

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

ROCKAWAY(79) Job Center - February 2020

Director: Sara Matthew Since: 5/1/2018

Center

Exceeds performance expectations

Exceeds performance expectations

Meets performance expectations

Approaching performance expectations

Fails to meet performance expectations
Citywide Totals (19 total centers)

Approaching performance expectations
Fails to meet performance expectations

Meets performance expectations

Deputies: Anthony Ferreira
Executive Regional Manager: Marlene D. Campbell
Regional Manager: James Fields
Deputy Regional Manager: Maud Baptiste
Zip Codes Covered:11414, 11417,11430, 11691 through 11695, 11697

Center Performance

SERVICES

Score: 56.9 Rank: 12

ENSURING PARTICIPANT

in PLACE

MOVING

PARTICIPANT TOWARD

SECURITY

aseload all (cases):	2,95
aseload recurring (cases):	2,86
aseload non-recurring (cases):	8
ases with an individual in sanction status:	9
verage case size:	2.

DELIVERY of CUSTOMER

SERVICE

Score: 44.9 Rank: 14

All

YTD

ENSURING

EFFICIENCY and QUALITY in CENTER

ADMINISTRATION

Caseload all (persons):	6,614	
Caseload recurring (persons):	6,411	
Caseload non-recurring (persons):	203	
Adults:	3,351	
Children:	3,263	

Applications all:	559
Applications recurring:	382
Applications non-recurring:	177
Applications acceptance rate:	17.9%

Informational Indicators													
				Ci	ty								
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD							
Fair Hearing Upheld Rate	3.4%	-4.1%		5.4%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	21.2%	11.0%		15.7%	13.3%	11.3%							
Fair Hearing Request Rate	5.3%	-1.5%		6.1%	4.0%	4.6%							
SNAP PC Bank Applications	12.5%	0.1%		12.5%	11.3%	11.5%							

Recertifications scheduled:

						Report Month										3 month			Yea	ar to date	Prior Year		Year
		Perf	cormance E	xpectations	S	Center Performance			Citywide Citywide Performance to Threshold					Center	City	Cente	er	City Cent		City			
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance fro	iance om vious onth	Score	Centers above Threshold	Centers with-in Threshold	approaching	Centers below Threshold	Score	Rank	Score		Rank		Score	
I # PROVIDING ACCESS to SERVICES																							
1 Cash Assistance Application Timeliness	Jan	95%	99%	0.0	6	93.7%	599	14	7.3	3%	95.5%	2	10	2	5			90.1%	, D	16	94.2%	93.3%	95.6%
2 SNAP Application Timeliness	Jan	95%	99%	0.0	6	90.8%	249	17	20.3	.3%	96.7%	9	5	2	3			81.6%	, D	18	94.6%	93.9%	94.6%
3 Same Day SNAP Issuance (weekly avg)		96%	99%	2.2	5	97.3%	111	15	1.3	3%	98.4%	10	6	3	0			96.6%	, D	15	97.2%	97.9%	97.9%
4 SNAP Separate Determination Rate		94%	99%	5.0	5	100.0%	0	1	0.0	0%	100.0%	19	0	0	0			100.09	%	1	100.0%	99.8%	99.4%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5 Missing or Outdated Employment Plan		97%	99%	0.0	4	93.3%	285	18	-3.2	2%	96.4%	3	7	4	5			95.0%	, D	16	96.3%	97.1%	96.4%
6 Rate of Child Care in Child Care System		95%	98%	6.0	6	100.0%	8	1	8.3	3%	88.9%	4	1	5	9			95.0%	, D	4	89.7%	96.7%	94.1%
7 Eligible & Referred to Appropriate Activities		95%	98%	0.0	4	95.0%	60	13		1%	95.5%	5	8	3	3			94.4%	, D	14	95.6%	94.1%	95.2%
8 Re-Engaged after Good Cause		97%	99%	1.8	3	98.2%	55	12	1.1	1%	97.5%	6	8	3	2			97.8%	, D	14	97.9%	97.2%	97.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURIT	\mathbf{Y}																						
9 Reported Placements		63.9	79.9	0.0	3	62		8	- 7	.7	97	2	4	0	13			66		8	109	57	109
10 Cases Budgeted Timely (35 days)	Jan	90%	95%	0.0	5	71.4%	14	19	12.3	.3%	93.2%	9	3	3	4			63.9%	, D	19	91.0%	84.2%	91.4%
11 Employed Cases with Current Documentation		90%	95%	10.0	10	96.1%	26	8	2.1	1%	92.8%	9	4	4	2			95.3%	, D	6	90.1%	92.5%	89.9%
12 % Placements w/FIA3As (Employment Form)		94%	98%	0.0	4	84.4%	45	18	8.4	4%	91.2%	2	6	2	9			80.0%	, D	19	90.2%	92.2%	93.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMIX	NISTRA	ATION																					
13 Training Attendance Rate	Jan	97%	100%	2.0	2	100.0%	36	1	14.3	.3%	96.7%	0	15	2	2			92.3%	, D	16	95.1%	99.0%	96.7%
14 SNAP (EQAS) Payment Error Rate (FFY)	Nov	6%	2%	2.0	2	0.0%		1	0.0	0%	2.1%	16	1	2	0							2.6%	3.3%
15 SNAP (EQAS) Agency Payment Error Rate	Nov	4%	2%	7.0	7	0.00%		1	0.0	0%	1.4%	16	1	2	0								
16 SNAP (EQAS) Case Error Rate	Nov	4%	2%	3.0	3	0.00%		1	0.0	0%	4.2%	15	0	4	0								
17 Overdue Face-To-Face Recertifications	Jan	2	0	6.0	6	0.0		1	C	0	2	7	9	3	0			0		1	2	0	2
18 SSN Validation		95%	98%	2.0	2	100.0%	6	1	0.0	0%	96.9%	10	3	4	2			100.09	%	1	97.3%	100.0%	98.5%
19 % SI over 45 Days	Jan	5%	3%	4.0	4	0.0%	24	1	-11.	.1%	2.7%	17	1	1	0			3.0%		16	3.8%	25.4%	9.0%
20 Benefits Issued on Closed Cases	Jan	16	5	2.0	2	4	3475	12	-1	.1	5	14	5	0	0			5		14	5		
21 RMS State Audit Hit Rate		60%	75%	3.0	3	91.0%	0	1	33.0	.0%	65.0%	9	6	0	4			74.5%	Ď	9	65.5%		
22 Non-POS/Non-PAM Transactions	Jan	0	0	0.0	0	16	3475	1	3	3	12	1	0	18	0			15		1	9		
DELIVERY of CUSTOMER SERVICE																							
23 Spot Violation		1	0	1.0	1	0		1	C	0	0	19	0	0	0			0		1	0	0	0
24 Average Wait Time		60	50	0.0	5	61.0		11	C	0	51.0	6	4	9	0			61.0		10	53.0		
25 CA PC Bank Applications	Jan	70.0%	80.0%	0.0	2	54.5%	644	5	-4.4	4%	60.8%	1	0	0	7			56.6%	, D	3	59.7%		
26 AHRA Account Creation																							
27 Timely Inquiry Response																							