

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
ROCKAWAY(79) Job Center -January 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): 3,219
 Caseload recurring (cases): 3,157
 Caseload non-recurring (cases): 62
 Cases with an individual in sanction status: 5
 Average Case Size: 2.3

Caseload all (persons): 7,267
 Caseload recurring (persons): 7,109
 Caseload non-recurring (persons): 158
 Adults: 3,728
 Children: 3,539

Applications all: 756
 Applications recurring: 527
 Applications non recu: 229
 Applications Accepted: 20.5%
 Recert. Sched: 492

Center Performance						
	Monthly	Score: 44.7	Rank: 15	YTD	Score: 44.7	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	0	0	3	1	6
Meets performance expectations	2	1	1	0	0	4
Approaching performance expectation	0	0	0	0	0	0
Fails to meet performance expectations	0	3	3	2	0	8
City Wide Totals (19 total centers)						
Exceeds performance expectations	0	0	0	2	1	3
Meets performance expectations	2	2	3	1	0	8
Approaching performance expectation	0	1	0	0	0	1
Fails to meet performance expectations	2	1	1	2	0	6

Average Wait Time
Current Month
0:59

Non POS/PAM Transactions	
Count	% of Total

	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
PROVIDING ACCESS to SERVICES																					
1	Dec	95%	99%	4.9	8	97.5%	589	10		92.7%	2	11	3	3			97.5%	10	92.7%	94.3%	96.4%
2	Dec	95%	99%	8.0	8	99.6%	272	2		90.1%	4	8	1	6			99.6%	2	90.1%	91.0%	95.7%
3		96%	98%	6.0	6	99.4%	162	5		97.4%	11	5	0	3			99.4%	5	97.4%	98.6%	98.1%
4		94%	99%	1.5	6	95.2%	105	15		96.7%	7	9	0	3			95.2%	15	96.7%	97.6%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																					
5		97%	99%	0.0	4	92.2%	334	18		95.4%	2	5	7	5			92.2%	18	95.4%	92.3%	96.7%
6		95%	98%	0.0	4	87.5%	16	13		88.9%	3	1	1	14			87.5%	13	88.9%	93.6%	93.4%
7		95%	98%	0.0	6	90.8%	120	19		95.9%	4	11	3	1			90.8%	19	95.9%	92.0%	96.1%
8		97%	99%	3.3	6	98.1%	105	12		98.2%	6	9	4	0			98.1%	12	98.2%	98.4%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																					
9		63.9	79.9	0.0	5	64	0	13		136	7	6	1	5			64.0	13	135.5	61.2	120.2
10		90%	95%	0.0	5	70.0%	30	18		78.7%	0	2	2	15			70.0%	18	78.7%	84.2%	92.5%
11	Dec	90%	95%	0.0	5	55.9%	34	19		92.9%	11	5	0	3			55.9%	19	92.9%	75.6%	93.4%
12		92%	95%	0.0	5	89.1%	55	17		92.5%	5	7	4	3			89.1%	17	92.5%	90.3%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																					
13	Dec	90%	95%	6.0	6	100.0%	46	1		96.2%	14	4	1	0			100.0%	1	96.2%	95.7%	96.9%
14	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	10.3%	6.5%
15	Dec	2	0	0.0	6	2.0		15		7	9	5	5	0			2	15	7	5	3
16		95%	98%	5.0	5	100.0%	21	1		97.7%	9	7	2	1			100.0%	1	97.7%	95.7%	94.8%
17		5%	3%	0.0	5	25.0%	8	18		8.8%	9	3	7	0			25.0%	18	8.8%	27.1%	6.4%
18																					
19																					
20																					
DELIVERY of CUSTOMER SERVICE																					
21																					
22		3	0	4.0	4	0		1		0	19	0	0	0			0	1	0.00	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
Demographics												
Applications	205	322	n/a	229	1,241	2,030	n/a	1,004	6,899	12,533	n/a	10,172
Acceptance Rate	21.2%	36.6%	n/a	45.2%	39.5%	41.4%	n/a	52.6%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	16	23	8	0	96	137	40	0	800	1,127	397	0
Exits (Non Employment Related)	55	155	65	40	463	1,063	226	190	3,855	9,544	2,031	2,822
Caseload (cases)	756	1,619	782	62	4,257	13,982	2,534	242	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	1	2	2	n/a	1	1	1	n/a	2	1	4	n/a
Caseload (persons)	2,118	2,164	2,827	158	11,035	17,853	8,273	529	118,548	121,462	86,031	6,313
Engagement												
Employed	167	116	226	n/a	1,165	705	811	n/a	9,953	4,846	9,210	n/a
School, Training and Education	32	18	11	n/a	181	150	48	n/a	2,751	1,269	541	n/a
WEP and Job Search	59	68	47	n/a	337	495	120	n/a	2,433	3,921	1,246	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)		2				19				275		
# of Refused Recipient Child Care Referral w/o Good Cause		25				190				977		
	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)		0.0%				0.0%				0.0%		
Retention Rates (6 months)		0.0%				0.0%				0.0%		
Retention Rates (9 Months)		0.0%				0.0%				0.0%		
Retention Rates (12 Months)		0.0%				0.0%				0.0%		