurring (cases): 49
 Cases with an individual in sanction status: 5
 Average Case Size: 2.2

Caseload all (persons): 7,274
 Caseload recurring (persons): 7,173
 Caseload non-recurring (persons): 101
 Adults: 3,752
 Children: 3,522

Applications all: 608
 Applications recurring: 422
 Applications non recu: 186
 Applications Acceptar: 25.2%

Recert. Sched: 508

Center Performance							
	Monthly	Score: 50.2	Rank: 16	YTD	Score: 51	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	2	1	0	3	1	7	
Meets performance expectations	2	0	0	0	0	2	
Approaching performance expectation	0	1	2	0	0	3	
Fails to meet performance expectations	0	2	2	2	0	6	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time
Current Month
0:59

Non POS/PAM Transactions	
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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Feb	95%	99%	4.9	8	97.4%	586	17	Yellow	-1.3%	98.2%	7	11	0	1	97.9%	11	96.3%	97.9%	11	96.3%	94.3%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.6%	233	3	Green	0.2%	98.6%	12	6	1	0	99.5%	3	95.8%	99.5%	3	95.8%	91.0%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	100.0%	136	1	Green	0.0%	98.8%	14	5	0	0	99.8%	4	98.2%	99.8%	4	98.2%	98.6%	98.1%
4	SNAP Separate Determination Rate		94%	99%	4.3	6	97.6%	126	13	Yellow	-2.4%	97.8%	11	4	2	2	97.7%	12	97.4%	97.7%	12	97.4%	97.6%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	95.6%	247	10	Yellow	1.0%	94.6%	0	5	7	7	93.9%	17	95.2%	93.9%	17	95.2%	92.3%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	88.0%	25	13	Red	0.0%	91.2%	1	2	5	11	87.9%	15	91.4%	87.9%	15	91.4%	93.6%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	92.0%	100	17	Red	-6.8%	95.9%	2	10	4	3	93.4%	17	96.1%	93.4%	17	96.1%	92.0%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	114	1	Green	0.0%	99.0%	13	4	2	0	99.4%	4	98.7%	99.4%	4	98.7%	98.4%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		63.9	79.9	0.0	5	63	0	8	Red	-10	103	2	3	3	11	67	8	115.8	66.7	8	115.8	61.2	120.2
10	Employed Cases with Current Documentation		90%	95%	0.0	5	85.7%	42	12	Red	16.1%	90.3%	5	4	0	10	76.8%	19	85.9%	76.8%	19	85.9%	84.2%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	0.0	5	72.7%	33	19	Red	-5.1%	93.2%	11	4	1	3	68.1%	19	94.0%	68.1%	19	94.0%	75.6%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	91.5%	47	12	Yellow	-1.9%	91.2%	4	6	2	7	91.4%	12	92.3%	91.4%	12	92.3%	90.3%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	46	1	Green	0.0%	97.6%	18	1	0	0	100.0%	1	97.1%	100.0%	1	97.1%	95.7%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	6.0	6			1	Green	0.0%	2.3%	5	5	9	0	0.0%	1	2.5%	0.0%	1	6.4%	10.3%	6.5%
15	Overdue Face To Face Recertifications	Feb	2	0	0.0	6	7.0		18	Red	-1	7	8	6	5	0	6	18	7	6	18	7	5	3
16	SSN Validation		95%	98%	0.0	5	92.3%	13	16	Red	-7.7%	95.9%	6	8	1	4	98.2%	9	96.9%	98.2%	9	96.9%	95.7%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	4	1	Green	0.0%	3.6%	16	0	3	0	9.5%	17	5.9%	9.5%	17	5.9%	27.1%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.7%	3323					4.3%					6.2%		4.2%	6.2%		4.2%	6.1%	4.3%
19	Fair Hearing Withdrawal Rate				Non Scoring	5.8%						8.2%					6.4%		7.9%	6.4%		7.9%	6.1%	6.5%
20	Fair Hearing Affirmation Rate				Non Scoring	52.6%						48.8%					40.0%		50.8%	40.0%		50.8%	46.1%	53.0%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	19	0	0	0	0	1	0.0	0	1	0.00	0	0

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
ROCKAWAY(79) 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
Demographics												
Applications	163	259	n/a	186	1,075	1,861	n/a	806	5,846	11,444	n/a	8,123
Acceptance Rate	34.6%	42.8%	n/a	50.0%	33.1%	43.1%	n/a	56.1%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	20	13	11	0	85	143	36	0	654	934	355	0
Exits (Non Employment Related)	57	140	57	60	344	954	194	238	2,896	8,128	1,848	2,577
Caseload (cases)	763	1,652	798	49	4,196	14,070	2,527	252	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	1	3	1	n/a	3	2	1	n/a	2	1	4	n/a
Caseload (persons)	2,111	2,171	2,891	101	10,824	17,888	8,329	548	116,195	121,321	86,195	5,383
Engagement												
Employed	171	113	217	n/a	1,188	772	754	n/a	9,830	5,135	9,150	n/a
School, Training and Education	44	26	20	n/a	255	204	78	n/a	3,520	1,728	831	n/a
WEP and Job Search	53	83	38	n/a	336	450	113	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		333				1,032				10,325		
Total Children in Formal Childcare		818				3,475				36,780		
Total Children in Transitional Childcare		156				676				5,804		
Child Care Not found (Report Month)		6				32				246		
# of Refused Recipient Child Care Referral w/o Good Cause		18				160				900		
	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)		82.6%				87.9%				0.0%		
Retention Rates (6 months)		83.3%				76.1%				0.0%		
Retention Rates (9 Months)		69.2%				71.1%				0.0%		
Retention Rates (12 Months)		55.7%				66.7%				0.0%		