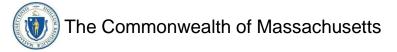


## **ESC Service Charter Scorecard**

January 01, 2018 – January 31, 2018

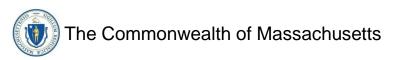




#### **Table of Contents**



	PAGE
Service Delivery Overview	3
SLA Targets and Actual Performance	4
Inbound Call Data	5-6
Inbound Inquiries by Secretariat	7
Types of Inquiries Received	8
ePay/eProfile Transactions	9
ePay/eProfile Transactions by Secretariat	10
eServices Inquiries	11
Case Resolution Time	12
Customer Satisfaction Survey Results	13
Position Management	14
Tuition Remission Submissions by Secretariat	15
EILB Submissions	16
MassCareers Classifications by Secretariat	17
Tickets Forwarded to Agency HR/Payroll	18
Scorecard Schedule	19
Appendix: Agencies Served	20
Appendix: Inquiries by Agency	21-32



## Service Delivery Overview January 01, 2018 – January 31, 2018



#### **Executive Summary**

Total # Agencies Served: 79

Total # Employees Served: 54,044

Total calls received: 8,318

Average Call Wait Time: 03:24

Total email requests received: 582

Total FAX requests received: 131

Number of Transactions processed by ESC: 7,899

Total tickets opened: 7,758

Total tickets closed within 3 days: 7,543

Total tickets remain open beyond 3 days: 215

% tickets remain open beyond 3 days: 2.77%

% of Employees served by the ESC: 14.61%

#### **Staffing**

Area	Staffing as of 1/31/2018	Staffing as of 12/31/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	3	3
Processing & Outreach	11	11
Senior Staff	2	2
Total	20	20

#### **Activities/Information**

- EILB Enrollment caused a large spike in call and ticket volume.
- Phone service shut-down @ 6:30am on 1/15/2018 causing an increase in Abandoned calls.



\*Note: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

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# **SLA Targets and Actual Performance**



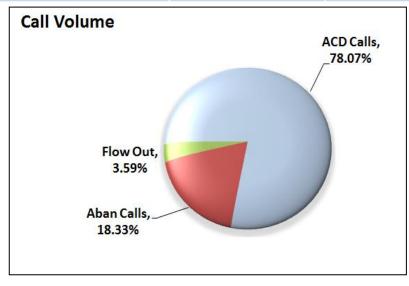
Delivering HK Services That Mate				it iviatter
Metric	Target	Current Period Performance 1/01/18 – 1/31/18	Previous Period Performance 12/03/17 – 12/31/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	3:24 seconds	1:39 seconds	•
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.01%	87.24%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.3% within 1 Day and 95.3% within 3 Days	84.1% within 1 Day and 95.9% within 3 Days	1
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	81.6% rated good to excellent (1.610% response rate)	92.4% rated good to excellent (1.373% response rate)	•
<ul> <li>Percent of notification runs executed to completion:</li> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes:  • Simple*: 3 business days  • Complex*: 7 business days	90%	N/A	N/A	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

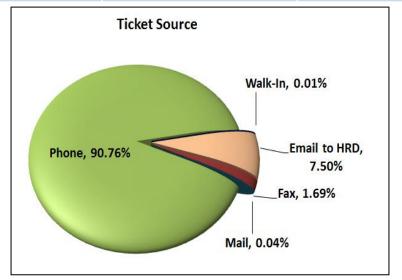


#### **Inbound Call Data**



SLA Metric	Target Level	Current Period 1/01/18 to 1/31/18	Previous Period 12/03/17 to 12/31/17	January 2017
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	3:24 seconds	1:39 seconds	2:13 seconds





**Total Tickets = 7,758 Tickets** 

Total Calls Offered = 10,654 Calls Answered (ACD Calls) = 8,318 Redirected Calls (Flow Out) = 383 Abandoned Calls (Aban Calls) = 1,953 Abandoned Call Rate = 18.33%

**Total Calls Offered** = ACD Calls + Flow Out + Abandoned Calls

Abandoned Rate = Abandoned Calls / Total Calls Offered

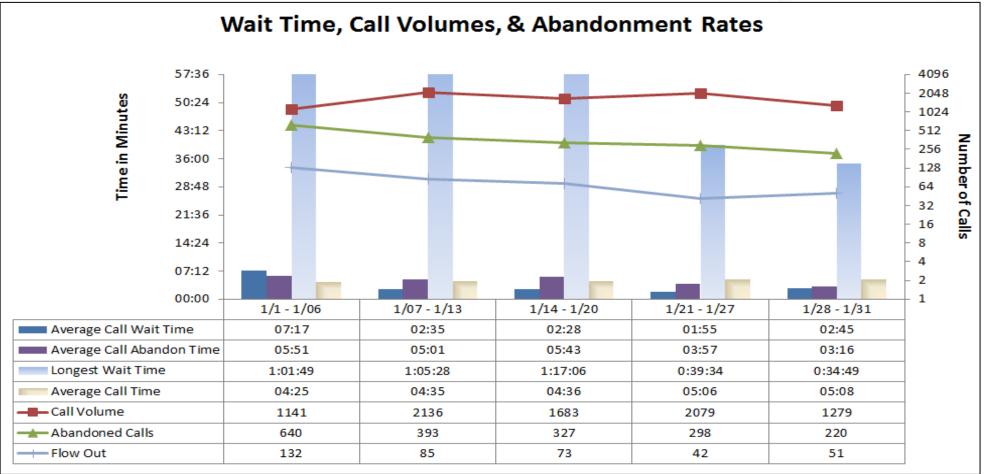
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Source: ESC Footprints & Avaya data from 1/1/2018 -1/31/2018.

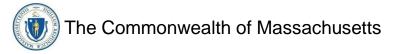
\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

#### **Inbound Call Data**



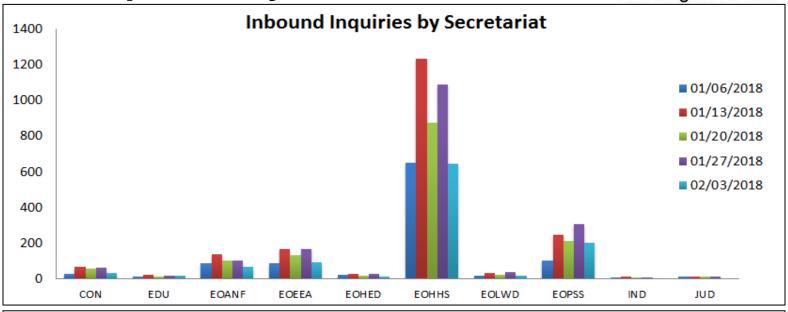


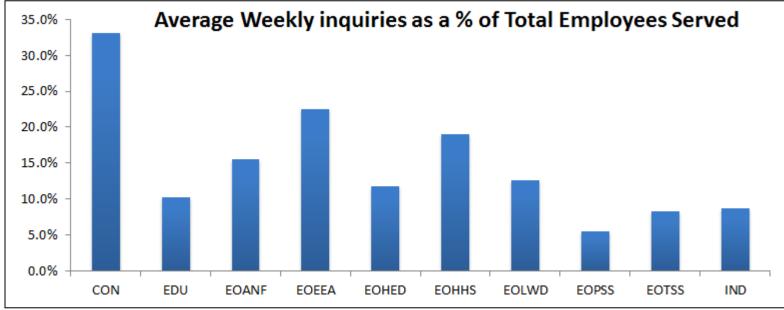
**Source:** ESC Avaya data from 1/1/2018 – 1/31/2018.



