

DPA Backlog Initiative

For the month of January, a total of 27,957 cases (apps, ROC, recerts, etc) were added by field staff to PathOs, and 24,400 tasks were touched statewide. An additional 2855 cases were found to be cleared in the Brown pathway.

This resulted in an increase in cases waiting to be worked at 431. In the month of January, cases were worked with an 82% completion rate and had an average transaction time of 47 minutes.

