DSS Public Dashboard
June 2020
The Department of Social Services has suspended in-person visits to our filed offices as a protective measure for customers and staff.

### DSS Work Flow

**31,219,791 Total Documents Scanned**

- Feb 20: 138,544
- Mar 20: 157,455
- Apr 20: 152,806
- May 20: 208,912

- Feb 20: 127,044
- Mar 20: 139,441
- Apr 20: 94,702
- May 20: 79,844

### Self Service

- **360,029** MyAccounts
  - Client accounts created over the phone since implementation 2013

- **342,801** Secure PINs
  - Online accounts created over the phone since implementation 2013

### DSS Processing & Outcomes

- **3,500,892 Total Calls Serviced**

<table>
<thead>
<tr>
<th>Calls Resolved By IVR</th>
<th>Feb-20</th>
<th>Mar-20</th>
<th>Apr-20</th>
<th>May-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Serviced</td>
<td>37,163</td>
<td>48,562</td>
<td>44,750</td>
<td>40,510</td>
</tr>
<tr>
<td>Average Wait Time (mins)</td>
<td>15</td>
<td>25</td>
<td>28</td>
<td>4</td>
</tr>
</tbody>
</table>

**Incoming vs Processed Envelopes**

- **1,010,118 Total**
  - Prescreening Tool: 37,962 (4%)
  - Online Applications: 420,705 (41%)
  - Online Changes: 118,944 (12%)
  - Online Renewals: 109,827 (11%)
  - Online PRF: 322,680 (32%)

**State-Wide Total Walk-Ins**

- Feb 20
- Mar 20
- Apr 20
- May 20

Data as of May 31, 2020
DSS Public Dashboard – June 2020

Benefits Center Average Wait Time  May 19 - May 20

Minutes


Data as of May 31, 2020
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 first 20 seconds (i.e., less than 20 seconds).

Client Information Line:
February 2020 - May 2020

<table>
<thead>
<tr>
<th></th>
<th>Feb-20</th>
<th>Mar-20</th>
<th>Apr-20</th>
<th>May-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to the IVR (24 hour period)</td>
<td>105,278</td>
<td>145,626</td>
<td>145,711</td>
<td>106,697</td>
</tr>
<tr>
<td>Total Calls to the IVR (Business hours)</td>
<td>88,591</td>
<td>130,135</td>
<td>123,008</td>
<td>93,504</td>
</tr>
<tr>
<td>Total Calls Resolved by the IVR</td>
<td>38,347</td>
<td>55,103</td>
<td>55,394</td>
<td>49,799</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>54,113</td>
<td>75,031</td>
<td>69,401</td>
<td>43,705</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>37,163</td>
<td>48,562</td>
<td>44,986</td>
<td>40,510</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue After Threshold</td>
<td>9,991</td>
<td>25,523</td>
<td>21,742</td>
<td>2,733</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>11,492</td>
<td>16,673</td>
<td>15,828</td>
<td>12,499</td>
</tr>
</tbody>
</table>
• Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

• For the past 4 months, DSS is answering an average of 42,805 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 14,123 telephone interviews per month

Data as of May 31, 2020
Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.

Data as of May 31, 2020
Thank You