

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

Director: Jacqueline Gaskin Since: 8/16/2015  
 Deputies: 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): 3,162  
 Caseload recurring (cases): 3,086  
 Caseload non-recurring (cases): 76  
 Cases with an individual in sanction status: 6  
 Average Case Size: 2.2

Caseload all (persons): 7,013  
 Caseload recurring (persons): 6,811  
 Caseload non-recurring (persons): 202  
 Adults: 3,645  
 Children: 3,368

Applications all: 757  
 Applications recurring: 511  
 Applications non recu: 246  
 Applications Acceptar: 17.8%

Recert. Sched: 46

| Center Performance                         |                              |  |   |  |                              |          |
|--|------------------------------|--|---|--|------------------------------|----------|
|  | Monthly                      | Score: 43.6                                | Rank: 18                                    | YTD  | Score: 28.5                  | Rank: 18 |
|  | 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                            | 0  | 1   | 2  | 1                            | 6        |
| Meets performance expectations             | 2                            | 2  | 1   | 0  | 0                            | 5        |
| Approaching performance expectation        | 0                            | 0  | 0   | 1  | 0                            | 1        |
| Fails to meet performance expectations     | 0                            | 2  | 2   | 2  | 0                            | 6        |
| <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     |
| 1:12              |

| Non POS/PAM Transactions |            |
|--------------------------|------------|
| Current Month            |            |
| Count                    | % of Total |
| 13                       | 0.37       |

