



# DSS Public Dashboard

## April 2021



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## Self Service

**411,367**

MyAccounts

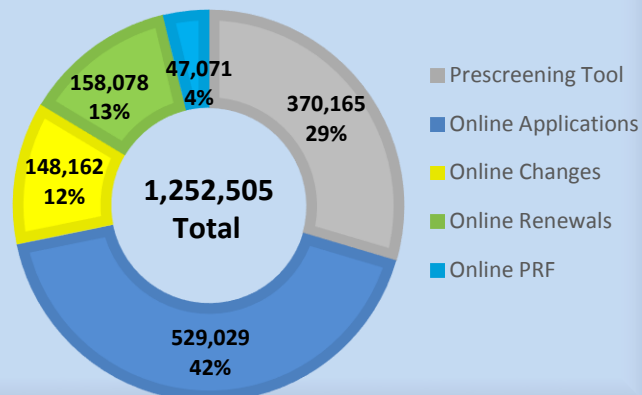
Client accounts created online since implementation 2013

**361,844**

Secure PINs

Client accounts created over the phone since implementation 2013

## MYACCOUNT ACTIVITY

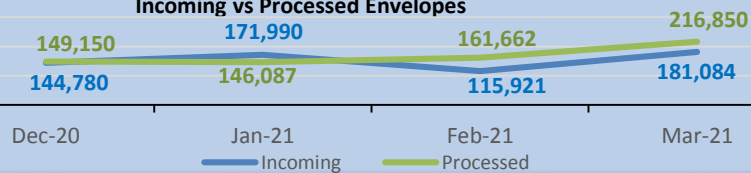


## DSS Processing & Outcomes

DSS Work Flow

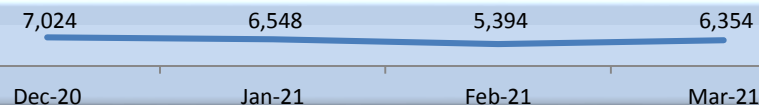
**34,116,087** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

**State-Wide Total Walk-Ins \***



Benefits Center

**3,982,034** Total Calls Serviced

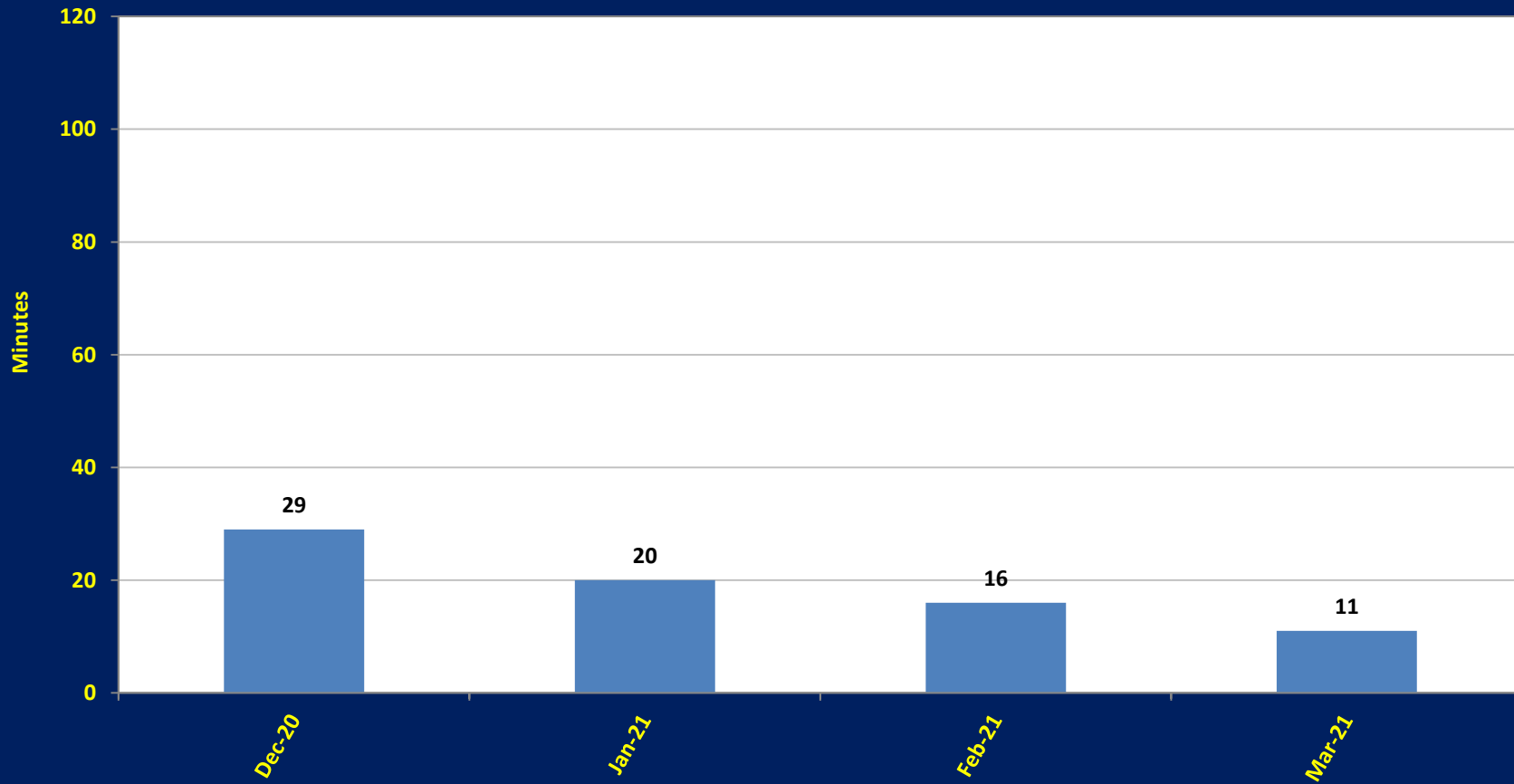
	Dec-20	Jan-21	Feb-21	Mar-21
Calls Resolved By IVR	81,380	52,567	42,504	47,950
Average Wait Time (mins)	29	20	16	11
Calls Serviced	47,036	45,373	42,589	47,572

\*Offices are open for pick-up and drop-off of applications/forms on-site; general information; questions & answers; and picking up of EBT cards & income verifications



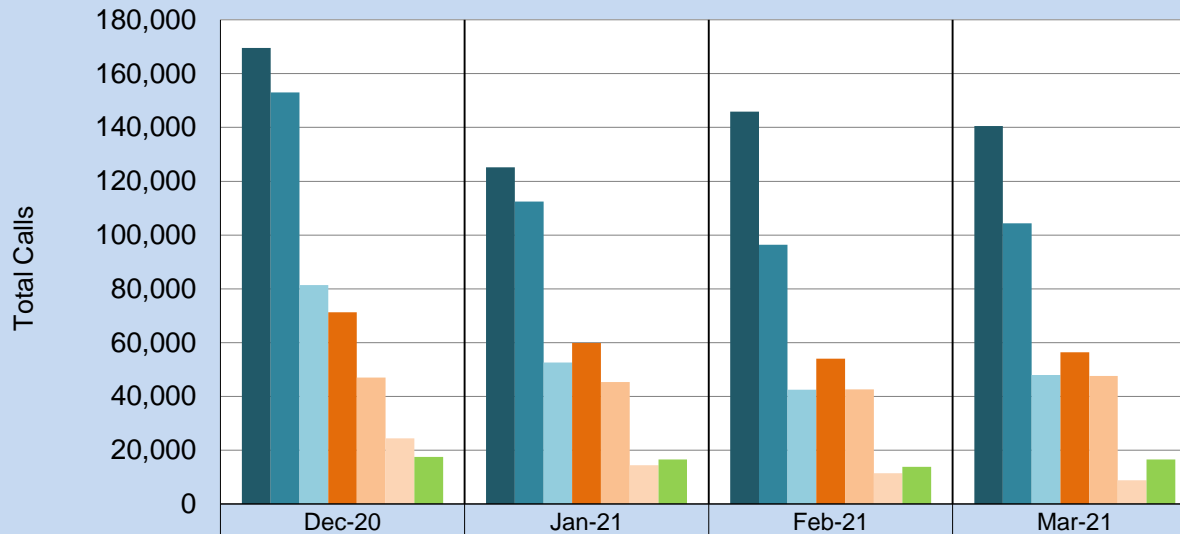
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**Benefits Center Monthly Average Wait Time (minutes)**



## DSS Public Dashboard – April 2021

**Client Info Line  
December 2020 - March 2021**



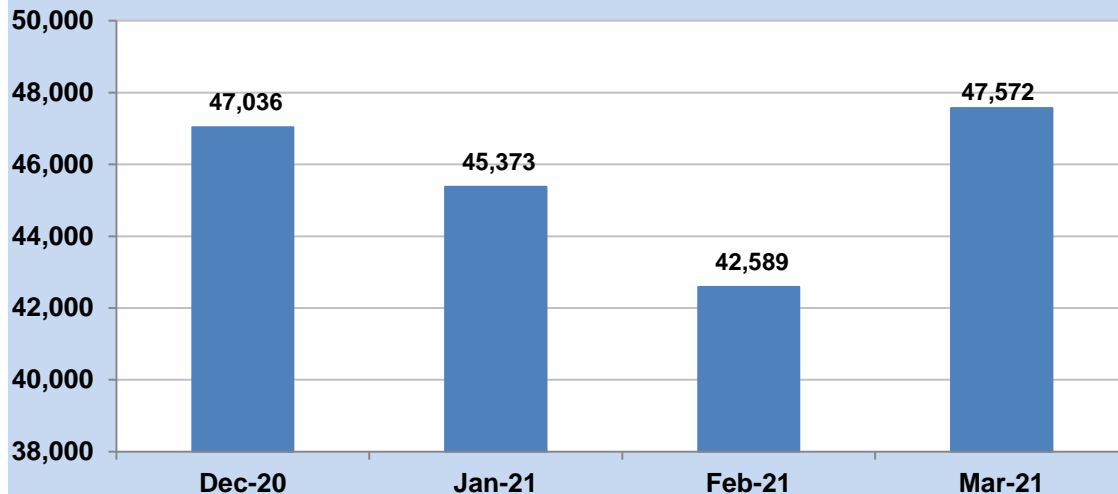
- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

■ Total Calls to the IVR (24 hour period)	169,567	125,135	145,882	140,555
■ Total Calls to the IVR (Business hours)	153,068	112,423	96,415	104,381
■ Total Calls Resolved by the IVR	81,380	52,567	42,504	47,950
■ Total Calls Transferred to the BC	71,309	59,856	54,011	56,431
■ Total Calls Answered in the BC	47,036	45,373	42,589	47,572
■ Calls Abandoned in BC Queue After Threshold	24,373	14,482	11,408	8,887
■ Interviews Conducted	17,474	16,541	13,878	16,621



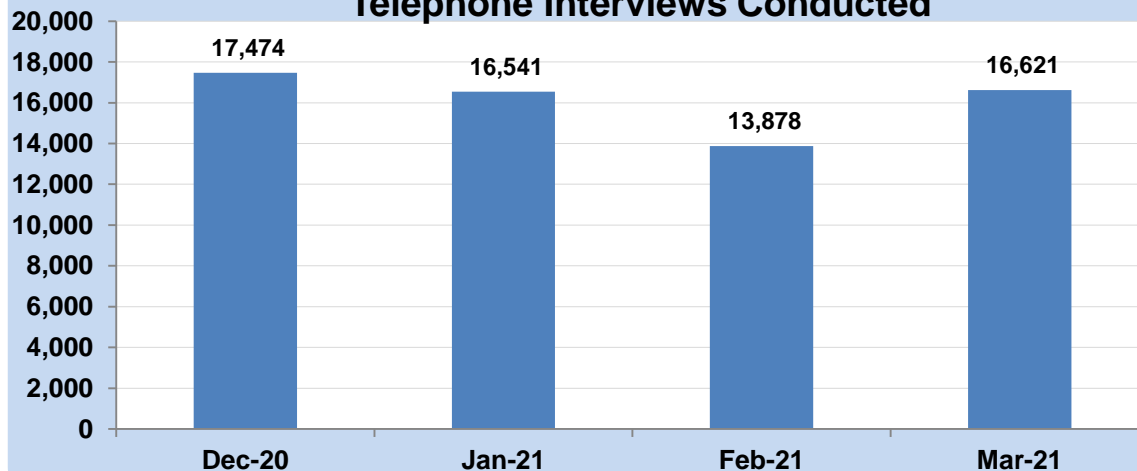
## DSS Public Dashboard – April 2021

### Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

### Telephone Interviews Conducted

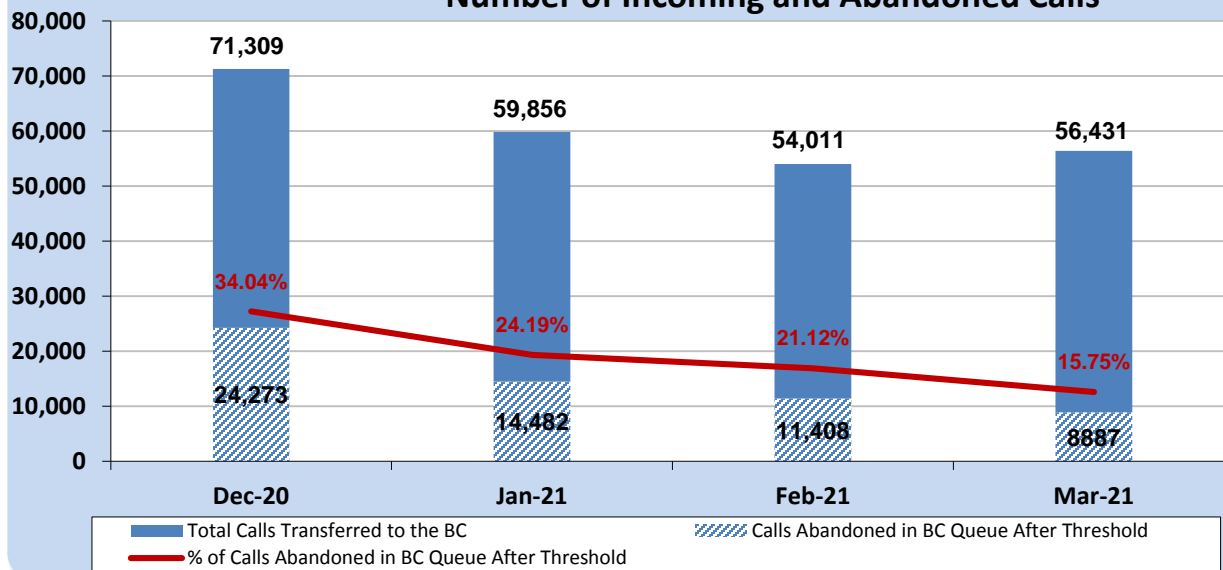


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



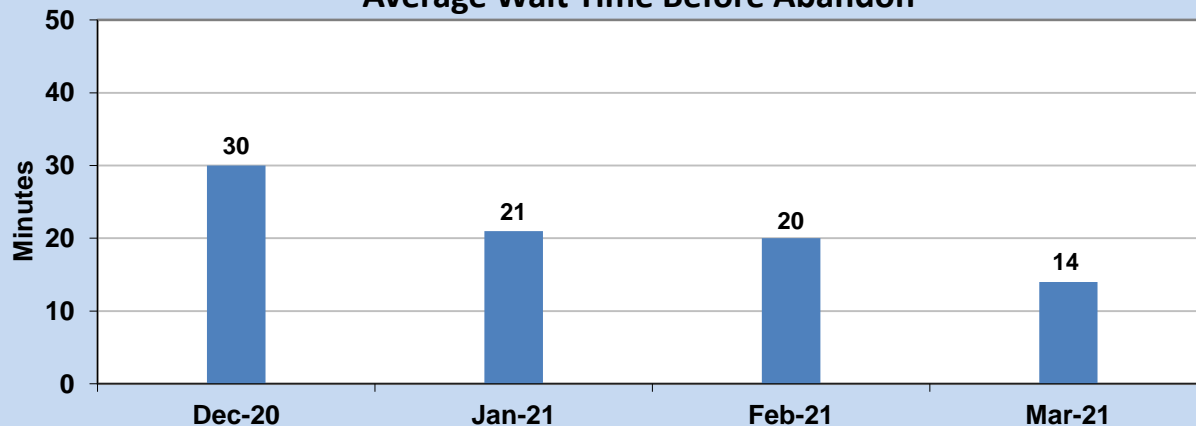
# DSS Public Dashboard – April 2021

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 Abandon corresponds to the average time callers waited in queue before hung up.



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### VHT Return Calls



- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October



**Thank You**