DSS Public Dashboard
February 2018
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**Self Service**
- **244,748** MyAccounts
  - Client accounts created over the phone since implementation 2013
- **278,735** Secure PINs
  - Online accounts created over the phone since implementation 2013

**DSS Work Flow**
- **20,417,623** Total Documents Scanned

**Service Centers**
- **230,420** State-Wide Total Walk-Ins
- **238,051** Calls Resolved By IVR
- **36,854** Average Wait Time (mins)

**Benefits Centers**
- **2,417,294** Total Calls Serviced
- **90,051** Calls Serviced
- **63** Calls Resolved By IVR

**MyAccount Activity**
- **563,678** Total
  - **230,420** 41%
  - **239,823** 43%
  - **36,854** 6%
  - **56,581** 10%

**Incoming vs Processed Envelopes**
- **133,800** Incoming
- **111,797** Processed

Data as of January 31, 2018
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance.

Several factors contributed to a notable increase in call volume during January 2018, particularly the first week of the month.

Data as of January 31, 2018

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds).
Benefits Center Wait Times: Since January 2014

- Benefits Center Go-Live July 2013
- August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
- October 2016 ImpaCT Pilot implemented
- October 2016 through August 2017 state-wide phased rollout of ImpaCT
- October 2017 through January 2018 over 900,000 special notices mailed
- SNAP Mass Modification
- MSP Income Limit Reductions
- Dental Program Changes
- Transportation Vendor Change

Data as of January 31, 2018
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)

- 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