## **Inbound Inquiries by Secretariat**





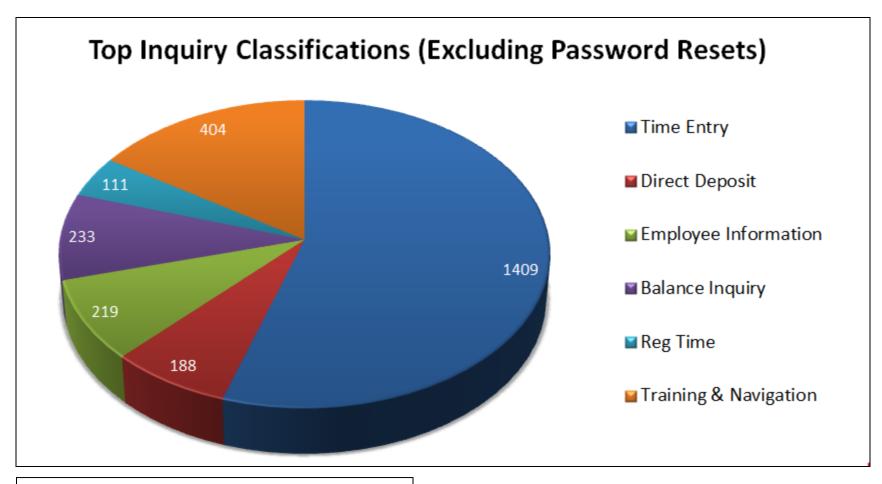




Source: ESC Footprints data from 1/1/2018 – 1/31/2018. Dates represent a Week-Ending Date.

#### **Types of Inquiries Received**

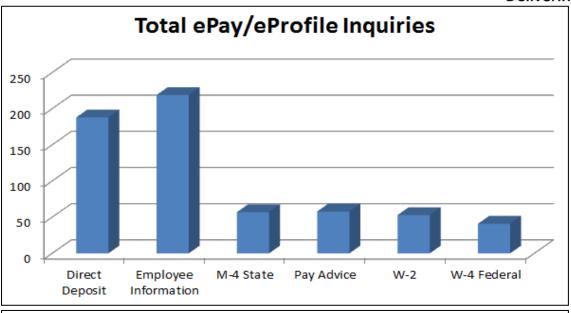


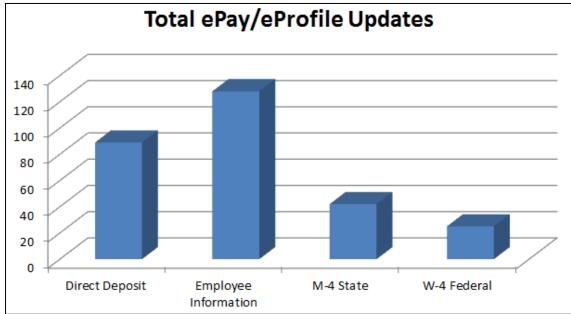




#### ePay/eProfile Transactions



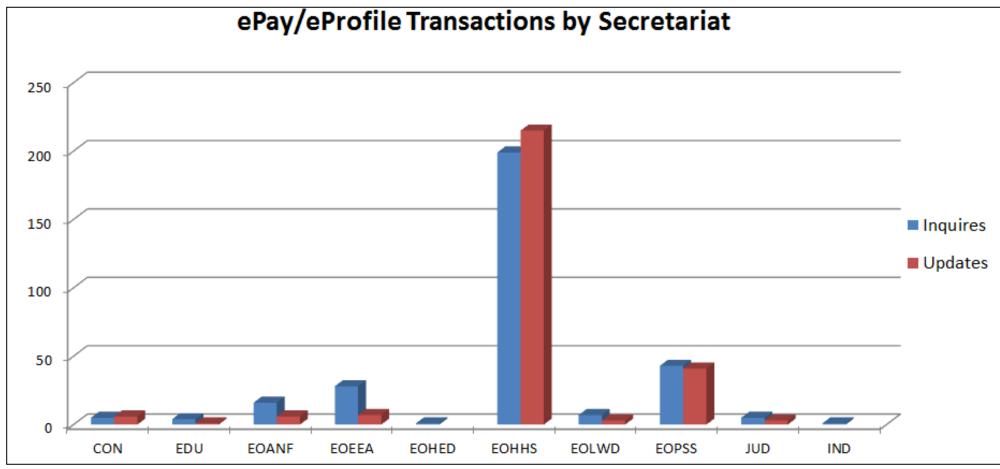


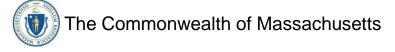




# ePay/eProfile Transactions by Secretariat

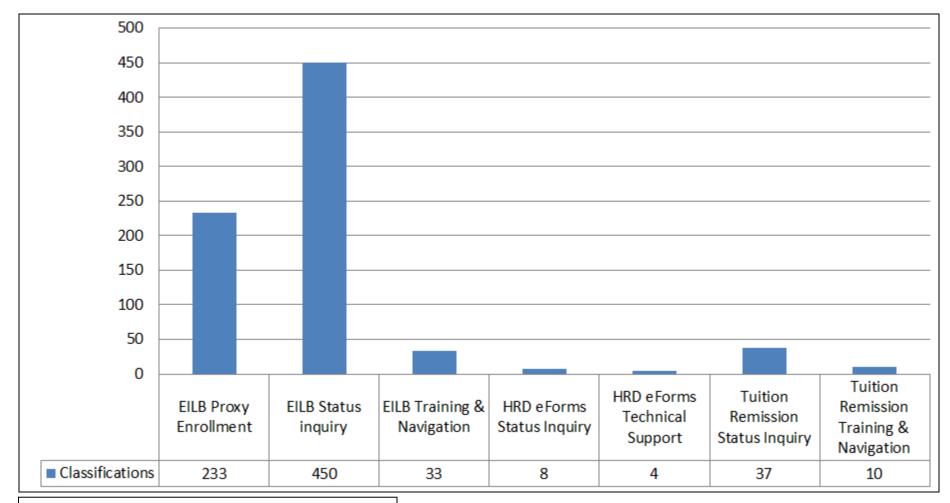


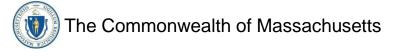




#### **eServices Inquiries**



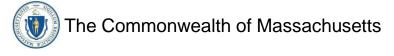




#### **Case Resolution Time**



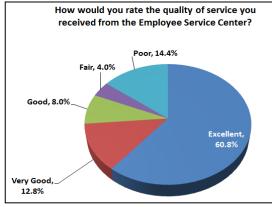
SLA Metric	Target	Current Period 1/01/2018 – 1/31/2018	Previous Period 12/03/2017 – 12/31/2017	Previous Year January 2017
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.01%	87.24%	99.35%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.3% within 1 Day and 95.3% within 3 Days	84.1% within 1 Day and 95.9% within 3 Days	92.6% within 1 Day 95.2% within 3 Days

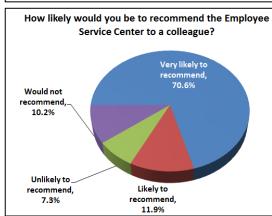


# Customer Satisfaction Survey Results Mass



SLA Metric	Target	Current Period 1/01/2018 – 1/31/2018	Previous Period 12/03/2017 – 12/31/2017	January 2017
Customer satisfaction  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	81.6% rated good to excellent (1.610% response rate)	92.4% rated good to excellent (1.373% response rate)	95.8% rated good to excellent (1.731% response rate)

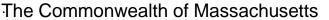




#### **Selected Monthly Comments:**

- their performance was 'top' shelf!!
- Once I got through to an employee she was very nice and helped me with my request. However, I was on hold for over 15 minutes.
- All good, very happy with ESC
- My ratings above are based on my last interaction with the ESC with specialist Peter. He quickly assessed the issue and resolved it for me. My past experiences (calls, emails) did not satisfy my issue, requiring me to call several times plus send in an email.

