



UAMS NWA Special Populations		Week Ending																	
Weekly Report		6/19/2021	6/12/2021	6/5/2021	5/29/2021	5/22/2021	5/15/2021	5/8/2021	5/1/2021	April 2021	March 2021	February 2021	January 2021	December 2020	November 2020	October 2020	September 2020	YTD	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	5	15	1	8	9	9	9	30	74	156	268	951	1363	844	484	234	6010	
	# Indexes Complete	4	12	1	5	8	8	8	26	63	135	251	898	1233	758	428	203	5421	
	% Indexed Complete	80.0%	80.0%	100.0%	62.5%	88.9%	88.9%	88.9%	86.7%	85.1%	86.5%	93.7%	94.4%	90.5%	89.8%	88.4%	86.8%	90.2%	
	# Indexes unreachable (Max Attempts)	1	2	0	3	1	1	1	4	9	19	17	52	129	86	56	31	584	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	20.0%	13.3%	0.0%	37.5%	11.1%	11.1%	11.1%	13.3%	12.2%	12.2%	6.3%	5.5%	9.5%	10.2%	11.6%	13.2%	9.7%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	5	15	1	8	9	9	9	30	73	156	268	951	1363	843	484	234	6009	
	Average time from Index Received to Index Reached	0.04:03.46	0.05:12.08	0.00:08.14	0.01:41.29	0.08:21.26	0.04:17.26	0.05:42.31	0.14:58.15	0.05:30.21	0.02:37.14	0.03:27.45	0.07:03.33	0.09:54.26	0.09:56.38	0.12:25.05	0.20:30.04	1.01:51.50	
	Average Index Handle Time	0.00:08:34	0.00:08:53	0.00:00:04	0.00:02:56	0.00:04:12	0.00:04:48	0.00:15:42	0.00:13:52	0.00:10:29	0.00:18:21	0.00:21:10	0.00:21:16	0.00:27:47	0.00:29:04	0.03:08:01	0.08:02:28	0.00:30:34	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	80.0%	80.0%	100.0%	62.5%	88.9%	88.9%	88.9%	86.7%	85.1%	86.5%	93.7%	94.3%	93.7%	93.7%	91.5%	71.1%	59.8%	94.0%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	66.7%	100.0%	100.0%	55.6%	100.0%	100.0%	93.3%	95.9%	100.0%	98.5%	99.9%	98.2%	98.5%	96.5%	95.3%	99.6%	
	# contacts generated	7	10	0	1	11	22	14	60	156	468	799	2385	3187	2030	1306	785	14790	
	# contacts generated per Index Complete	1.8	0.8	0.0	0.2	1.4	2.8	1.8	2.3	2.5	3.5	3.2	2.7	5.1	2.7	3.1	3.9	2.7	
	# contacts complete	7	10	0	1	11	22	14	60	156	455	781	2356	2830	1818	1050	543	13338	
% contacts complete	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	97.7%	98.8%	89.1%	89.6%	80.4%	69.2%	90.2%		
# contacts unreachable (Max Attempts + missing phone numbers)	0	0	0	0	0	0	0	0	0	12	15	22	146	80	124	46	473		
% contacts unreachable (Max Attempts + missing phone numbers)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	1.9%	0.9%	4.6%	3.9%	9.5%	5.9%	3.2%		
# contact ATTEMPTED (all completions + at least 1 attempt)	7	10	0	1	11	22	14	60	156	467	797	2378	1752	1132	601	13700			
Average Time from Contact Generated to Contact Reached	1:18:00:00	0:16:00:00	0:00:00:00	0:03:00:00	0:19:25:43	2:14:40:00	1:13:42:51	2:04:06:51	1:19:41:13	3:02:33:26	3:07:16:45	2:18:09:23	0:18:01:37	30:22:19:12	1:07:10:10	1:18:17:05	9:11:21:21		
Average Contact Handle Time	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:30	0:00:00:11	0:00:00:37	0:00:00:43	0:00:00:46	0:00:14:34	0:00:13:35	0:00:29:28	0:00:18:12	0:00:04:02		
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	97.7%	98.0%	89.7%	86.7%	76.7%	63.9%	97.4%		
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	99.8%	99.7%	98.9%	92.5%	90.6%	84.8%	71.2%	98.7%		
Average Time from receipt of initial case name to full completion of all related contacts	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:19:49	0:00:39:00	0:00:30:12	0:00:35:14	0:01:01:53	0:23:13:47	1:16:13:44	1:18:02:42	3:20:55:16	0:00:38:19		