

| 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 Calls Received | Total 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-May | 598 | 597 | 756 | 727 | 87 | 87 | 1441 | 1411 | 128 | 30 | 0:00:03 | 0:00:19 | 0:00:04 | 0:00:11 | 0.17% | 3.84% | 0.00% | 2.08% | 0:07:00 | 61 | 57 | 5 | 13 | 89.66% | 21 |
| 2-May | 561 | 557 | 617 | 611 | 74 | 74 | 1252 | 1242 | 42 | 10 | 0:00:04 | 0:00:04 | 0:00:01 | 0:00:04 | 0.71% | 0.97% | 0.00% | 0.80% | 0:07:39 | 61 | 57 | 4 | 13 | 96.17% | 6 |
| 3-May | 467 | 467 | 539 | 535 | 99 | 99 | 1105 | 1101 | 11 | 4 | 0:00:02 | 0:00:03 | 0:00:01 | 0:00:03 | 0.00% | 0.74% | 0.00% | 0.36% | 0:07:03 | 60 | 59 | 4 | 13 | 98.82% | 2 |
| 6-May | 608 | 604 | 722 | 709 | 136 | 136 | 1466 | 1449 | 71 | 17 | 0:00:07 | 0:00:05 | 0:00:08 | 0:00:06 | 0.66% | 1.80% | 0.00% | 1.16% | 0:07:03 | 60 | 56 | 4 | 13 | 94.34% | 12 |
| 7-May | 576 | 575 | 764 | 750 | 92 | 92 | 1432 | 1417 | 186 | 15 | 0:00:02 | 0:00:35 | 0:00:01 | 0:00:20 | 0.17% | 1.83% | 0.00% | 1.05% | 0:07:12 | 60 | 56 | 3 | 13 | 86.45% | 8 |
| 8-May | 533 | 532 | 658 | 619 | 90 | 87 | 1281 | 1238 | 198 | 43 | 0:00:02 | 0:00:48 | 0:00:01 | 0:00:25 | 0.19% | 5.93% | 3.33% | 3.36% | 0:07:25 | 59 | 52 | 0 | 13 | 82.36% | 28 |
| 9-May | 452 | 450 | 662 | 626 | 85 | 85 | 1199 | 1161 | 159 | 38 | 0:00:03 | 0:00:53 | 0:00:01 | 0:00:30 | 0.44% | 5.44% | 0.00% | 3.17% | 0:06:54 | 59 | 53 | 0 | 13 | 84.24% | 30 |
| 10-May | 438 | 436 | 536 | 515 | 48 | 46 | 1022 | 997 | 53 | 25 | 0:00:02 | 0:00:12 | 0:00:01 | 0:00:07 | 0.46% | 3.92% | 4.17% | 2.45% | 0:06:40 | 59 | 54 | 0 | 13 | 92.95% | 19 |
| 13-May | 721 | 721 | 701 | 675 | 136 | 136 | 1558 | 1532 | 158 | 26 | 0:00:01 | 0:00:41 | 0:00:02 | 0:00:19 | 0.00% | 3.71% | 0.00% | 1.67% | 0:06:35 | 62 | 54 | 4 | 13 | 88.58% | 20 |
| 14-May | 614 | 614 | 710 | 679 | 139 | 139 | 1463 | 1432 | 168 | 31 | 0:00:02 | 0:00:32 | 0:00:01 | 0:00:16 | 0.00% | 4.37% | 0.00% | 2.12% | 0:06:54 | 61 | 57 | 4 | 13 | 86.94% | 23 |
| 15-May | 540 | 538 | 666 | 607 | 103 | 103 | 1309 | 1248 | 342 | 61 | 0:00:04 | 0:02:02 | 0:00:04 | 0:01:02 | 0.37% | 8.86% | 0.00% | 4.66% | 0:06:54 | 61 | 50 | 4 | 13 | 69.90% | 52 |
| 16-May | 509 | 509 | 521 | 512 | 70 | 70 | 1100 | 1091 | 34 | 9 | 0:00:01 | 0:00:07 | 0:00:01 | 0:00:04 | 0.00% | 1.73% | 0.00% | 0.82% | 0:07:19 | 59 | 54 | 3 | 13 | 96.18% | 8 |
