



**DSS Public Dashboard**  
**May 2020**



# DSS Public Dashboard – May 2020

## Self Service

**355,300**

MyAccounts

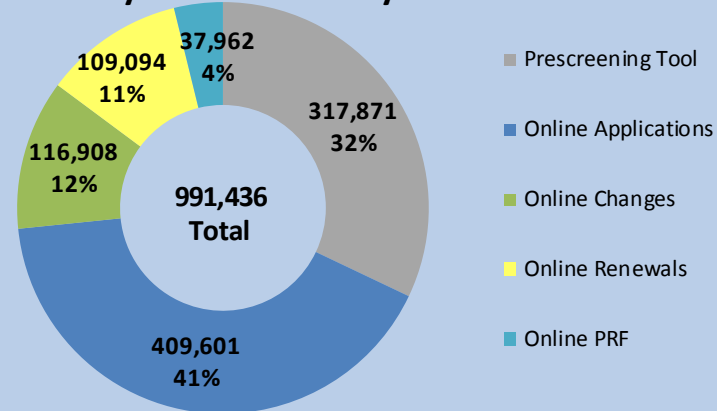
Client accounts created over the phone since implementation 2013

**341,097**

Secure PINs

Online accounts created over the phone since implementation 2013

### MyAccount Activity



## DSS Processing & Outcomes

DSS Work Flow

**31,051,410** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

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

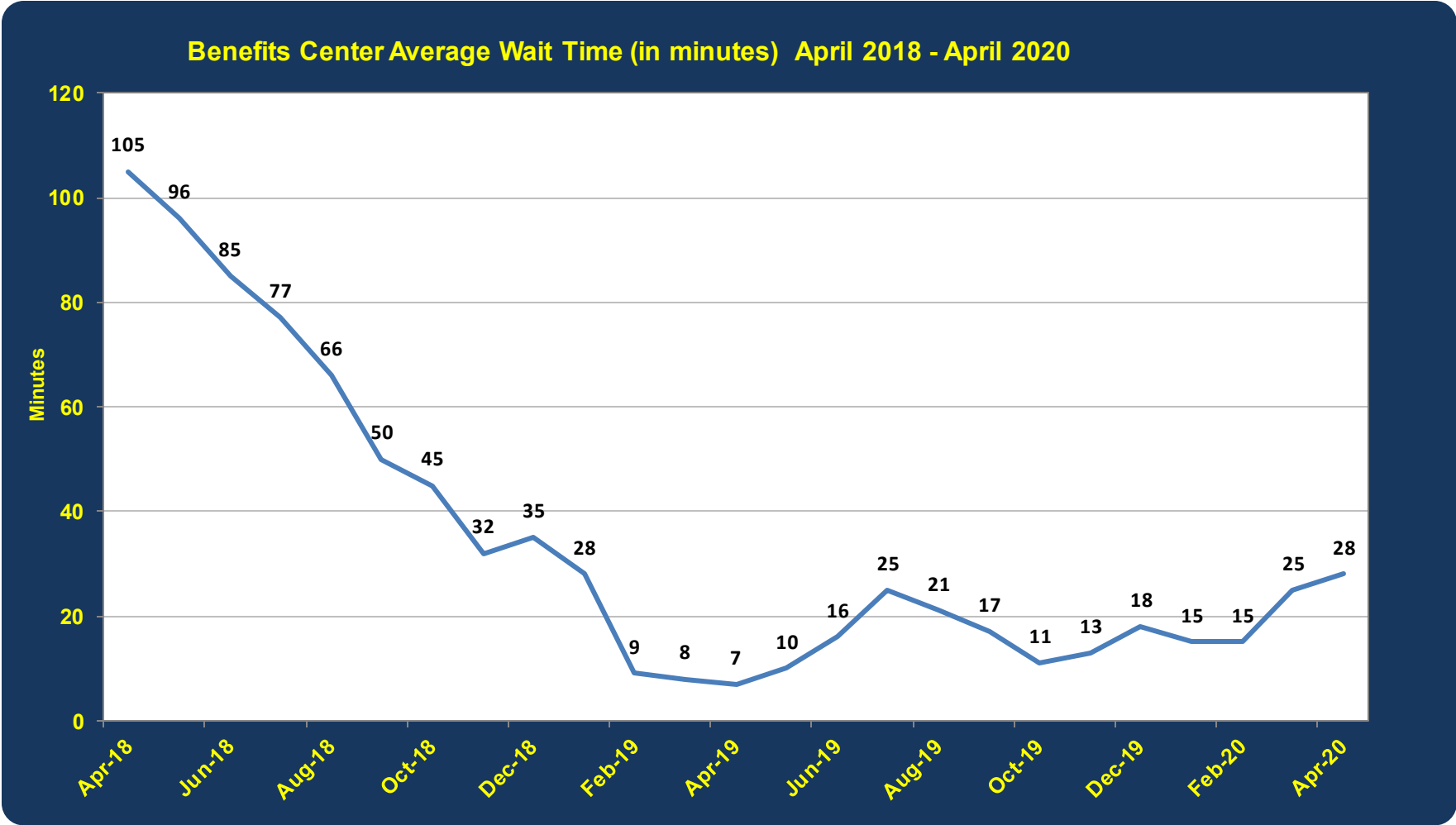
Benefits Center

**3,460,382** Total Calls Serviced

	Jan-20	Feb-20	Mar-20	Apr-20
Calls Resolved By IVR	45,312	38,347	55,103	55,394
Average Wait Time (mins)	15	15	25	28
Calls Serviced	47,364	37,163	48,562	44,750

