



Welfare Peer TA Site Exchange
JobStat: Using Data to Achieve Outcomes
New York, New York
November 13th—14th, 2008

THURSDAY, NOVEMBER 13TH, 2008

- 8:15 a.m. **Meet in Hotel Lobby**
- 9:00 a.m. – 9:30 a.m. **Welcome, Introductions, and JobStat Overview and Orientation**
Address: 180 Water Street
- 9:30 a.m. – 1:00 p.m. **JobStat/VendorStat Meeting Observation**
Site visit participants will observe an actual JobStat meeting held at New York City's Human Resources Administration (HRA). Participants will watch as Job Center Directors, Regional Managers and HRA staff meet to review the performance of New York City's Job Centers and discuss improvement strategies. Participants will receive a step-by-step account detailing the information discussed and the anticipated next steps. A period for questions and answers will be made available.
- 1:00 – 2:00 p.m. **Working Lunch – Question and Answer Session with Seth Diamond (lunch to be provided by NYC)**
- 2:00 – 2:30 p.m. **Transition to WeCARE site in Brooklyn (by van)**
- 2:30 p.m. – 3:30 p.m. **Introductions and Overview of WeCARE**
- 3:30 p.m. – 5:00 p.m. **Tour of WeCARE Site in Brooklyn, NY**
Workers of various staff levels will be on-hand to address programmatic questions and concerns raised by participants. A focus on diagnosis aspect, talking with case managers, etc.
- 5:00 p.m. **Transition Back to Hotel**

FRIDAY, NOVEMBER 14TH, 2008

- 8:15 a.m. **Meet in Hotel Lobby**
- 9:00 a.m.– 10:20 a.m. **Walking Tour of Job Center**
Workers of various staff levels will be on-hand to address programmatic questions and concerns raised by participants. Participants will observe individual job roles and functions through job shadowing.
- 10:20 a.m. – 11:45 a.m. **Walking Tour of Vendor Center**
Workers of various staff levels will be on-hand to address programmatic questions and concerns raised by participants. Participants will observe individual job roles and functions through job shadowing.
- 11:45 a.m. – Noon. **Break**
- Noon – 1:00 p.m.
(Hawaii and WPTA team will leave meeting early) **Employment Meeting (at JobStat Site – 180 Water Street, Manhattan)**
Participants attend a weekly meeting with top employment and systems people reviewing issues and initiatives. New York and Hawaii participants will have the opportunity to discuss mutual challenges, issues, and initiatives.
- 1:00 p.m.– 3:30 p.m. **Lunch and Facilitated Action Planning Session (at JobStat Site – 180 Water Street, Manhattan)**
Hawaii staff will meet to synthesize learning and begin initial action planning of next steps. Welfare Peer Technical Assistance Network staff will facilitate this session. Lunch will be on own.
- 3:30 p.m. – 3:45 p.m. **Meeting Wrap-Up (at JobStat Site – 180 Water Street, Manhattan)**
This technical assistance event will end with a debriefing of the site visit. Participants will be asked to provide feedback by completing event evaluations for project staff.