<STATE> Renewal Flows

Please fill out as much information as possible! We understand if some data is not available, or if it'd be easier to send in a different format. This is a starting point for our ongoing conversations!

Month of Renewals:

Ex Parte Renewals	# of people	Notes
For this month, how many people had renewal due?		
For this month, how many people were renewed through the ex parte process?		

Renewal Forms	# of people	Notes
For this month, how many people were sent a renewal form?		
For this month, how many people who were sent a form were successfully renewed?		
For this month, how many people who were sent a renewal were disenrolled?		

Renewal Methods	# of people	Notes
For this month, how many people had a renewal form returned because the mail was undeliverable?		
For this month, how many people submitted a renewal?		
For this month, how many people submitted a renewal online?		
For this month, how many people submitted a renewal by uploading a picture of the paper form?		
For this month, how many people submitted a renewal by emailing the form to a fax email address?		
For this month, how many people submitted a renewal on paper?		
For this month, how many people renewed with the assistance of a navigator?		
For this month, how many people submitted a renewal over the phone?		

Requests for More Information	# of people	Notes
For this month, how many people who submitted a renewal were sent a follow-up request for more information?		
For this month, how many people responded to requests for more information on time?		
For this month, how many people who responded to request for more information were renewed?		
For this month, how many people who responded to request for more information were disenrolled?		

Online Portal	# of people	Notes
For this month, how many new online accounts were created?		
For renewals submitted via the online portal, how many were ID proofed?		
For this month, how many online portal renewals were submitted via desktop?		
For this month, how many online portal renewals were submitted via mobile?		
For this month, how many online portal renewals were submitted via tablet?		