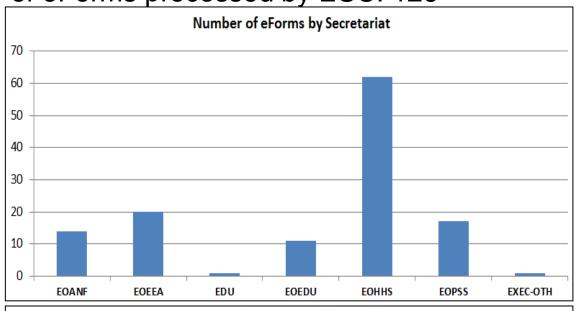
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 1/1/2018 - 1/31/2018.

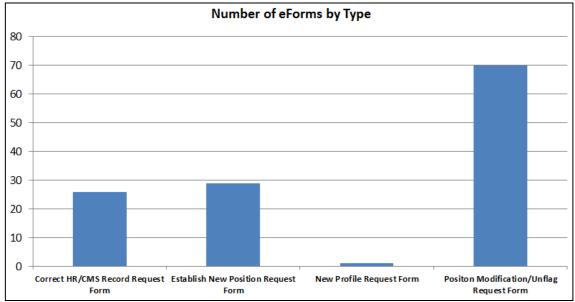


#### **Position Management**



Total number of eForms processed by ESC: 126

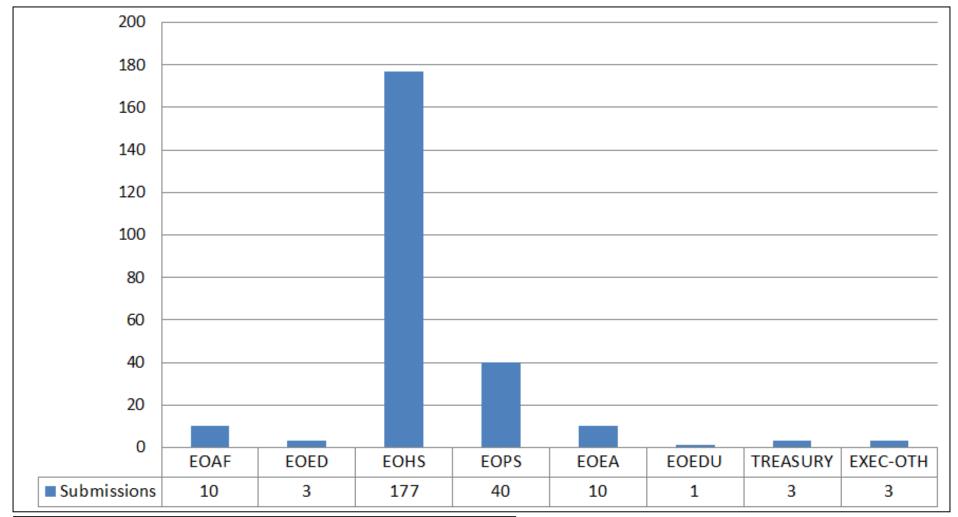






## **Tuition Remission Submissions per Secretariat**



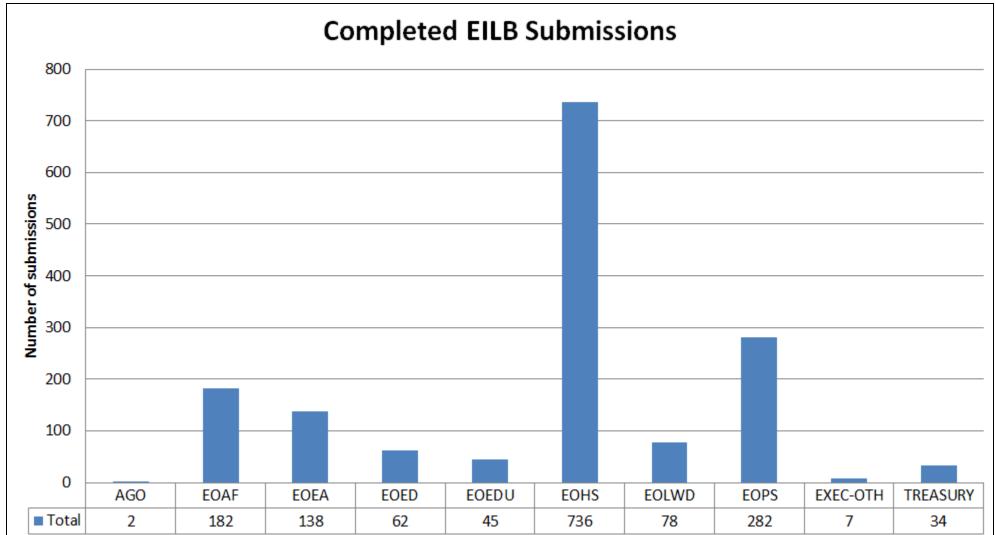


**Source:** OnBase - Hyland Unity Client Reporting data from 1/1/2018 – 1/31/2018.

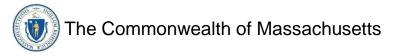


## **EILB Enrollment Period Submissions**



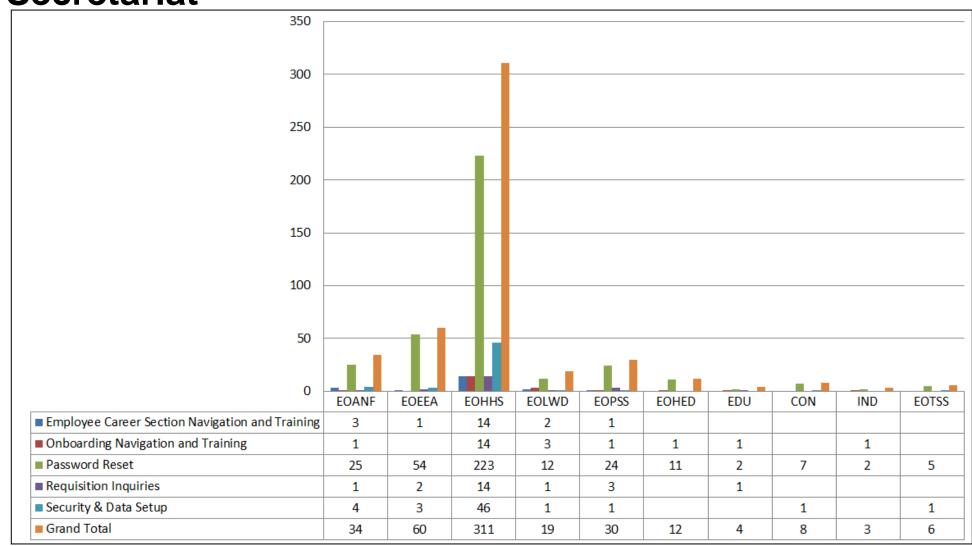


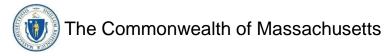
**Source:** OnBase - Hyland Unity Client Reporting data from 1/1/2018 – 1/31/2018.



