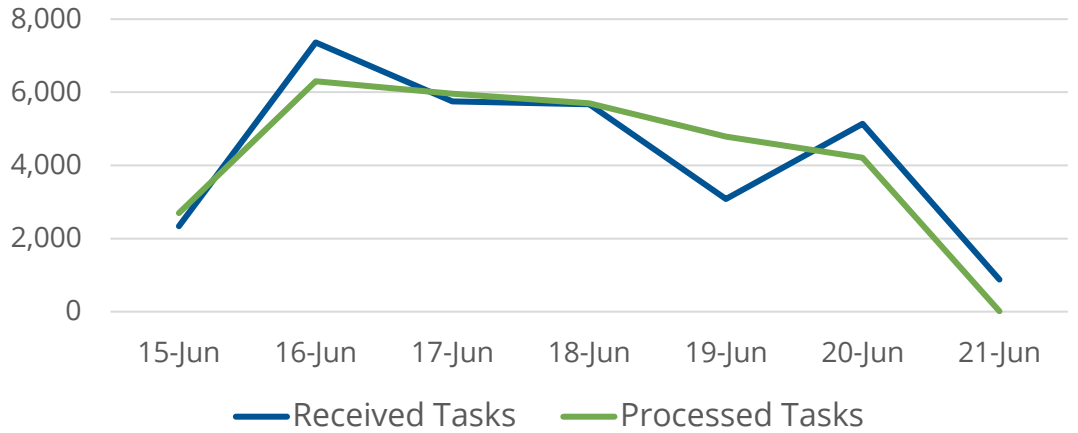


# OREGONIANS YOU HELPED

# 52,975

## RECEIVED TASKS vs PROCESSED TASKS\*

\*Includes tasks received and processed by system



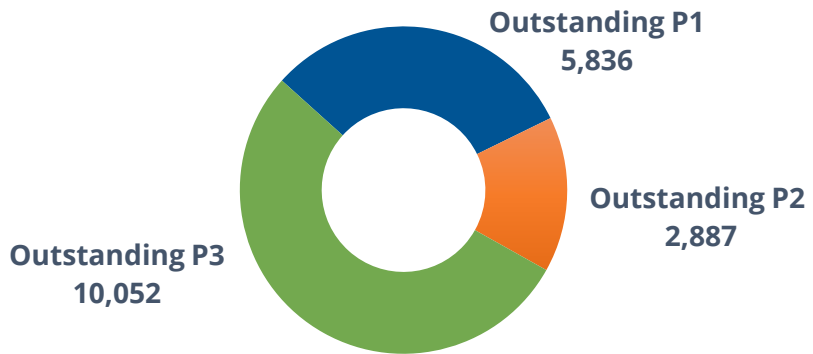
### TASKS COMPLETED

P1: 17,297  
P2: 3,844  
P3: 7,212

### APPOINTMENTS COMPLETED

# 6,719

## REMAINING TASKS



### CALLS ANSWERED\* ONE CUSTOMER SERVICE CENTER

# 17,903

**AVERAGE WAIT TIME\***

**9 MINS**  
ELIGIBILITY

**16 MINS**  
SUPPORT STAFF

**8 MINS**  
APPLICANT PORTAL

\*Calls Answered may be higher than actuality and Eligibility Average Wait Times may be lower than actuality on days when the phone queue cap is implemented.

## THIS WEEK

Prescheduled Appointments: 4,031  
Information Received Coming Due: 4,529  
Applications Coming Due: 557

Oregone**eligibility**