**Self Service**

- **332,104**  
  MyAccounts  
  Client accounts created over the phone since implementation 2013

- **330,183**  
  Secure PINs  
  Online accounts created over the phone since implementation 2013

**MyAccount Activity**

- Total: 893,557
- Prescreening Tool: 30,509 (3%)
- Online Applications: 363,539 (41%)
- Online Changes: 104,149 (12%)
- Online Renewals: 97,288 (11%)
- Online PRF: 298,072 (33%)

**Incoming vs Processed Envelopes**

- August 2019: 138,121 (Incoming)  131,999 (Processed)
- September 2019: 138,622 (Incoming)  133,492 (Processed)
- October 2019: 160,509 (Incoming)  147,456 (Processed)
- November 2019: 164,176 (Incoming)  124,712 (Processed)

**State-Wide Total Walk-Ins**

- August 2019: 27,443
- September 2019: 26,495
- October 2019: 27,843
- November 2019: 23,406

**DSS Work Flow**

- Total Documents Scanned: 29,286,926

Data as of November 30, 2019
DSS Public Dashboard – December 2019

Benefits Center Average Wait times comparison 2018 vs 2019

Data as of November 30, 2019
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

Note: Call abandoned after threshold exclude calls abandoned within first 20 seconds (i.e. less than 20 seconds)
• Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

• For 2019 DSS is answering an average of 45,044 calls per month

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

• For 2019 DSS is averaging 14,179 telephone interviews per month
Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls.

A comparison to 2018 shows an average wait time before abandoned of 26, 20, 17, and 14 minutes for August through November 2018, respectively.
Thank You