

**CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION
FAMILY INDEPENDENCE ADMINISTRATION**

JOBSTAT REPORT, Version 12.0

WAVERLY(13) Job Center

March 2013

Director: Veronica Lux Since: 4/8/2013 Deputies: Millicent Shepherd; B2W Vendor:FEGS; DB Grant since January 2013 Region Manager: Vacant Dpty Rgn Mgrs: D. Rabain;	Cases	3,832		% FA	% SN	% Conv	% SI	Retention Rate				Fair Hearings			
	Engageables:	3,257	Center	22%	63%	15%	2%	3 Month	6 Month	9 Month	12 Month	Fair Hearing Win Rate	97.0%		
	Active Single Issues	119	Region	28%	55%	17%	4%	Center	87.3%	82.4%	85.7%	79.0%	Fair Hearing Request Rate	7%	
	Average Case Size	1.4	City	36%	44%	20%	3%	Region	86.3%	81.2%	81.0%	79.0%	Fair Hearing Default Rate	47%	
	% of Accepted Cases New to System	22.0%	Job Placement Goal		3,410		City		85.1%	80.6%	78.3%	73.8%	Fair Hearing Affirmation Rate	46%	
			Job Placements YTD		712		Percent of Employed Cases		WMS Total Error Average		68		FH Employment Win Rate	97%	
	Access Spot Violations		Job Placements % of Goal		20.9%		Center		24.8%		Sanctions Over 3 Months		71		CA FH Compliance Rate
Est Safety Net State Participation Rate	37.6%	Vendor Placements (Mar)				City		25.4%		CA Payment Error Rate (FFY Jan)		0.0%		SNAP FH Compliance Rate	100.0%

	Center								Index				Region				Citywide			
	Mar-13			3Mo. Avg		YTD Avg		2012	Center Thresholds		Center Points		Actuals							
	Score	Denom.	Rank	Score	Rank	Score	Rank		Low	Excel.	Mar-13	Avail	Mar-13	3 Mo.	YTD	2012	Mar-13	3 Mo.	YTD	2012
Index Score	60.8		15	65.8	9	65.8	9	72.5			60.8	100.0	63.0	56.9	56.9	60.2	69.5	63.1	63.1	62.6

QUALIFIED PLACEMENTS/PARTICIPATION																				
1. Qualified Reported Placements (monthly avg.)		264.0	10	237.3	10	237.3	10	277.3	227.2	284.0	6.5	10.0	248.3	226.0	226.0	277.4	235.5	214.2	214.2	251.4
2. Est. TANF/MOE Federal Participation Rate		27.0%	1108	12	26.8%	11	26.8%	11	32.6%	35%	50%	0.0	8.0	29.5%	28.0%	28.0%	31.4%	28.7%	27.2%	30.8%
3. Employed Cases with Current Documentation		88.0%	150	19	92.9%	10	92.9%	10	90.9%	70%	90%	4.5	5.0	91.6%	93.7%	93.7%	93.2%	93.1%	93.5%	90.1%
4. Case Accepted ES 20 with Referral		98.0%	348	6	97.8%	5	97.8%	5	96.5%	95%	100%	2.4	4.0	97.2%	96.2%	96.2%	96.0%	96.5%	95.7%	95.5%
5. % Cases Budgeted within 35 days	Feb	100.0%	7	1	92.2%	4	92.2%	4	96.3%	85%	95%	3.5	3.5	92.8%	91.8%	91.8%	90.5%	91.0%	88.5%	86.8%
6. % Placements w/FIA3As (Employment Form)		95.1%	123	6	96.0%	2	96.0%	2	96.2%	80%	90%	3.5	3.5	92.5%	92.4%	92.4%	95.0%	90.1%	90.5%	91.9%
INDEX SUBTOTAL:												20.4	34.0							

