



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Adam Sholar
Legislative Counsel
Director of Government Affairs

November 25, 2013

The Honorable Justin Burr, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina House of Representatives
300 N. Salisbury Street, Room 307A
Raleigh, North Carolina 27603-5925

The Honorable Mark Hollo, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina House of Representatives
300 N. Salisbury Street, Room 639
Raleigh, North Carolina 27603-5925

The Honorable Ralph Hise, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina Senate
19 Jones Street, Room 1028
Raleigh, North Carolina 27603

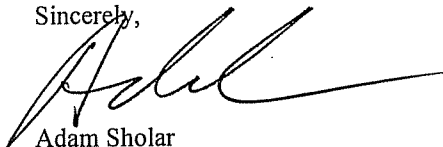
The Honorable Jason Saine, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina House of Representatives
300 N. Salisbury Street, Room 402
Raleigh, North Carolina 27603-5925

The Honorable Andrew Brock, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina Senate
300 N. Salisbury Street, Room 521
Raleigh, North Carolina 27603-5925

Dear Chairmen,

I apologize for the delay but please find attached last week's NCTracks Production Metrics. One slide needed to be corrected by the vendor, which took additional time. In response to a question from the most recent meeting of the Joint Legislative Oversight Committee on Health and Human Services, the call center metrics can be found on slide seven. Please do not hesitate to contact me if you have any questions.

Sincerely,



Adam Sholar

Attachment

cc. Members of the Joint Legislative Oversight Committee on Health and Human Services
Members of the Joint Legislative Oversight Committee on Information Technology
Karlynn O'Shaughnessy

www.ncdhhs.gov

Tel 919-855-4800 • Fax 919-715-4645

Location: Adams Building/Dix Campus • 101 Blair Drive • Raleigh, NC 27603

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