

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**ROCKAWAY(79) Job Center -July 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): 3,066  
 Caseload recurring (cases): 3,000  
 Caseload non-recurring (cases): 66  
 Cases with an individual in sanction status: 11  
 Average Case Size: 2.2

Caseload all (persons): 6,797  
 Caseload recurring (persons): 6,623  
 Caseload non-recurring (persons): 174  
 Adults: 3,534  
 Children: 3,263

Applications all: 626  
 Applications recurring: 423  
 Applications non recu: 203  
 Applications Acceptar: 15.7%

Recert. Sched: 443

Center Performance						
	Monthly	Score: 23.5	Rank: 19	YTD	Score: 30.2	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	2	0	0	1	1	4
Meets performance expectations	0	1	2	0	0	3
Approaching performance expectation	0	0	0	0	0	0
Fails to meet performance expectations	2	3	2	4	0	11
<b>City Wide Totals (19 total centers)</b>						
Exceeds performance expectations	1	0	0	2	1	4
Meets performance expectations	3	3	3	2	0	11
Approaching performance expectation	0	1	0	1	0	2
Fails to meet performance expectations	0	0	1	0	0	1

Average Wait Time
Current Month
1:12

Non POS/PAM Transactions
Current Month
Count % of Total

Performance Expectations	Report Month	Report Month														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		
<b>PROVIDING ACCESS to SERVICES</b>																							
1	Cash Assistance Application Timeliness	Jun	95%	99%	0.0	8	82.5%	613	19	-8.4%	97.2%	3	13	2	1	90.0%	19	97.8%	94.5%	19	98.2%	96.5%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	0.0	8	77.5%	280	19	-12.0%	95.9%	5	8	3	3	88.0%	19	97.0%	93.3%	19	97.6%	96.2%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.4%	122	14	-1.6%	98.7%	16	2	1	0	99.1%	8	99.0%	99.5%	16	98.9%	99.2%	98.4%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	100.0%	62	1	0.0%	98.7%	15	3	0	1	99.6%	8	99.2%	97.7%	17	99.1%	97.5%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																							
5	Missing or Outdated Employment Plan		97%	99%	0.0	4	91.3%	160	19	-1.9%	97.1%	2	11	5	1	93.5%	19	97.0%	94.8%	19	97.1%	97.0%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.3%	13	13	4.8%	94.4%	3	6	3	6	91.9%	14	93.7%	93.6%	13	94.2%	96.0%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.0	6	90.7%	54	18	-3.6%	96.2%	5	9	1	4	94.5%	16	95.7%	95.4%	16	95.9%	94.3%	96.4%
8	Re-Engaged after Good Cause		97%	99%	2.5	6	97.9%	93	13	1.6%	98.1%	7	7	3	2	97.4%	16	98.0%	98.7%	9	98.5%	98.8%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																							
9	Reported Placements		63.9	79.9	0.0	5	43	0	16	-4	97	1	2	1	15	48	13	97.1	62.3	12	119.3	84.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	90.0%	30	10	6.7%	90.3%	3	8	0	8	88.9%	14	92.1%	87.2%	17	93.4%	90.9%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	0.0	5	90.0%	20	16	11.7%	94.9%	12	4	1	2	88.9%	16	94.0%	93.5%	15	94.5%	87.2%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	0.0	5	80.0%	25	19	-8.5%	92.5%	7	5	2	5	83.1%	19	93.4%	89.0%	19	94.5%	94.4%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																							
13	Training Attendance Rate	Jun	90%	95%	0.0	6	84.0%	25	19	0.0%	95.6%	13	2	1	3	88.7%	18	96.3%	95.9%	18	97.1%	95.3%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	0.0%	0	11	0.0%	2.0%	0	6	13	0	2.7%	9	2.3%	9.2%	14	6.9%	9.1%	5.5%
15	Overdue Face To Face Recertifications	Jun	2	0	0.0	6	10.0		19	5	1	9	7	3	0	6	19	2	3	19	3	0	3
16	SSN Validation		95%	98%	5.0	5	100.0%	8	1	0.0%	95.1%	9	3	1	6	95.2%	15	94.5%	96.2%	13	94.4%	98.5%	97.4%
17	% SI over 45 Days		5%	3%	0.0	5	38.5%	13	19	38.5%	2.9%	16	0	3	0	15.6%	19	3.5%	11.1%	19	4.1%	4.3%	6.4%
18	Fair Hearing Request Rate				Non Scoring	5.3%	3214				3.9%					5.9%		4.3%	5.7%		4.3%	5.8%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.5%					7.7%					5.2%		7.7%	6.0%		6.5%	7.8%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	64.3%					54.2%					59.5%		52.4%	48.5%		51.5%	41.2%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																							
21	Customer Satisfaction Rate (FFY)																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	0.0	0	1	0.02	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	210	213	n/a	203	1,256	1,880	n/a	991	6,317	10,626	n/a	7,783
Acceptance Rate	27.0%	28.0%	n/a	53.3%	33.9%	38.8%	n/a	56.9%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	15.2%	17.4%	0.0%	12.2%	18.7%	26.3%	7.5%	13.7%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	7	15	9	0	73	148	39	0	624	984	338	0
Exits (Non Employment Related)	46	104	33	34	377	923	173	231	3,441	7,815	1,681	2,442
Caseload (cases)	724	1,575	701	66	4,222	13,614	2,433	270	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	2	3	6	n/a	1	1	5	n/a	3	2	6	n/a
Caseload (persons)	2,015	2,070	2,538	174	10,885	17,148	7,969	681	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	174	119	198	n/a	1,280	725	820	n/a	10,484	5,333	9,192	n/a
School, Training and Education	24	18	20	n/a	168	143	76	n/a	2,865	1,156	587	n/a
WEP and Job Search	50	56	29	n/a	348	533	116	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		383				1,168				11,680		
Total Children in Formal Childcare		818				3,857				38,036		
Total Children in Transitional Childcare		172				765				5,897		
Child Care Not found (Report Month)		3				33				190		
# of Refused Recipient Child Care Referral w/o Good Cause		13				81				617		
	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)		80.9%				84.3%				83.9%		
Retention Rates (6 months)		69.1%				68.0%				72.8%		
Retention Rates (9 Months)		75.0%				70.9%				68.4%		
Retention Rates (12 Months)		58.3%				60.8%				62.7%		