**KEY PERFORMANCE INDICATORS (KPIs)**

Program Coordinator (PC)

Key Performance Indicators (KPI) correlate with and do not replace the Position Objectives

[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

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

* Focusing an average of 75% of the time at work to include viewing Current reports (see Appendix A), answering questions, ensuring coverage, case readings as necessary, reviewing calls, training and observing staff, Engage meetings, team member huddles to discuss trends and policy, e-mails, etc.
* Trainings, memo reviews, hiring, etc. should take up less than 25% of work time

**UTILIZATION**: Accountability to our customers

* *Paused Report* (Current) – checked daily to resolve and ensure tasks are not pending for more than 2 days for reasons they cannot directly control. If a team member resigns, paused cases should be finalized or reassigned prior to the team member’s last day
* *Performance Report* (Current) – should be viewed at least once per week in order to identify trends and to spot check Supervisors’ groups ongoing performance to ensure that staff remain 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
	+ If issues are found by Coordinator this should be reported to the Field Program Manager for follow up
	+ Utilize Performance Improvement Plan (PIP) to assist with accountability and coaching
* *Agent Status Report* (Genesys) – should be monitored in order to identify trends and to spot check Supervisors’ groups ongoing performance to ensure that Supervisors’ groups are completing calls within +/- 5 minutes of the Quarterly Statewide Average, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data). If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place
	+ At least once monthly for Program Coordinators to monitor time frame of each status used throughout the day in the Genesys System
* *Get Next Rate report* (Current)- should be viewed at least once per week in order to ensure your teams’ members achieve and maintain a Get Next rate at or near 80%
* **APPENDIX A:**

**Daily**

* + 4x - Reconcile on Dashboard
* Active
* Idle
* Transaction Time – Does TXN time match Task type?
	+ 2x - Caseworker Actions Report
* Pull for workers who are struggling with one or more of the following:
* Long or Short Transaction Times (KPI)
* Low or Higher Completion Rate (KPI)
* Low Utilization (large amounts of Idle Time) (KPI)
* Low Percent of Logged in Time

**Weekly**

* + 1x - Performance Report or Performance Comparison Report (if entire works same type of tasks)
	+ Click to KPI Level screen and look for abnormalities:
* % Online Utilization (KPI)
* % Logged in Time
* Number of cases worked
* Low/High Transaction Time (KPI)
* Low/High Completion Rate (95% -100% is not normal) (KPI)
	+ If abnormalities found, pull:
* Caseworker Actions Report for the week
* Pull longer timeframes to identify trends vs. one-time events.
* If trends identified, begin daily Caseworker Actions Report
	+ Paused Report

**Monthly**

* + Performance Report:
* % Online Utilization (KPI)
* % Logged in Time
* Number of cases worked
* Low/High Transaction Time (KPI)
* Low/High Completion Rate (95% -100% is not normal) (KPI)
	+ If abnormalities and trends exist, begin pull more specific reports

**TRANSACTION TIMES**: Accountability to our agency and citizens

* *Performance Comparison Report* (Current) – should be monitored in order to identify trends and to spot check Supervisors’ groups ongoing performance to ensure that workers are processing cases within +/- 5 minutes of the Quarterly Statewide Average, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data). If performance falls outside of this range, it is an indicator that additional follow-up conversations and data examination needs to take place
* Help monitor Supervisors’ groups work to ensure expected transaction times are attainable and sustainable
* *Agent Performance Report* (Genesys) – should be monitored in order to identify trends and to spot check Supervisors’ groups ongoing performance to ensure that Supervisor’s groups are completing calls within +/- 5 minutes of the Quarterly Statewide Average, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data). 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

* *Performance Comparison Report* (Current) – Monitor weekly to ensure Supervisors’ groups complete cases using First Contact Resolution (FCR)
* Ensure that steps are being taken by Supervisors’ groups to meet completion rates by obtaining and using the proper verification as referenced in the Verification Matrix for each program and not requesting more than is needed to accurately determine eligibility. Completion rates should fall within the range for each queue listed in Quarterly Statewide Average (QSA) data, [Quarterly Statewide Data – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?docs=quarterly-statewide-data)

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

* We will look beyond the numbers to review quality as a whole
* Ensure that all steps are taken during the onboarding of new staff
* Meeting this KPI will ensure we meet and maintain the Agency KPI goal of 95% payment accuracy
* *Agent Performance Report* (Genesys) – should be viewed at least once per week for each of your Supervisory groups to ensure that workers 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
* For each of your Resource Centers, staff are following current directives, working out of correct queues at the correct times, participating in Statewide Lobbies, and providing excellent customer service per observations & feedback

**ONBOARDING NEW STAFF**: Coordinators should follow and ensure Supervisors follow the protocols designated in the training plan

* Supervisors should make sure the ASAP and forms are completed as soon as possible so the employee has access as soon to his/her first day of employment as possible
* Supervisors must follow the training plan provided by Training and Development and should make sure staff are enrolled in trainings within the first 2 weeks of employment
* Supervisors should ensure that someone is readily available for the trainee during virtual training, to assist with any technical issues, etc.
* Supervisors should participate in the Supervisor Team Chat during training, which is set up by the training unit
* Supervisors will follow the OJT training plan before and after virtual classroom training, as provided by the training unit. This includes making sure the trainee is working out of the queues indicated on the plan, does any online training suggested, has the support needed while processing and has someone available to answer questions at all times

**GOALS TO BE SUCCESSFUL: Payment Accuracy –** Accountability to our citizens and federal partners

* Work toward meeting and maintaining the Agency KPIs for Accuracy
* 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: