



DSS Public Dashboard August 2021



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Self Service

424,106

MyAccounts

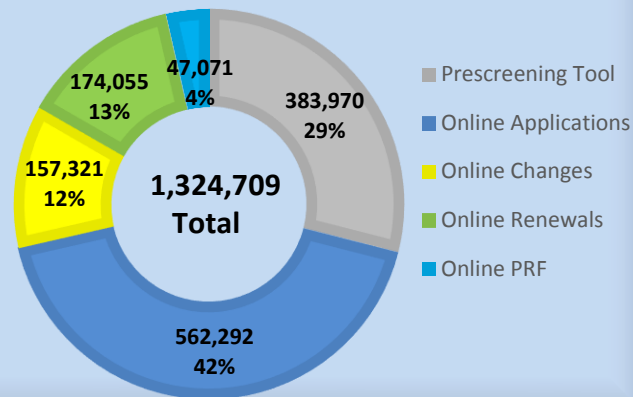
Client accounts created online since implementation 2013

366,452

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

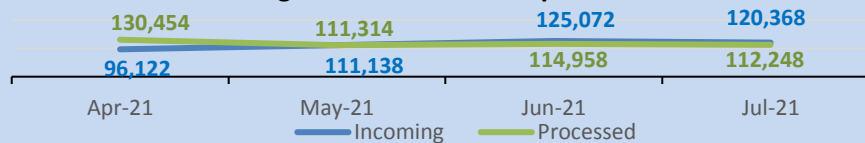


DSS Processing & Outcomes

DSS Work- Flow

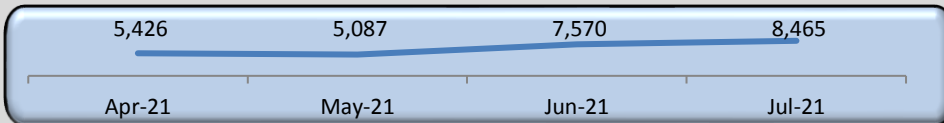
35,106,044 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

4,161,226 Total Calls Serviced

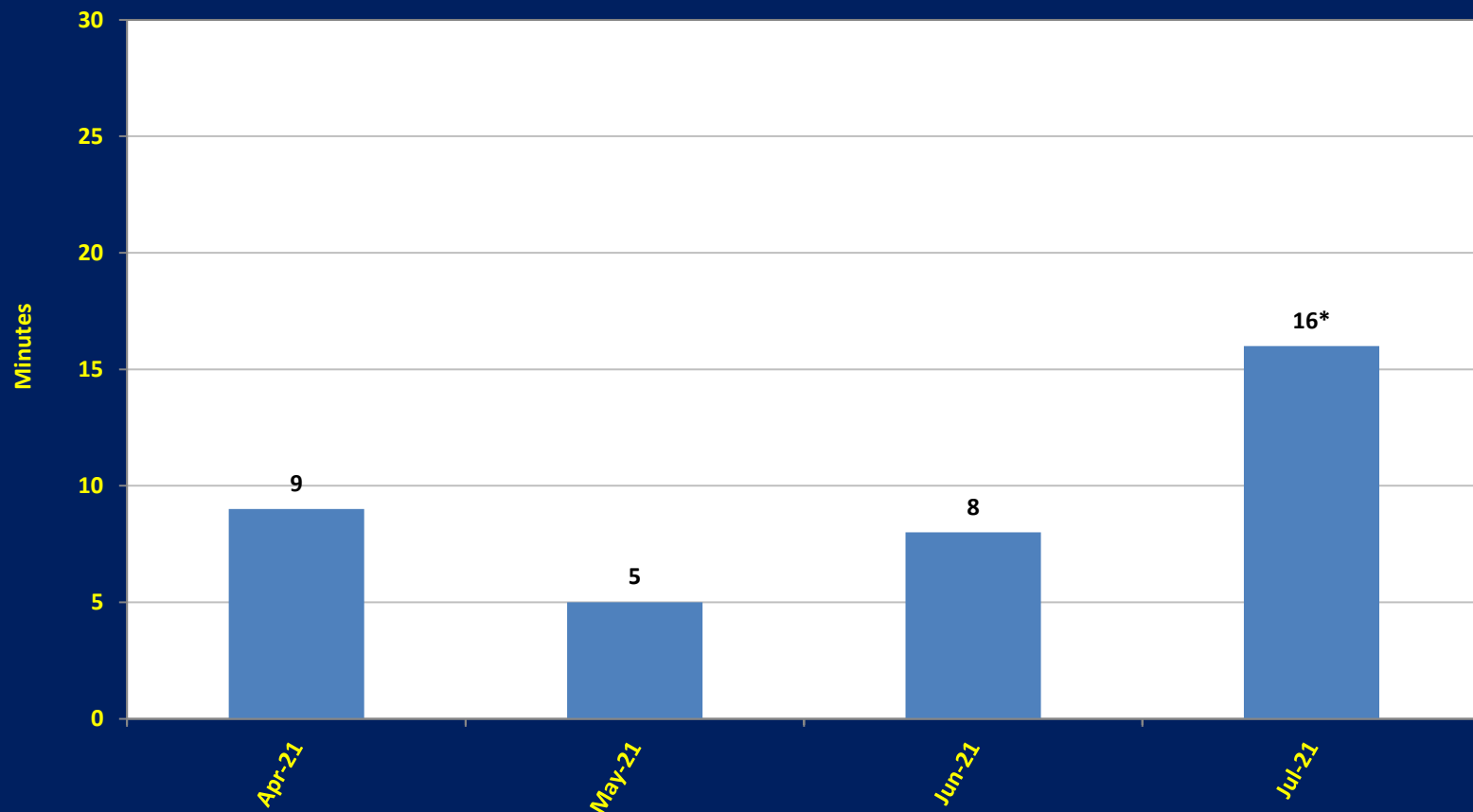
	Apr-21	May-21	Jun-21	Jul-21
Calls Resolved By IVR	51,721	38,864	42,173	46,638
Average Wait Time (mins)	9	5	8	16
Calls Serviced	42,870	40,887	47,325	48,110

*Starting July DSS Field Offices are open Monday, Tuesday, Thursday, and Friday from 8:00 a.m. to 4:30 p.m.



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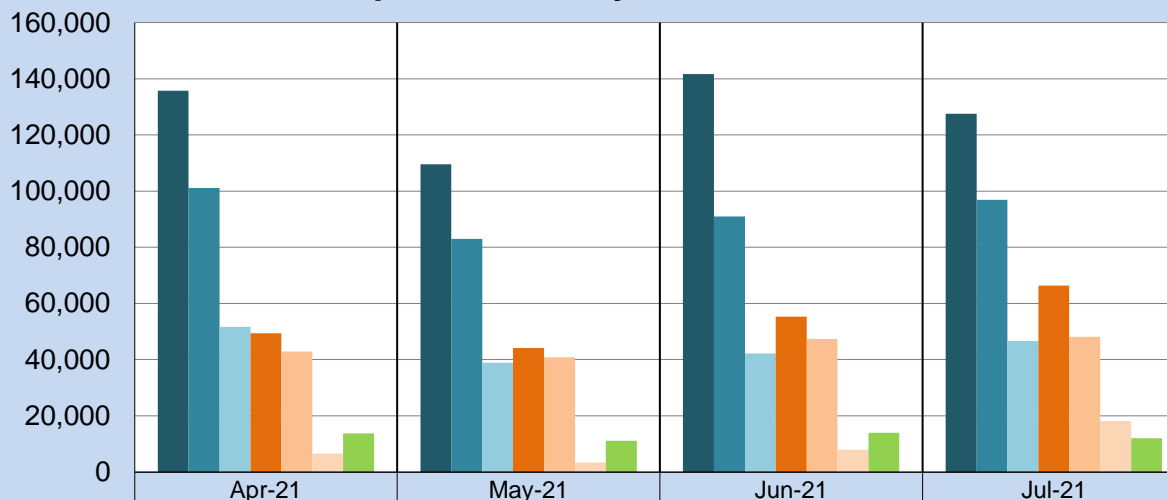
Benefits Center Monthly Average Wait Time (minutes)



