### Self Service

- **253,868** MyAccounts
  - Client accounts created over the phone since implementation 2013
- **285,709** Secure PINs
  - Online accounts created over the phone since implementation 2013

### DSS Work Flow

- **21,230,222** Total Documents Scanned
  - **120,976** Dec-17
  - **111,797** Jan-18
  - **124,477** Feb-18
  - **115,093** Mar-18

### State-Wide Total Walk-Ins

- **20,632** Dec-17
- **22,401** Jan-18
- **20,598** Feb-18
- **21,433** Mar-18

### DSS Processing & Outcomes

- **2,465,280** Total Calls Serviced

### MyAccount Activity

- **592,189** Total
  - **42,574** Prescreening Tool
  - **61,337** Online Applications
  - **251,233** Online Changes
  - **42,574** Online Renewals

### Data as of March 31, 2018

- **21,230,222** Total Documents Scanned
- **2,465,280** Total Calls Serviced
- **253,868** MyAccounts
- **285,709** Secure PINs
- **2,465,280** Total Calls Serviced

### Notes

- Revised counts of incoming envelopes for February 2018
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance.

### Data as of March 31, 2018

**Client Information Line:**
December 2017 - March 2018

<table>
<thead>
<tr>
<th></th>
<th>Dec-17</th>
<th>Jan-18</th>
<th>Feb-18</th>
<th>Mar-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to the IVR (24 hours period)</td>
<td>182,460</td>
<td>280,219</td>
<td>273,385</td>
<td>273,476</td>
</tr>
<tr>
<td>Total Calls to the IVR (Business hours)</td>
<td>160,225</td>
<td>248,920</td>
<td>233,747</td>
<td>239,827</td>
</tr>
<tr>
<td>Total Calls Resolved by the IVR</td>
<td>79,240</td>
<td>162,238</td>
<td>166,510</td>
<td>169,953</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>82,325</td>
<td>86,681</td>
<td>67,238</td>
<td>69,874</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>33,324</td>
<td>30,813</td>
<td>23,659</td>
<td>24,327</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue After Threshold</td>
<td>45,086</td>
<td>52,284</td>
<td>38,639</td>
<td>38,991</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>11,428</td>
<td>11,248</td>
<td>8,900</td>
<td>9,336</td>
</tr>
</tbody>
</table>

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)
From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded.

Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds).

Data as of March 31, 2018
Thank You