

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

Director: Alain Jean-Bart Since: 6/26/2017  
Deputies: Millicent Shepherd; Ella Caynes  
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): 6,810  
Caseload recurring (cases): 6,694  
Caseload non-recurring (cases): 116  
Cases with an individual in sanction status: 6  
Average Case Size: 1.6

Caseload all (persons): 10,704  
Caseload recurring (persons): 10,519  
Caseload non-recurring (persons): 185  
Adults: 7,367  
Children: 3,337

Applications all: 2164  
Applications recurring: 1782  
Applications non recu: 382  
Applications Accepted: 31.7%

Recert. Sched: 803

Center Performance							
	Monthly	Score: 74.4	Rank: 4	YTD	Score: 74.4	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	1	3	2	1	8	
Meets performance expectations	2	3	0	2	0	7	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	1	0	1	0	0	2	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	0	0	0	2	1	3	
Meets performance expectations	2	2	3	1	0	8	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	2	1	1	2	0	6	

Average Wait Time
Current Month
1:04

Non POS/PAM Transactions	
Current Month	
Count	% of Total

	Report Month	Performance Expectations														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
<b>PROVIDING ACCESS to SERVICES</b>																					
1	Dec	95%	99%	7.4	8	98.7%	1760	4		92.7%	2	11	3	3			98.7%	4	92.7%	98.8%	96.4%
2	Dec	95%	99%	0.0	8	91.0%	1015	15		90.1%	4	8	1	6			91.0%	15	90.1%	96.3%	95.7%
3		96%	98%	6.0	6	99.6%	828	4		97.4%	11	5	0	3			99.6%	4	97.4%	98.8%	98.1%
4		94%	99%	4.7	6	97.9%	426	10		96.7%	7	9	0	3			97.9%	10	96.7%	98.0%	98.6%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																					
5		97%	99%	1.2	4	97.6%	841	5		95.4%	2	5	7	5			97.6%	5	95.4%	98.5%	96.7%
6		95%	98%	3.0	4	97.2%	36	4		88.9%	3	1	1	14			97.2%	4	88.9%	96.3%	93.4%
7		95%	98%	5.6	6	97.8%	367	5		95.9%	4	11	3	1			97.8%	5	95.9%	97.6%	96.1%
8		97%	99%	6.0	6	99.3%	154	4		98.2%	6	9	4	0			99.3%	4	98.2%	99.2%	98.7%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																					
9		96.7	120.8	5.0	5	168	0	2		136	7	6	1	5			168.0	2	135.5	114.6	120.2
10		90%	95%	0.0	5	82.6%	46	9		78.7%	0	2	2	15			82.6%	9	78.7%	89.2%	92.5%
11	Dec	90%	95%	5.0	5	98.4%	64	5		92.9%	11	5	0	3			98.4%	5	92.9%	94.7%	93.4%
12		92%	95%	5.0	5	95.9%	145	3		92.5%	5	7	4	3			95.9%	3	92.5%	97.3%	94.6%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																					
13	Dec	90%	95%	6.0	6	98.6%	70	9		96.2%	14	4	1	0			98.6%	9	96.2%	98.0%	96.9%
14	Oct	6%	0%	6.0	6			1		2.5%	19	0	0	0			0.0%	1	0.0%	11.8%	6.5%
15	Dec	5	0	4.7	6	1.0		12		7	9	5	5	0			1	12	7	2	3
16		95%	98%	0.0	5	94.7%	38	17		97.7%	9	7	2	1			94.7%	17	97.7%	94.8%	94.8%
17		5%	3%	4.8	5	3.1%	98	11		8.8%	9	3	7	0			3.1%	11	8.8%	2.0%	6.4%
18						Non Scoring	3.4%	8305		4.5%							3.4%		4.5%	3.6%	4.3%
19						Non Scoring	5.0%			6.8%							5.0%		6.8%	6.0%	6.5%
20						Non Scoring	65.0%			52.9%							65.0%		52.9%	58.2%	53.0%
<b>DELIVERY of CUSTOMER SERVICE</b>																					
21																					
22		3	0	4.0	4	0		1		0	19	0	0	0			0	1	0.00	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
<b>Demographics</b>												
Applications	270	1,512	n/a	382	820	2,715	n/a	1,562	6,899	12,533	n/a	10,172
Acceptance Rate	65.4%	54.2%	n/a	68.9%	60.1%	66.0%	n/a	67.0%	51.5%	55.7%	n/a	62.8%
Percentage New To Cash Assistance												
Exits (Employment Related)	18	80	11	0	77	170	39	0	800	1,127	397	0
Exits (Non Employment Related)	142	724	74	83	394	1,595	196	403	3,855	9,544	2,031	2,822
Caseload (cases)	1,052	4,894	748	116	3,524	11,396	2,435	498	49,984	87,797	26,378	3,094
Caseload (at least one individual in sanction status)	2	3	1	n/a	1	3	3	n/a	2	1	4	n/a
Caseload (persons)	2,628	5,664	2,227	185	8,535	13,282	7,345	880	118,548	121,462	86,031	6,313
<b>Engagement</b>												
Employed	398	675	296	n/a	920	1,022	802	n/a	9,953	4,846	9,210	n/a
School, Training and Education	36	46	19	n/a	146	164	51	n/a	2,751	1,269	541	n/a
WEP and Job Search	92	325	31	n/a	253	711	112	n/a	2,433	3,921	1,246	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare												
Total Children in Formal Childcare												
Total Children in Transitional Childcare												
Child Care Not found (Report Month)		8				74				275		
# of Refused Recipient Child Care Referral w/o Good Cause		42				105				977		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
<b>Outcomes</b>												
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)		0.0%				0.0%				0.0%		
Retention Rates (6 months)		0.0%				0.0%				0.0%		
Retention Rates (9 Months)		0.0%				0.0%				0.0%		
Retention Rates (12 Months)		0.0%				0.0%				0.0%		