

**CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION**  
**JOBSTAT REPORT, VERSION 15.0**  
**WAVERLY(13) Job Center -July 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:10001-10024, 10036, 10044, 10069, 10280 - 10282

Caseload all (cases): 5,738  
 Caseload recurring (cases): 5,619  
 Caseload non-recurring (cases): 119  
 Cases with an individual in sanction status: 6  
 Average Case Size: 1.6

Caseload all (persons): 8,936  
 Caseload recurring (persons): 8,714  
 Caseload non-recurring (persons): 222  
 Adults: 6,093  
 Children: 2,843

Applications all: 1872  
 Applications recurring: 1557  
 Applications non recu: 315  
 Applications Accepted: 29.2%

Recert. Sched: 620

Center Performance							
	Monthly	Score: 66.9	Rank: 7	YTD	Score: 71.3	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	2	2	3	1	9	
Meets performance expectations	3	1	0	0	0	4	
Approaching performance expectation	0	0	0	0	0	0	
Fails to meet performance expectations	0	1	2	2	0	5	
<b>City Wide Totals (19 total centers)</b>							
Exceeds performance expectations	1	0	0	2	1	4	
Meets performance expectations	3	3	3	2	0	11	
Approaching performance expectation	0	1	0	1	0	2	
Fails to meet performance expectations	0	0	1	0	0	1	

