DSS Work Flow

30,111,464 Total Documents Scanned

DSS Processing & Outcomes

Service Centers

State-Wide Total Walk-Ins

Benefits Centers

3,329,907 Total Calls Serviced

Self Service

339,360 MyAccounts
Client accounts created over the phone since implementation 2013

334,367 Secure PINs
Online accounts created over the phone since implementation 2013

MyAccount Activity

4% Prescreening Tool
40% Online Applications
33% Online Changes
12% Online Renewals
11% Online PRF

926,205 Total

Incoming vs Processed Envelopes

Oct-19 Nov-19 Dec-19 Jan-20
160,509 164,176 205,186 148,465
147,456 124,712 139,971 146,115

Calls Resolved By IVR

Oct-19 Nov-19 Dec-19 Jan-20
45,209 37,594 41,814 45,312

Average Wait Time (mins)

Oct-19 Nov-19 Dec-19 Jan-20
11 13 18 15

Calls Serviced

Oct-19 Nov-19 Dec-19 Jan-20
49,500 40,654 39,928 47,364

Total Calls Serviced

30,111,464

Total Documents Scanned

Data as of January 31, 2020
DSS Public Dashboard – February 2020

Benefits Center Average Wait Time (in minutes) Jan 18 - Jan 20

Data as of January 31, 2019
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance.

DSS Public Dashboard – February 2020

Client Information Line: October 2019-January 2020

<table>
<thead>
<tr>
<th>Total Calls to the IVR (24 hour period)</th>
<th>Oct-19</th>
<th>Nov-19</th>
<th>Dec-19</th>
<th>Jan-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to the IVR (Business hours)</td>
<td>108,470</td>
<td>90,725</td>
<td>97,957</td>
<td>108,791</td>
</tr>
<tr>
<td>Total Calls Resolved by the IVR</td>
<td>45,209</td>
<td>37,594</td>
<td>41,814</td>
<td>45,312</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>62,702</td>
<td>53,131</td>
<td>56,143</td>
<td>64,415</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>49,500</td>
<td>40,654</td>
<td>39,928</td>
<td>47,364</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue After Threshold</td>
<td>12,782</td>
<td>12,089</td>
<td>15,636</td>
<td>15,795</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>15,341</td>
<td>12,886</td>
<td>12,846</td>
<td>14,839</td>
</tr>
</tbody>
</table>

Note: Calls 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 the past 4 months DSS is answering an average of 43,919 calls per month

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

• For the past 4 months DSS is averaging 13,978 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

In 2019 the average wait time before abandoned was 10 minutes

Data as of January 31, 2020
Thank You