



DSS Public Dashboard

April 2020



DSS Public Dashboard – April 2020

Self Service

348,419

MyAccounts

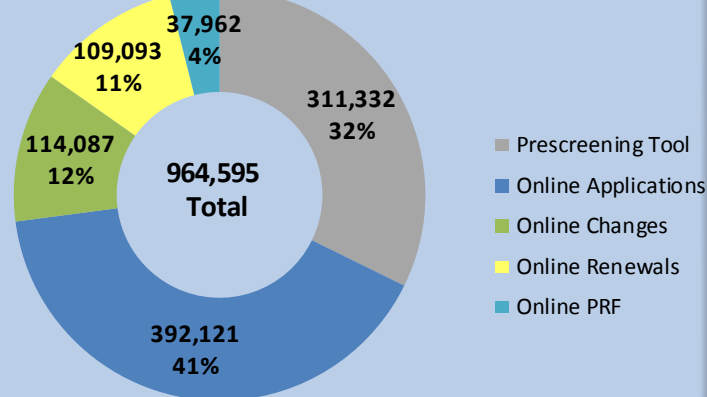
Client accounts created over the phone since implementation 2013

338,622

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

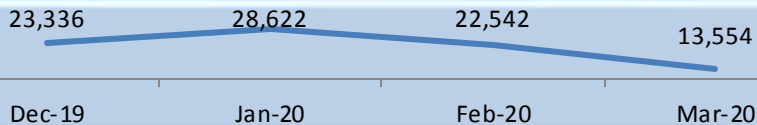
30,850,633 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