# MassCareers Top 5 Most Frequent Classifications by Secretariat

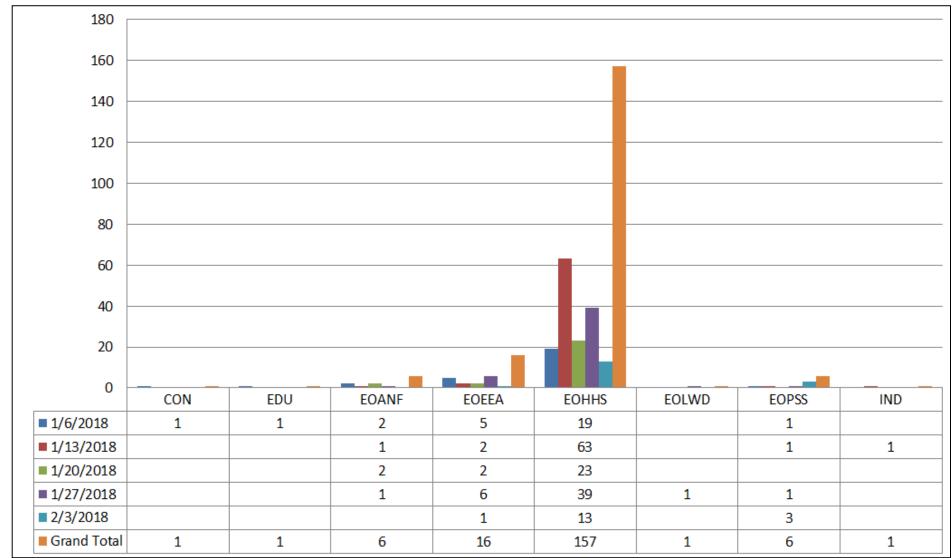




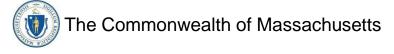


# Tickets Forwarded to Agency HR/Payroll





**Source**: ESC Footprints data from 1/1/2018 – 1/31/2018. Dates represent a Week-Ending Date.



#### Review Schedule Service Charter Scorecard



Service Month*		
Start Date	End Date	Report Available
10/1/2017	10/28/2017	11/15/2017
10/29/2017	12/2/2017	12/20/2017
12/3/2017	12/31/2017	1/15/2017
1/1/2018	1/31/2017	2/15/2017
2/1/2018	2/28/2017	3/12/2017
3/1/2018	3/31/2017	4/10/2017
4/1/2018	4/30/2018	5/7/2017
5/1/2018	5/31/2018	6/5/2017
6/1/2018	6/30/2018	7/16/2017
7/1/2018	7/31/2018	8/20/2017
8/1/2018	8/31/2018	9/18/2017
9/1/2018	9/30/2018	10/15/2017

<sup>\*</sup>Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

**Update:** Starting in 2018 we will be reporting on true calendar months.

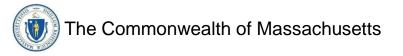


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# **Appendix: Agencies Served**



