**Average Speed to Answer (ASA) Monthly Reporting
Required Data Elements for Tier 1**

As part of the FY 2023-24 County Incentives Program, Customer Service Incentive for Tier 1, Call Center requirements, counties must provide the following information to the Department monthly.

To submit monthly reporting:

- If the county's Call Center system has the necessary functionality, the county can automate the monthly reporting to automatically send by the 10th of each month
  - The automated reporting can be emailed to HCPF_CountyRelations@state.co.us
- If the county's Call Center does not have that functionality, the county will have to manually pull the data and submit by the 10th of each month
  - The manual reporting must be submitted to the County Relations webform, ticket type "Incentives Program."

Required data elements for monthly reporting:

- **Total Call Volume**, for the previous month
  - How many calls are you receiving?
  - Provide total for overall call volume, and total across individual queues
- **Percentage and Total Abandoned Calls (ABD%)**, for the previous month
  - How many calls were abandoned by the caller because they couldn't get through?
  - Provide both the actual number of abandoned calls and the total percentage
  - **Average Speed to Answer (ASA)**, for the previous month
  - How long did it take a caller to get to a live agent?
  - ASA of all calls answered across all queues
  - Individual queues should be broken out, if possible
- **Average Handle Time (AHT)**, for the previous month
  - How long was the agent on the call?
- **Average number of phone agents** (staff), for the previous month
  - How many Full Time and Part Time) Agents were actively answering calls