

New Benefits Center Business Process: Effective May 2015

- Objective - Minimize wait times in the Benefits Center
- Utilized only during peak call times, for example:
 - first and last weeks of every month
 - first business day following state holidays
 - maximum of 2 hours per day
- Calls answered by Eligibility Workers:
 - Cases requiring minimal processing completed promptly
 - Cases requiring substantial processing completed by Processing Centers Eligibility Workers
- Calls are never transferred
- Substantial case processing averaged 8.6% of total calls answered

