

Economic Services
Benefits Eligibility Processing and Customer Service
Progress Report for the Week of: 01/23/2012 - 01/27/2012

Benefits Service Center

Week of:	# of calls in (week total)	Calls to reps (ave. daily)	Call Time	Ave. Wait Time (3)*	Ave. longest wait (8)*	Abandoned Calls (5%)*	Median Wait Time	Mode Wait Time
12/5	14,665	870	0:04:52	0:08:58	0:23:11	18.40%	0:08:14	0:05:39
12/12	11,920	799	0:04:36	0:07:33	0:22:44	16.44%	0:07:04	0:02:04
12/19	10,644	676	0:04:47	0:09:58	0:27:16	20.52%	0:09:44	0:03:52
12/26	13,316	1,040	0:04:36	0:15:47	0:38:49	24.38%	0:15:41	0:11:52
1/2	11,458	942	0:04:41	0:14:15	0:30:17	24.98%	0:14:01	0:11:25
1/9	11,753	849	0:04:44	0:10:08	0:30:44	19.56%	0:10:00	0:05:35
1/16	10,300	838	0:04:56	0:14:46	0:34:29	24.40%	0:13:52	0:09:57
1/23	15,010	939	0:05:12	0:20:56	0:38:36	29.41%	0:20:54	0:20:45

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
12/5	13,655	5	0
12/12	12,784	5	0
12/19	16,500	5	0
12/26	10,485	4	0
1/2	11,416	3	0.5
1/9	11,639	5	0
1/16	11,753	5	0
1/23	14,763	5	0

Number of unique visitors to mybenefits.gov: Jan., 2012

Jan. 02 - Jan. 06	Week 1:	5190
Jan. 09 - Jan. 13	Week 2:	5273
Jan. 16 - Jan. 20	Week 3:	4732
Jan. 23 - Jan. 27	Week 4:	5813

Number of completed online applications received:

Jan. 02 - Jan. 06	Week 1:	739
Jan. 09 - Jan. 13	Week 2:	710
Jan. 16 - Jan. 20	Week 3:	718
Jan. 23 - Jan. 27	Week 4:	716

Benefits Processing

						Weekly progress made on applications 31 days and over			
		0-30 days	0-30 Days (-40% client delay & LTC/DDS Cases)	31-45 days	Over 45 days	3SquaresVT	Health Care	Reach Up	Total
3SquaresVT						Week 26 (as of 7/18)	403	376	85 864
	12/5	76%	89%	14%	11%	Week 27 (as of 7/25)	456	409	111 976
	12/12	72%	86%	17%	11%	Week 28 (as of 8/1)	628	444	129 1201
	12/19	76%	89%	14%	10%	Week 29 (as of 8/8)	552	438	124 1114
	12/26	Data Not Available				Week 30 (as of 8/15)	463	349	98 910
	1/2	73%	87%	19%	8%	Week 31 (as of 8/22)	519	409	145 1073
	1/9	76%	89%	14%	10%	-----			
	1/16	77%	89%	15%	8%	Start (as of 9/26)	887	744	224 1855
	1/23	80%	91%	13%	7%	Week 1 (as of 10/3)	719	592	162 1473
Health Care						Week 2 (as of 10/17)	602	552	164 1318
	12/5	77%	91%	13%	10%	Week 3 (as of 10/24)	556	514	151 1221
	12/12	75%	90%	15%	10%	Week 4 (as of 10/31)	748	585	178 1511
	12/19	80%	93%	11%	9%	Week 5 (as of 11/07)	844	581	176 1601
	12/26	Data Not Available				Week 6 (as of 11/14)	751	522	145 1418
	1/2	75%	90%	16%	9%	Week 7 (as of 11/21)	765	527	153 1445
	1/9	79%	93%	11%	10%	Week 8 (as of 11/28)	901	589	173 1663
	1/16	78%	92%	12%	9%	Week 9 (as of 12/5)	Data Not Available		
	1/23	82%	94%	10%	6%	Week 10 (as of 12/12)	Data Not Available		
Reach Up						Week 11 (as of 12/19)	729	484	171 1384
	12/5	84%	93%	10%	6%	Week 12 (as of 12/26)	561	418	107 1086
	12/12	76%	89%	18%	7%	Week 13 (as of 1/2)	Data Not Available		
	12/19	82%	92%	11%	7%	Week 14 (as of 1/9)	680	476	137 1293
	12/26	Data Not Available				Week 15 (as of 1/17)	593	398	111 1102
	1/2	77%	89%	16%	7%	Week 16 (as of 1/23)	574	425	90 1089
	1/9	82%	92%	11%	7%	week17 (as of 1/30)	515	403	74 992
	1/16	86%	94%	9%	5%				
	1/23	88%	95%	7%	5%				

Applications year to date compared to last year:

	Jul 1,2010 - Jan. 29 2011	Jul 1,2011- Jan. 29, 2012	Compare
3SquaresVT	41,538	40,373	-3%
Health Care	65,643	60,429	-8%
Reach Up	11,193	11,584	3%
Fuel	45,333	49,373	9%
Total	163,707	161,759	-1%

Application Processing Time