Average Wait Time	
Current Month	0:54
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	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	Cash Assistance Application Timeliness	Jun	95%	99%	7.7	8	98.8%	1811	5	Yellow	-0.1%	97.2%	3	13	2	1	99.1%	4	97.8%	99.1%	7	98.2%	99.0%	97.6%
2	SNAP Application Timelines	Jun	95%	99%	1.2	8	95.6%	1044	13	Yellow	-2.1%	95.9%	5	8	3	3	97.1%	12	97.0%	97.8%	13	97.6%	96.6%	97.2%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	98.6%	694	13	Green	-1.0%	98.7%	16	2	1	0	99.3%	11	99.0%	98.8%	12	98.9%	99.3%	98.4%
4	SNAP Separate Determination Rate		94%	99%	5.1	6	98.3%	285	16	Yellow	0.2%	98.7%	15	3	0	1	98.4%	15	99.2%	97.9%	16	99.1%	99.1%	98.3%
<b>ENSURING PARTICIPANT SUPPORTS are in PLACE</b>																								
5	Missing or Outdated Employment Plan		97%	99%	4.0	4	99.3%	580	2	Green	-0.1%	97.1%	2	11	5	1	99.2%	2	97.0%	99.1%	3	97.1%	98.5%	97.0%
6	Rate of Child Care in Child Care System		95%	98%	0.0	4	92.3%	13	13	Red	-1.5%	94.4%	3	6	3	6	96.1%	7	93.7%	95.9%	6	94.2%	90.2%	95.3%
7	Eligible & Referred to Appropriate Activities		95%	98%	6.0	6	98.9%	282	4	Green	1.5%	96.2%	5	9	1	4	97.9%	2	95.7%	98.0%	2	95.9%	98.2%	96.4%
8	Re-Engaged after Good Cause		97%	99%	5.9	6	99.0%	97	8	Yellow	-1.0%	98.1%	7	7	3	2	99.1%	8	98.0%	99.2%	4	98.5%	97.5%	98.3%
<b>MOVING PARTICIPANT TOWARD ECONOMIC SECURITY</b>																								
9	Reported Placements		96.7	120.8	0.0	5	87	0	11	Red	-3	97	1	2	1	15	92	6	97.1	105.3	6	119.3	108.8	141.3
10	Employed Cases with Current Documentation		90%	95%	0.0	5	87.3%	71	12	Red	5.7%	90.3%	3	8	0	8	85.7%	18	92.1%	87.6%	15	93.4%	89.1%	91.7%
11	Cases Budgeted Timely (35 days)	Jun	90%	95%	5.0	5	100.0%	40	1	Green	2.5%	94.9%	12	4	1	2	99.1%	4	94.0%	93.9%	14	94.5%	91.5%	94.2%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	98.3%	60	3	Green	2.6%	92.5%	7	5	2	5	97.6%	2	93.4%	97.0%	2	94.5%	97.1%	95.7%
<b>ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION</b>																								
13	Training Attendance Rate	Jun	90%	95%	6.0	6	98.3%	57	9	Green	0.0%	95.6%	13	2	1	3	98.3%	9	96.3%	98.5%	8	97.1%	94.2%	95.2%
14	SNAP (EQAS) Payment Error Rate	Apr	6%	0%	0.0	6	0.0%	0	19	Red	-4.2%	2.0%	0	6	13	0	1.4%	19	2.3%	15.1%	19	6.9%	10.6%	5.5%
15	Overdue Face To Face Recertifications	Jun	5	0	6.0	6	0.0		1	Red	-2	1	9	7	3	0	1	8	2	2	10	3	2	3
16	SSN Validation		95%	98%	0.0	5	87.9%	33	17	Red	-12.1%	95.1%	9	3	1	6	95.8%	14	94.5%	96.1%	15	94.4%	96.6%	97.4%
17	% SI over 45 Days		5%	3%	5.0	5	0.0%	114	1	Green	-0.8%	2.9%	16	0	3	0	0.3%	6	3.5%	0.8%	8	4.1%	5.0%	6.4%
18	Fair Hearing Request Rate				Non Scoring	3.3%	7044					3.9%					3.7%		4.3%	3.9%		4.3%	3.8%	4.2%
19	Fair Hearing Withdrawal Rate				Non Scoring	7.7%						7.7%					8.8%		7.7%	6.2%		6.5%	7.6%	7.3%
20	Fair Hearing Affirmation Rate				Non Scoring	0.0%						54.2%					95.6%		52.4%	53.0%		51.5%	56.0%	41.3%
<b>DELIVERY of CUSTOMER SERVICE</b>																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	4.0	4	0		1	Green	0	0	19	0	0	0	0	1	0.0	0	1	0.02	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	185	1,372	n/a	315	809	2,441	n/a	1,328	6,317	10,626	n/a	7,783
Acceptance Rate	46.7%	40.7%	n/a	73.9%	52.4%	53.2%	n/a	67.4%	39.1%	44.8%	n/a	53.7%
Percentage New To Cash Assistance	20.5%	21.2%	4.8%	3.5%	17.6%	19.0%	3.6%	5.5%	18.2%	19.2%	8.2%	6.1%
Exits (Employment Related)	24	63	5	0	70	133	34	0	624	984	338	0
Exits (Non Employment Related)	97	528	44	98	376	1,209	189	371	3,441	7,815	1,681	2,442
Caseload (cases)	947	4,029	643	119	3,670	10,190	2,573	415	49,642	84,162	24,723	3,016
Caseload (at least one individual in sanction status)	2	2	2	n/a	2	4	2	n/a	3	2	6	n/a
Caseload (persons)	2,303	4,566	1,845	222	8,779	11,767	7,715	796	116,661	115,665	80,954	6,595
<b>Engagement</b>												
Employed	471	767	405	n/a	1,085	1,207	973	n/a	10,484	5,333	9,192	n/a
School, Training and Education	27	39	15	n/a	134	166	63	n/a	2,865	1,156	587	n/a
WEP and Job Search	58	292	33	n/a	259	704	118	n/a	2,549	3,980	1,332	n/a
	All Case Types				All Case Types				All Case Types			
<b>Child Care</b>												
Total Children in Informal Childcare		458				1,251				11,680		
Total Children in Formal Childcare		870				2,530				38,036		
Total Children in Transitional Childcare		117				554				5,897		
Child Care Not found (Report Month)		6				51				190		
# of Refused Recipient Child Care Referral w/o Good Cause		18				62				617		
	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)		86.4%				85.7%				83.9%		
Retention Rates (6 months)		72.4%				73.4%				72.8%		
Retention Rates (9 Months)		57.9%				67.3%				68.4%		
Retention Rates (12 Months)		54.5%				59.8%				62.7%		