Data as of July 31, 2021 *System slowness issues continued through the month of July. This issued slowed call processing.

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**Client Info Line
April 2021 - July 2021**



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

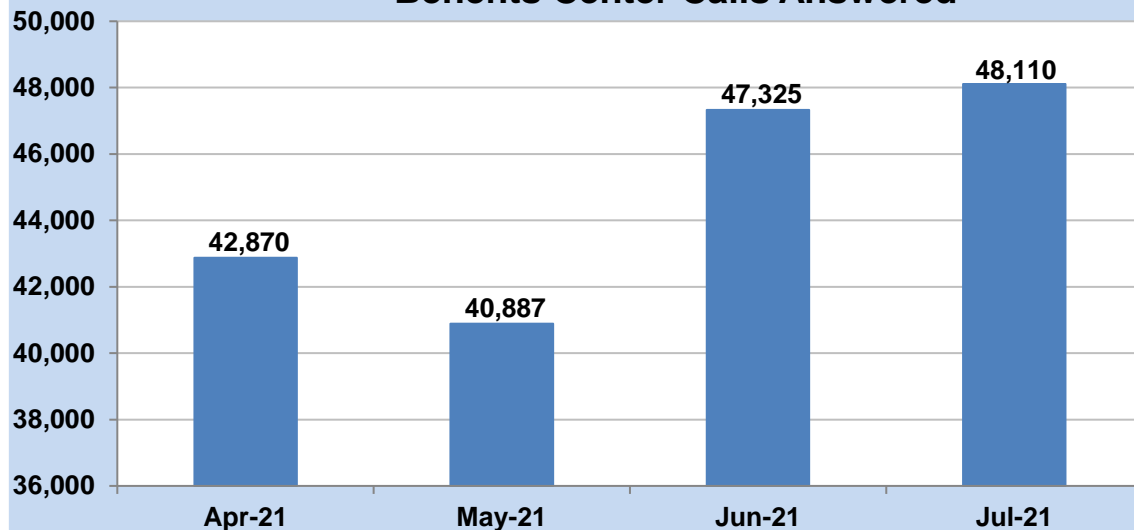
■ Total Calls to the IVR (24 hour period)	135,739	109,496	141,686	127,570
■ Total Calls to the IVR (Business hours)	101,133	83,037	91,004	96,889
■ Total Calls Resolved by the IVR	51,721	38,864	42,173	46,638
■ Total Calls Transferred to the BC	49,412	44,173	55,279	66,361
■ Total Calls Answered in the BC	42,870	40,887	47,325	48,110
■ Calls Abandoned in BC Queue After Threshold	6,533	3,396	7,954	18,234
■ Interviews Conducted	13,777	11,111	13,979	12,090

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



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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