ENGAGEMENT PROCESS																				
7. Employment Plan Initiation Rate		99.1%	576	9	99.4%	6	99.4%	6	99.3%	94%	98%	4.0	4.0	99.1%	99.3%	99.3%	99.0%	98.5%	98.8%	98.7%
8. Rate of Child Care in Child Care System (Appl. & Under)		97.7%	43	6	97.5%	4	97.5%	4	96.2%	85%	95%	3.0	3.0	95.6%	96.2%	96.2%	95.9%	95.6%	95.0%	95.1%
9. Concil. Appt. Scheduled within 7 days		100.0%	607	1	99.9%	9	99.9%	9	100.0%	97%	100%	3.0	3.0	100.0%	99.3%	99.3%	100.0%	100.0%	98.4%	98.5%
10. Re-Engaged After Good Cause Granted		100.0%	103	1	99.4%	2	99.4%	2	99.2%	90%	97%	3.0	3.0	99.5%	98.7%	98.7%	98.6%	97.8%	98.1%	98.1%
11. Conf./Concil./NOI Process Completed within 35 Days	Feb	100.0%	356	1	99.2%	10	99.2%	10	99.2%	97%	99%	3.0	3.0	100.0%	99.0%	99.0%	99.0%	99.9%	98.6%	98.4%
12. Call-in Appt. Scheduled within 25 Days	Feb	99.3%	666	8	98.6%	9	98.6%	9	98.7%	93%	98%	3.0	3.0	98.4%	98.0%	98.0%	98.5%	97.9%	97.9%	98.5%
13. Missing/Outdated EP Initiated When Finger Imaged		66.7%	3	16	85.7%	16	85.7%	16	88.2%	90%	95%	0.0	2.0	91.8%	92.8%	92.8%	96.3%	89.2%	92.9%	92.3%
14. Missing/Outdated EP Initiated When Recertified	Feb	95.7%	210	9	95.3%	7	95.3%	7	96.2%	92%	98%	1.2	2.0	94.8%	94.5%	94.5%	95.3%	94.4%	93.9%	93.6%
INDEX SUBTOTAL:												20.2	23.0							

Last Report Run Date: May 29, 2013

(Zip Codes: 10001-10024, 10036, 10044, 10069, 10280 - 10282)

* Note numbers may not add due to rounding.

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WAVERLY(13) Job Center

March 2013

Page 2	Center									Index				Region				Citywide			
	Mar-13			3Mo. Avg		YTD Avg		2012		Center Thresholds		Center Points		Actuals							
	Score	Denom.	Rank	Score	Rank	Score	Rank	Score	Rank	Low	Excel.	Mar-13	Avail	Mar-13	3 Mo.	YTD	2012	Mar-13	3 Mo.	YTD	2012
<i>Index Score</i>	60.8		15	65.8	9	65.8	9	72.5						63.0	56.9	56.9	60.2	69.5	63.1	63.1	62.6
APPLICATION PROCESS																					
15. Cash Assistance Application Timeliness Rate	Jan	89.8%	1705	18	94.4%	12	94.4%	12	95.7%	90%	95%	0.0	5.0	93.7%	90.6%	90.6%	88.6%	95.1%	94.7%	94.7%	93.6%
16. SNAP Application Timeliness Rate	Jan	88.7%	891	18	94.2%	16	94.2%	16	95.1%	90%	95%	0.0	5.0	92.7%	93.0%	93.0%	91.2%	95.7%	95.6%	95.6%	94.3%
17. SNAP Separate Determination Rate		93.4%	319	17	91.7%	17	91.7%	17	93.7%	90%	100%	1.4	4.0	94.1%	92.8%	92.8%	93.0%	96.0%	95.3%	95.3%	94.6%
18. OCSE Referral Rate		85.3%	34	18	88.9%	17	88.9%	17	97.7%	80%	95%	1.4	4.0	95.2%	95.9%	95.9%	94.9%	95.5%	95.6%	95.6%	93.3%
19. Same Day SNAP Issuances (weekly avg.)		99.3%	113	5	97.6%	8	97.6%	8	97.1%	90%	95%	3.0	3.0	96.1%	96.2%	96.2%	96.8%	96.5%	96.7%	96.7%	96.6%
20. ISAR Timeout (weekly avg.)		0.3		16	0.1	14	0.1	14	0.0	4	0	1.0	1.0	0.2	0.1	0.1	0.1	0.2	0.1	0.1	0.1
<i>INDEX SUBTOTAL:</i>												6.7	22.0								
FRAUD PREVENTION																					
21. % Cases activated with BEV referral		96.9%	587	16	96.0%	16	96.0%	16	97.5%	98%	100%	0.0	6.0	97.8%	97.2%	97.2%	97.8%	98.2%	98.0%	98.0%	97.2%
22. Finger Imaging - Newly Accepted Individuals		100.0%	665	1	100.0%	1	100.0%	1	100.0%	94%	98%	6.0	6.0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
23. FTR to BEV/Case Rejected		99.5%	414	12	99.8%	4	99.8%	4	99.6%	97%	100%	0.8	1.0	99.5%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.7%
<i>INDEX SUBTOTAL:</i>												6.8	13.0								
CASE MANAGEMENT PROCESS																					
24. SNAP (EQAS) Payment Error Rate (FFY)	Dec	0.0%		1	0.0%	1	0.0%	1	0.0%	6%	0%	5.0	5.0	0.0%	2.4%	7.3%	0.0%	1.1%	1.7%	3.6%	0.0%
25. Overdue Face to Face Recertification	Feb	2		13	3	12	3	12	3	4	0	1.6	3.0	7.3	8.6	8.6	6.3	7.4	4.8	4.8	2.5
<i>INDEX SUBTOTAL:</i>												6.6	8.0								
FLOATING INDICATORS																					
26. TBD																					
27. TBD																					
<i>INDEX SUBTOTAL:</i>																					