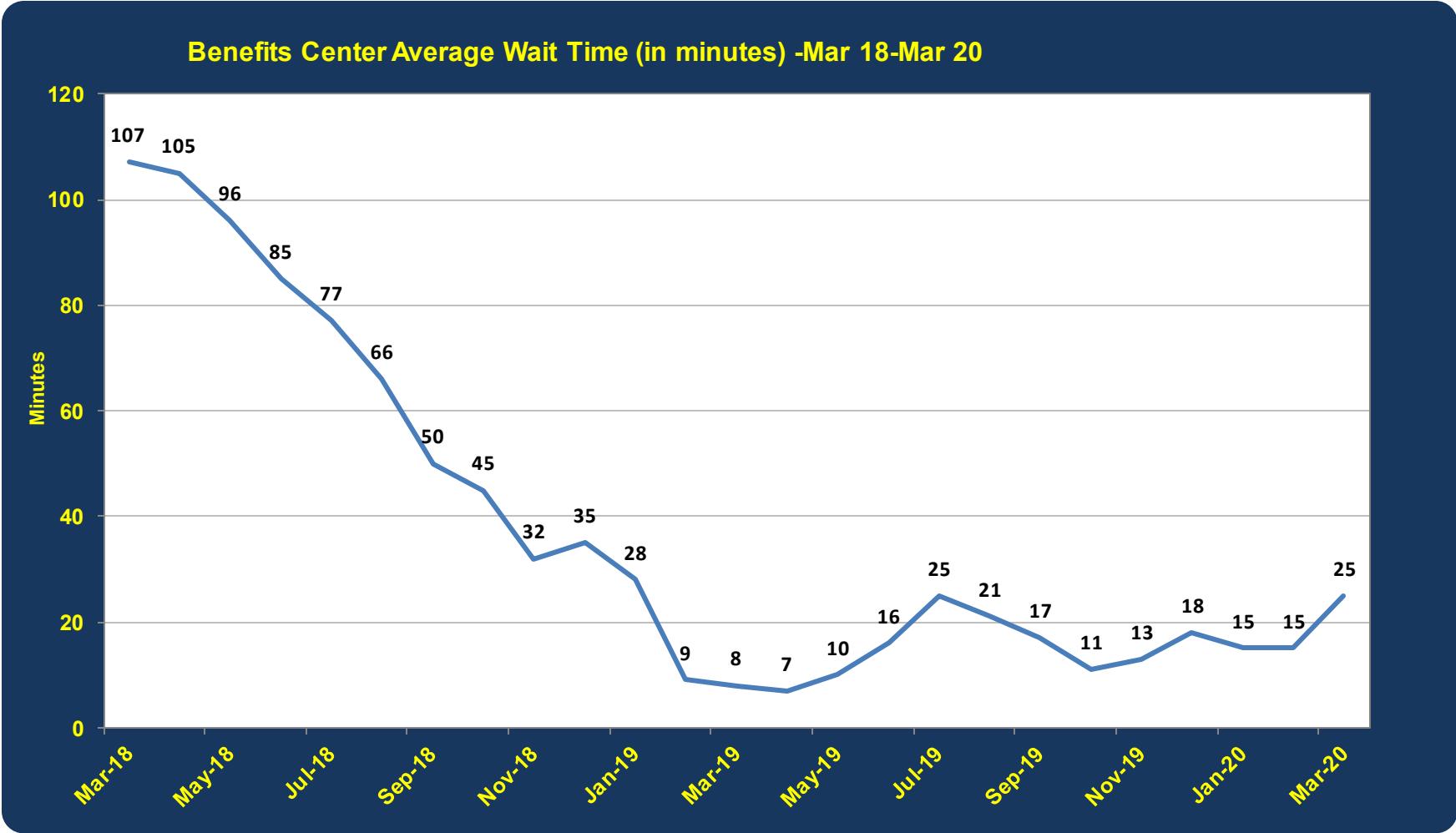
Benefits Centers

3,415,632 Total Calls Serviced

	Dec-19	Jan-20	Feb-20	Mar-20
Calls Resolved By IVR	41,814	45,312	38,347	55,103
Average Wait Time (mins)	18	15	15	25
Calls Serviced	39,928	47,364	37,163	48,562



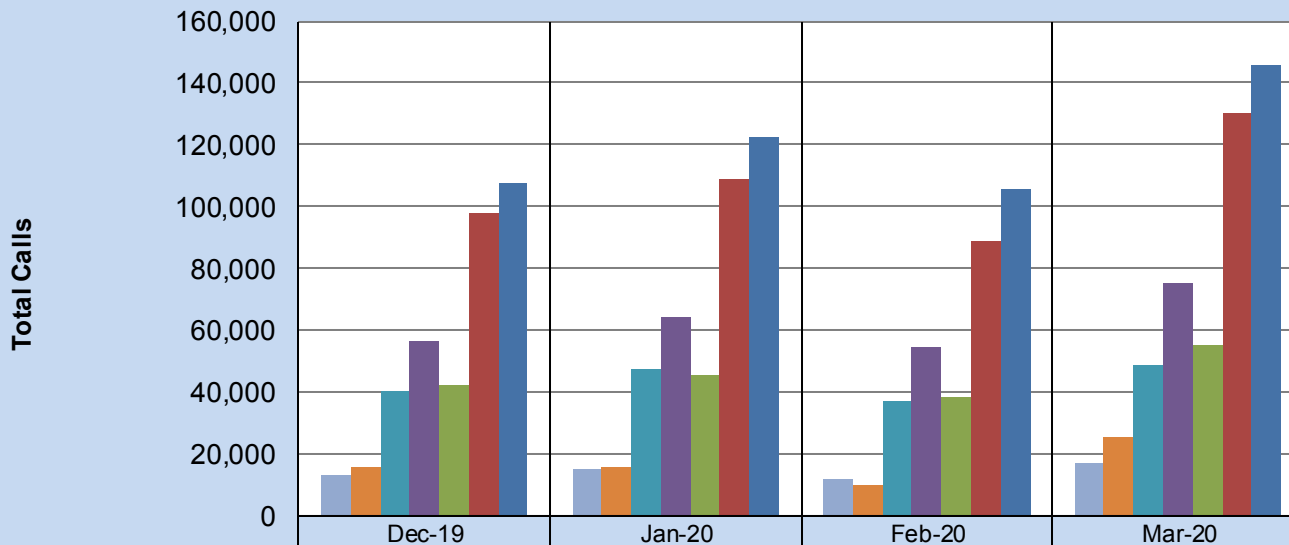
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Data as of March 31, 2020

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Client Information Line:
December 2019- March 2020



- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

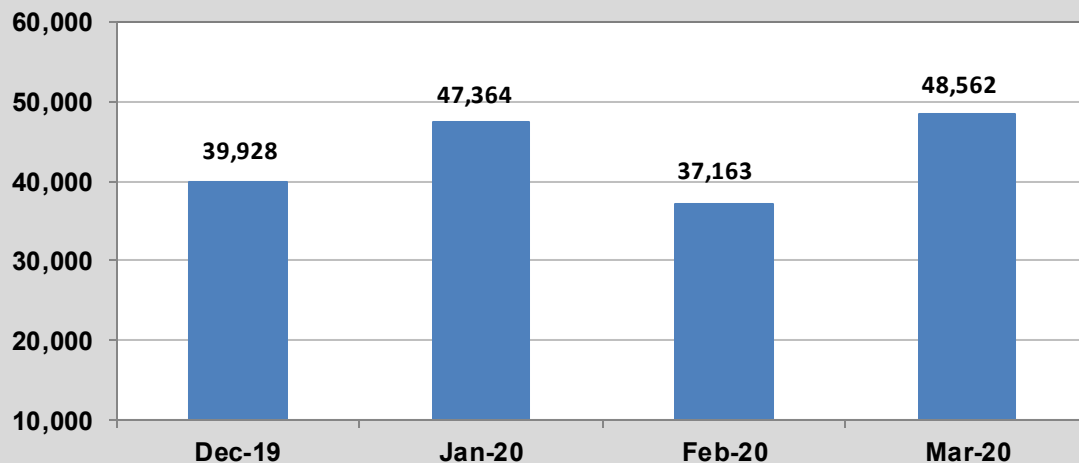
■ Total Calls to the IVR (24 hour period)	107,865	122,370	105,278	145,626
■ Total Calls to the IVR (Business hours)	97,957	108,791	88,591	130,135
■ Total Calls Resolved by the IVR	41,814	45,312	38,347	55,103
■ Total Calls Transferred to the BC	56,143	64,415	54,113	75,031
■ Total Calls Answered in the BC	39,928	47,364	37,163	48,562
■ Calls Abandoned in BC Queue After Threshold	15,636	15,795	9,991	25,523
■ Interviews Conducted	12,846	14,839	11,492	16,673

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e. less than 20 seconds)



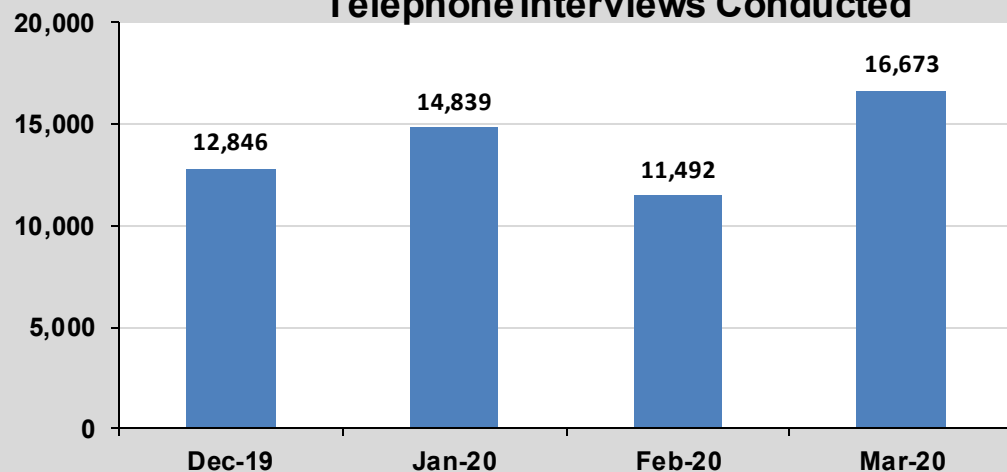
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For the past 4 months DSS is answering an average of 43,254 calls per month

Telephone Interviews Conducted

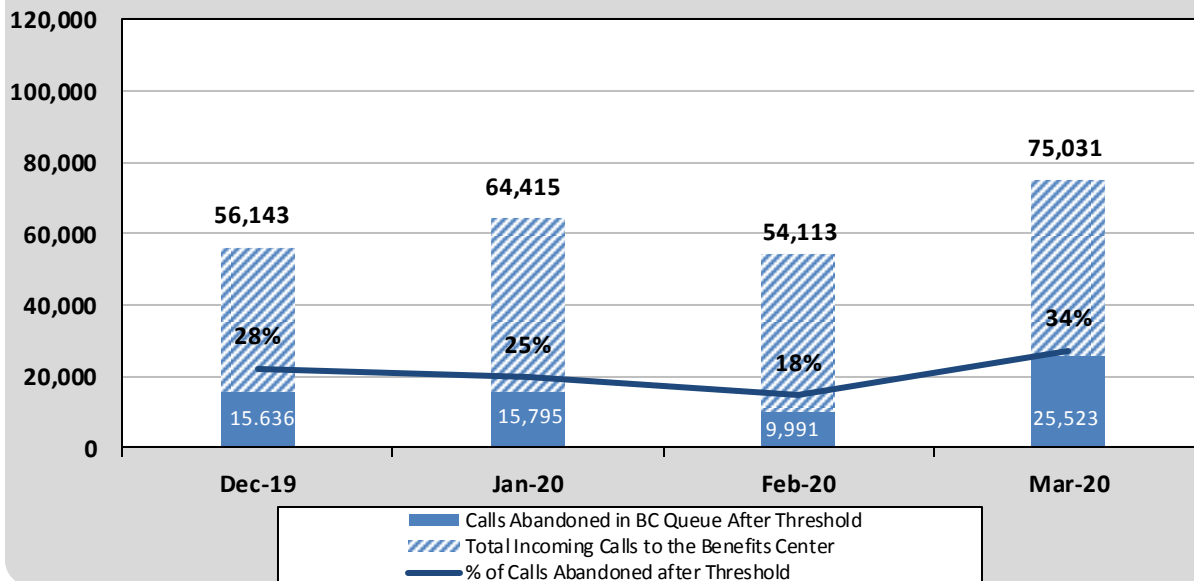


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 13,962 telephone interviews per month



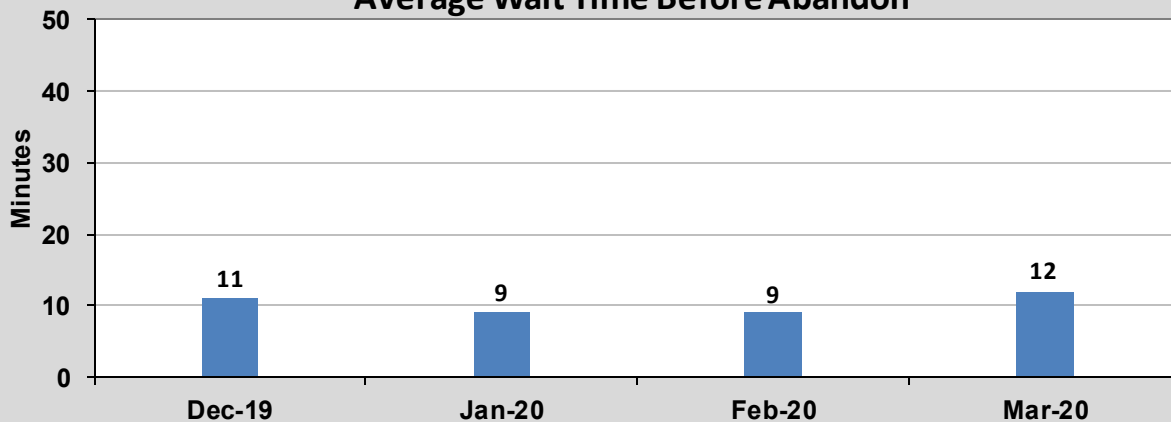
DSS Public Dashboard – March 2020

Number of Incoming and Abandoned Calls



- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- Average Wait Time Before Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls
- In 2019 the average wait time before abandoned was 10 minutes



Thank You