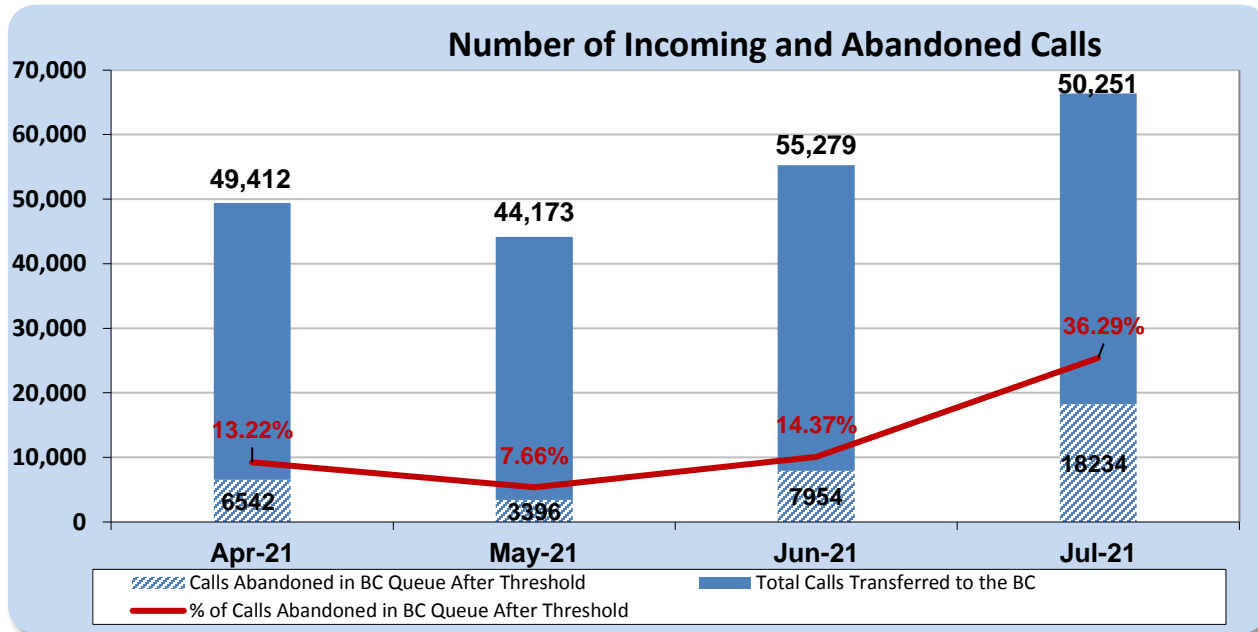
Telephone Interviews Conducted



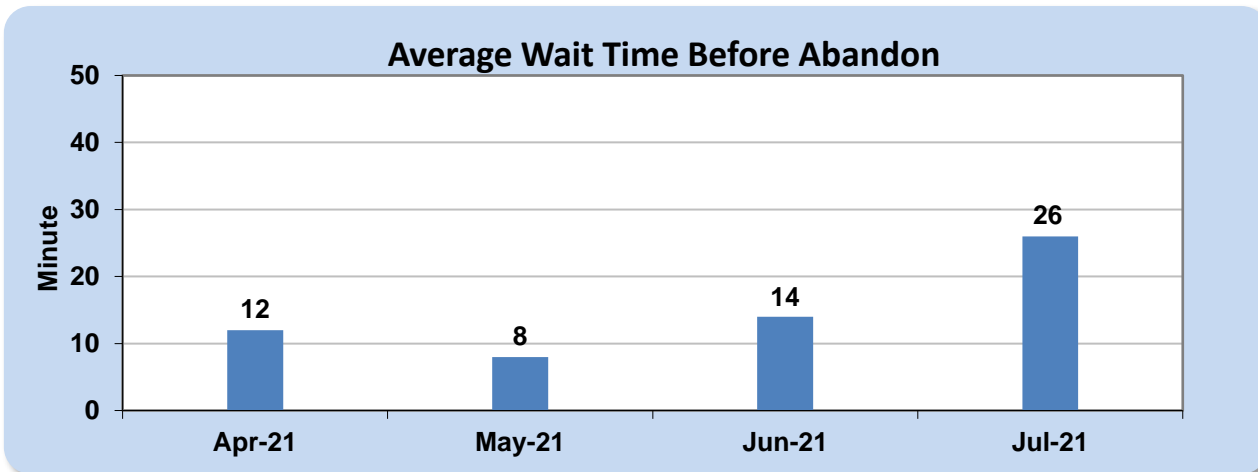
- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