Last Report Run Date: February 1, 2012

* Note numbers may not add due to rounding.

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WAVERLY(13) Job Center
March 2013
Variance**

	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
QUALIFIED PLACEMENTS/PARTICIPATION						
1. Qualified Reported Placements (monthly avg.)	264.0	218.0	46.0	230.0	34.0	
2. Est. TANF/MOE Federal Participation Rate	27.0%	31.0%	-4.0%	23.0%	4.0%	
3. Employed Cases with Current Documentation	88.0%	94.0%	-6.0%	96.0%	-8.0%	
4. Case Accepted ES 20 with Referral	98.0%	97.0%	1.0%	98.0%	0.0%	
5. % Cases Budgeted within 35 days	100.0%	88.0%	12.0%	94.0%	6.0%	
6. % Placements w/FIA3As (Employment Form)	95.0%	95.0%	0.0%	98.0%	-3.0%	
ENGAGEMENT PROCESS						
7. Employment Plan Initiation Rate	99.0%	99.0%	0.0%	100.0%	-1.0%	
8. Rate of Child Care in Child Care System (Appl. & Under)	98.0%	97.0%	1.0%	98.0%	0.0%	
9. Concil. Appt. Scheduled within 7 days	100.0%	100.0%	0.0%	100.0%	0.0%	
10. Re-Engaged After Good Cause Granted	100.0%	99.0%	1.0%	99.0%	1.0%	
11. Conf./Concil./NOI Process Completed within 35 Days	100.0%	99.0%	1.0%	98.0%	2.0%	
12. Call-in Appt. Scheduled within 25 Days	99.0%	98.0%	1.0%	98.0%	1.0%	
13. Missing/Outdated EP Initiated When Finger Imaged	67.0%	80.0%	-13.0%	100.0%	-33.0%	
14. Missing/Outdated EP Initiated When Recertified	96.0%	95.0%	1.0%	95.0%	1.0%	

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March 2013
Variance

Page 2	Mar-13	Feb-13	Change	Last JobStat	Change	Comments
APPLICATION PROCESS						
15. Cash Assistance Application Timeliness Rate	90.0%	97.0%	-7.0%	98.0%	-8.0%	
16. SNAP Application Timeliness Rate	89.0%	98.0%	-9.0%	97.0%	-8.0%	
17. SNAP Stamp Separate Determination Rate	93.0%	91.0%	2.0%	91.0%	2.0%	
18. OCSE Referral Rate	85.0%	100.0%	-15.0%	87.0%	-2.0%	
19. Same Day SNAP Issuances (weekly avg.)	99.0%	99.0%	0.0%	95.0%	4.0%	
20. ISAR Timeout (weekly avg.)	0.3	0.0	0.3	0.0	0.3	
FRAUD PREVENTION						
21. % Cases activated with BEV referral	97.0%	96.0%	1.0%	95.0%	2.0%	
22. Finger Imaging - Newly Accepted Individuals	100.0%	100.0%	0.0%	100.0%	0.0%	
23. FTR to BEV/Case Rejected	100.0%	100.0%	0.0%	100.0%	0.0%	
CASE MANAGEMENT PROCESS						
24. SNAP (EQAS) Payment Error Rate (FFY)	0.0%					
25. Overdue Face to Face Recertification	2.0		1.0		3.0	
FLOATING INDICATORS						
26. TBD						
27. TBD						