**KEY PERFORMANCE INDICATORS (KPIs)**

Benefit Program Technicians (BPT)

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, logged in to Genesys assisting on phones
* Trainings, memo reviews, etc. should take up less than 25% of work time
* Utilizes Current consistently and is working in Current at least 80% of the time.
* Paused Cases (Current) – check at least once per week to resolve and ensure tasks are not paused for more than 2 days for reasons that can not be directly controlled. Communicate with Supervisor any issues that would case 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 Agency and Citizens

* Varies by type of program and queue
* Transaction times for combo cases can be longer, especially when working 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). 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
* Ensure that steps are being taken to meet completion rate goals 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

* 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 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: