

STAFF UPDATES ON FIRST CONTACT RESOLUTION

DPA is one TEAM; it's all our work. Together Everyone Achieves More!

Field Services Managers are hearing numerous feedback from staff statewide about First Contact Resolution (FCR). Staff are seeing the benefits and the reports are positive:

- By striving for first contact, staff are providing more timely service to customers and not contributing as much to their backlog.
- Positive interactions with other offices in getting the work done.
- Clerical units are benefiting from less scanning and control clerk email is not as flooded.
- Applications are being worked more timely.
- Staff are able to process with fewer interruptions.
- Staff have noticed that FCR strengthens ET skills by requiring them to solve problems right away no matter what the work is.
- Dialogue between supervisors region-to-region regarding feedback on case work has also become more constructive and positive as a result of the “fix it and inform” practices in place.
- Staff have expressed their delight in being able to assist clients right then and there while they're in the office. They no longer have to set them up with a phone in an office or try to reach another office for something they can take care of.
- Clients are amazed they can be seen same day and that the office will take their ROC and work it as far as they can.
- Clerical is relieved from the enormous amount of scanning and printing they were once required to do for all application ROCs, etc.
- In one of the DPA field offices, staff were amazed at how quiet it was in their office during the first of the month. This is an example of how process management and first contact resolution work to reduce the number of times a client has to contact the office to check on the status of their case. More cases done by the first of the month means the first day is less crazy, which means staff can spend their time focusing on cases for the new month, so on and so on.

- Since FCR was implemented, Gambell started keeping track of applications they processed including all other cases requiring an interview. This also includes applications and cases requiring an interview from clients in another office.

Offices	February 11 - 28	March 1 - 31	April 1 - 15
020	5	7	6
022	2	2	1
023	32	24	18
041	49	103	67
051	13	14	10
070	3	18	12
071	11	46	29
072	1	6	4
076	30	56	44
077	179	403	254
080	0	1	2
082	11	36	23
083	616	857	509
084	110	150	84
Total	1062	1723	1063

- *This table does not reflect work completed at the Q&A counter which includes reports of change, pends, answering questions, etc. A report is currently not completed to track this data.*