

Healthy Michigan Call Center Reports 1 - 4

(FY2021 Appropriation Act - Public Act 166 of 2020)

February 1, 2021

Sec. 1506. The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office quarterly reports on the implementation status of the public assistance call center that include all of the following information:

- (a) Call volume during the prior quarter.***
- (b) Percentage of calls resolved through the public assistance call center.***
- (c) Percentage of calls transferred to a local department office or other office for resolution.***



Section 1506 - Reports 1 - 4
(FY2021 Appropriation Act - Public Act 166 of 2020)

Public Assistance Customer Support Call Center Information	
Fiscal Year 2021 – Reports 1-4	
October 1, 2020 – September 30, 2021*	
Description	Number
a) Call Volume	0
b) Percentage of calls resolved through the Customer Support call center	0%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus)	0%

*The Customer Support call center ended on May 29, 2020 so there is no data to report for Fiscal Year 2021.