

On-Demand Interviews - Interim and Final Reporting
Complete all shaded fields

State: Arizona **Report Start Date:10/1/24** **Report End Date:3/31/26**

	Figure	Comments*
1	Average call wait time for interview in minutes 0:23	
2	Number of all calls that result in a completed interview 449,593 Percent 13.00%	
3	Average call completion time in minutes 1:13:28	
4	Number of dropped calls 3,087,293	
5	Number of requests for an in-person interview 59	
6	Number of NOMIs sent for failure to complete initial application interview 340,319 Percent 47.24%	
7	Number of NOMIs sent for failure to complete recertification interview 44,157 Percent 19.37%	
8	Number of applications denied for failure to complete the interview in 30 days 181,764 Percent 54.51%	
9	Number of recertifications denied for failure to complete the interview in 30 days 48,247 Percent 53.74%	

*Please use the comments field for any clarifications or context that are needed for any data points.

State:	AZ
Report Start Date	10/1/2024
Report End Date	3/31/2026

Number of applications filed	948,446
Number of recertifications filed	227,996
Number of applications interviewed on 1st day	227,281

Notes on Measures

1. Average call wait time for interview: Do not include abandoned and dropped calls. "Wait time" ends when the eligibility worker answers the call to begin the interview.
2. Number and percent of all calls that result in a completed interview: Include abandoned and dropped calls in the denominator when calculating the percentage.
3. Average call completion time in minutes: "Completion time" means the full duration of time the client spends on the call, beginning when the client enters the call center queue until the interview is completed.
4. Number of dropped calls: Include all calls disconnected due to call center error, lack of call center capacity, etc. Do not include abandoned calls, during which the client terminates the call before completion.
5. Number of requests for an in-person interview: This figure should represent the number of clients who were given directions to complete their interview through the call center, but requested an in-person interview instead.
6. Number and percent of NOMIs sent for failure to complete initial application interview: Include all applications across the caseload in the denominator when calculating the percentage.
7. Number and percent of NOMIs sent for failure to complete the recertification interview: Include all recertifications across the caseload in the denominator when calculating the percentage.
8. Number and percent of all applications denied that were denied due to failure to complete the interview in 30 days: Include all applications across the caseload for which a denial was issued in the denominator when calculating the percentage.
9. Number and percent of all recertifications denied that were denied due to failure to complete the interview in 30 days: Include all recertifications across the caseload for which a denial was issued in the denominator when calculating the percentage.