**KEY PERFORMANCE INDICATORS (KPIs)**

Program Manager

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 providing in-person support to their Field Managers, 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 Field Managers’ groups ongoing performance to ensure that staff who mainly work out of Current 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 the Program Manager, they should be followed up on appropriately
	+ 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 Field Managers’ groups ongoing performance to ensure that their 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
* *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%

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

* *Performance Comparison Report* (Current) – should be monitored in order to identify trends and to spot check Field Managers’ groups ongoing performance to ensure that workers who mainly work out of Current 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 Field Managers’ 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 Field Managers’ groups ongoing performance to ensure that they 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 to ensure Field Managers’ groups complete cases using First Contact Resolution (FCR).
* Ensure that steps are being taken by Field Managers’ 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 FPM’s 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**: Program Managers should follow and ensure Field Managers follow the protocols designated in the training plan

**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: