

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

As part of the FY 2025-26 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 7th 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 7th 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 member on the line with the live agent?
 - AHT of all calls answered across all queues
 - Individual queues should be broken out, if possible
- **Average Number of Agents Answering calls**, for the previous month
 - How many agents were answering calls on average last month?
 - Provide the total number of vacancies for call center agents for last month