

DPA Backlog Initiative

From July 1 through 15, a total of 7,582 cases were added, and 10,798 total tasks were touched statewide. These cases were worked with an 80% completion rate. This resulted in a backlog reduction of 3,216 cases. This progress has resulted in the improved current

SNAP timeliness of 82%, which is up from 68% back in October 2016. The Division of Public Assistance (DPA) staff have expressed excitement for how their vigorous and noble work is beginning to show noticeable improvements.

