

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

WAVERLY(13) Job Center - February 2020

Director: Ella Caynes Since: 2/1/2020
Deputies: Felicia Palmer, Vacant
Executive Regional Manager: Marlene D. Campbell
Regional Manager: Sandra Anderson
Deputy Regional Manager: Lydia Fruster
A Zip Codes Covered:10001-10020, 10023, 10036, 10038, 10044, 10065, 10069, 10280, 10281,10282

Caseload all (cases):
Caseload recurring (cases):
Caseload non-recurring (cases):
Cases with an individual in sanction status:

Average case size:

Caseload all (persons):	10,380
Caseload recurring (persons):	10,166
Caseload non-recurring (persons):	214
Adults:	6,933
Children:	3,447

Applications all: Applications recurring: Applications non-recurring:	1,475 1,229 246
Applications acceptance rate:	34.3%

Recertifications	scheduled:	655

Ce	nter Pei	rformance					
		Monthly	Score: 66.9	Rank: 7	YTD	Score: 63.1	Rank: 7
		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		4	2	3	3	1	13
Meets performance expectations		0	1	0	2	0	3
Approaching performance expectations		0	0	0	1	0	1
Fails to meet performance expectations		0	1	1	3	1	6
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													
			City										
	Current Month	Variance from Previous Month	3 Month Average	YTD	Current Month	YTD							
Fair Hearing Upheld Rate	10.5%	-1.9%		11.5%	8.1%	9.2%							
Fair Hearing Withdrawal Rate	12.3%	-1.8%		13.2%	13.3%	11.3%							
Fair Hearing Request Rate	2.7%	-0.5%		3.0%	4.0%	4.6%							
SNAP PC Bank Applications													

									Report	Month					3 mo	onth		Year to dat	e Prior Year
	Per	formance E	expectations	S		Cente	er Perfor	mance		Citywide	Citywid	e Perform	ance to Thr	eshold	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 approaching Threshold		Score	Rank	Score	Rank	Score
I # PROVIDING ACCESS to SERVICES																			
1 Cash Assistance Application Timeliness Jan	95%	99%	6.0	6	99.1%	1592	1		-0.2%	95.5%	2	10	2	5			99.2%	1	94.2% 97.1% 95.69
2 SNAP Application Timeliness Jan	95%	99%	6.0	6	99.6%	918	6		0.2%	96.7%	9	5	2	3			99.5%	6	94.6% 91.7% 94.69
3 Same Day SNAP Issuance (weekly avg)	96%	99%	5.0	5	99.3%	611	9		0.3%	98.4%	10	6	3	0			99.2%	5	97.2% 98.9% 97.99
4 SNAP Separate Determination Rate	94%	99%	5.0	5	100.0%	0	1		0.0%	100.0%	19	0	0	0			100.0%	1	100.0% 99.3% 99.4
ENSURING PARTICIPANT SUPPORTS are in PLACE																			
5 Missing or Outdated Employment Plan	97%	99%	2.9	4	98.4%	900	7		0.4%	96.4%	3	7	4	5			98.3%	7	96.3% 98.3% 96.49
6 Rate of Child Care in Child Care System	95%	98%	0.0	6	90.9%	11	13		-3.8%	88.9%	4	1	5	9			93.3%	7	89.7% 93.4% 94.19
7 Eligible & Referred to Appropriate Activities	95%	98%	4.0	4	98.3%	295	5		-0.5%	95.5%	5	8	3	3			98.5%	3	95.6% 97.5% 95.29
8 Re-Engaged after Good Cause	97%	99%	3.0	3	100.0%	68	1		1.1%	97.5%	6	8	3	2			99.4%	4	97.9% 98.0% 97.3
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																			
9 Reported Placements	96.7	120.8	3.0	3	130		1		-44	97	2	4	0	13			152	1	109 132 109
10 Cases Budgeted Timely (35 days) Jan	90%	95%	5.0	5	95.1%	61	9		-1.5%	93.2%	9	3	3	4			95.8%	7	91.0% 96.6% 91.4
11 Employed Cases with Current Documentation	90%	95%	10.0	10	100.0%	50	1		3.4%	92.8%	9	4	4	2			98.2%	2	90.1% 91.1% 89.99
12 % Placements w/FIA3As (Employment Form)	94%	98%	0.0	4	91.8%	98	11		-0.5%	91.2%	2	6	2	9			92.1%	9	90.2% 94.6% 93.79
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTR	RATION																		
13 Training Attendance Rate Jan	97%	100%	2.0	2	100.0%	70	1		4.2%	96.7%	0	15	2	2			97.9%	11	95.1% 97.2% 96.79
14 SNAP (EQAS) Payment Error Rate (FFY) Nov	6%	2%	0.0	2	21.0%		19		21.0%	2.1%	16	1	2	0					5.5% 3.3%
15 SNAP (EQAS) Agency Payment Error Rate Nov	4%	2%	0.0	7	8.53%		18		8.5%	1.4%	16	1	2	0					
16 SNAP (EQAS) Case Error Rate Nov	4%	2%	0.0	3	43.75%		19		43.8%	4.2%	15	0	4	0					
17 Overdue Face-To-Face Recertifications Jan	5	0	2.0	6	3.0		13		-6	2	7	9	3	0			6	19	2 3 2
18 SSN Validation	95%	98%	2.0	2	98.0%	51	10		-2.0%	96.9%	10	3	4	2			99.0%	4	97.3% 98.5% 98.5%
19 % SI over 45 Days Jan	5%	3%	4.0	4	0.0%	102	1		0.0%	2.7%	17	1	1	0			0.0%	1	3.8% 5.0% 9.0%
20 Benefits Issued on Closed Cases Jan	36	12	2.0	2	0	9038	2		0	5	14	5	0	0			0	1	5
21 RMS State Audit Hit Rate	60%	75%	3.0	3	75.0%	0	10		-17.0%	65.0%	9	6	0	4			83.5%	5	65.5%
22Non-POS/Non-PAM TransactionsJanDELIVERY of CUSTOMER SERVICE	0	0	0.0	0	10	9038	1		6	12	1	0	18	0			7	1	9
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	0.0	6	61.0		11		-24	51.0	6	4	9	0			73.0	15	53.0
25 CA PC Bank Applications Jan	70.0%	80.0%	0.0	0															
25CA PC Bank ApplicationsJan26AHRA Account Creation																			
27 Timely Inquiry Response																			