

# Service Center & MSU Combined – OE9

Inbound Call Volumes: November 1 – January 15:  
68,395 – Decrease of 24% compared to last year

Average Speed of Answer:  
16 seconds

Service Level:  
97.57%

Abandoned Calls:  
786

# Operations Overview

- Workload
  - Phone Calls
  - NES MA Applications – both new and changes
  - PEAK applications – includes new, changes, and redeterminations
  - Documents
  - County Partner Emails
  - Complaints/Escalations
  - Issuer Liaison
  - Problem Research
- Initiatives
  - Continue to build reporting
  - Increase efficiencies
  - One source of truth for the work