DSS Public Dashboard
October 2019
DSS Public Dashboard – October - 2019

**Self Service**

**325,317**

*MyAccounts*

Client accounts created over the phone since implementation 2013

**326,102**

*Secure PINs*

Online accounts created over the phone since implementation 2013

**MyAccount Activity**

- **Total**: 863,009
- **Online Applications**: 352,146 (41%)
- **Online Changes**: 352,146 (41%)
- **Online Renewals**: 292,117 (34%)
- **Prescreening Tool**: 26,914 (3%)

**Incoming vs Processed Envelopes**

- **Total Documents Scanned**: 28,481,077
- **Incoming**: 128,934, 137,568, 138,121, 138,622
- **Processed**: 123,092, 126,497, 131,999, 133,492

**State-Wide Total Walk-Ins**

- **Incoming**: 24,417, 28,202, 27,443, 26,495

**DSS Work Flow**

- **28,481,077 Total Documents Scanned**

**Benefits Centers**

- **3,152,461 Total Calls Serviced**

**DSS Processing & Outcomes**


*Data as of September 30, 2019*
DSS Public Dashboard – October 2019

Benefits Center Average Wait times comparison 2018 vs 2019

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

Data as of September 30, 2019
• Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

• For 2019 DSS is answering an average of 45,036 calls per month

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

• For 2019 DSS is averaging 14,193 telephone interviews per month

Data as September 30, 2019
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

Average Wait Time Before Abandon in May 2018 was 36 minutes
Thank You