

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
WAVERLY(13) Job Center -March 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): 6,966
 Caseload recurring (cases): 6,874
 Caseload non-recurring (cases): 92
 Cases with an individual in sanction status: 6
 Average Case Size: 1.6

Caseload all (persons): 10,901
 Caseload recurring (persons): 10,748
 Caseload non-recurring (persons): 153
 Adults: 7,520
 Children: 3,381

Applications all: 2076
 Applications recurring: 1707
 Applications non recu: 369
 Applications Accepted: 35.2%
 Recert. Sched: 772

Center Performance							
	Monthly	Score: 77.9	Rank: 3	YTD	Score: 72.4	Rank: 5	
	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	3	2	1	2	1	9	
Meets performance expectations	1	1	3	2	0	7	
Approaching performance expectation	0	0	0	1	0	1	
Fails to meet performance expectations	0	1	0	0	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	1	1	0	1	1	4	
Meets performance expectations	3	1	2	2	0	8	
Approaching performance expectation	0	0	1	1	0	2	
Fails to meet performance expectations	0	2	1	1	0	4	

Average Wait Time	
Current Month	
Count	% of Total
1:09	
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	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	Feb	95%	99%	8.0	8	99.4%	1834	3	0.9%	98.2%	7	11	0	1	98.9%	4	96.3%	98.9%	4	96.3%	98.8%	96.4%
2	SNAP Application Timelines	Feb	95%	99%	8.0	8	99.1%	1086	10	-0.1%	98.6%	12	6	1	0	96.7%	14	95.8%	96.7%	14	95.8%	96.3%	95.7%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.3%	743	11	-0.2%	98.8%	14	5	0	0	99.5%	5	98.2%	99.5%	5	98.2%	98.8%	98.1%
4	SNAP Separate Determination Rate		94%	99%	5.8	6	98.9%	442	12	1.1%	97.8%	11	4	2	2	98.2%	11	97.4%	98.2%	11	97.4%	98.0%	98.6%
ENSURING PARTICIPANT SUPPORTS are in PLACE																							
5	Missing or Outdated Employment Plan		97%	99%	1.0	4	97.5%	801	4	-0.8%	94.6%	0	5	7	7	97.8%	4	95.2%	97.8%	4	95.2%	98.5%	96.7%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	90.6%	32	11	-9.4%	91.2%	1	2	5	11	95.7%	4	91.4%	95.7%	4	91.4%	96.3%	93.4%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	99.7%	330	2	1.7%	95.9%	2	10	4	3	98.5%	3	96.1%	98.5%	3	96.1%	97.6%	96.1%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	100.0%	171	1	1.4%	99.0%	13	4	2	0	99.4%	6	98.7%	99.4%	6	98.7%	99.2%	98.7%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																							
9	Reported Placements		96.7	120.8	4.8	5	120	0	3	1	103	2	3	3	11	136	2	115.8	135.7	2	115.8	114.6	120.2
10	Employed Cases with Current Documentation		90%	95%	1.0	5	91.0%	100	9	1.9%	90.3%	5	4	0	10	88.6%	9	85.9%	88.6%	9	85.9%	89.2%	92.5%
11	Cases Budgeted Timely (35 days)	Feb	90%	95%	5.0	5	100.0%	57	1	1.6%	93.2%	11	4	1	3	98.9%	4	94.0%	98.9%	4	94.0%	94.7%	93.4%
12	% Placements w/FIA3As (Employment Form)		92%	95%	4.4	5	94.6%	93	6	-3.1%	91.2%	4	6	2	7	96.0%	4	92.3%	96.0%	4	92.3%	97.3%	94.6%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																							
13	Training Attendance Rate	Feb	90%	95%	6.0	6	100.0%	69	1	1.4%	97.6%	18	1	0	0	99.0%	6	97.1%	99.0%	6	97.1%	98.0%	96.9%
14	SNAP (EQAS) Payment Error Rate (FFY)	Dec	6%	0%	0.0	6			13	0.0%	2.3%	5	5	9	0	2.2%	14	2.5%	6.5%	14	6.4%	11.8%	6.5%
15	Overdue Face To Face Recertifications	Feb	5	0	4.7	6	1.0		10	-1	7	8	6	5	0	1	9	7	1	9	7	2	3
16	SSN Validation		95%	98%	2.2	5	96.3%	27	8	-0.5%	95.9%	6	8	1	4	96.1%	15	96.9%	96.1%	15	96.9%	94.8%	94.8%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	109	1	-0.9%	3.6%	16	0	3	0	1.3%	10	5.9%	1.3%	10	5.9%	2.0%	6.4%
18	Fair Hearing Request Rate						3.3%	8318			4.3%					3.1%		4.2%	3.1%		4.2%	3.6%	4.3%
19	Fair Hearing Withdrawal Rate						7.8%				8.2%					7.4%		7.9%	7.4%		7.9%	6.0%	6.5%
20	Fair Hearing Affirmation Rate						60.6%				48.8%					59.7%		50.8%	59.7%		50.8%	58.2%	53.0%
DELIVERY of CUSTOMER SERVICE																							
21	Customer Satisfaction Rate																						
22	Spot Violation		3	0	4.0	4	0		1	0	0	19	0	0	0	0	1	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
Demographics												
Applications	185	1,522	n/a	369	706	2,618	n/a	1,424	5,846	11,444	n/a	8,123
Acceptance Rate	58.3%	50.3%	n/a	66.5%	55.5%	59.0%	n/a	65.4%	48.9%	53.1%	n/a	62.5%
Percentage New To Cash Assistance												
Exits (Employment Related)	17	55	8	0	58	119	34	0	654	934	355	0
Exits (Non Employment Related)	118	607	79	97	300	1,337	188	326	2,896	8,128	1,848	2,577
Caseload (cases)	1,103	5,011	760	92	3,474	11,423	2,415	410	49,014	87,966	26,428	2,798
Caseload (at least one individual in sanction status)	2	1	3	n/a	1	1	2	n/a	2	1	4	n/a
Caseload (persons)	2,712	5,757	2,279	153	8,411	13,277	7,304	727	116,195	121,321	86,195	5,383
Engagement												
Employed	429	763	323	n/a	916	1,110	808	n/a	9,830	5,135	9,150	n/a
School, Training and Education	58	67	27	n/a	204	224	79	n/a	3,520	1,728	831	n/a
WEP and Job Search	82	285	40	n/a	226	637	114	n/a	2,227	3,591	1,193	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		397				977				10,325		
Total Children in Formal Childcare		789				2,061				36,780		
Total Children in Transitional Childcare		121				452				5,804		
Child Care Not found (Report Month)		5				60				246		
# of Refused Recipient Child Care Referral w/o Good Cause		47				119				900		
	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)		72.5%				80.6%				0.0%		
Retention Rates (6 months)		67.4%				72.4%				0.0%		
Retention Rates (9 Months)		64.6%				67.1%				0.0%		
Retention Rates (12 Months)		57.5%				61.0%				0.0%		