

# Independent Review of the Ministry of Social Development and Poverty Reduction’s Call Wait Time Reports

June 17, 2019

## Background

Based on the Office of the Ombudsperson of British Columbia’s April 2018 report and recommendations (“Holding Pattern: Call Wait Times for Income and Disability Assistance”), the Ministry of Social Development and Poverty Reduction (“the Ministry”) contracted MNP LLP (“MNP”) to conduct an independent review of the Ministry’s Report of Daily Contact Centre Wait Times for the fiscal year ending March 31, 2019. The Ministry collects data and provides its Report of Daily Contact Centre Wait Times to the public on a monthly basis.

## Objectives

The focus of this review of the Ministry’s monthly Report of Daily Contact Centre Wait Times included:

- Average Wait Time: The average amount of time between when the call was received and the caller was connected to Ministry staff;
- Shortest Average Wait Time: Shortest average time between when the call was received and the caller was connected to Ministry staff (data collected in 15 minute intervals);
- Longest Average Wait Time: Longest average time between when the call was received and the caller was connected to Ministry staff (data collected in 15 minute intervals); and
- Service Level percentage (%): The percentage of calls answered or abandoned within 10 minutes.
  - Service Level #1: The percentage of calls answered, or abandoned, within 10 minutes;
  - Service Level #2: The percentage of calls answered within 10 minutes.

## Scope

The scope of this review included the following areas and components, as well as the relevant information systems that support them.

Areas	Components
Call Data Capture and Categorizing	<ul style="list-style-type: none"> <li>• Call Data Capture</li> <li>• Call Data Categorizing</li> <li>• Interfaces</li> <li>• Staging Tables</li> <li>• IT General Controls</li> </ul>
Report Preparation	<ul style="list-style-type: none"> <li>• Calculation of Average Wait Time</li> <li>• Calculation of Shortest Average Wait Time</li> <li>• Calculation of Longest Average Wait Time</li> <li>• Calculation of Service Levels %</li> </ul>
Report Quality Assurance, Approval and Posting	<ul style="list-style-type: none"> <li>• Report Quality Assurance</li> <li>• Report Approval</li> <li>• Report Posting</li> </ul>

## Approach

Based on Chartered Professional Accountants of Canada professional standards, MNP performed specified procedures to complete this independent review of Ministry's Report of Daily Contact Centre Wait Times for the fiscal year ended March 31, 2019.

## Summary of Results

MNP completed its independent review procedures and found two minor exceptions. These exceptions did not affect the accuracy of the Ministry's Report of Daily Contact Centre Wait Times but revealed some opportunities for the Ministry to improve or streamline its report generation processes. Subsequent to reporting these exceptions to the Ministry by MNP, appropriate actions were developed and initiated by the Ministry to address these exceptions. As of the date of this report, most of the action plans have been completed or are in progress.