Agencies Served Employees 135 MCB-Austronomy Company Compa						
AGR-Department Of Agricultural Resources  ALA-Administrative Law Appeals Division  31 DOS-Division Of Standards  328 DPH-Department of Public Utilities  3296 MILL-Massachusetts Saming Commission  71 ART-Mass Cultural Council  APC-Appeals Court  110 DPU-Department of Public Utilities  110 MM-Massachusetts Marketing Partnership  117 ART-Mass Cultural Council  33 DSS-Department Of Folidren And Families  4296 MRC-Mass Rehabilitation Commission  965 ATB-Appellate Tax Board  BIC-Board of Library Commissioners  19 DYS-Department Of Folidren And Families  4296 MRC-Mass Rehabilitation Commission  965 ATB-Appellate Tax Board  19 DYS-Department Of Folidren And Families  4296 MRC-Mass Rehabilitation Commission  965 ATB-Appellate Tax Board  19 DYS-Department Of Folidren And Families  4296 MRC-Mass Rehabilitation Commission  965 ATB-Appellate Tax Board  19 DYS-Department Of Folidren And Families  4270 MRC-Massachusetts Office on Disability  10 MRC-Massachusetts Office on Disability  10 MRC-Massachusetts Office on Disability  11 DEC-Department Office	Agencies Served	<u>Employees</u>	Agenceis Served	<u>Employees</u>	Agencies Served	<u>Employees</u>
ALA-Administrative Law Appeals Division 31 DOS-Division Of Standards 17 MGC-Massachusetts Gaming Commission 71 ANF-Eo Administration & Finance 238 DPH-Department Of Public Utilities 162 MMP-Massachusetts National Guard 10134 MIC-Agpeals Court 110 DPU-Department Of Public Utilities 162 MMP-Massachusetts National Guard 10134 ARC-Appeals Court 110 DPU-Department Of Public Utilities 162 MMP-Massachusetts National Guard 10134 ARC-Appeals Court 110 DPU-Department Of Children And Families 14296 MRC-Mass Rehabilitation Commission 965 ATB-Appellate Tax Board 19 DYS-Department Of Youth Services 877 OCD-Dept Of Housing And Community 257 MRC-Massachusetts Office On Disability 14 BS-Bureau Of State Buildings 14 EE-C-Department Of Youth Services 877 OCD-Dept Of Housing And Community 152 OHA-Massachusetts Office On Disability 14 BS-Bureau Of State Buildings 14 EE-C-Department Of Early Education 2021 ORI-Office For Refugees And Immigrants 155 OSC-Office Of The Comptroller 129 CDA-Massachusetts Department Of Early Education 2021 ORI-Office For Refugees And Immigrants 155 OSC-Office Of The Comptroller 129 CDA-Massachusetts Emergency Management Agency 94 EFS-Executive Office of Health and Human Services 1394 OSD-Division Of Operational Services 90 OSC-Office Office Computer 129 CDA-Massachusetts Emergency Management Agency 94 EFS-Executive Office of Health and Human Services 1939 PAR-Parole Board 175 CHS-Department of Client Affairs 59 PAR-Parole Board 175 CHS-Department of Client Affairs 59 PAR-Parole Board 175 CHS-Department Of Energy Resources 64 POL-State Police 2658 CTI-Criminal Justice Information Systems 39 ENE-Department Of Energy Resources 64 POL-State Police 2658 CTI-Criminal Justice Training Council 535 ENV-Executive Office of Morkforce Development 1116 RGT-Department Of Higher Education 63 CPC-Commitsion 65 CGC-Commitsion 65 CGC-Commitsion 65 CGC-Commission 66 CGC-Commission 66 CGC-Commission 67 CGC-Commission 67 CGC-Commission 67 CGC-Commission 79 CGC-Commission 79 CGC-Commission 79 CGC-Commission 79 CGC-Commission 7	ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	135	MCB-Mass Commission For The Blind	135
APF-Eo Administration & Finance 238 DPH-Department Of Public Health 296 MIL-Massachusetts National Guard 10134 APC-Appeals Court 110 DPU-Department Of Public Utilities 162 MMP-Massachusetts Marketing Partnership 17 ART-Mass Cultural Council 33 DSS-Department Of Children And Families 4296 MRC-Mass Rehabilitation Commission 965 ATB-Appellate Tax Board 19 DYS-Department Of Youth Services 877 OCD-Dept Of Housing And Community 257 BLC-Board of Library Comissioners 21 EDU-Executive Office of Education 152 OHA-Massachusetts Office On Disability 14 BSB-Bureau of State Buildings 14 EEC-Department Of Early Education 207 ORI-Office For Refugees And Immigrants 15 CAD-Commission Against Discrimination 78 EED-Executive Office of Housing & Economic Development 55 OSC-Office Of The Comptroller 129 CAM-Massachusetts Emergency Management Agency 94 EHS-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 90 CHE-Soldiers' Home in Massachusetts 331 ELD-Department Of Early Resources 64 POL-State Police 2658 CHS-Cepartment of Criminal Justice Information Systems 39 ENS-Department Of Energy Resources 64 POL-State Police 2658 CMC-Chief Medical Examiner 88 EOL-Executive Office of Floyer of Everlopment 1116 RGT-Department Of Higher Education 63 CPC-Commistion On Status Osl Women 88 EOL-Executive Office of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 295 CSC-Civil Service Commission 6 EGL-Department Of Enrice Provision 90 SNA-Sherriffs Department Association 91 SNA-Sherriffs Department Association 91 SNA-Sherriffs Department Association 92 SNA-Sherriffs Department Agains And Technology 11 DAC-Disabled Persons Protection Commission 93 SNR-Sex Office of Thusiness And Technology 11 DAC-Disabled Persons Protection Commission 94 GIG-Group Insurance Commission 95 SNR-Sex Office of Thusiness And Technology 110 DAC-Department And Maintenance 140 HCF-Health Policy Commission 142 GIG-Group Insurance Commission 143 SNR-Sex Management And Maintenance 140 HCF-Health Policy Co	AGR-Department Of Agricultural Resources	112	DOR-Department of Revenue	1512	MCD-Commission For The Deaf And Hard of Hearing	51
APC-Appeals Court  110 DPU-Department Of Public Utilities 162 MMP-Massachusetts Marketing Partnership 17 ART-Mass Cultural Council 33 DSS-Department of Children And Families 4296 MRC-Mass Rehabilitation Commission 965 ATB-Appellate Tax Board 19 DYS-Department Of Youth Services 877 OCD-Dept Of Housing And Community 257 BBC-Board of Library Comissioners 21 EDU-Executive Office of Education 152 OHA-Massachusetts Office On Disability 14 BSS-Bureau Of State Buildings 14 EEC-Department of Early Education 207 ORI-Office For Refugees And Immigrants 15 CAD-Commission Against Discrimination 78 EED-Executive Office of Housing & Economic Development 155 CAD-Commission Against Discrimination 78 EED-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 90 CHE-Soldiers' Home in Massachusetts 311 ELD-Department of Eiler Affairs 59 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department of Energy Resources 64 POL-State Police 2658 CJT-Criminal Justice Training Council 535 ENV-Executive Office of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 2658 CJT-Criminal Justice Training Council 536 ENV-Executive Office of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 2658 CJT-Criminal Justice Training Council 537 ENV-Executive Office Of Public Safety and Security 59 CC-Commission 59 CPC-Commission 508 EQE-Department of Finsh And Game 509 EQE-Department of Finsh And Game 509 EQE-Department of Finsh And Game 509 EQE-Department of Finsh And Game 500 SC-Office Of Consumer Affairs And Business Regulations 500 SC-Office Of Consumer Affairs And Technology 500 SC-Office Of Finsh State Colomision 500 SC-Office Of Fine State Office Of Public Safety and Security 500 SC-Office Of Consumer Affairs And Technology 500 SC-Office Of Consumer Affairs And Technology 500 SC-Office Of Consumer Affairs And Technology 501 Sc-Department Of Fine Safe Redamation Board 501 Sc-Department Of Recaetion 502 Sc-Department Of Fine Safe Redama	ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	71
ART-Mass Cultural Council  ART-Mass Cultural Conference And Immigrants  ART-Cultural Council  ART-Paralle Board  ART-Mass Cultural Conference And Immigrants  ART-Cultural Council  ART-Paralle Service On Dissipallity  ART-Paralle Service Council Council  ART-Paralle Service Council Council  ART-Paralle Service Council Council  ART-Paralle Counc	ANF-Eo Administration & Finance	238	DPH-Department Of Public Health	2964	MIL-Massachusetts National Guard	10134
ATB-Appellate Tax Board 19 DYS-Department Of Youth Services 877 OCD-Dept Of Housing And Community 257 BLC-Board of Library Comissioners 21 EDU-Executive Office of Education 152 OHA-Massachusetts Office on Disability 14 EEC-Department Of Early Education 207 ORI-Office For Refugees And Immigrants 15 CAD-Commission Against Discrimination 78 EEC-Executive Office of Health and Human Services 50 SC-Office Of The Comptroller 129 CDA-Massachusetts Discrimination 94 EHS-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 99 OCHE-Soldiers' Home In Massachusetts 331 ELD-Department Of Elder Affairs 59 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department Of Energy Resources 64 POL-State Police 2658 CIT-Criminal Justice Training Council 535 ENV-Executive Office of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 255 CME-Chief Medical Examiner 88 EOL-Executive Office of Public Safety and Security 116 RGT-Department Of Higher Education 63 CCC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 CSW-Commission 0 Status Of Women 2 EMS-Department Of Fish And Game 329 SEA-Department Of Business Regulations 29 CCC-Civil Service Commission 42 GiC-Group Insurance Commission 58 SOR-Sex Officeder Registry 50 CCR-Department Of Fire Services 663 HPC-Health Caper Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Of Fire Services 663 HPC-Health Delicy Ommission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 358 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	APC-Appeals Court	110	DPU-Department Of Public Utilities	162	MMP-Massachusetts Marketing Partnership	17
BLC-Board of Library Comissioners 21 EDU-Executive Office of Education 52 OHA-Massachusetts Office On Disability 14 EEC-Department of Early Education 53 OSC-Office For Refugees And Immigrants 54 CAD-Commission Against Discrimination 55 OSC-Office Of The Comptroller 56 OSC-Office Of The Comptroller 57 OSE-Office Of The Comptroller 58 EED-Executive Office of Health and Human Services 59 OSC-Office Of The Comptroller 59 OSC-Office Of Operational Services 59 PAR-Parole Board 50 OSC-Office Of Operational Services 59 PAR-Parole Board 50 OSC-Office Of Operational Services 50 PAR-Parole Board 5175 OHS-Department of Criminal Justice Information Systems 59 PAR-Parole Board 50 OSC-Office Of Operational Services 50 PAR-Parole Board 5175 OHS-Department of Criminal Justice Information Systems 50 PAR-Parole Board 5175 OHS-Department Of Energy Resources 64 POL-State Police 64 POL-State Police 65 CIT-Criminal Justice Training Council 65 ENV-Executive Office Of Energy and Environmental Affairs 65 OSC-Office Office Off	ART-Mass Cultural Council	33	DSS-Department Of Children And Families	4296	MRC-Mass Rehabilitation Commission	965
BSB-Bureau Of State Buildings 14 EEC-Department Of Early Education 207 ORI-Office For Refugees And Immigrants 15 CAD-Commission Against Discrimination 78 EED-Executive Office Of Housing & Economic Development 55 OSC-Office Of The Comptroller 129 CDA-Massachusetts Emergency Management Agency 94 EHS-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 90 CHE-Soldiers' Home in Massachusetts 331 ELD-Department Of Elder Affairs 59 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department Of Elder Affairs 39 Reparable Board 2555 CME-Chief Medical Examiner 535 ENV-Executive Office of Energy and Environmental Affairs 390 REG-Division Of Professional Licensure 2555 CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 66 EQE-Department Of Environmental Protection 577 SDA-Sheriffs Department Association 30 CSW-Commission On Status Of Women 2 PWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 111 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 ORS-Sex Offender Registry 50 CPC-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	877	OCD-Dept Of Housing And Community	257
CAD-Commission Against Discrimination 78 EED-Executive Office of Housing & Economic Development 55 OSC-Office of The Comptroller 129 CDA-Massachusetts Emergency Management Agency 94 EHS-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 90 CHE-Soldiers' Home In Massachusetts 331 ELD-Department Of Elder Affairs 59 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department Of Energy Resources 64 POL-State Police 2658 CIT-Griminal Justice Training Council 535 ENV-Executive Office Of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 255 CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 32 CSC-Commission 158 SOR-Sex Officed Of Susiness And Technology 111 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Officed Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3558 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	BLC-Board of Library Comissioners	21	EDU-Executive Office Of Education	152	OHA-Massachusetts Office On Disability	14
CDA-Massachusetts Emergency Management Agency 94 EHS-Executive Office of Health and Human Services 1934 OSD-Division Of Operational Services 95 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department of Energy Resources 64 POL-State Police 2658 CIT-Criminal Justice Training Council 535 ENV-Executive Office Of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 255 CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 6 EQE-Department Of Finvironmental Protection 677 SDA-Sheriffs Department Association 329 CSC-Commission On Status Of Women 2 FWE-Department Of Finvironmental Protection 58 SCA-Department Of Status Of Women 329 SEA-Department Of Services 329 SOR-Sex Officeder Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer	BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	207	ORI-Office For Refugees And Immigrants	15
CHE-Soldiers' Home in Massachusetts 331 ELD-Department Of Elder Affairs 559 PAR-Parole Board 175 CHS-Department of Criminal Justice Information Systems 39 ENE-Department Of Energy Resources 64 POL-State Police 2658 CIT-Criminal Justice Training Council 535 ENV-Executive Office Of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 255 CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 CSW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 11 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 408 POL-State Police 408 HCF-Health Care Finance & Policy 419 SRB-State Reclamation Board 4142 DCR-Department Conservation And Recreation 410 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 42 GR-Department Of Fire Services 408 HCF-Health Policy Commission 500 TRE-Office Of The State Treasurer 501 TRE-Office Of The State Treasurer 502 TRE-Office Of The State Treasurer 502 TRE-Office Of The State Treasurer 503 TRE-Office Of The State Treasurer 504 TRE-Office Of The State Treasurer 505 TRE-Office Of The State Treasurer 507 TRE-Office Of The State Treasurer 507 TRE-Office Of The State Treasurer	CAD-Commission Against Discrimination	78	EED-Executive Office Of Housing & Economic Development	55	OSC-Office Of The Comptroller	129
CHS-Department of Criminal Justice Information Systems  39 ENE-Department of Energy Resources  64 POL-State Police  255  CIT-Criminal Justice Training Council  535 ENV-Executive Office Of Energy and Environmental Affairs  309 REG-Division Of Professional Licensure  255  CME-Chief Medical Examiner  88 EOL-Executive Office Of Workforce Development  1116 RGT-Department Of Higher Education  63  CPC-Committee for Public Counsel Services  732 EPS-Executive Office Of Public Safety and Security  195 SCA-Office Of Consumer Affairs And Business Regulations  29  CSC-Civil Service Commission  6 EQE-Department Of Environmental Protection  677 SDA-Sheriffs Department Association  3 SEA-Department Of Business And Technology  11  DAC-Disabled Persons Protection Commission  42 GIC-Group Insurance Commission  58 SOR-Sex Offender Registry  50  DCP-Capital Asset Management And Maintenance  408 HCF-Health Care Finance & Policy  149 SRB-State Reclamation Board  142  DCR-Department Of Fire Services  663 HPC-Health Policy Commission  72 TRB-Teachers Retirement Board  DMH-Department of Mental Health  3588 HRD-Human Resources Division  2658  2658  2658  POL-State Police  2658  POL-State Po	CDA-Massachusetts Emergency Management Agency	94	EHS-Executive Office of Health and Human Services	1934	OSD-Division Of Operational Services	90
CJT-Criminal Justice Training Council 535 ENV-Executive Office Of Energy and Environmental Affairs 309 REG-Division Of Professional Licensure 255 CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 SCA-Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 SCW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 111 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CHE-Soldiers' Home In Massachusetts	331	ELD-Department Of Elder Affairs	59	PAR-Parole Board	175
CME-Chief Medical Examiner 88 EOL-Executive Office Of Workforce Development 1116 RGT-Department Of Higher Education 63 CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 CSW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 11 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CHS-Department of Criminal Justice Information Systems	39	ENE-Department Of Energy Resources	64	POL-State Police	2658
CPC-Committee for Public Counsel Services 732 EPS-Executive Office Of Public Safety and Security 195 SCA-Office Of Consumer Affairs And Business Regulations 29 CSC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 CSW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 11 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CJT-Criminal Justice Training Council	535	ENV-Executive Office Of Energy and Environmental Affairs	309	REG-Division Of Professional Licensure	255
CSC-Civil Service Commission 6 EQE-Department Of Environmental Protection 677 SDA-Sheriffs Department Association 3 CSW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 11 DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CME-Chief Medical Examiner	88	EOL-Executive Office Of Workforce Development	1116	RGT-Department Of Higher Education	63
CSW-Commission On Status Of Women 2 FWE-Department Of Fish And Game 329 SEA-Department Of Business And Technology 11  DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50  DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142  DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24  DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98  DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CPC-Committee for Public Counsel Services	732	EPS-Executive Office Of Public Safety and Security	195	SCA-Office Of Consumer Affairs And Business Regulations	29
DAC-Disabled Persons Protection Commission 42 GIC-Group Insurance Commission 58 SOR-Sex Offender Registry 50 DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	677	SDA-Sheriffs Department Association	3
DCP-Capital Asset Management And Maintenance 408 HCF-Health Care Finance & Policy 149 SRB-State Reclamation Board 142 DCR-Department Conservation And Recreation 1100 HLY-Soldiers' Home In Holyoke 341 TAC-Department Of Telecommunications 24 DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	329	SEA-Department Of Business And Technology	11
DCR-Department Conservation And Recreation1100HLY-Soldiers' Home In Holyoke341TAC-Department Of Telecommunications24DFS-Department Of Fire Services663HPC-Health Policy Commission72TRB-Teachers Retirement Board98DMH-Department of Mental Health3588HRD-Human Resources Division126TRE-Office Of The State Treasurer258	DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	58	SOR-Sex Offender Registry	50
DFS-Department Of Fire Services 663 HPC-Health Policy Commission 72 TRB-Teachers Retirement Board 98 DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	DCP-Capital Asset Management And Maintenance	408	HCF-Health Care Finance & Policy	149	SRB-State Reclamation Board	142
DMH-Department of Mental Health 3588 HRD-Human Resources Division 126 TRE-Office Of The State Treasurer 258	DCR-Department Conservation And Recreation	1100	HLY-Soldiers' Home In Holyoke	341	TAC-Department Of Telecommunications	
	DFS-Department Of Fire Services	663	HPC-Health Policy Commission	72	TRB-Teachers Retirement Board	98
DMD Health and Human Carriers 500 VET Department of Veterans Carrier 500	DMH-Department of Mental Health	3588	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	258
DIVIN-Dealth and during services 0428   11D-inition flactions by Division   Divin-Dealth and during service 08	DMR-Health and Human Services	6428	ITD-Information Techology Division	509	VET-Department Of Veterans Service	68
DOB-Division Of Banks 165 LIB-George Fingold Library 11 VWA-Victim And Witness Assistance 21	DOB-Division Of Banks	165	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections 4547 LOT-Lottery And Gaming Commission 405 WEL-Department Of Transitional Assistance 1670	DOC-Department of Corrections	4547	LOT-Lottery And Gaming Commission	405	WEL-Department Of Transitional Assistance	1670
DOE-Department Of Elementary & Secondary Education 469 Grand Total: 54044	DOE-Department Of Elementary & Secondary Education	469		Grand Total:		54044



