

Management uses the following criteria to evaluate staff performance:

Ongoing Case Management

- Discrepancies (8.34)
 - Works on quarterly SWICAS on a constant basis; does not require assistance to complete quarterly matches timely.
 - Completes all IM Prisoner, IM SOLQ, and IM UIB discrepancies prior to adverse action every month.
- 7/10/30 day list (8.33) criteria is to completes all actions on the verification due list each day to:
 - Ensure that the application is denied on day 30 if verifications have not been received.
 - Ensure that “nv” or “qv” is entered 10 days after the last request for information/extension was granted.
- Keeps up with caseload and does not show on the Oldest Item Report

Agent CCA Performance

- Average handle should be equal to or less than the average.
- ACD calls should be equal to or over the team average.
- ACD calls per busy hour should be equal to or over the average.
- Average after call per call should be equal to or less than the team average.
- Average call time should be equal to or under the team average.

Case review

- Income,
- Expenses,
- Household Composition,
- Verification,
- Valid signature,
- Case comments

Phone Evaluations

- Opening
 - Was the agent prepared to take a call [logged into appropriate systems, not eating or drinking, not ending a conversation with a coworker, no long delays before greeting the customer?
 - Did the agent greet the caller in a professional and courteous manner?
 - Did the agent verify the customer ID adequately?
 - Did the agent allow the customer to present their needs/questions?

- Body
 - Did the agent actively listen to the customer?
 - Did the agent ask appropriate discovery questions for assisting the customer?
 - Did the agent provide accurate and clear information?
 - Did the agent keep the customer informed of the actions they were taking throughout the call?
 - Did the agent avoid long silences?
 - If the agent put the customer on hold, did they explain why they were being put on hold?
 - Did the agent make referrals where appropriate

- Closing
 - Did the agent provide an explanation of any actions the customer will need to take in the future (verifications, renewals, etc.)?
 - Did the agent ask the customer if they had any additional questions or needs?
 - Did the agent close the call professionally and in a courteous manner?

- First contact resolution
 - Use the “first contact resolution” while on CCA

Consortium Performance

- Food Share Error Rate (lower than the State Average)
- Average Speed of Answer between 4 and 6 minutes
- Answering Rate (Higher than the State average)
- Timeliness for FS, MA, and CC (higher than the State average)