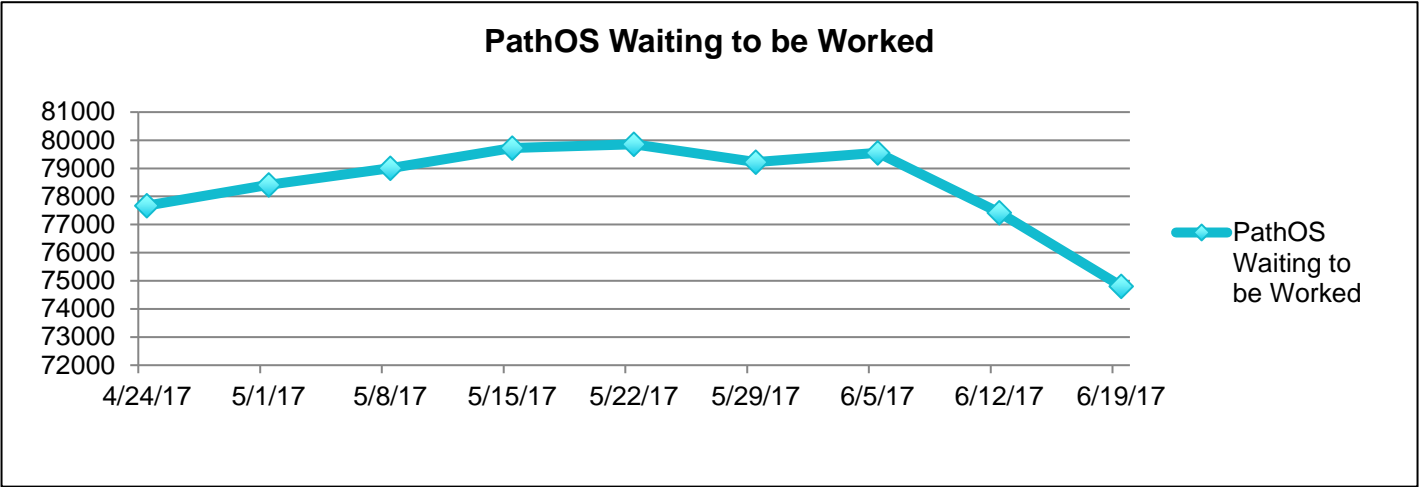
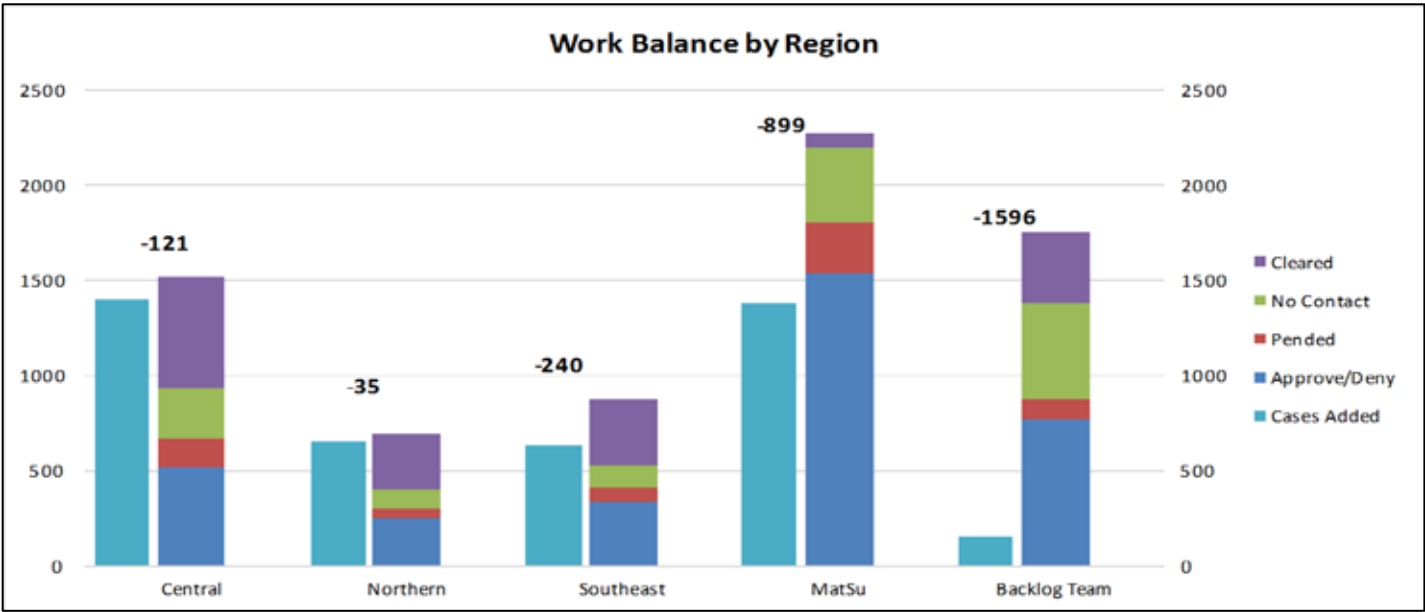


DPA Backlog Initiative

During the week of June 12-16, a total of 3,991 cases were added, and 6,889 total tasks were touched statewide. These cases were worked with an 84% completion rate, meaning 3,223 clients received a benefit determination the first time the case was

interacted with. This resulted in a backlog reduction of 3,111 cases. If DPA can keep pace with the progress made last week, the current backlog will be eliminated in 24 weeks.



PathOS Definitions

- Pend: The case could not be approved and further verification is needed.
- No Contact: The client could not be reached or the case was already worked.
- Cleared: Tasks bundled to a primary case that are eliminated.