#### **Appendix: Inquiries by Agency**

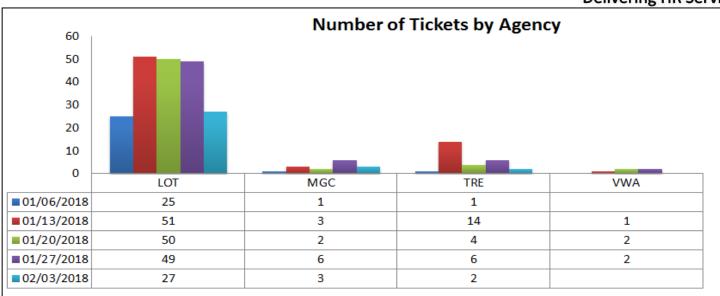


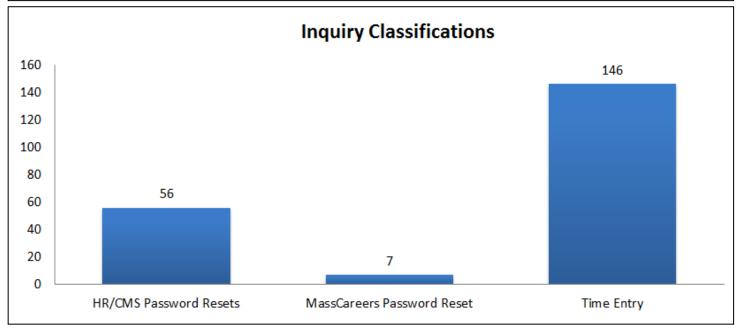
Note: No inquiries were received for this service month from:

ADD - Developmental	BSB - Bureau Of State
Disabilities Council	Buildings
CSC - Civil Service	CSW - Commission On
Commission	Status Of Women
DAC - Disabled Persons Protection Commission	LIB - George Fingold Library
MMP - Massachusetts Marketing Partnership	SDA - Sheriffs Department Association

#### **CON Agencies**



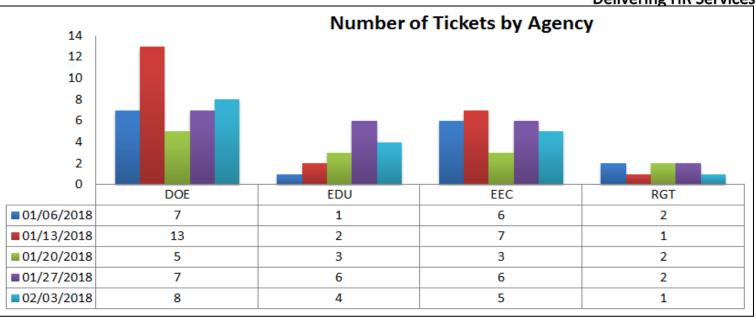


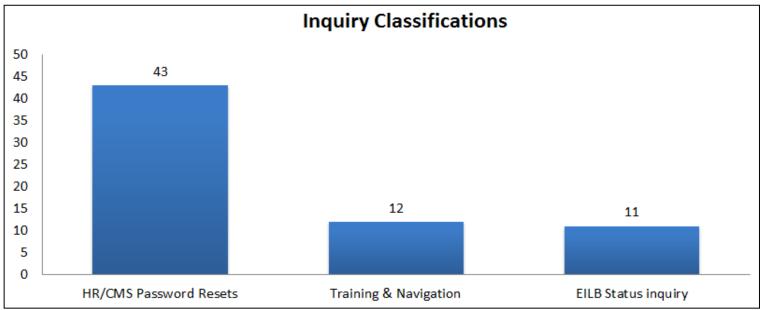




#### **EDU Secretariat Agencies**



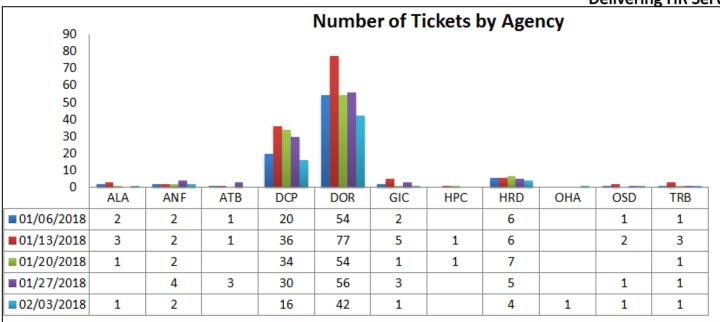


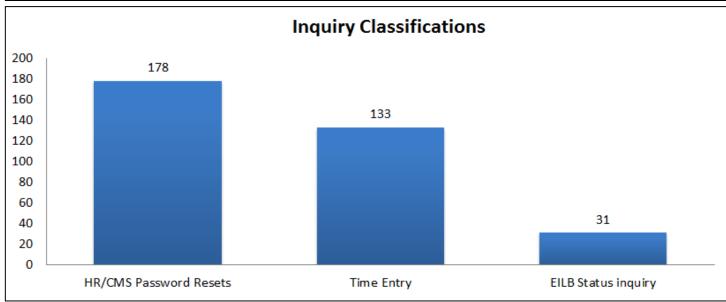




#### **EOANF Secretariat Agencies**



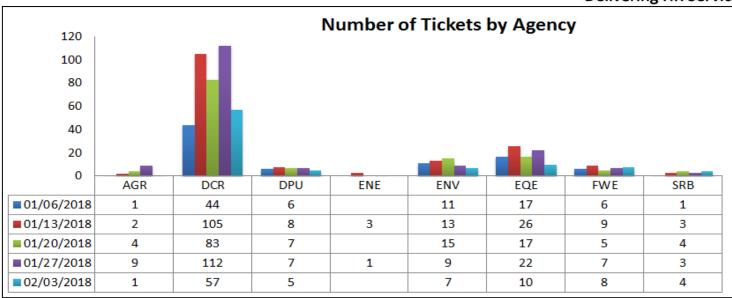


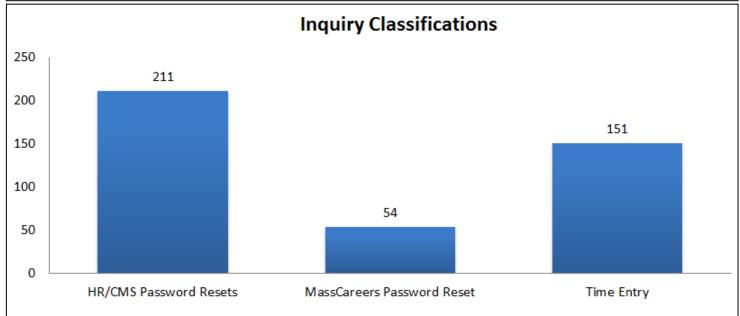




#### **EOEEA Secretariat Agencies**



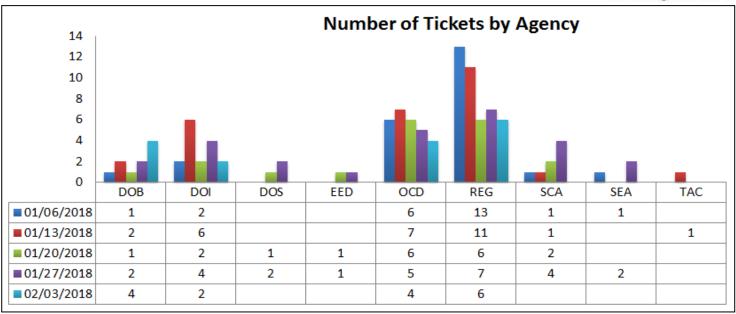


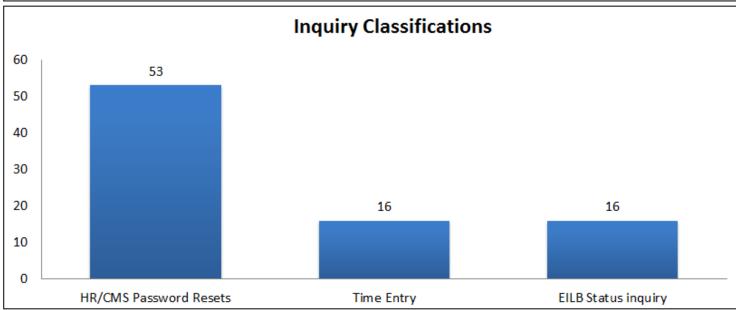




#### **EOHED Secretariat Agencies**





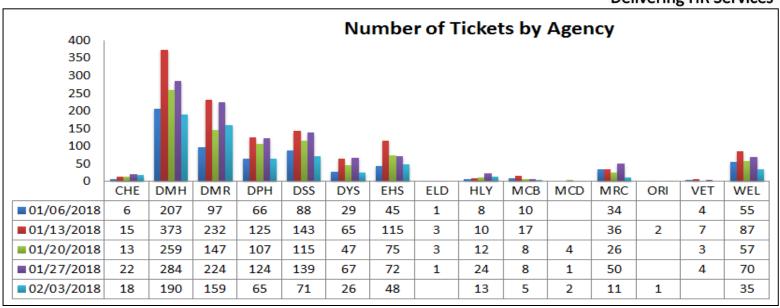


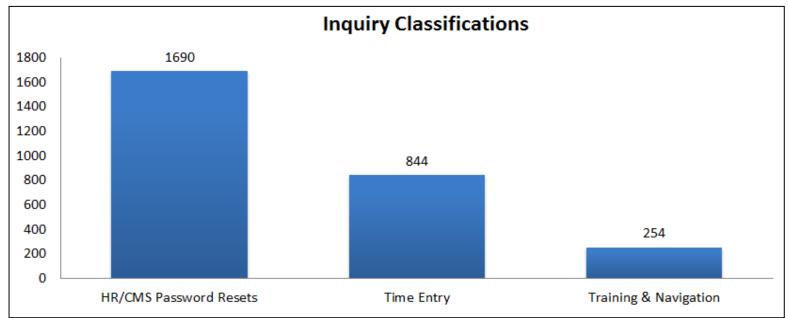


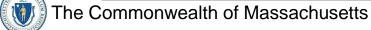
The Commonwealth of Massachusetts

#### **EOHHS Secretariat Agencies**



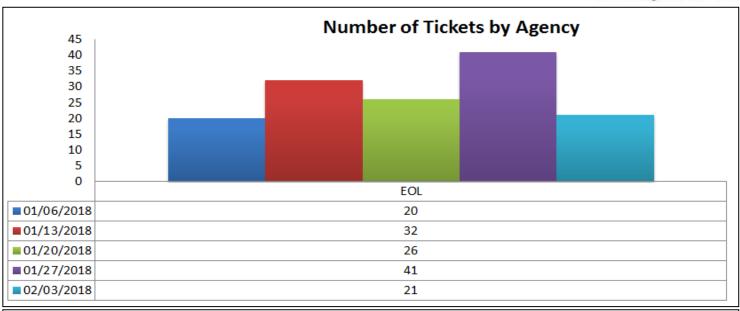


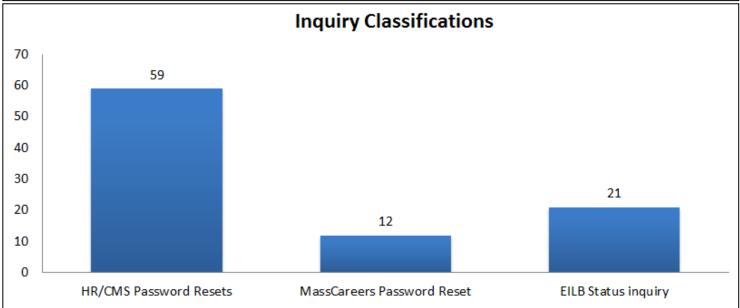




#### **EOLWD Secretariat**



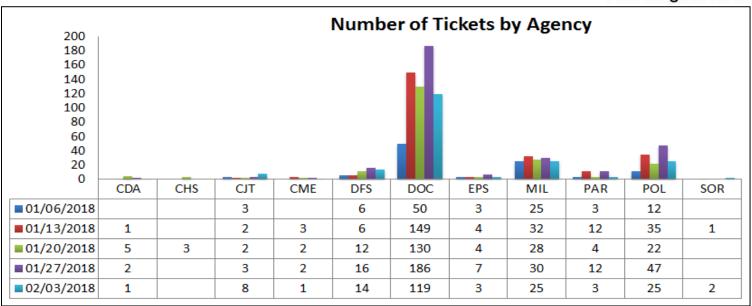


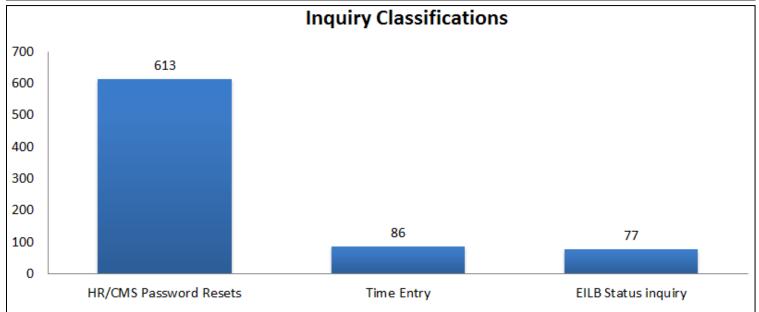




## **EOPSS Secretariat Agencies**



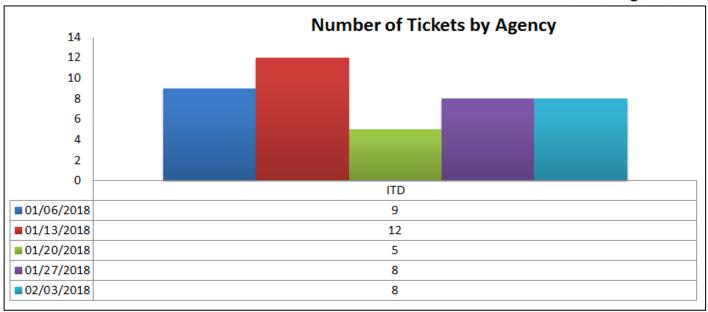


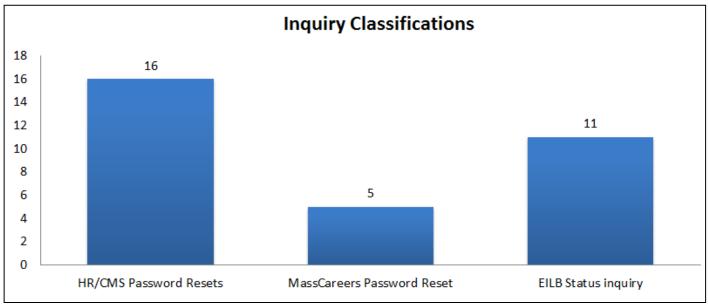




#### **EOTSS Secretariat Agencies**



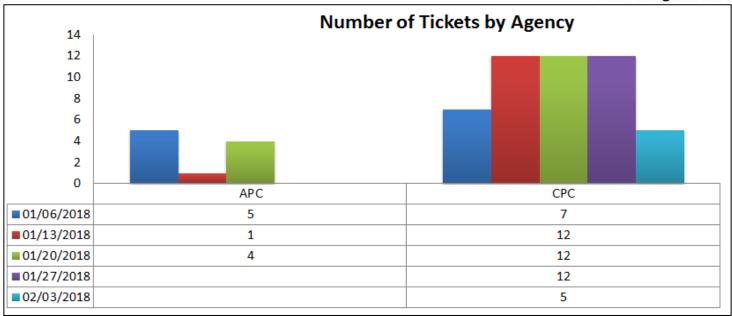


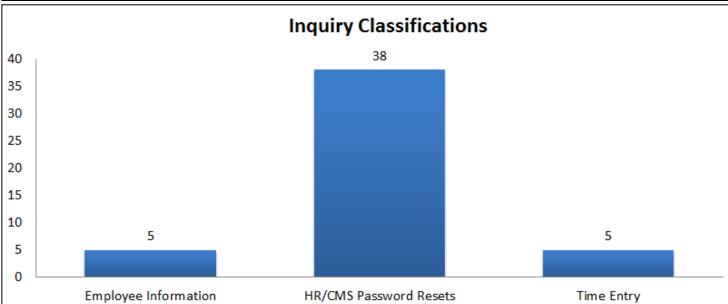




#### **JUD Agencies**









The Commonwealth of Massachusetts

# Independent Tickets and Classification