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

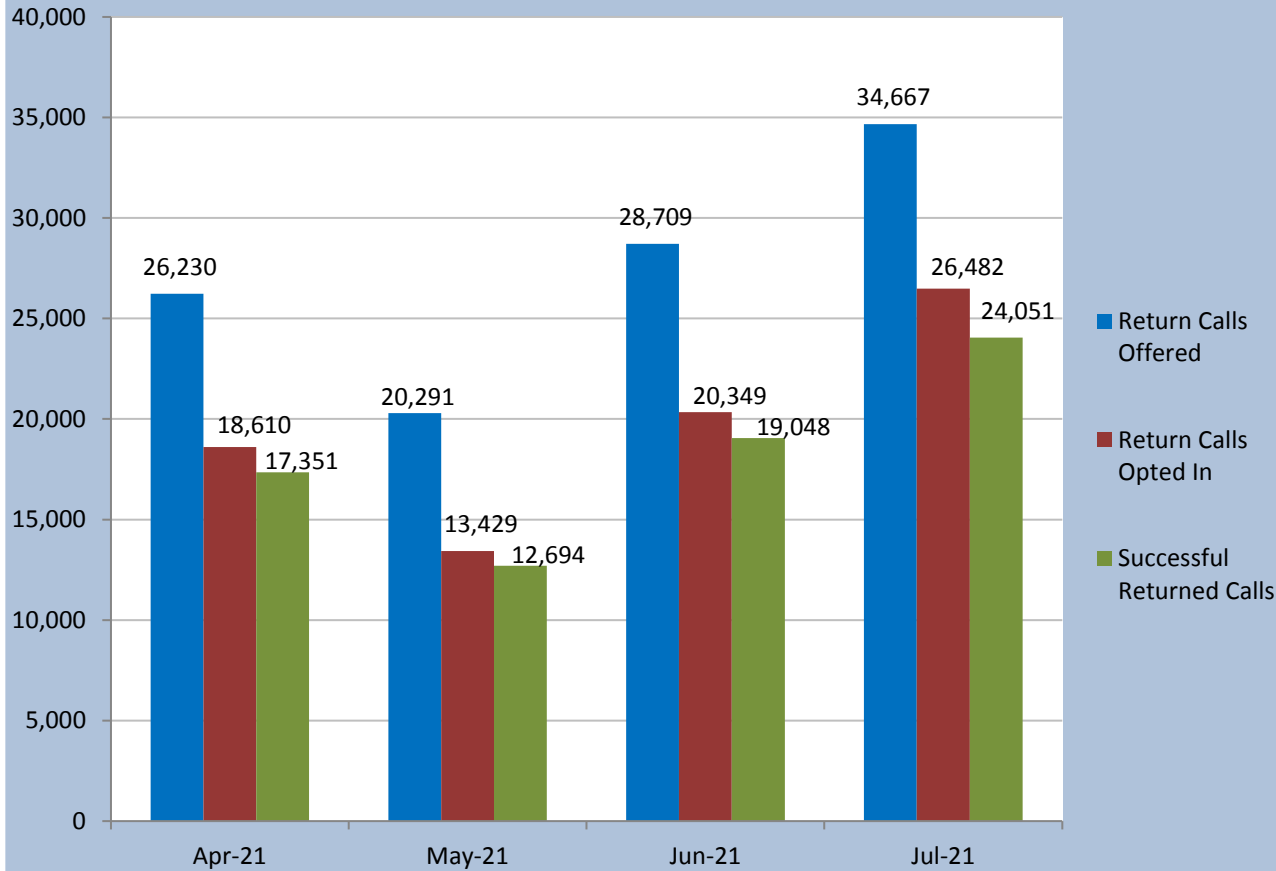


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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VHT Return Calls



- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October



Thank You