

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
WAVERLY(13) Job Center -August 2017

Director: Alain Jean-Bart: Since: 7/21/2014
 Deputies: Millicent Shepherd; Anne Castro
 Deputy Regional Manager: Veronica Lux
 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): 6,583
 Caseload recurring (cases): 6,426
 Caseload non-recurring (cases): 157
 Cases with an individual in sanction status: 4
 Average Case Size: 1.5

Caseload all (persons): 10,061
 Caseload recurring (persons): 9,789
 Caseload non-recurring (persons): 272
 Adults: 7,068
 Children: 2,993

Applications all: 2011
 Applications recurring: 1615
 Applications non recu: 396
 Applications Accepted: 24.9%

Recert. Sched: 718

Center Performance							
	Monthly	Score: 71.2	Rank: 6	YTD	Score: 71.1	Rank: 6	
	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	1	2	1	1	6	
Meets performance expectations	3	3	2	3	0	11	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	0	0	1	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	0	0	0	1	0	1	
Meets performance expectations	4	2	4	2	1	13	
Approaching performance expectation	0	2	0	1	0	3	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time	
Current Month	0:55

Non POS/PAM Transactions	
Current Month	
Count	% of Total
49	0.53

	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			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Jul	95%	99%	7.1	8	98.5%	1794	7	Yellow	-0.2%	96.0%	3	9	2	5	98.8%	5	97.0%	99.0%	5	97.9%	99.0%	97.6%
2	SNAP Application Timelines	Jul	95%	99%	4.2	8	97.1%	1001	13	Yellow	1.5%	96.3%	5	9	2	3	96.8%	10	96.4%	97.7%	12	97.4%	96.6%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.3%	692	7	Green	-0.3%	97.8%	10	7	2	0	98.8%	8	98.5%	98.8%	11	98.7%	99.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	5.1	6	98.3%	285	17	Yellow	0.0%	98.8%	16	2	0	1	98.2%	16	98.7%	97.9%	17	99.1%	99.1%	98.3%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	3.5	4	98.8%	727	5	Yellow	-0.5%	96.9%	3	13	1	2	99.1%	2	97.1%	99.0%	2	97.0%	98.5%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.3	4	95.2%	21	11	Yellow	2.9%	94.9%	4	7	2	5	94.0%	12	94.7%	95.8%	7	94.3%	90.2%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	4.8	6	97.4%	307	7	Yellow	-1.5%	96.6%	4	10	4	1	97.9%	2	96.1%	97.9%	1	96.0%	98.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.4%	172	5	Green	0.4%	98.5%	9	8	2	0	99.5%	4	98.3%	99.3%	4	98.5%	97.5%	98.3%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		96.7	120.8	3.0	5	111	0	6	Yellow	24	123	5	5	1	7	96	7	102.2	106.0	7	119.8	108.8	141.3
10	Employed Cases with Current Documentation		90%	95%	5.0	5	98.4%	61	6	Green	11.1%	94.2%	9	8	1	1	89.5%	16	92.8%	89.4%	16	93.5%	89.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jul	90%	95%	3.0	5	93.0%	43	13	Yellow	-7.0%	93.6%	11	3	1	4	96.7%	7	93.6%	93.8%	12	94.4%	91.5%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	98.8%	85	1	Green	0.5%	94.7%	8	9	2	0	97.7%	3	93.3%	97.3%	1	94.6%	97.1%	95.7%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Jul	90%	95%	6.0	6	98.2%	56	9	Green	-0.1%	96.5%	15	3	1	0	98.2%	7	95.9%	98.5%	7	97.0%	94.2%	95.2%
14	SNAP (EQAS) Payment Error Rate	May	6%	0%	0.0	6			19	Red	0.0%	1.3%	1	6	12	0	1.4%	19	1.9%	15.1%	19	6.7%	10.6%	5.5%
15	Overdue Face To Face Recertifications	Jul	5	0	3.3	6	2.0		10	Yellow	2	4	7	6	5	0	1	10	3	2	10	3	2	3
16	SSN Validation		95%	98%	1.4	5	95.8%	48	15	Yellow	7.9%	97.3%	10	5	2	1	95.8%	15	95.9%	96.0%	14	94.7%	96.6%	97.4%
17	% SI over 45 Days		5%	3%	3.4	5	3.6%	110	12	Yellow	3.6%	4.7%	11	1	7	0	1.4%	11	3.9%	1.3%	11	4.2%	5.0%	6.4%
18	Fair Hearing Request Rate						2.9%	8225				4.4%					3.4%		4.2%	3.8%		4.3%	3.8%	4.2%
19	Fair Hearing Withdrawal Rate						8.1%					7.0%					8.9%		7.7%	6.4%		6.6%	7.6%	7.3%
20	Fair Hearing Affirmation Rate						42.9%					54.2%					85.9%		53.9%	51.7%		51.9%	56.0%	41.3%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	16	2	0	0	0	1	0.0	0	1	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	189	1,426	n/a	396	924	2,724	n/a	1,647	7,579	12,243	n/a	9,738
Acceptance Rate	56.3%	44.7%	n/a	70.0%	59.2%	63.0%	n/a	72.4%	50.3%	55.5%	n/a	64.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	19	61	7	0	61	169	25	0	711	1,087	401	0
Exits (Non Employment Related)	91	583	47	141	300	1,264	156	489	2,984	7,488	1,520	3,089
Caseload (cases)	978	4,764	684	157	3,646	11,635	2,572	600	49,026	82,958	25,159	3,611
Caseload (at least one individual in sanction status)	1	2	1	n/a	1	2	2	n/a	3	2	7	n/a
Caseload (persons)	2,379	5,402	2,008	272	8,738	13,313	7,718	1,120	110,357	113,420	82,065	7,794
Engagement												
Employed	499	835	442	n/a	1,051	1,231	996	n/a	10,400	5,229	9,744	n/a
School, Training and Education	33	38	12	n/a	134	160	53	n/a	2,940	1,237	567	n/a
WEP and Job Search	68	284	34	n/a	216	615	100	n/a	2,248	3,547	1,282	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		462				1,226				12,155		
Total Children in Formal Childcare		896				2,465				38,086		
Total Children in Transitional Childcare		121				550				5,887		
Child Care Not found (Report Month)		6				74				237		
# of Refused Recipient Child Care Referral w/o Good Cause		18				73				675		
	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)		84.1%				84.0%				84.1%		
Retention Rates (6 months)		56.0%				73.4%				73.6%		
Retention Rates (9 Months)		64.0%				63.3%				67.8%		
Retention Rates (12 Months)		61.6%				59.6%				61.1%		