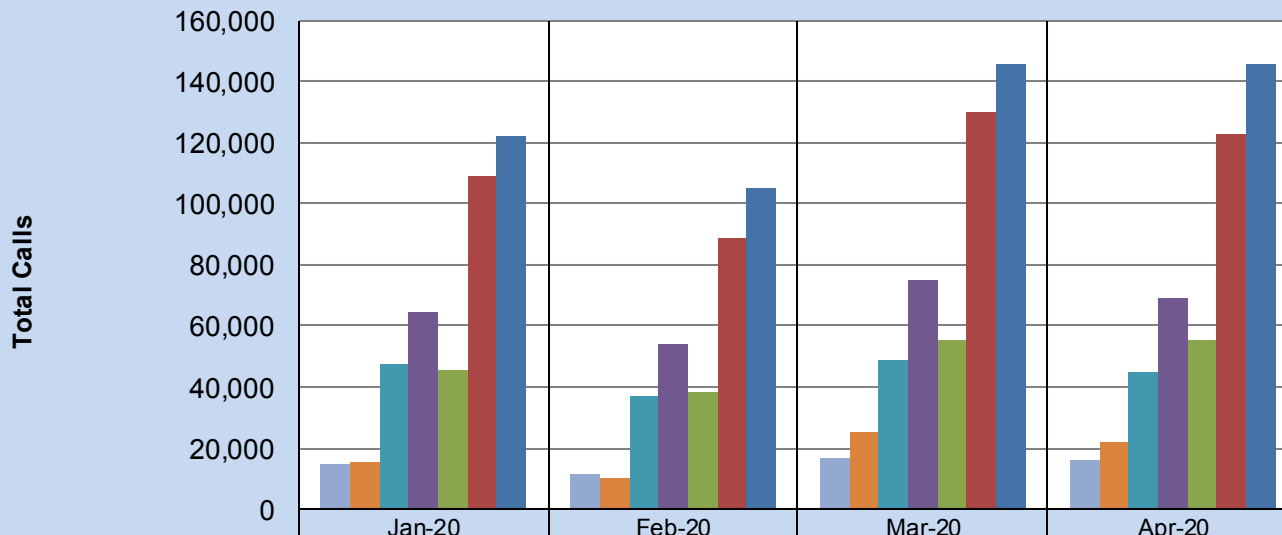


### DSS Public Dashboard – May 2020



## DSS Public Dashboard – May 2020

Client Information Line:  
January 2020 - April 2020



- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

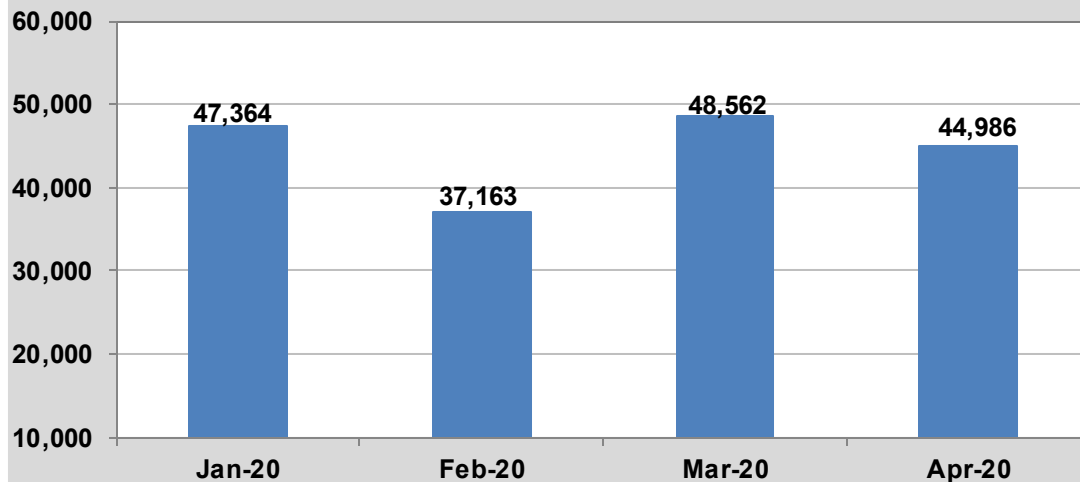
■ Total Calls to the IVR (24 hour period)	122,370	105,278	145,626	145,711
■ Total Calls to the IVR (Business hours)	108,791	88,591	130,135	123,008
■ Total Calls Resolved by the IVR	45,312	38,347	55,103	55,394
■ Total Calls Transferred to the BC	64,415	54,113	75,031	69,401
■ Total Calls Answered in the BC	47,364	37,163	48,562	44,986
■ Calls Abandoned in BC Queue After Threshold	15,795	9,991	25,523	21,742
■ Interviews Conducted	14,839	11,492	16,673	15,828

**Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)**



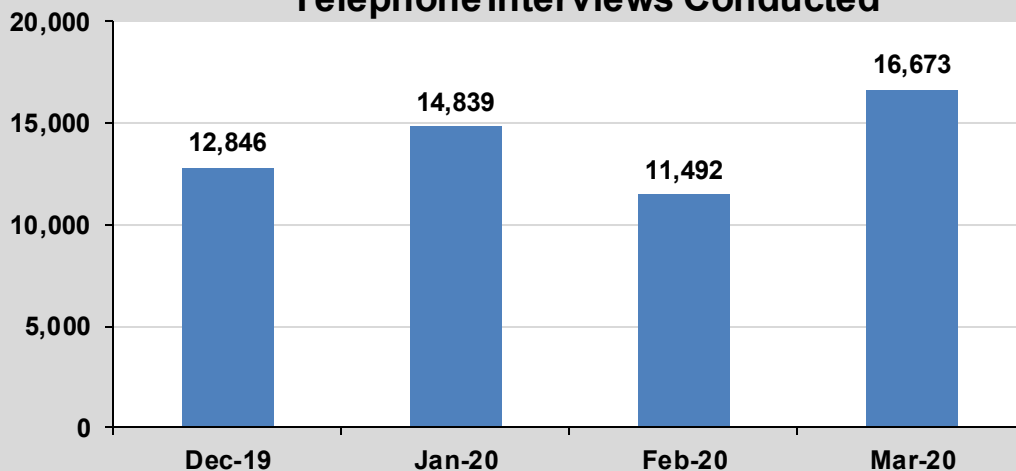
## DSS Public Dashboard – May 2020

### Benefits Center Calls Answered



- 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 44,519 calls per month

### Telephone Interviews Conducted

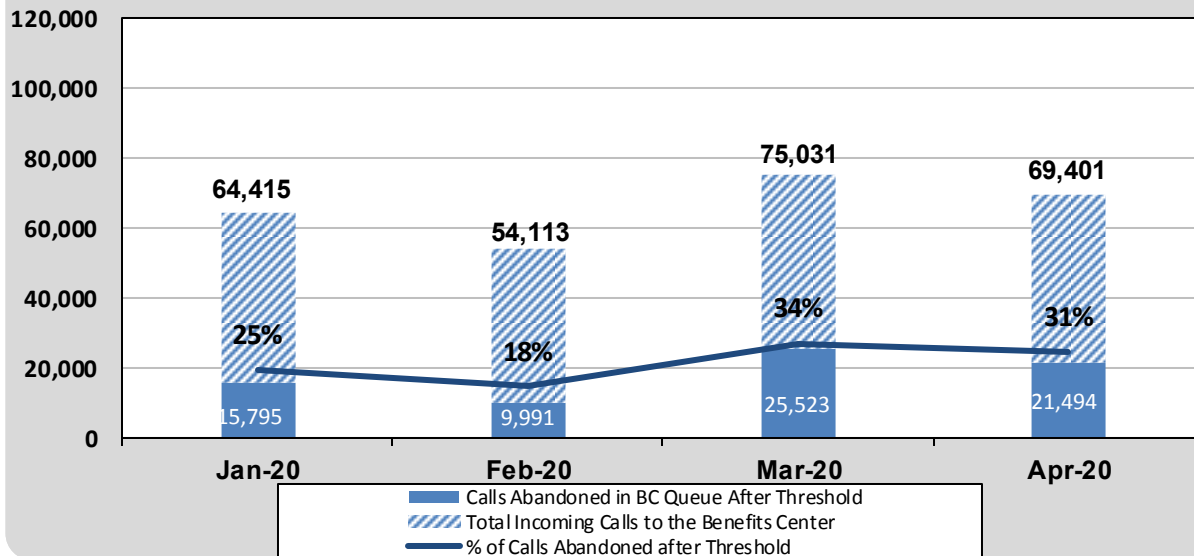


