

Economic Services
Benefits Eligibility Processing and Customer Service
Progress Report for the Week of: 10/11/2015 - 10/17/2015

Benefits Service Center

Week of:	# of Calls in (week total)	Calls to Reps (ave. daily)	Call Time	Avg. Wait Time (3)*	Avg. Long. Wait (8)*	Abandoned Calls (5%)*	Median Wait Time	Mode Wait Time
8/16	3,376	528	0:03:45	0:01:21	0:09:26	4.24%	0:00:44	0:00:09
8/30	6,955	686	0:03:46	0:02:59	0:14:25	7.68%	0:02:28	0:00:09
9/6	3,844	552	0:03:39	0:01:44	0:09:12	5.52%	0:01:01	0:00:10
9/13	4,544	569	0:03:53	0:01:15	0:08:46	3.42%	0:00:51	0:00:10
9/20	5,895	666	0:03:42	0:01:56	0:11:50	5.19%	0:01:16	0:00:52
9/27	7,206	709	0:04:09	0:04:12	0:15:20	12.98%	0:03:36	0:01:17
10/4	4,985	564	0:03:54	0:01:55	0:12:42	6.33%	0:00:50	0:00:09
10/11	4,178	536	0:03:47	0:01:12	0:11:59	4.09%	0:00:22	0:00:09

Mode is the number that is repeated more often than any other number.

Median is the middle value of all the numbers.

ADPC (Application and Processing Document Center)

Week of:	# of documents scanned	# of days in the week the standard was met (2 day standard)*	Longest processing time beyond standard
8/30	8,932	0	2
9/6	6,768	0	1
9/13	8,303	0	1
9/20	11,015	3	1
9/27	9,981	1	1
10/4	9,155	3	1
10/11	7,134	5	0

*starting the week of 4/20 ADPC stats will include documents scanned for VHC

Number of unique visitors to mybenefits.gov

Sept 20 - Sept 26	Week 3:	NA
Sept 27 - Oct 03	Week 4:	NA
Oct 04 - Oct 10	Week 1:	NA
Oct 11 - Oct 17	Week 2:	NA

Number of completed online applications received:

Sept 20 - Sept 26	Week 3:	307
Sept 27 - Oct 03	Week 4:	365
Oct 04 - Oct 10	Week 1:	266
Oct 11 - Oct 17	Week 2:	286

Benefits Processing

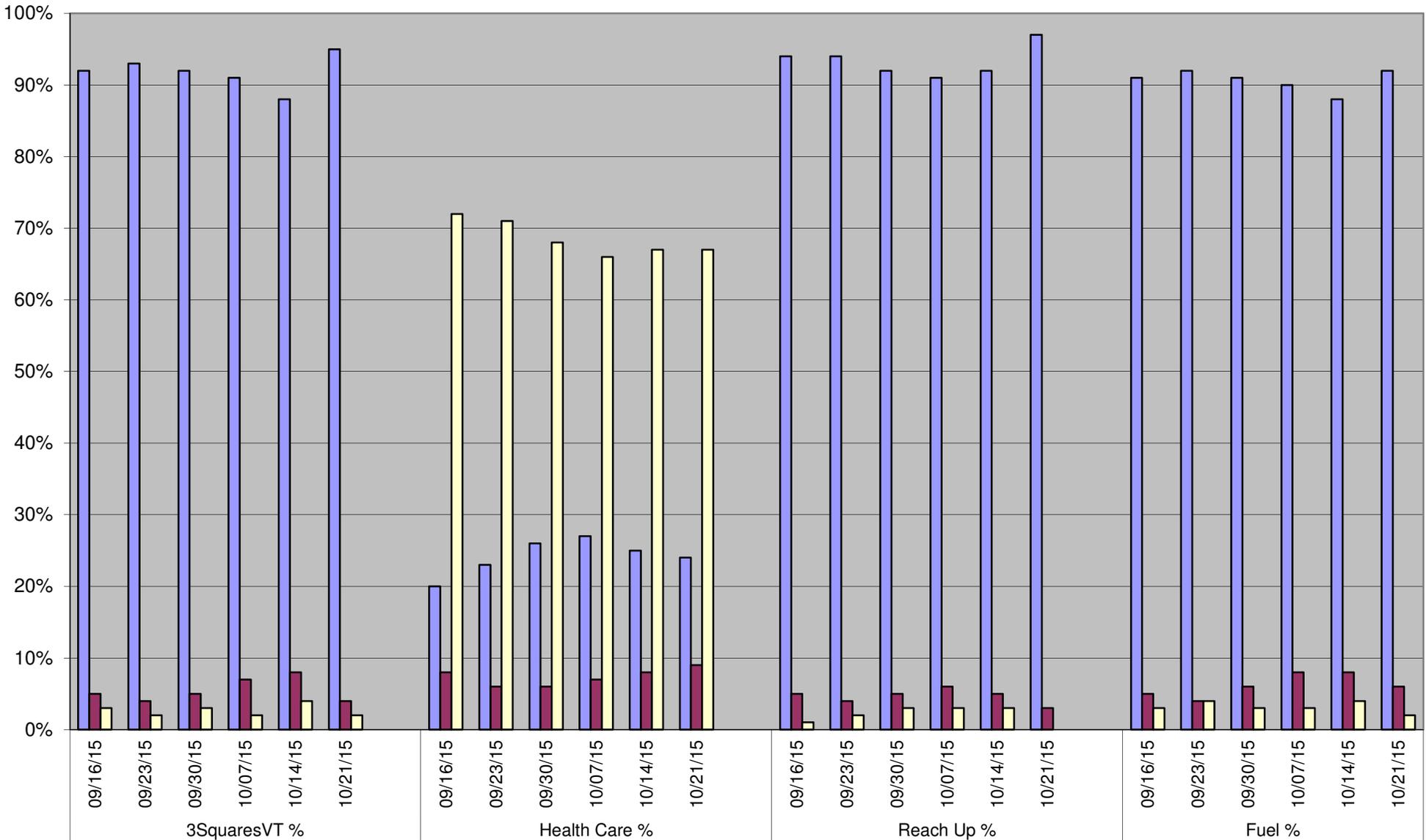
0-30 days 0-30 Days (-39% client delay & LTC/DDS Cases) 31-45 days Over 45 days Weekly progress made on applications 31 days and over

