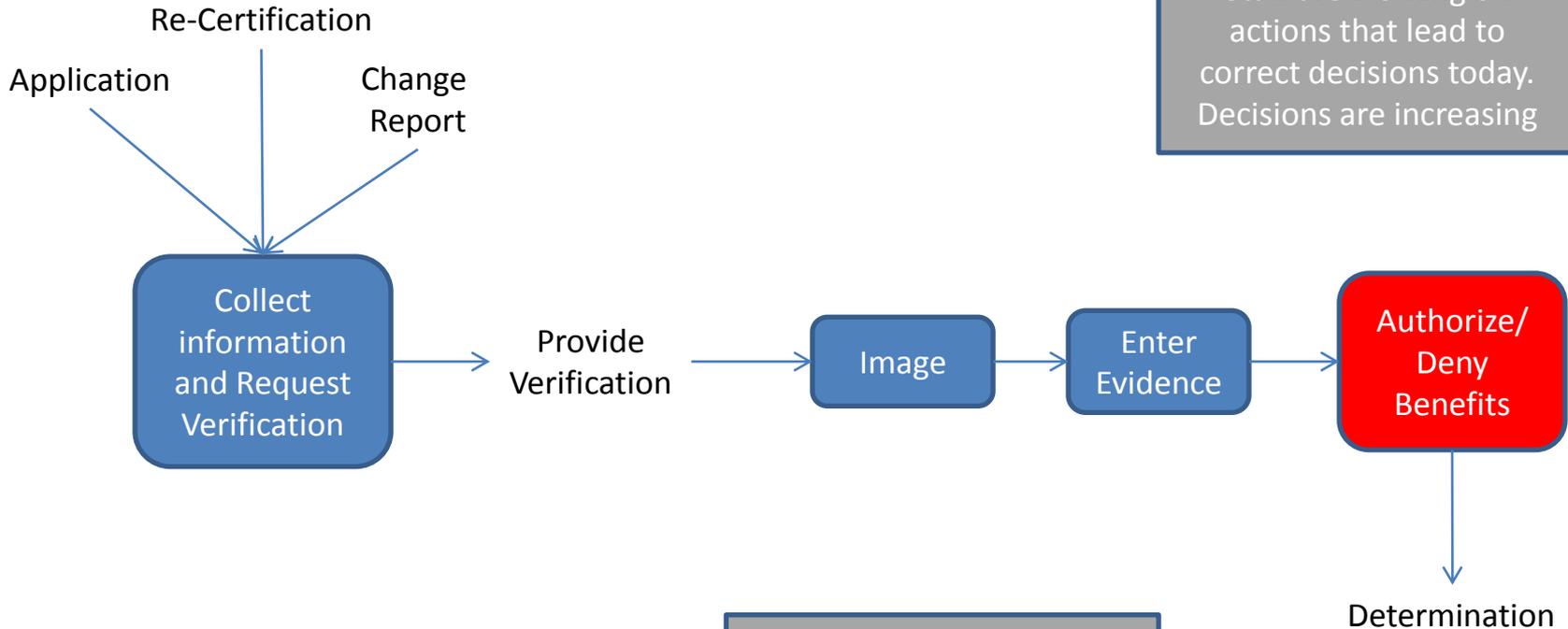


ELIGIBILITY SERVICES DIVISION THROUGHPUT OPERATING STRATEGY

5/31/2011



Control Point
Staff are working on actions that lead to correct decisions today. Decisions are increasing

Feeding the Control Point
The backlog of pending decisions is going down

Feeding the Control Point
Complete information flows to authorization. We are reducing the time/effort to get complete information

- Measures
- Determinations/FTE
 - Cost/Determination
 - Quality of Determinations
 - Time to Determination