DSS Public Dashboard
November 2018
DSS Public Dashboard – November 2018

Client Information Line:
July - October 2018

<table>
<thead>
<tr>
<th></th>
<th>Jul-18</th>
<th>Aug-18</th>
<th>Sep-18</th>
<th>Oct-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to the IVR (24 hour period)</td>
<td>172,726</td>
<td>152,375</td>
<td>154,529</td>
<td>145,647</td>
</tr>
<tr>
<td>Total Calls to the IVR (Business hours)</td>
<td>153,799</td>
<td>135,439</td>
<td>137,403</td>
<td>126,974</td>
</tr>
<tr>
<td>Total Calls Resolved by the IVR</td>
<td>77,589</td>
<td>55,368</td>
<td>56,668</td>
<td>53,164</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>76,208</td>
<td>79,875</td>
<td>64,605</td>
<td>73,809</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>29,443</td>
<td>33,886</td>
<td>32,833</td>
<td>37,834</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue After Threshold</td>
<td>44,912</td>
<td>45,834</td>
<td>32,503</td>
<td>34,676</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>11,212</td>
<td>12,825</td>
<td>10,992</td>
<td>12,801</td>
</tr>
</tbody>
</table>

Note: Calls abandoned after threshold exclude calls abandoned with in the first 20 seconds (i.e. less than 20 seconds)

• Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance
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- Calls answered by worker across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

- Calls answered to conduct a requested phone interview

**Benefits Center Calls Answered**

- Jul-18: 30,100
- Aug-18: 33,886
- Sep-18: 32,833
- Oct-18: 38,222

**Telephone Interviews Conducted**

- Jul-18: 11,212
- Aug-18: 12,825
- Sep-18: 10,882
- Oct-18: 12,801

Data as of October 31, 2018
• 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

Data as of October 31, 2018
Thank You