|   | 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  |       |
| <b>PROVIDING ACCESS to SERVICES</b>                             |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 1   | Jul          | 95%                      | 99%       | 1.9         | 8             | 96.0%              | 596         | 12           | 13.5%       | 96.0%                        | 3                                 | 9                       | 2                         | 5                             | 89.7%                   | 19      | 97.0% | 94.7%        | 18     | 97.9%      | 96.5% | 97.6% |
| 2   | Jul          | 95%                      | 99%       | 5.0         | 8             | 97.5%              | 278         | 11           | 20.0%       | 96.3%                        | 5                                 | 9                       | 2                         | 3                             | 88.1%                   | 19      | 96.4% | 93.9%        | 18     | 97.4%      | 96.2% | 97.2% |
| 3   |              | 96%                      | 98%       | 6.0         | 6             | 98.0%              | 153         | 10           | -0.4%       | 97.8%                        | 10                                | 7                       | 2                         | 0                             | 98.7%                   | 9       | 98.5% | 99.1%        | 16     | 98.7%      | 99.2% | 98.4% |
| 4   |              | 94%                      | 99%       | 6.0         | 6             | 100.0%             | 62          | 1            | 0.0%        | 98.8%                        | 16                                | 2                       | 0                         | 1                             | 100.0%                  | 1       | 98.7% | 97.9%        | 16     | 99.1%      | 97.5% | 98.3% |
| <b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>               |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 5   |              | 97%                      | 99%       | 0.0         | 4             | 90.8%              | 250         | 19           | -0.5%       | 96.9%                        | 3                                 | 13                      | 1                         | 2                             | 91.8%                   | 19      | 97.1% | 94.2%        | 19     | 97.0%      | 97.0% | 97.0% |
| 6   |              | 95%                      | 98%       | 2.2         | 4             | 96.7%              | 30          | 6            | 4.4%        | 94.9%                        | 4                                 | 7                       | 2                         | 5                             | 92.5%                   | 15      | 94.7% | 94.2%        | 12     | 94.3%      | 96.0% | 95.3% |
| 7   |              | 95%                      | 98%       | 0.0         | 6             | 87.1%              | 93          | 19           | -3.6%       | 96.6%                        | 4                                 | 10                      | 4                         | 1                             | 90.6%                   | 19      | 96.1% | 94.2%        | 18     | 96.0%      | 94.3% | 96.4% |
| 8   |              | 97%                      | 99%       | 1.2         | 6             | 97.4%              | 77          | 16           | -0.5%       | 98.5%                        | 9                                 | 8                       | 2                         | 0                             | 97.1%                   | 15      | 98.3% | 98.6%        | 9      | 98.5%      | 98.8% | 98.3% |
| <b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>              |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 9   |              | 63.9                     | 79.9      | 0.0         | 5             | 54                 | 0           | 15           | 11          | 123                          | 5                                 | 5                       | 1                         | 7                             | 48                      | 14      | 102.2 | 61.3         | 14     | 119.8      | 84.8  | 141.3 |
| 10  |              | 90%                      | 95%       | 1.3         | 5             | 91.3%              | 23          | 15           | 1.3%        | 94.2%                        | 9                                 | 8                       | 1                         | 1                             | 88.3%                   | 18      | 92.8% | 87.6%        | 17     | 93.5%      | 90.9% | 91.7% |
| 11  | Jul          | 90%                      | 95%       | 0.0         | 5             | 76.9%              | 13          | 18           | -13.1%      | 93.6%                        | 11                                | 3                       | 1                         | 4                             | 82.1%                   | 19      | 93.6% | 92.1%        | 16     | 94.4%      | 87.2% | 94.2% |
| 12  |              | 92%                      | 95%       | 5.0         | 5             | 95.5%              | 44          | 8            | 15.5%       | 94.7%                        | 8                                 | 9                       | 2                         | 0                             | 89.5%                   | 19      | 93.3% | 89.8%        | 19     | 94.6%      | 94.4% | 95.7% |
| <b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b> |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 13  | Jul          | 90%                      | 95%       | 6.0         | 6             | 100.0%             | 28          | 1            | 16.0%       | 96.5%                        | 15                                | 3                       | 1                         | 0                             | 89.7%                   | 18      | 95.9% | 96.4%        | 16     | 97.0%      | 95.3% | 95.2% |
| 14  | May          | 6%                       | 0%        | 0.0         | 6             |                    |             | 9            | 0.0%        | 1.3%                         | 1                                 | 6                       | 12                        | 0                             | 0.0%                    | 9       | 1.9%  | 7.5%         | 14     | 6.7%       | 9.1%  | 5.5%  |
| 15  | Jul          | 2                        | 0         | 0.0         | 6             | 38.0               |             | 18           | 28          | 4                            | 7                                 | 6                       | 5                         | 0                             | 18                      | 18      | 3     | 7            | 18     | 3          | 0     | 3     |
| 16  |              | 95%                      | 98%       | 5.0         | 5             | 100.0%             | 13          | 1            | 0.0%        | 97.3%                        | 10                                | 5                       | 2                         | 1                             | 100.0%                  | 1       | 95.9% | 96.6%        | 11     | 94.7%      | 98.5% | 97.4% |
| 17  |              | 5%                       | 3%        | 0.0         | 5             | 33.3%              | 3           | 19           | -5.2%       | 4.7%                         | 11                                | 1                       | 7                         | 0                             | 27.3%                   | 19      | 3.9%  | 12.0%        | 19     | 4.2%       | 4.3%  | 6.4%  |
| 18  |              |                          |           | Non Scoring |               | 8.3%               | 3213        |              |             | 4.4%                         |                                   |                         |                           |                               | 6.5%                    |         | 4.2%  | 6.0%         |        | 4.3%       | 5.8%  | 4.2%  |
| 19  |              |                          |           | Non Scoring |               | 5.9%               |             |              |             | 7.0%                         |                                   |                         |                           |                               | 6.0%                    |         | 7.7%  | 6.0%         |        | 6.6%       | 7.8%  | 7.3%  |
| 20  |              |                          |           | Non Scoring |               | 45.8%              |             |              |             | 54.2%                        |                                   |                         |                           |                               | 65.3%                   |         | 53.9% | 48.1%        |        | 51.9%      | 41.2% | 41.3% |
| <b>DELIVERY of CUSTOMER SERVICE</b>                             |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 21  |              |                          |           |             |               |                    |             |              |             |                              |                                   |                         |                           |                               |                         |         |       |              |        |            |       |       |
| 22  |              | 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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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 |
| <b>Demographics</b>                                       |                   |            |       |               |                   |            |       |               |                   |            |        |               |
| Applications  | 215               | 296        | n/a   | 246           | 1,409             | 2,076      | n/a   | 1,055         | 7,579             | 12,243     | n/a    | 9,738         |
| Acceptance Rate   | 41.4%             | 42.9%      | n/a   | 66.9%         | 43.3%             | 45.3%      | n/a   | 62.9%         | 50.3%             | 55.5%      | n/a    | 64.5%         |
| Percentage New To Cash Assistance                         |                   |            |       |               |                   |            |       |               |                   |            |        |               |
| Exits (Employment Related)                                | 17                | 21         | 8     | 0             | 102               | 153        | 41    | 0             | 711               | 1,087      | 401    | 0             |
| Exits (Non Employment Related)                            | 63                | 175        | 57    | 62            | 353               | 956        | 190   | 257           | 2,984             | 7,488      | 1,520  | 3,089         |
| Caseload (cases)  | 750               | 1,618      | 718   | 76            | 4,270             | 13,648     | 2,477 | 317           | 49,026            | 82,958     | 25,159 | 3,611         |
| Caseload (at least one individual in sanction status)     | 3                 | 1          | 2     | n/a           | 3                 | 1          | 4     | n/a           | 3                 | 2          | 7      | n/a           |
| Caseload (persons)  | 2,076             | 2,132      | 2,603 | 202           | 11,018            | 17,180     | 8,134 | 725           | 110,357           | 113,420    | 82,065 | 7,794         |
| <b>Engagement</b>   |                   |            |       |               |                   |            |       |               |                   |            |        |               |
| Employed  | 159               | 124        | 216   | n/a           | 1,229             | 667        | 791   | n/a           | 10,400            | 5,229      | 9,744  | n/a           |
| School, Training and Education                            | 29                | 21         | 15    | n/a           | 162               | 154        | 50    | n/a           | 2,940             | 1,237      | 567    | n/a           |
| WEP and Job Search  | 49                | 52         | 33    | n/a           | 293               | 451        | 119   | 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                      |                   | 394        |       |               |                   | 1,135      |       |               |                   | 12,155     |        |               |
| Total Children in Formal Childcare                        |                   | 837        |       |               |                   | 3,787      |       |               |                   | 38,086     |        |               |
| Total Children in Transitional Childcare                  |                   | 164        |       |               |                   | 734        |       |               |                   | 5,887      |        |               |
| Child Care Not found (Report Month)                       |                   | 4          |       |               |                   | 18         |       |               |                   | 237        |        |               |
| # of Refused Recipient Child Care Referral w/o Good Cause |                   | 27         |       |               |                   | 108        |       |               |                   | 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)                                |                   | 85.7%      |       |               |                   | 86.4%      |       |               |                   | 84.1%      |        |               |
| Retention Rates (6 months)                                |                   | 74.5%      |       |               |                   | 74.6%      |       |               |                   | 73.6%      |        |               |
| Retention Rates (9 Months)                                |                   | 71.4%      |       |               |                   | 67.9%      |       |               |                   | 67.8%      |        |               |
| Retention Rates (12 Months)                               |                   | 60.9%      |       |               |                   | 62.9%      |       |               |                   | 61.1%      |        |               |