

MiES Dashboard - October 2012

Section 1: Case Processing & Timeliness			
	Total Processed	Processed Timely	Percentage Processed Timely
Applications	13,716	13,161	96%
Renewals	13,808	13,549	98%
SMRFs	5,810	5,586	96%

Section 2: Walk-in Customer Service Statistics		
	# Customers Served	Average Wait Time (Minutes)
Total Clients	9,447	6.91
English Speaking Clients	8,995	6.8
Spanish Speaking Clients	418	8.92

Section 3: Ongoing & Southside Caseload Statistics	
Percentage of Scheduled Face-to-Face Interviews Completed	Percentage of Scheduled Phone Reviews Completed
25.28%	40.62%

Section 4: Call Center Statistics			
Total Calls Answered	Average Speed of Answer (Minutes)	Average Talk Time (Minutes)	% of Calls Answered
56,226	7.12	8.15	86%

Section 5: Fair Hearings			
# of Hearings Held	# of Dispositions Upheld	# of Dispositions Overturned	# of Cases Resolved Prior to Hearing
105	216	10	42

Section 6: Churning & Verification			
# of Cases Churned:	% of Cases Churning in Last Month	Total Verification (Cases) Submitted	Verification Timeliness Processing
232	1.69%	23,026	Within 6 Days

Section 1: Case Processing & Timeliness

	Applications Processed in Month	Applications Processed Timely	Applications Processed Timely (%)	Reviews Processed in Month	Reviews Processed Timely	Reviews Processed Timely (%)	SMRFs Processed in Month	SMRFs Processed Timely	SMRFs Processed Timely (%)
Oct-11	8,455	8,123	96.07%	10,651	10,492	98.51%	3,389	3,286	96.96%
Nov-11	9,570	9,167	95.79%	11,237	11,079	98.59%	3,253	3,113	95.70%
Dec-11	9,438	9,061	96.01%	11,067	10,895	98.45%	3,800	3,638	95.74%
Jan-12	10,764	10,268	95.39%	12,361	12,113	97.99%	4,257	4,066	95.50%
Feb-12	10,155	9,662	95.15%	14,131	13,905	98.40%	4,475	4,264	95.28%
Mar-12	11,522	11,129	96.59%	15,761	15,545	98.63%	5,553	5,393	97.12%
Apr-12	11,902	11,527	96.85%	14,569	14,366	98.61%	3,898	3,749	96.18%
May-12	11,865	11,509	97.00%	14,769	14,579	98.71%	4,983	4,828	96.89%
Jun-12	11,070	10,666	96.35%	12,691	12,516	98.62%	4,791	4,641	96.87%
Jul-12	12,545	12,084	96.33%	13,733	13,483	98.18%	3,937	3,781	96.04%
Aug-12	12,124	11,693	96.45%	14,319	14,107	98.52%	5,369	5,248	97.75%
Sep-12	11,629	11,200	96.31%	11,892	11,673	98.16%	4,583	4,426	96.57%
Oct-12	13,716	13,161	95.95%	13,808	13,549	98.12%	5,810	5,586	96.14%

Source: "DHS Management Timeliness" report - compiled monthly by DHS

Term:	Definition:
Applications/Reviews/SMRFs Processed in Month:	Total number of documents (applications, reviews or SMRFs) processed by MILES within designated month.
Applications/Reviews/SMRFs Processed Timely:	Total number of documents (applications, reviews or SMRFs) processed timely, according to Federal/State timely processing requirements.
Percent Processed Timely:	Percentage of documents processed timely, compared to the total number of documents received.
Benchmark:	90% or more processed timely