	0-30 days	0-30 Days (-39% client delay & LTC/DDS Cases)	31-45 days	Over 45 days		3SquaresVT	Health Care	Reach Up	Fuel	Total
3SquaresVT					As of 2/4	154	1678	30	191	2053
9/9	93%	97%	5%	2%	As of 2/11	177	1653	32	185	2047
9/16	92%	97%	5%	3%	As of 2/18	215	1652	43	171	2081
9/23	93%	97%	4%	2%	As of 2/25	161	1670	28	58	1917
9/30	92%	97%	5%	3%	As of 3/4	154	1669	25	52	1900
10/7	91%	96%	7%	2%	As of 3/11	67	1571	11	29	1678
10/14	88%	95%	8%	4%	As of 3/18	45	1268	7	25	1345
10/21	95%	98%	4%	1%	As of 3/25	36	1025	2	21	1084
Health Care					As of 4/1	39	1015	4	19	1077
9/9	18%	38%	9%	73%	As of 4/8	32	1063	3	21	1119
9/16	20%	42%	8%	72%	As of 4/15	21	1080	2	26	1129
9/23	23%	46%	6%	71%	As of 4/22	18	1086	3	22	1129
9/30	26%	49%	6%	68%	As of 4/29	17	1211	4	25	1257
10/7	27%	51%	6%	66%	As of 5/6	37	1285	4	31	1357
10/14	25%	49%	8%	67%	As of 5/13	23	1212	2	20	1257
10/21	24%	47%	9%	67%	As of 5/20	22	1142	5	17	1186
Reach Up					As of 5/27	31	1164	10	30	1235
9/9	96%	98%	3%	1%	As of 6/3	45	1181	16	35	1277
9/16	94%	97%	5%	1%	As of 6/17	42	1244	12	32	1330
9/23	94%	98%	4%	2%	As of 6/24	40	1237	10	40	1327
9/30	92%	97%	5%	3%	As of 7/8	64	1237	15	57	1373
10/7	91%	96%	6%	3%	As of 7/15	50	1215	12	40	1317
10/14	92%	97%	5%	3%	As of 7/22	40	1183	12	38	1273
10/21	97%	99%	3%	0%	As of 7/29	51	1078	15	47	1191
Fuel					As of 8/5	67	1078	13	55	1213
9/9	92%	97%	5%	3%	As of 8/12	67	1072	12	51	1202
9/16	91%	96%	5%	3%	As of 8/19	93	1111	19	72	1295
9/23	92%	97%	4%	4%	As of 8/26	68	1128	9	53	1258
9/30	91%	96%	6%	3%	As of 9/9	110	1143	13	81	1347
10/7	90%	96%	8%	2%	As of 9/16	120	1119	22	90	1351
10/14	88%	95%	8%	4%	As of 9/23	107	1083	21	83	1294
10/21	92%	97%	6%	2%	As of 9/30	121	1040	30	108	1299

