

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
ROCKAWAY(79) Job Center -October 2017

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): 3,124
 Caseload recurring (cases): 3,052
 Caseload non-recurring (cases): 72
 Cases with an individual in sanction status: 8
 Average Case Size: 2.2

Caseload all (persons): 7,001
 Caseload recurring (persons): 6,822
 Caseload non-recurring (persons): 179
 Adults: 3,605
 Children: 3,396

Applications all: 722
 Applications recurring: 478
 Applications non recu: 244
 Applications Acceptar: 16.5%

Recert. Sched: 573

Center Performance						
	Monthly	Score: 31.7	Rank: 18	YTD	Score: 26.3	Rank: 19
	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	0	0	2	1	4
Meets performance expectations	2	1	0	1	0	4
Approaching performance expectation	0	0	0	1	0	1
Fails to meet performance expectations	1	3	4	1	0	9
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	0	1	0	1
Meets performance expectations	2	2	3	1	1	9
Approaching performance expectation	2	2	1	2	0	7
Fails to meet performance expectations	0	0	0	1	0	1

Average Wait Time
Current Month
1:14

Non POS/PAM Transactions	
Current Month	
Count	% of Total
14	0.40

	Report Month	Performance Expectations														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	Sep	95%	99%	1.9	8	96.0%	668	12	5.9%	93.7%	0	0	0	0	93.8%	14	94.1%	94.2%	17	96.9%	96.5%	97.6%
2	SNAP Application Timelines	Sep	95%	99%	0.0	8	85.5%	324	17	15.1%	93.9%	0	0	0	0	84.0%	18	94.1%	90.0%	18	96.4%	96.2%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	0.7	6	96.2%	106	15	0.3%	97.3%	0	0	0	0	96.8%	15	97.4%	98.4%	17	98.4%	99.2%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.0%	105	7	4.7%	97.9%	0	0	0	0	97.5%	17	98.5%	97.6%	16	98.8%	97.5%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	87.0%	324	19	-1.0%	96.6%	0	0	0	0	88.5%	19	96.6%	92.5%	19	97.0%	97.0%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.9%	33	18	-5.1%	94.4%	0	0	0	0	94.3%	12	93.8%	93.9%	13	94.5%	96.0%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	91.2%	114	19	11.4%	96.4%	0	0	0	0	86.5%	19	96.4%	92.3%	18	96.2%	94.3%	96.4%
8	Re-Engaged after Good Cause		97%	99%	5.7	6	98.9%	92	9	1.0%	98.4%	0	0	0	0	98.1%	14	98.7%	98.5%	10	98.7%	98.8%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		63.9	79.9	0.0	5	55	0	13	1	122	0	0	0	0	54	12	111.9	59.9	11	115.7	84.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	87.0%	23	17	7.0%	94.7%	0	0	0	0	86.4%	18	93.8%	86.9%	18	93.6%	90.9%	91.7%
11	Cases Budgeted Timely (35 days)	Sep	90%	95%	0.0	5	52.5%	40	19	-16.6%	91.4%	0	0	0	0	63.2%	19	91.8%	81.2%	18	93.8%	87.2%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	84.8%	46	18	-4.4%	93.7%	0	0	0	0	89.8%	19	94.1%	89.2%	19	94.5%	94.4%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Sep	90%	95%	6.0	6	100.0%	30	1	0.0%	95.3%	0	0	0	0	100.0%	1	96.3%	97.1%	14	96.9%	95.3%	95.2%
14	SNAP (EQAS) Payment Error Rate	Jul	6%	0%	0.0	6			8	0.0%	2.9%	0	0	0	0	0.0%	9	1.8%	7.5%	13	6.4%	9.1%	5.5%
15	Overdue Face To Face Recertifications	Sep	2	0	2.4	6	1.0		13	0	3	0	0	0	13	19	3	6	19	2	0	3	
16	SSN Validation		95%	98%	5.0	5	100.0%	5	1	8.3%	94.9%	0	0	0	0	95.2%	8	95.7%	96.0%	11	94.4%	98.5%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	57.9%	19	19	22.2%	9.0%	0	0	0	0	47.2%	19	6.5%	23.1%	19	5.0%	4.3%	6.4%
18	Fair Hearing Request Rate				Non Scoring	6.8%	3140				4.5%					7.1%		4.3%	6.1%		4.3%	5.8%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	8.6%					7.6%					6.0%		7.1%	6.0%		6.7%	7.8%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	37.5%					54.2%					38.3%		54.7%	45.4%		52.5%	41.2%	41.3%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	0	0	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	202	276	n/a	244	1,359	2,018	n/a	1,101	7,360	12,373	n/a	9,925
Acceptance Rate	27.5%	38.5%	n/a	46.3%	34.4%	44.5%	n/a	53.4%	43.5%	53.0%	n/a	58.3%
Percentage New To Cash Assistance	16.4%	22.6%	0.0%	9.4%	20.4%	29.4%	6.4%	14.4%	19.6%	22.7%	13.6%	9.8%
Exits (Employment Related)	24	15	9	0	96	159	30	0	784	1,235	444	0
Exits (Non Employment Related)	50	132	28	48	442	1,044	166	225	3,892	9,002	2,030	3,007
Caseload (cases)	767	1,567	718	72	4,293	13,464	2,415	299	50,782	85,976	26,069	3,334
Caseload (at least one individual in sanction status)	2	3	3	n/a	4	2	4	n/a	3	2	6	n/a
Caseload (persons)	2,108	2,092	2,622	179	11,130	17,100	7,959	648	120,197	118,902	85,035	7,076
Engagement												
Employed	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
School, Training and Education	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
WEP and Job Search	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		385				1,193				12,090		
Total Children in Formal Childcare		876				3,899				39,580		
Total Children in Transitional Childcare		174				740				5,933		
Child Care Not found (Report Month)		8				37				288		
# of Refused Recipient Child Care Referral w/o Good Cause		19				160				875		
	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)		76.7%				81.8%				81.4%		
Retention Rates (6 months)		80.0%				76.3%				75.0%		
Retention Rates (9 Months)		66.7%				62.4%				66.2%		
Retention Rates (12 Months)		68.8%				68.8%				64.5%		