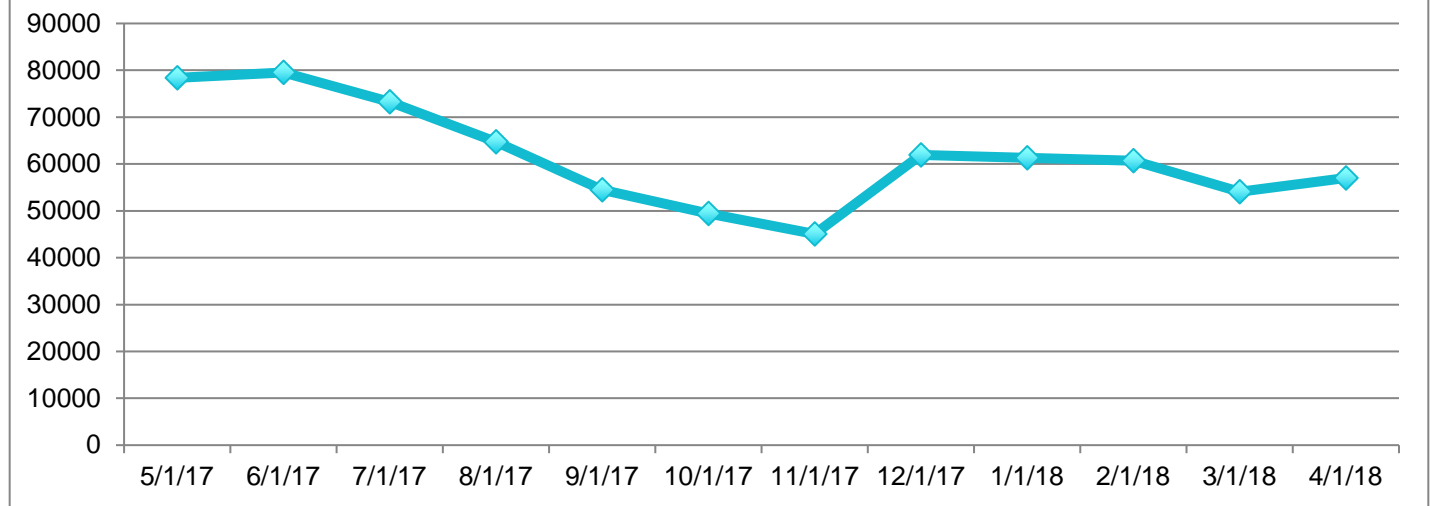


DPA Backlog Initiative

From March 1 through March 31, a total of 23,880 cases (apps, ROC, recerts, etc.) were added by the state, and 20,605 tasks were touched statewide. Cases were worked with an 82% completion rate

and an average transaction time of 47 minutes—**GREAT JOB!** However, due to incoming work and limited resources, this resulted in an increase in cases waiting of 2,359.

Waiting to Be Worked



Workload Balance

