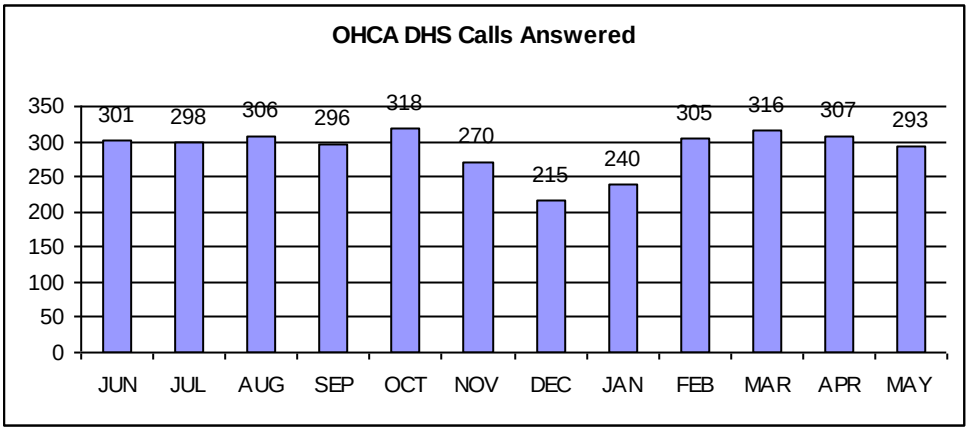
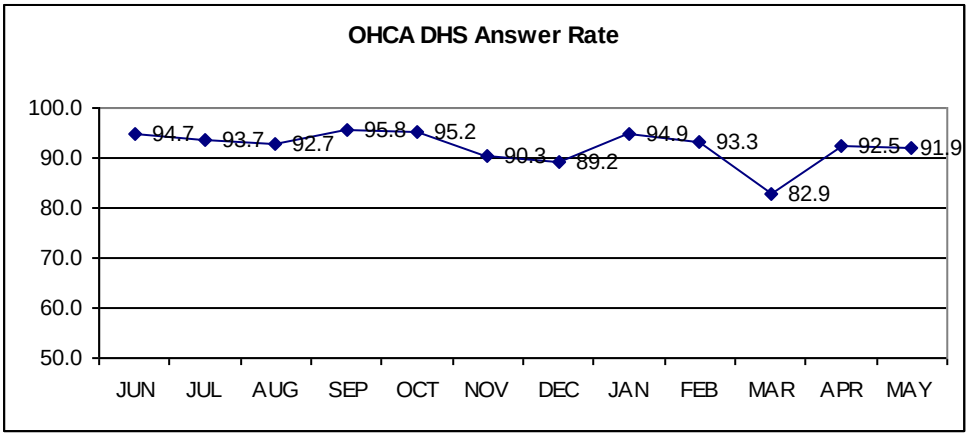
OHCA DHS(Eligibility, family Planning & BBC Unit, DHS) Performance Dashboard (June 2009 through May 2010)

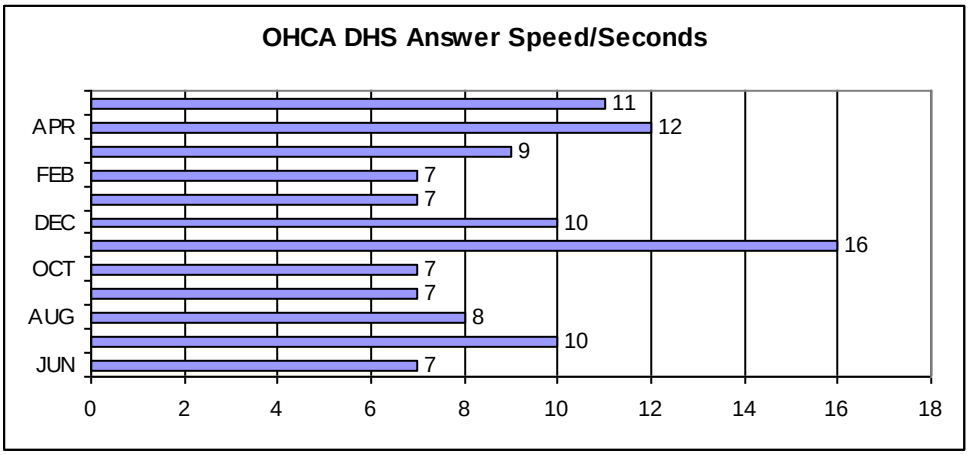
- **All OSF phone lines were down at OHCA Oct. 9, 2009.**
- **DHS unit did not log on Dec. 24, 2009.**
- **Calls were impacted by inclement weather closures Jan. 28 and 29, 2010.**
- **iCE CTI/Call Tracking was implemented Mar. 26, 2010.**



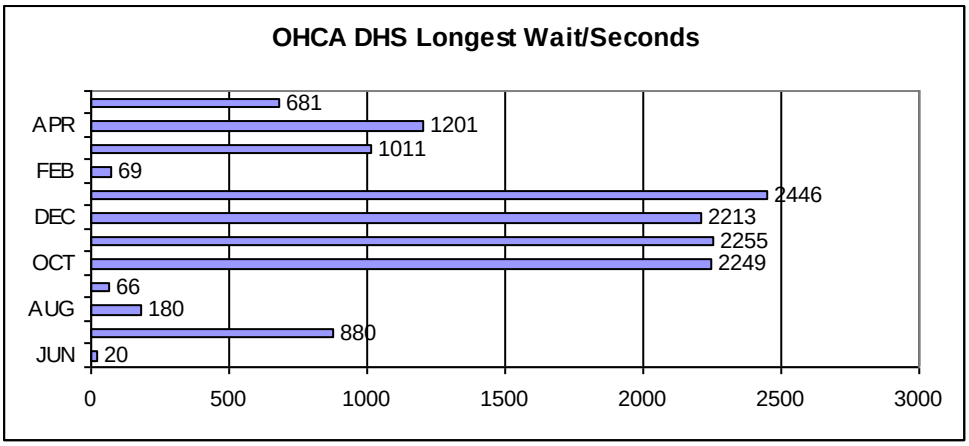
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



Identified calls each month with longest wait or abandon time…



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
0:20m	14:40m	3:00m	1:06m	37:29m	37:35m	36:53m	40:46m	1:09m	16:51m	20:01m

May's longest wait was 11 minutes, 21 seconds.