Section 2: Walk In Customer Service - Room 102 & 102A

	# Customers Served			Average Wait Time (Minutes)		
	Total Clients	English-Speaking Clients	Spanish-Speaking Clients	Total Clients	English-Speaking Clients	Spanish-Speaking Clients
Oct-11	5,155	4,811	344	18.03	17.97	18.82
Nov-11	5,546	5,172	374	14.05	13.94	15.65
Dec-11	5,053	4,713	340	16.83	16.74	18.15
Jan-12	5,169	4,829	340	12.19	12.11	13.37
Feb-12	8,247	7,791	456	7.97	7.89	9.4
Mar-12	8,988	8,525	463	8.26	8.17	9.83
Apr-12	8,946	8,565	381	7.07	7	8.67
May-12	8,850	8,497	353	7.7	7.65	8.76
Jun-12	8,075	7,718	357	10.15	10.04	12.55
Jul-12	8,592	8,206	386	10.26	10.17	12.25
Aug-12	8,966	8,603	363	8.95	8.85	11.44
Sep-12	Monthly Stats unavailable due to Qmatic Upgrade					
Oct-12	9,447	8,995	418	6.91	6.8	8.92

Source: "QMATIC Category Summary" report compiled by MiLES

Qmatic Data has been updated from January 2012 to present to include all clients served, rather than a sampling.

Term:	Definition:
# Customers Served:	Total number of clients that received a Qmatic number and were provided services by MiLES staff in Room 102.
Average Wait Time (Minutes):	Average number of minutes between when a client received a Qmatic ticket and received service by MiLES staff
Benchmark:	Average Wait Time: 20 Minutes or less

Section 3: Ongoing & UMOS Caseload Statistics

	Ongoing Section		Southside Operations		TOTALS	
	Percentage of Face-to-Face Interviews Completed	Percent of Scheduled Phone Reviews Completed	Percentage of Face-to-Face Interviews Completed	Percent of Scheduled Phone Reviews Completed	Percentage of Face-to-Face Scheduled Interviews Completed	Percent of Scheduled Phone Reviews Completed
Oct-11	40.42%	NA	NA	NA	NA	NA
Nov-11	44.17%	NA	NA	NA	NA	NA
Dec-11	43.90%	NA	NA	NA	NA	NA
Jan-12	44.98%	NA	NA	NA	NA	NA
Feb-12	30.26%	NA	NA	NA	NA	NA
Mar-12	31.89%	NA	34.47%	32.50%	31.78%	NA
Apr-12	27.72%	69.16%	32.12%	28.82%	27.58%	58.14%
May-12	29.72%	44.65%	30.72%	27.55%	29.86%	41.86%
Jun-12	25.95%	42.58%	33.18%	35.72%	27.70%	40.52%
Jul-12	30.39%	44.14%	31.73%	34.53%	30.73%	40.95%
Aug-12	29.65%	45.79%	30.99%	28.92%	29.95%	40.42%
Sep-12	26.62%	45.31%	29.31%	30.26%	27.24%	41.07%
Oct-12	24.91%	41.88%	26.52%	36.77%	25.28%	40.62%

Source: Ongoing Caseload Daily Tally report compiled by Ongoing & UMOS Section Chiefs

Term:	Definition:
Percentage of Face-to-Face Interviews Completed	Percentage of clients who attended their scheduled face-to-face review/interview.
Percentage of Phone Reviews Completed	Percentage of clients who completed their scheduled phone review.

Section 4: Call Center Statistics

	Total Calls Answered	Average Speed of Answer (Minutes)	Average Talk Time (Minutes)	% of Calls Answered	Longest Waiting Time (Minutes)
Oct-11	46,528	13.79	5.63	74%	89.97
Nov-11	44,144	11.51	6.37	76%	75.60
Dec-11	46,148	14.38	6.56	72%	65.63
Jan-12	39,087	14.43	8.82	67%	57.20
Feb-12	41,588	8.86	8.27	78%	39.52
Mar-12	45,451	7.77	8.19	79%	42.77
Apr-12	46,951	7.82	7.93	80%	39.28
May-12	46,126	8.24	7.89	79%	30.33
Jun-12	46,115	9.81	7.93	76%	39.00
Jul-12	47,979	11.24	7.84	73%	46.28
Aug-12	53,505	8.32	7.67	78%	35.70
Sep-12	49,136	9.77	7.95	76%	36.68
Oct-12	56,226	7.12	8.15	86%	29.93

