

Improving customer service

Customer service is at the heart of everything we do at the Department of Human Services, and we are working hard to improve how we deliver critical services to millions of Pennsylvanians and the people who care for them.

DAYS TO PROCESS CHILD ABUSE CLEARANCES

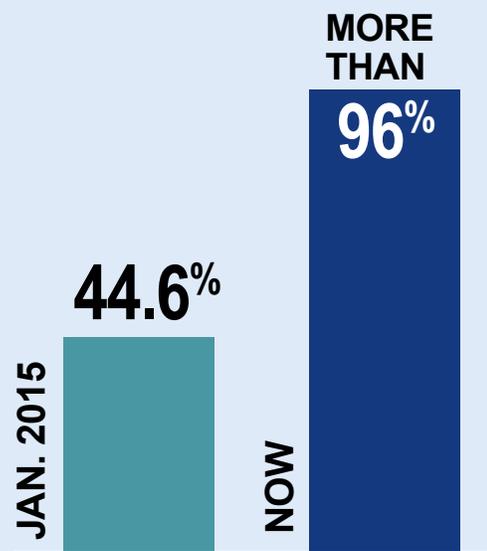
LONGEST TIME TO PROCESS



CURRENT AVERAGE



AVG. % OF CALLS ANSWERED



AVG. CALL WAIT TIME



JAN. 2015
10.34 minutes



NOW
51 seconds

LOOKING AHEAD

- Modernizing DHS call center
- Creating a mobile app for consumers
- Implementing Fast Track to give more people access to health care