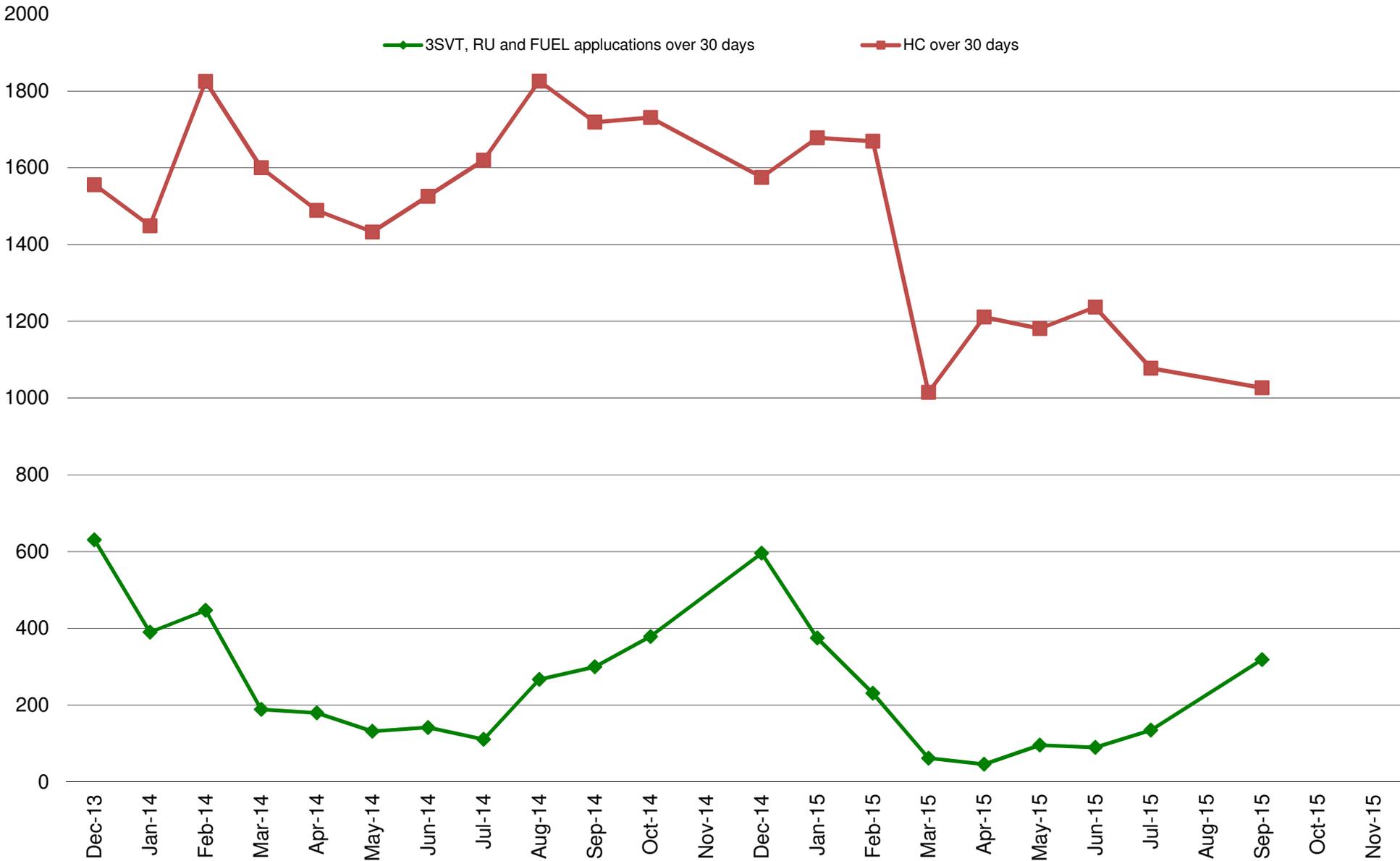
Applications year to date compared to last state fiscal year:

	Jul 01, 2014 - Oct 19, 2014	Jul 01, 2015 - Oct 19, 2015	Compare	As of 10/07	As of 10/14	As of 10/21
3SquaresVT		20,627	18,267	-11%	177	1063
Health Care		8,614	5,032	-42%	70	1043
Reach Up		5,674	5,786	2%		
Fuel		13,243	11,125	-16%		
Total		48,158	40,210	-17%		

Application Processing Time



Applications Over 30 Days



***Applications included 3SqVT, Reach Up and/or Health Care. For example: If a household applies for HC, RU and 3SqVT that is counted 3 times in this graph.*