

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**ROCKAWAY(79) Job Center -November 2016**

Director: Jacqueline Gaskin Since: 8/16/2015  
 Deputies: Selena Thomas; Vacant  
 Deputy Regional Manager: James Fields; Ronald Martin; Lisa McLaughlin  
 Executive Region Manager: Marlene D.Campbell  
 Staff on Board:  
 Zip Codes covered:11414, 11417,11430, 11691 through 11695, 11697

Caseload all (cases): 2,869  
 Caseload recurring (cases): 2,802  
 Caseload non-recurring (cases): 67  
 Cases with an individual in sanction status: 14  
 Average Case Size: 2.3

Caseload all (persons): 6,674  
 Caseload recurring (persons): 6,504  
 Caseload non-recurring (persons): 170  
 Adults: 3,271  
 Children: 3,403

Applications all: 635  
 Applications recurring: 411  
 Applications non recu: 224  
 Applications Acceptar: 18.7%  
 Recert. Sched: 314

Center Performance							
	Monthly	Score: 58.3	Rank: 14	YTD	Score: 52.3	Rank: 17	
	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	
<b>Center</b>							
Exceeds performance expectations	2	2	1	3	1	9	
Meets performance expectations	1	0	1	1	0	3	
Approaching performance expectation	1	2	1	0	0	4	
Fails to meet performance expectations	0	0	1	1	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:49

Non POS/PAM Transactions	
Current Month	
Count	% of Total
8	0.29

	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	Score	Rank		
<b>PROVIDING ACCESS to SERVICES</b>																									
1	Cash Assistance Application Timeliness	Oct	95%	99%	6.9	8	98.4%	578	10	Yellow	-0.1%	96.9%	5	11	1	2	96.2%	15	97.1%	96.4%	16	97.7%	96.7%	96.3%	
2	SNAP Application Timelines	Oct	95%	99%	8.0	8	100.0%	221	1	Green	1.1%	96.1%	7	8	1	3	96.7%	13	96.6%	96.1%	16	97.4%	96.9%	95.1%	
3	Same Day SNAP Issuance (weekly Avg)	Oct	96%	98%	6.0	6	100.0%	1	1	Green	0.0%	98.5%	15	3	0	1	99.0%	3	98.2%	99.2%	7	98.4%	97.6%	98.2%	
4	SNAP Separate Determination Rate		94%	99%	0.0	6	93.9%	115	19	Yellow	-2.2%	99.5%	16	2	1	0	96.8%	19	99.2%	98.0%	14	98.3%	97.5%	96.8%	
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																									
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	96.9%	226	18	Yellow	-1.5%	96.8%	3	12	4	0	97.8%	17	97.2%	96.8%	19	97.0%	96.3%	96.4%	
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	20	1	Green	5.4%	97.5%	7	7	2	2	94.0%	14	96.6%	96.1%	6	95.4%	90.5%	93.6%	
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	94.7%	57	15	Yellow	-3.5%	96.5%	5	9	3	2	96.5%	16	96.9%	94.3%	16	96.4%	95.1%	94.0%	
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.2%	131	7	Green	1.5%	98.3%	8	5	4	2	98.7%	9	98.1%	98.6%	8	98.3%	97.8%	98.4%	
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																									
9	Reported Placements		63.9	79.9	0.0	5	60	0	16	Red	-4	128	3	10	2	4	67	12	129.7	84.1	3	138.8	68.4	136.4	
10	Employed Cases with Current Documentation		90%	95%	0.0	5	89.3%	28	16	Yellow	-2.7%	94.2%	9	5	2	3	88.6%	15	93.1%	91.2%	16	91.7%	76.5%	80.6%	
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	0.0	5	90.0%	30	14	Yellow	-1.4%	94.3%	8	6	3	2	87.4%	17	94.5%	86.7%	19	94.2%	70.5%	90.9%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	97.5%	40	8	Green	-0.4%	96.9%	18	1	0	0	96.3%	12	96.4%	94.4%	17	95.7%	92.1%	94.5%	
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																									
13	Training Attendance Rate	Oct	90%	95%	6.0	6	100.0%	36	1	Green	2.8%	92.5%	12	3	1	3	98.2%	4	94.6%	94.9%	16	95.2%	95.6%	92.0%	
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.0	6	7.8%	0	15	Red	7.8%	1.7%	0	11	8	0	5.3%	16	2.4%	9.1%	19	5.1%	11.6%	6.7%	
15	Overdue Face To Face Recertifications	Oct	2	0	2.4	6	1.0		12	Yellow	1	3	6	10	3	0	1	10	2	0	5	3	2	4	
16	SSN Validation		95%	98%	5.0	5	100.0%	17	1	Green	0.0%	97.5%	12	6	0	1	98.2%	8	97.7%	98.3%	7	97.5%	97.3%	97.9%	
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	8	1	Green	0.0%	7.9%	16	0	3	0	2.6%	16	6.5%	4.4%	17	6.2%	4.2%	10.7%	
18	Fair Hearing Request Rate						4.9%	2971				3.9%					5.5%		4.0%	5.8%		4.2%	7.8%	5.1%	
19	Fair Hearing Withdrawal Rate						6.4%					8.4%					6.3%		7.1%	7.9%		7.2%	23.0%	29.5%	
20	Fair Hearing Affirmation Rate						9.1%					53.6%					28.9%		53.0%	41.4%		40.6%	47.7%	39.1%	
<b>DELIVERY of CUSTOMER SERVICE</b>																									
21	Customer Satisfaction Rate (FFY)																								
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	17	2	0	0	0	1	0.0	0	18	0.04	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	169	242	n/a	224	954	1,589	n/a	1,035	6,153	11,375	n/a	9,198
Acceptance Rate	34.9%	24.8%	n/a	55.6%	34.4%	33.2%	n/a	60.6%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	16.3%	15.7%	4.3%	3.9%	26.6%	31.9%	10.4%	11.9%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	24	19	14	0	117	185	40	0	886	1,274	407	0
Exits (Non Employment Related)	35	108	21	52	218	626	83	304	2,212	6,339	1,034	3,417
Caseload (cases)	799	1,263	740	67	4,383	8,951	2,418	304	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	4	4	6	n/a	6	2	8	n/a	5	2	11	n/a
Caseload (persons)	2,234	1,669	2,601	170	11,369	11,306	7,976	715	129,451	112,523	84,851	8,794
<b>Engagement</b>												
Employed	169	109	212	n/a	1,281	576	852	n/a	11,858	5,374	10,387	n/a
School, Training and Education	36	29	39	n/a	293	283	130	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	51	59	47	n/a	322	431	162	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		411				1,388				14,435		
Total Children in Formal Childcare		821				3,817				39,856		
Total Children in Transitional Childcare		196				748				5,875		
Child Care Not found (Report Month)		13				49				247		
# of Refused Recipient Child Care Referral w/o Good Cause		1				2				18		
	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)		82.8%				78.9%				81.0%		
Retention Rates (6 months)		72.1%				74.0%				73.0%		
Retention Rates (9 Months)		68.9%				69.6%				66.6%		
Retention Rates (12 Months)		62.1%				70.9%				65.0%		