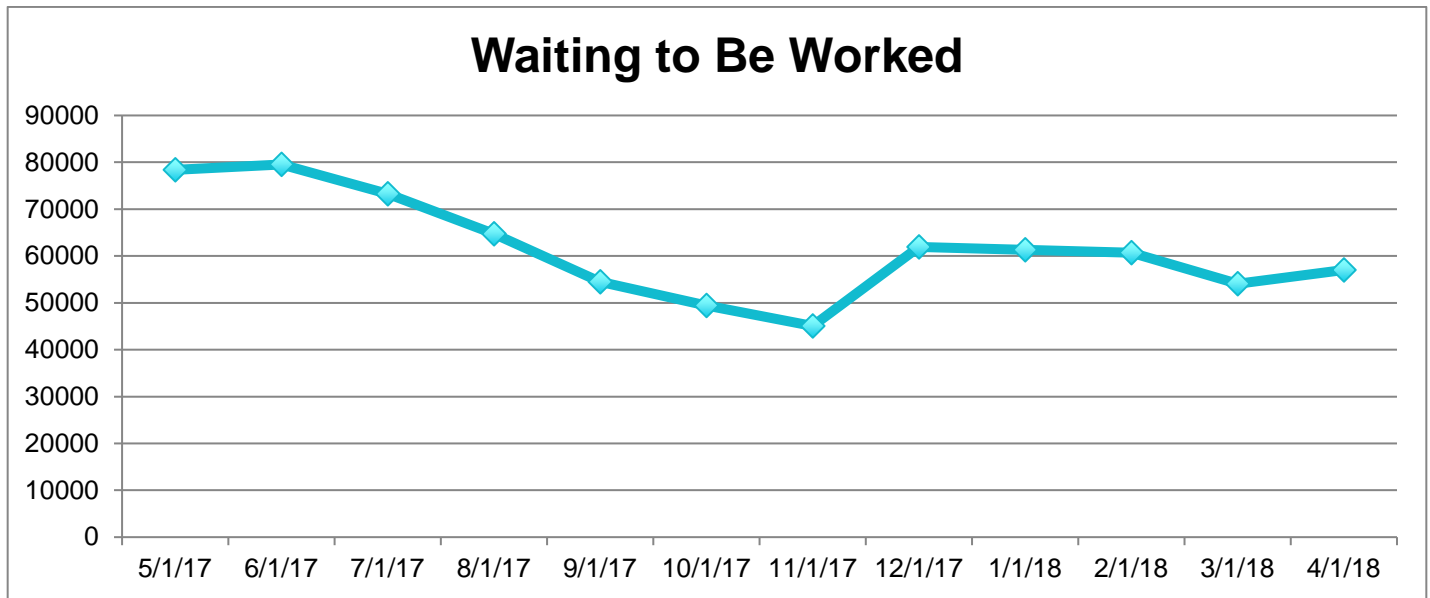


DPA Backlog Initiative

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

