

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION **JOBSTAT REPORT, VERSION 19.0**

CROTONA(46) Job Center - February 2020

Director: Rita Concepcion Since: 6/1/2019
Deputies: Angela Andino, Vacant
Executive Regional Manager: Kathleen Parker
Regional Manager: Ronald Martin
Deputy Regional Manager: Diana Perez, Augustina Obosi
Zip Codes Covered:10457, 10461, 10466, 10467, 10468

Caseload all (cases):
Caseload recurring (cases):
Caseload non-recurring (cases):
Cases with an individual in sanction statu
Average case size:

12,576	Caseload all (persons):
12,095	Caseload recurring (persons):
481	Caseload non-recurring (persons)
394	Adults:
2.2	Children:

Applications all: Applications recurring:	1,864 1,066
Applications non-recurring:	798
Applications acceptance rate:	34.5%

27,579

26,562

1,017

13,762

13,817

Recertifications scheduled:

21p edaes ed verea. 10 127, 10 101, 10 100, 10 107, 10 100														
Center Performance														
		Monthly	Score: 50.3	Rank: 14	YTD	Score: 52.8	Rank: 11							
		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	1	1	4	1	9							
Meets performance expectations		2	1	0	3	1	7							
Approaching performance expectations		0	1	1	1	0	3							
Fails to meet performance expectations		0	1	2	1	0	4							
Citywide Totals (19 total centers)														
Exceeds performance expectations		1	0	0	3	2	6							
Meets performance expectations		3	2	2	2	1	10							
Approaching performance expectations		0	1	0	1	0	2							
Fails to meet performance expectations		0	1	2	1	0	4							

Informational Indicators													
		_		Ci	ty								
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD							
Fair Hearing Upheld Rate	11.7%	-0.2%		11.8%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	7.6%	-0.4%		7.8%	13.3%	11.3%							
Fair Hearing Request Rate	4.3%	-0.6%		4.6%	4.0%	4.6%							
SNAP PC Bank Applications													

					Report Month								3 month			Year to date	e	Prior Ye			
	Pe	rformance E	Expectations	5	Center Performance		Citywide Citywide Performance to Threshold				reshold	Center		City Center		City Cen		ter City			
	Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers above Threshold		Centers approaching Threshold		Score	Rank	Score	Rank		Score	
I # PROVIDING ACCESS to SERVICES	0.70/	000/	2.1		07.10/	2007	0		0.60/	05.50/	2	10	2				0.6.004	0	0.4.207	00.20/	0.5.604
1 Cash Assistance Application Timeliness	Jan 95%	99%	3.1	6	97.1%	2085	9		0.6%	95.5%	2	10	2	5			96.8%	8		98.2%	
2 SNAP Application Timeliness	Jan 95%	99%	4.7	6	98.1%	793	12		-0.7%	96.7%	9	5	2	3			98.4%	11	94.6%		
3 Same Day SNAP Issuance (weekly avg)	96%	99%	5.0	5	100.0%	289	1		2.0%	98.4%	10	6	3	0			98.8%	/		98.8%	
4 SNAP Separate Determination Rate	94%	99%	5.0	5	100.0%	0	I		0.0%	100.0%	19	0	0	0			100.0%	1	100.0%	99.6%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE	2 =		2.4			1000	1.0					_		_			2 - 444				
5 Missing or Outdated Employment Plan	97%	99%	0.3	4	97.2%	1203	10		-0.9%	96.4%	3	7	4	5			97.6%			97.4%	
6 Rate of Child Care in Child Care System	95%	98%	0.0	6	89.6%	48	15		2.8%	88.9%	4	1	5	9			87.9%	11		95.0%	
7 Eligible & Referred to Appropriate Activities	95%	98%	0.0	4	94.7%	246	14		-1.4%	95.5%	5	8	3	3			95.3%	10		95.5%	
8 Re-Engaged after Good Cause	97%	99%	3.0	3	99.4%	183	6		0.2%	97.5%	6	8	3	2			99.4%	5	97.9%	97.3%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																					
9 Reported Placements	207.0	258.8	0.0	3	201		7		-91	97	2	4	0	13			247	5	109	244	109
10 Cases Budgeted Timely (35 days)	Jan 90%	95%	5.0	5	98.2%	109	6		-0.6%	93.2%	9	3	3	4			98.5%	5		95.2%	
11 Employed Cases with Current Documentation	90%	95%	0.0	10	89.6%	144	14		5.0%	92.8%	9	4	4	2			87.4%	16		90.8%	
12 % Placements w/FIA3As (Employment Form)	94%	98%	0.0	4	91.1%	157	12		2.4%	91.2%	2	6	2	9			89.7%	15	90.2%	92.7%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMIN	STRATION																				
13 Training Attendance Rate	Jan 97%	100%	1.3	2	99.0%	101	12		13.1%	96.7%	0	15	2	2			92.3%	17	95.1%	92.7%	96.7%
14 SNAP (EQAS) Payment Error Rate (FFY)	Nov 6%	2%	1.7	2	2.6%		16		2.6%	2.1%	16	1	2	0						9.4%	3.3%
15 SNAP (EQAS) Agency Payment Error Rate	Nov 4%	2%	4.9	7	2.61%		16		2.6%	1.4%	16	1	2	0							
16 SNAP (EQAS) Case Error Rate	Nov 4%	2%	0.0	3	8.33%		16		8.3%	4.2%	15	0	4	0							
17 Overdue Face-To-Face Recertifications	Jan 6	0	1.7	6	4.0		14		2	2	7	9	3	0			3	11	2	4	2
18 SSN Validation	95%	98%	1.7	2	97.6%	41	11		-0.3%	96.9%	10	3	4	2			97.8%	10	97.3%	97.4%	98.5%
19 % SI over 45 Days	Jan 5%	3%	4.0	4	0.8%	124	11		-5.3%	2.7%	17	1	1	0			3.1%	13	3.8%	2.2%	9.0%
20 Benefits Issued on Closed Cases	Jan 55	18	2.0	2	2	11330	6		-1	5	14	5	0	0			3	7	5		
21 RMS State Audit Hit Rate	60%	75%	0.0	3	48.0%	0	17		0.0%	65.0%	9	6	0	4			48.0%	17	65.5%		
22 Non-POS/Non-PAM Transactions	Jan 0	0	0.0	0	18	11330	1		8	12	1	0	18	0			14	1	9		
DELIVERY of CUSTOMER SERVICE																					
23 Spot Violation	1	0	2.0	2	0		1		0	0	19	0	0	0			0	1	0	0	0
24 Average Wait Time	60	50	4.8	6	52.0		7		-1	51.0	6	4	9	0			52.5	8	53.0		
25 CA PC Bank Applications	Jan 70.0%	80.0%	0.0	0																	
26 AHRA Account Creation																					
27 Timely Inquiry Response																					