IME Call Center	Member Calls Received	Member Calls Answered	HHS Contact Center Calls Received	HHS Contact Center Calls Answered	Hawki Calls Received	Hawki Calls Answered	Total Received	Calls Answered	Overall Calls Answered After 30 Seconds	Overall Calls Abandoned	Average Wait Time for Member Calls	Average Wait Time for HHS Contact Center Calls	Average Wait Time for Hawki Calls	Overall Average Wait Time for call to be answered	Abandonment % Member	Abandonment % HHS Contact Center	Abandonment % Hawki Calls	Overall Abandonment %	Avg Talk Time	*Total CSR's present daily	**Total CSR staff	***New Staff in Training	****Total Support Staff	Service Level	Calls Abandoned After 30 Seconds
1-Apr	746	735	894	813	129	125	1769	1673	563	96	0:00:08	0:02:49	0:00:14	0:01:27	1.47%	2.49%	3.10%	5.43%	0:06:35	48	59	0	14	63.71%	79
2-Apr	717	717	845	798	126	126	1688	1641	262	47	0:00:05	0:00:48	0:00:04	0:00:26	0.00%	5.56%	0.00%	2.78%	0:06:40	51	57	4	14	82.64%	31
3-Apr	695	693	824	786	104	104	1623	1583	335	40	0:00:07	0:00:51	0:00:02	0:00:28	0.29%	4.61%	0.00%	2.46%	0:06:43	52	57	4	14	77.51%	30
4-Apr	589	588	784	760	138	137	1511	1485	173	26	0:00:03	0:00:24	0:00:02	0:00:14	0.17%	3.06%	0.72%	1.72%	0:06:26	56	57	4	14	87.76%	12
5-Apr	588	588	674	647	159	159	1421	1394	122	27	0:00:03	0:00:17	0:00:05	0:00:10	0.00%	4.01%	0.00%	1.90%	0:06:43	52	57	4	14	89.94%	21
8-Apr	711	709	819	803	103	103	1633	1615	175	18	0:00:03	0:00:26	0:00:01	0:00:14	0.28%	1.95%	0.00%	1.10%	0:06:44	53	61	4	14	88.61%	11
9-Apr	658	655	848	812	89	89	1595	1556	307	40	0:00:02	0:00:56	0:00:01	0:00:30	0.46%	4.36%	0.00%	2.51%	0:06:17	56	61	4	14	79.18%	25
10-Apr	635	635	771	724	89	89	1495	1448	202	47	0:00:02	0:00:53	0:00:02	0:00:28	0.00%	6.10%	0.00%	3.14%	0:06:26	52	60	4	14	84.21%	34
11-Apr	498	498	680	676	68	68	1246	1242	32	4	0:00:01	0:00:07	0:00:01	0:00:04	0.00%	0.59%	0.00%	0.32%	0:06:36	54	58	4	14	97.27%	2
12-Apr	466	466	572	567	61	61	1099	1094	36	5	0:00:02	0:00:06	0:00:02	0:00:04	0.00%	0.87%	0.00%	0.45%	0:06:58	50	58	4	14	96.45%	3
15-Apr	749	745	789	799	127	125	1665	1669	164	29	0:00:04	0:00:21	0:00:02	0:00:12	0.53%	2.92%	1.57%	1.74%	0:06:12	47	57	3	13	89.31%	14
16-Apr	561	561	676	654	91	91	1328	1306	76	22	0:00:02	0:00:16	0:00:02	0:00:09	0.00%	3.25%	0.00%	1.66%	0:06:31	46	57	3	13	93.15%	15
17-Apr	541	541	655	644	85	85	1281	1270	63	11	0:00:02	0:00:14	0:00:06	0:00:08	0.00%	1.68%	0.00%	0.86%	0:06:31	53	57	3	13	94.61%	6
18-Apr	494	494	540	539	75	75	1109	1108	25	1	0:00:02	0:00:05	0:00:01	0:00:03	0.00%	0.19%	0.00%	0.09%	0:06:30	51	57	3	13	97.75%	0
19-Apr	391	391	526	525	51	50	968	966	12	2	0:00:01	0:00:04	0:00:01	0:00:03	0.00%	0.19%	1.96%	0.21%	0:07:02	52	56	3	13	98.76%	0
22-Apr	633	633	633	631	71	71	1337	1335	10	2	0:00:01	0:00:03	0:00:01	0:00:02	0.00%	0.32%	0.00%	0.15%	0:06:06	52	61	5	13	99.18%	1
23-Apr	488	487	585	581	66	66	1139	1134	6	5	0:00:01	0:00:03	0:00:01	0:00:02	0.20%	0.68%	0.00%	0.44%	0:06:49	53	61	5	13	99.21%	3
24-Apr	477	477	656	654	47	46	1180	1177	4	3	0:00:02	0:00:02	0:00:02	0:00:02	0.00%	0.30%	2.13%	0.25%	0:06:31	59	61	5	13	99.49%	2
25-Apr	445	444	549	548	47	47	1041	1039	3	2	0:00:02	0:00:02	0:00:01	0:00:02	0.22%	0.18%	0.00%	0.19%	0:06:02	58	60	5	13	99.62%	1
26-Apr	426	426	544	542	55	55	1025	1023	13	2	0:00:02	0:00:03	0:00:01	0:00:03	0.00%	0.37%	0.00%	0.20%	0:06:29	56	60	5	13	98.63%	1
29-Apr	586	584	653	648	89	89	1328	1321	80	7	0:00:05	0:00:12	0:00:02	0:00:08	0.34%	0.77%	0.00%	0.53%	0:06:47	63	52	5	13	93.75%	3
30-Apr	505	505	671	665	70	70	1246	1240	50	6	0:00:02	0:00:08	0:00:01	0:00:05	0.00%	0.89%	0.00%	0.48%	0:06:59	63	49	5	13	95.75%	3
							0	0																	
	12599	12572	15188	14816	1940	1931	29727	29319	2713	442				0:00:14				1.30%	0:06:34	53.5		4	13	89.87%	297

* This includes all staff that were taking calls at some point in the day. There may be staff that came in late, or left early.
** This is the total number of CSRs - does not include Support staff.
*** This is the toal number of new CSRs in training - These are also included in the Overall CSR Staff.
**** This is the total number of Support staff including Supervisors, Team Leads, ESR's, Admin, and QA/Trainers

4/2/2024	Issues reported with MMIS/HMIS systems at 1:08 PM. Issues resolved by 1:33 PM.
4/8/2024	Issues reported with WISE at 12:37 PM. Issues resolved by 2:21 PM.
4/10/2024	Issues reported with WISE at 9:36 AM. Issues resolved by 11:13 AM.
4/11/2024	Issues reported with WISE at 8:27 AM and 11:59 AM. Issues resolved by 12:30 PM
4/15/2024	Issues reported with MMIS/HMIS systems at 8:17 AM. Issues resolved by 8:30 AM.