DSS Public Dashboard
July 2019
# DSS Public Dashboard – July - 2019

## Self Service

**My Accounts**

- **314,584** client accounts created over the phone since implementation in 2013

**Secure PINs**

- **319,541** online accounts created over the phone since implementation in 2013

## DSS Work Flow

**Total Documents Scanned**

- **27,257,652**

## DSS Processing & Outcomes

### Service Centers

**State-Wide Total Walk-Ins**

- Mar-19: 24,737
- Apr-19: 26,668
- May-19: 27,049
- Jun-19: 24,417

### Benefits Centers

**Total Calls Serviced**

- **2,970,675**

### DSS Processing & Outcomes

#### Calls Resolved By IVR

- Mar-19: 40,643
- Apr-19: 31,936
- May-19: 42,005
- Jun-19: 41,187

#### Average Wait Time (mins)

- Mar-19: 8
- Apr-19: 7
- May-19: 10
- Jun-19: 16

#### Calls Serviced

- Mar-19: 45,110
- Apr-19: 50,101
- May-19: 50,753
- Jun-19: 43,957

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Data as of June 30, 2019
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Benefits Center Average Wait Times Comparison 2018 vs 2019

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

Note: Calls abandoned after threshold exclude calls abandoned within 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 we are answering an average of 44,583 calls each month

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

• For 2019 we are averaging 13,799 telephone interviews per month.
Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

34% of calls Abandoned after threshold in January of 2019

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

Average Wait Time Before Abandon in May 2018 was 36 minutes

Data as of June 30, 2019
Thank You