| 17-May | 453 | 453 | 477 | 468 | 73 | 73 | 1003 | 994 | 10 | 9 | 0:00:02 | 0:00:05 | 0:00:01 | 0:00:03 | 0.00% | 1.89% | 0.00% | 0.90% | 0:07:08 | 59 | 53 | 3 | 13 | 98.21% | 8 |
| 20-May | 674 | 674 | 638 | 620 | 78 | 78 | 1390 | 1372 | 80 | 18 | 0:00:02 | 0:00:19 | 0:00:02 | 0:00:09 | 0.00% | 2.82% | 0.00% | 1.29% | 0:06:38 | 59 | 51 | 3 | 13 | 93.38% | 12 |
| 21-May | 585 | 582 | 572 | 556 | 66 | 66 | 1223 | 1204 | 64 | 19 | 0:00:03 | 0:00:16 | 0:00:03 | 0:00:08 | 0.51% | 2.80% | 0.00% | 1.55% | 0:07:03 | 59 | 53 | 3 | 13 | 93.79% | 12 |
| 22-May | 538 | 533 | 504 | 497 | 65 | 65 | 1107 | 1095 | 9 | 12 | 0:00:02 | 0:00:02 | 0:00:01 | 0:00:02 | 0.93% | 1.39% | 0.00% | 1.08% | 0:07:02 | 59 | 55 | 3 | 13 | 98.92% | 3 |
| 23-May | 483 | 482 | 483 | 483 | 40 | 40 | 1006 | 1005 | 5 | 1 | 0:00:01 | 0:00:02 | 0:00:01 | 0:00:01 | 0.21% | 0.00% | 0.00% | 0.10% | 0:07:08 | 59 | 55 | 0 | 13 | 99.50% | 0 |
| 24-May | 337 | 336 | 419 | 400 | 45 | 45 | 801 | 781 | 18 | 20 | 0:00:02 | 0:00:07 | 0:00:01 | 0:00:04 | 0.30% | 4.53% | 0.00% | 2.50% | 0:07:23 | 59 | 54 | 0 | 13 | 95.63% | 17 |
| 27-May | | | | | | | 0 | 0 | | | | | | | | | | | | | | | | | |
| 28-May | 609 | 606 | 649 | 643 | 74 | 74 | 1332 | 1323 | 45 | 9 | 0:00:03 | 0:00:05 | 0:00:04 | 0:00:04 | 0.49% | 0.92% | 0.00% | 0.68% | 0:06:47 | 62 | 54 | 4 | 13 | 96.10% | 7 |
| 29-May | 483 | 482 | 563 | 559 | 50 | 50 | 1096 | 1091 | 18 | 5 | 0:00:01 | 0:00:05 | 0:00:02 | 0:00:03 | 0.21% | 0.71% | 0.00% | 0.46% | 0:06:45 | 62 | 54 | 4 | 13 | 98.18% | 2 |
| 30-May | 428 | 427 | 475 | 465 | 39 | 37 | 942 | 929 | 27 | 13 | 0:00:04 | 0:00:06 | 0:00:02 | 0:00:05 | 0.23% | 2.11% | 5.13% | 1.38% | 0:06:47 | 62 | 54 | 4 | 13 | 96.28% | 8 |
| 31-May | 438 | 438 | 456 | 444 | 65 | 65 | 959 | 947 | 16 | 12 | 0:00:01 | 0:00:06 | 0:00:01 | 0:00:04 | 0.00% | 2.63% | 0.00% | 1.25% | 0:07:12 | 60 | 53 | 3 | 13 | 97.29% | 10 |
| | 11645 | 11613 | 13088 | 12700 | 1754 | 1747 | 26487 | 26060 | 1842 | 427 | | | | 0:00:11 | | | | 1.59% | 0:07:01 | 60.09091 | | 3 | 13 | 91.88% | 308 |

* 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 total 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

5/3/2024 Reported issues with WISE system.