Source: "Call Center - MiES - Stabilization" monthly report compiled by VEDS staff

Term:	Definition:	
Total Calls Answered:	Total number of calls that MCCC receives in which dialogue with client begins.	
Average Speed of Answer (minutes):	Average number of minutes a client is on hold prior to speaking with MCCC staff.	
Average Talk Time (minutes):	Average number of minutes a client is engaged in conversation with MCCC staff.	
Percent of Calls Answered:	Percent of clients that remain on phone lines and receive assistance from MCCC staff.	
Benchmarks:	Average Speed of Answer:	15 minutes or less
	Average Talk Time:	8 minutes
	Percent of Calls Answered:	70% or more answered

Section 5: Fair Hearing Statistics (FoodShare, Medical, Child Care & CTS Appeals)

	Total # of Requests	# of Hearings Held	# of Dispositions Upheld			# of Dispositions Overturned	# of Cases Resolved Prior to Hearing	Decisions not yet Received
			Abandoned	Dismissed	Withdrawn			
Oct-11	132	33	0	0	16	0	21	117
Nov-11	143	38	0	3	20	0	10	120
Dec-11	147	30	44	15	35	4	9	121
Jan-12	161	74	53	26	79	9	11	134
Feb-12	166	61	35	17	47	3	3	94
Mar-12	151	47	78	13	41	14	12	121
Apr-12	117	37	58	16	41	5	21	99
May-12	128	51	10	2	14	2	35	98
Jun-12	146	41	24	1	12	1	6	113
Jul-12	132	45	16	12	22	9	0	98
Aug-12	283	51	10	5	47	0	NA	NA
Sep-12	126	56	60	37	47	8	72	NA
Oct-12	239	105	77	49	90	10	42	NA

Source: Data compiled by Fair Hearing Unit Staff

Note: Fair Hearing Outcomes (upheld & overturned) reflect outcomes received by MilES in the current month - the hearings may have been held in a prior month.

Term:	Definition:
Dispositions Abandoned:	Client did not attend Fair Hearing, automatically ruled in favor of MilES.
Dispositions Dismissed:	Client did not meet eligibility requirements, case ruled in favor of MilES.
Dispositions Withdrawn:	Client withdrew fair hearing request prior to ruling.
Dispositions Overturned:	Fair hearing ruled in favor of the client.
Hearings Resolved:	Client initially requested hearing but was provided with adequate solutions prior to fair hearing date.

Section 6: Churning & Verification

Churning		
	Total Cases Churning	% of Cases Churning:
Jan-12	271	2.52%
Feb-12	226	2.23%
Mar-12	229	1.99%
Apr-12	N/A	N/A
May-12	250	2.11%
Jun-12	215	1.94%
Jul-12	227	1.92%
Aug-12	223	1.84%
Sep-12	160	1.38%
Oct-12	232	1.69%

Verification		
	Total Verification Submitted (Cases)	Verification Timeliness Processing
Jan-12	13,626	NA
Feb-12	14,720	Within 8 Days
Mar-12	15,464	Within 6 Days
Apr-12	16,198	Within 6 Days
May-12	11,366	Within 5 Days
Jun-12	19,268	Within 5 Days
Jul-12	19,909	Within 7 Days
Aug-12	21,547	Within 5 Days
Sep-12	19,687	Within 7 Days
Oct-12	23,026	Within 6 Days

Note: Approximately 3/4 of all cases churning are childless adult cases

Source: "DHS Management Timeliness" report - compiled monthly by DHS & Daily Verification Log - compiled by VEDS

Note: Data collection began January 2012.

Term:	Definition:
Churning:	Number of cases closed in the last 60 days and reopened this month.
Total Verification Submitted:	Number of cases that submitted verification and was scanned this month.
Current Date of Verification:	Current date of verification being processed by the Call/Change Center.