

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
WAVERLY(13) Job Center -August 2018

Director: Alain Jean-Bart Since: 6/26/2017
 Deputies: Ella Caynes, Felicia Palmer
 Deputy Regional Manager: Veronica Lux, Jessie Poli
 Executive Region Manager: Greg Gomez
 Staff on Board:
 Zip Codes covered:10001-10020, 10023, 10036, 10038, 10044, 10065, 10069, 10280, 10281,10282

Caseload all (cases): 6,691
 Caseload recurring (cases): 6,552
 Caseload non-recurring (cases): 139
 Cases with an individual in sanction status: 4
 Average Case Size: 1.6

Caseload all (persons): 10,654
 Caseload recurring (persons): 10,379
 Caseload non-recurring (persons): 275
 Adults: 7,233
 Children: 3,421

Applications all: 2090
 Applications recurring: 1754
 Applications non recu: 336
 Applications Acceptar: 25.6%

Recert. Sched: 702

Center Performance							
	Monthly	Score: 68.8	Rank: 5	YTD	Score: 78.4	Rank: 4	
	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	1	2	1	0	0	4	
Meets performance expectations	3	2	2	4	1	12	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	0	0	0	0	0	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	0	0	1	0	2	
Meets performance expectations	3	2	2	2	1	10	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	2	1	0	3	

Average Wait Time
Current Month
0:55

Non POS/PAM Transactions	
Current Month	
Count	% of Total

		Report Month														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center		City		Center	City				
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	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	Cash Assistance Application Timeliness	Jul	95%	99%	7.9	8	99.0%	1741	3	-0.6%	95.2%	2	13	2	2	99.4%	3	96.3%	99.3%	2	96.7%	98.8%	96.4%	
2	SNAP Application Timeliness	Jul	95%	99%	8.0	8	99.2%	985	6	0.5%	96.2%	7	7	3	2	99.2%	7	96.2%	98.3%	10	96.7%	96.3%	95.7%	
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	3.0	6	97.0%	768	14	-2.0%	98.3%	12	5	1	1	98.1%	15	98.3%	99.0%	7	98.3%	98.8%	98.1%	
4	SNAP Separate Determination Rate		94%	99%	5.0	6	98.2%	435	15	0.0%	99.0%	13	6	0	0	98.2%	14	99.0%	97.8%	13	98.1%	98.0%	98.6%	
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	3.2	4	98.6%	704	4	0.9%	95.9%	2	8	6	3	98.1%	6	96.1%	98.0%	4	95.6%	98.5%	96.7%	
6	Rate of Child Care in Child Care System		95%	98%	4.0	4	100.0%	35	1	2.8%	94.7%	6	5	3	5	99.1%	1	93.5%	97.2%	1	92.7%	96.3%	93.4%	
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.2%	260	3	2.1%	96.3%	5	12	1	1	98.7%	3	96.1%	98.7%	1	96.1%	97.6%	96.1%	
8	Re-Engaged after Good Cause		97%	99%	1.9	6	97.6%	170	16	-2.3%	98.4%	9	7	1	2	98.4%	11	98.1%	99.1%	5	98.6%	99.2%	98.7%	
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		96.7	120.8	4.6	5	119	0	3	-8	117	2	8	0	9	120	3	112.8	131.8	2	115.8	114.6	120.2	
10	Employed Cases with Current Documentation		90%	95%	0.0	5	88.6%	70	11	4.8%	88.2%	5	4	4	6	87.8%	13	88.8%	87.3%	9	87.8%	89.2%	92.5%	
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	5.0	5	95.3%	43	9	1.1%	92.0%	9	3	1	6	94.6%	9	92.6%	97.3%	5	93.8%	94.7%	93.4%	
12	% Placements w/FIA3As (Employment Form)		92%	95%	2.3	5	93.4%	91	12	-2.5%	93.6%	7	7	4	1	95.7%	2	93.0%	96.0%	2	93.0%	97.3%	94.6%	
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jul	90%	95%	4.6	6	93.8%	65	16	-4.4%	96.9%	13	5	1	0	96.8%	10	96.5%	97.4%	11	96.8%	98.0%	96.9%	
14	SNAP (EQAS) Payment Error Rate (FFY)	May	6%	0%	0.0	6			13	0.0%	3.3%	1	6	12	0	0.0%	12	2.1%	7.5%	12	6.4%	11.8%	6.5%	
15	Overdue Face To Face Recertifications	Jul	5	0	4.7	6	1.0		14	0	1	11	7	1	0	1	11	2	1	8	4	2	3	
16	SSN Validation		95%	98%	2.9	5	96.7%	61	14	3.1%	97.8%	7	9	3	0	96.3%	14	97.5%	97.0%	13	97.2%	94.8%	94.8%	
17	% SI over 45 Days		5%	3%	3.0	5	3.8%	105	17	3.8%	8.5%	13	5	1	0	1.2%	12	6.3%	0.9%	7	5.7%	2.0%	6.4%	
18	Fair Hearing Request Rate				Non Scoring	3.4%	8474				4.4%					3.3%		4.2%	3.2%		4.2%	3.6%	4.3%	
19	Fair Hearing Withdrawal Rate				Non Scoring	11.9%					10.1%					8.0%		9.4%	6.6%		8.4%	6.0%	6.5%	
20	Fair Hearing Affirmation Rate				Non Scoring	38.9%					40.4%					54.4%		47.0%	58.1%		48.8%	58.2%	53.0%	
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate																							
22	Spot Violation		3	0	2.7	4	1		17		1	0	16	3	0	0	1	19	0.1	0	19	0.03	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
Demographics												
Applications	239	1,515	n/a	336	807	2,653	n/a	1,310	7,308	12,417	n/a	8,479
Acceptance Rate	48.7%	49.3%	n/a	76.7%	57.6%	64.7%	n/a	73.9%	44.9%	57.5%	n/a	71.5%
Percentage New To Cash Assistance	14.3%	17.8%	6.5%	6.1%	14.3%	17.7%	5.3%	5.9%	19.0%	23.1%	7.8%	6.6%
Exits (Employment Related)	12	72	11	0	59	172	46	0	716	1,052	457	0
Exits (Non Employment Related)	113	603	60	114	318	1,409	161	491	2,851	8,050	1,631	2,993
Caseload (cases)	1,109	4,700	743	139	3,453	10,812	2,362	551	46,844	83,952	25,498	3,488
Caseload (at least one individual in sanction status)	1	2	1	n/a	1	1	1	n/a	2	1	3	n/a
Caseload (persons)	2,719	5,449	2,211	275	8,259	12,592	7,051	1,058	111,067	116,000	83,113	7,029
Engagement												
Employed	520	1,028	390	n/a	970	1,373	843	n/a	9,410	5,485	8,753	n/a
School, Training and Education	44	29	12	n/a	146	125	45	n/a	3,166	932	533	n/a
WEP and Job Search	63	255	42	n/a	195	554	120	n/a	2,075	3,039	1,109	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)		14				61				321		
# of Refused Recipient Child Care Referral w/o Good Cause		35				120				985		
	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)		82.5%				85.0%				0.0%		
Retention Rates (6 months)		71.6%				72.8%				0.0%		
Retention Rates (9 Months)		58.5%				65.5%				0.0%		
Retention Rates (12 Months)		61.1%				59.0%				0.0%		