**KEY PERFORMANCE INDICATORS (KPIs)**

Benefit Program Associate (BPA)

Key Performance Indicators (KPI) correlate with and do not replace the Position Objectives. KPI’s will be based off of all Current and Genesys system data available to supervisory staff and averaged for cumulative totals.

[Performance Measures and KPIs – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?knowledge_base=performance-measures-and-kpis)

Primary focus on adhering to and meeting the Position Objectives directly corresponds with successfully meeting these KPIs

**Utilization**: Accountability to our Customers and Stakeholders to ensure that we are upholding all staff to clear and consistent objectives

* Focusing an average of 75% of the time at work processing eligibility in Current, assisting in Resource Centers
* Trainings, memo reviews, etc. should take up less than 25% of work time
* Paused Cases – check at least once per week to resolve and ensure tasks are not pending for more than 2 days for reasons that can not be directly controlled. Communicate with Supervisor any issues that would cause excessive paused time
* Performance (Current)- Ensure if you mainly work out of Current that you are within +/- 5 minutes of the Quarterly Statewide Average, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data) for time working cases. If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place
* Get Next Rate (Current)- ensure if you mainly work out of Current that you achieve and maintain a Get Next rate of 80%
* Performance (Genesys)- ensure you are completing calls within +/- 5 minutes of the Quarterly Statewide Average. If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place

**Transaction Times**: Accountability to our Customers for timely authorizations

* Varies by program type and queue
* Transaction times for combo cases can be longer, especially if worked in different systems
* Performance (Current)- Ensure if you mainly work out of Current that you are within +/- 5 percentage points of the Quarterly Statewide Average, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data) for time working cases. If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place
* Performance (Genesys)- ensure you are completing calls within +/- 5 minutes of the Quarterly Statewide Average. If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place

**COMPLETION RATES:** Accountability to Customers

* Utilize First Contact Resolution
* Utilize Verification Matrix consistently

**QUALITY:** Accountability to our Agency and to our Customers

* Meeting this KPI will ensure we meet and maintain the Agency KPI goal of 95% payment accuracy
* Resource Center staff are adhering to Statewide Lobby SOP’s

**GOALS TO BE SUCCESSFUL**: Payment Accuracy – Accountability to our Customers and Federal Partners

* Improve and Maintain SNAP Payment Accuracy
* Improve or Maintain CAPER (Case and Procedural Error Rates) negative action (closings or rejections read by QC) accuracy

Signature:

Date: