



DSS Public Dashboard August 2018



DSS Public Dashboard – August 2018

Self Service

272,719

MyAccounts

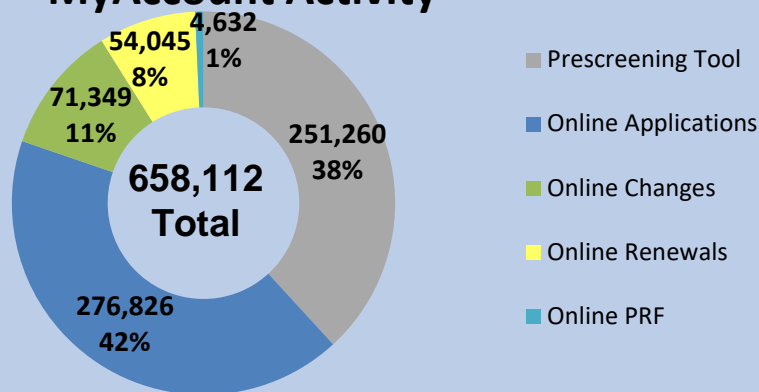
Client accounts created over the phone since implementation 2013

296,819

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



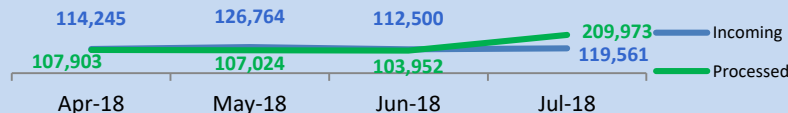
DSS Processing & Outcomes

DSS Work Flow

22,862,586

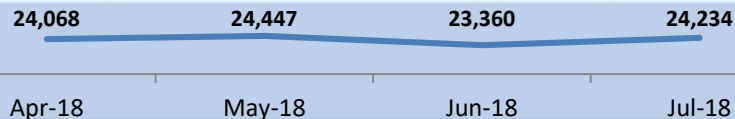
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

2,575,300

Total Calls Serviced

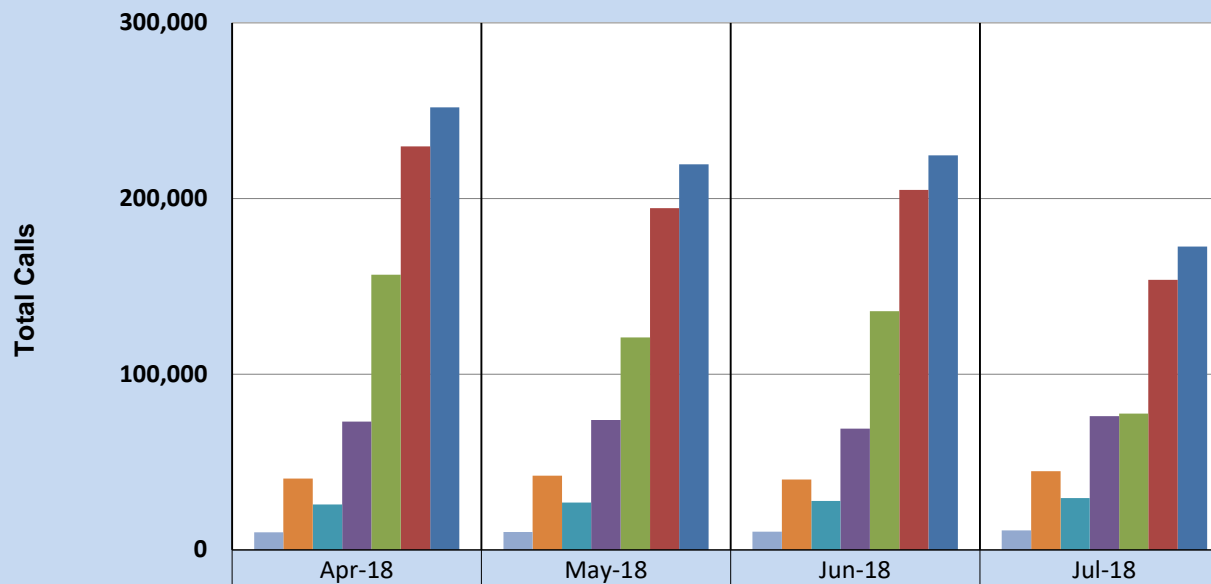
	Apr-18	May-18	Jun-18	Jul-18
Calls Resolved By IVR	156,721	120,920	135,897	79,832
Average Wait Time (mins)	105	96	85	77
Calls Serviced	25,860	26,895	27,822	30,100

* Revised counts of incoming or processed envelopes



DSS Public Dashboard – August 2018

Client Information Line:
April -July 2018



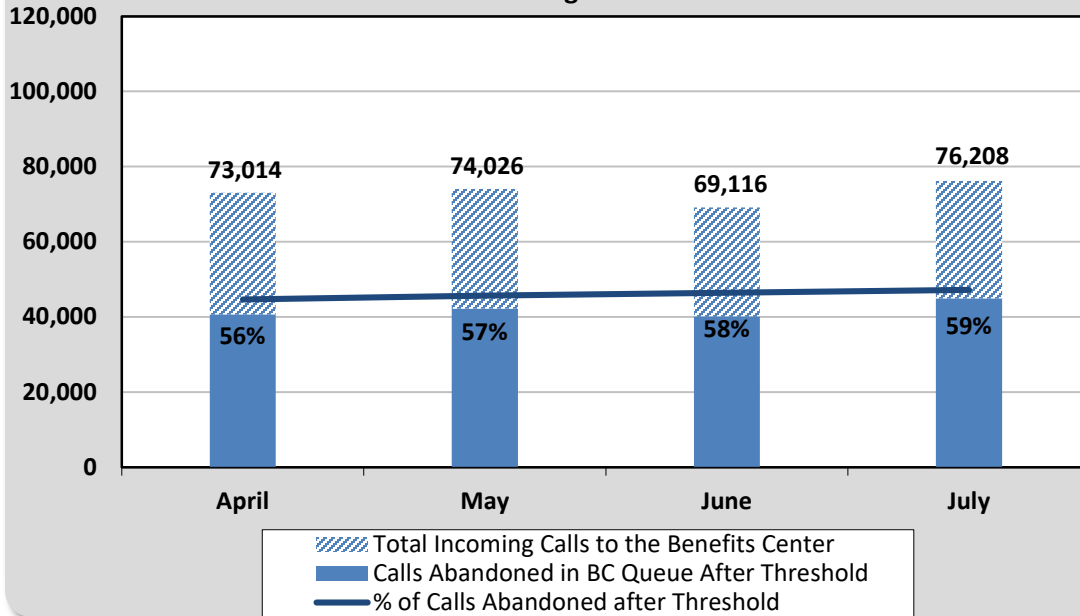
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

	Apr-18	May-18	Jun-18	Jul-18
Total Calls to the IVR (24 hours period)	251,958	219,586	224,614	172,726
Total Calls to the IVR (Business hours)	229,731	194,502	205,011	153,799
Total Calls Resolved by the IVR	156,721	120,920	135,897	77,589
Total Calls Transferred to the BC	73,014	74,026	69,116	76,208
Total Calls Answered in the BC	25,860	26,895	27,822	29,443
Calls Abandoned in BC Queue After Threshold	40,708	42,245	40,123	44,912
Interviews Conducted	10,075	10,277	10,426	11,212

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

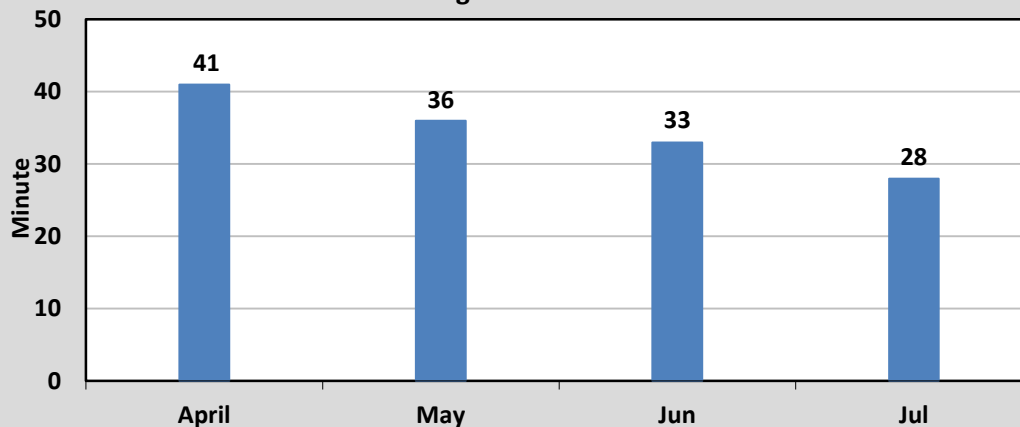
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Number and Percentage of Abandoned Calls



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

Average Wait Time Before Abandon



- 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



Thank You