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 13,963 telephone interviews per month



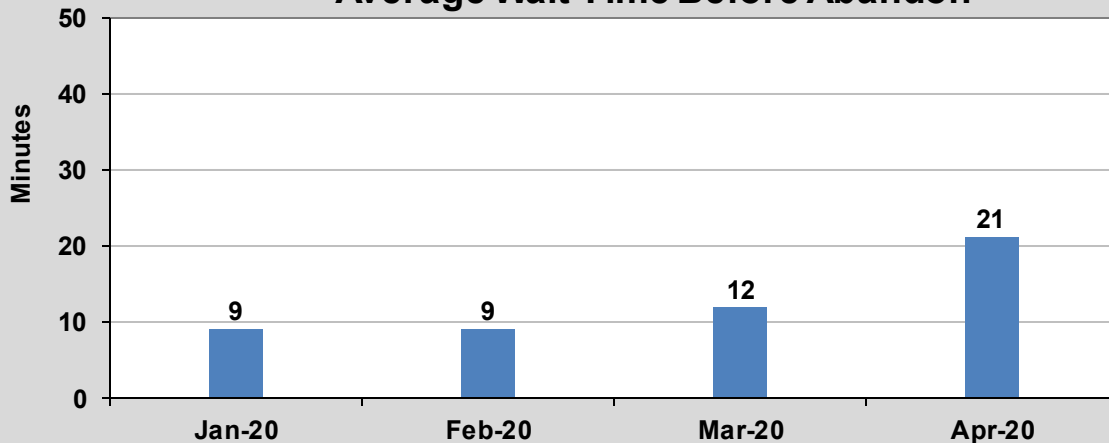
## DSS Public Dashboard – May 2020

### Number of Incoming and Abandoned Calls



- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

### Average Wait Time Before Abandon



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



**Thank You**