



DSS Public Dashboard
April 2018



DSS Public Dashboard – April 2018

Self Service

253,868

MyAccounts

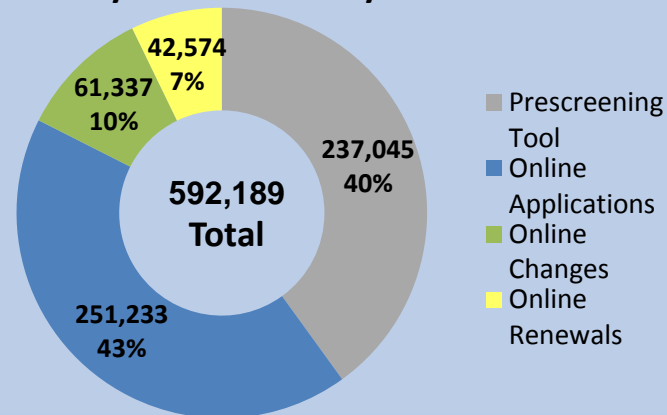
Client accounts created over the phone since implementation 2013

285,709

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



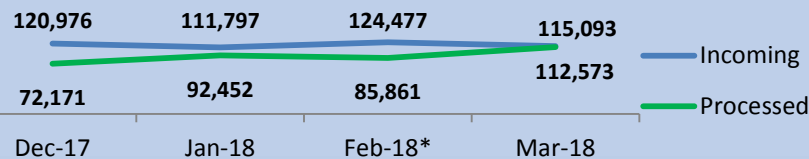
DSS Processing & Outcomes

DSS Work Flow

21,230,222

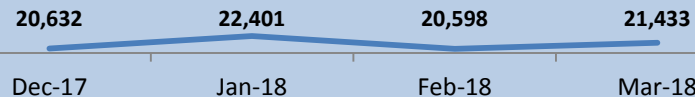
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

2,465,280

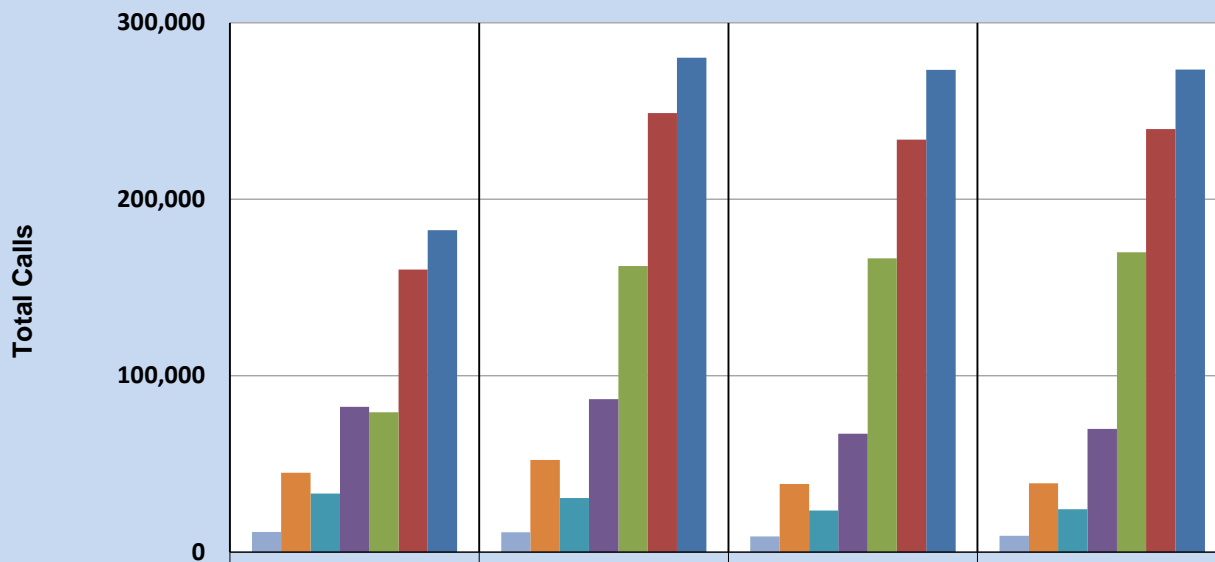
Total Calls Serviced

	Dec-17	Jan-18	Feb-18	Mar-18
Calls Resolved By IVR	79,240	162,238	166,510	169,953
Average Wait Time (mins)	77	100	106	107
Calls Serviced	33,324	30,813	23,659	24,327



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Client Information Line:
December 2017 - March 2018



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

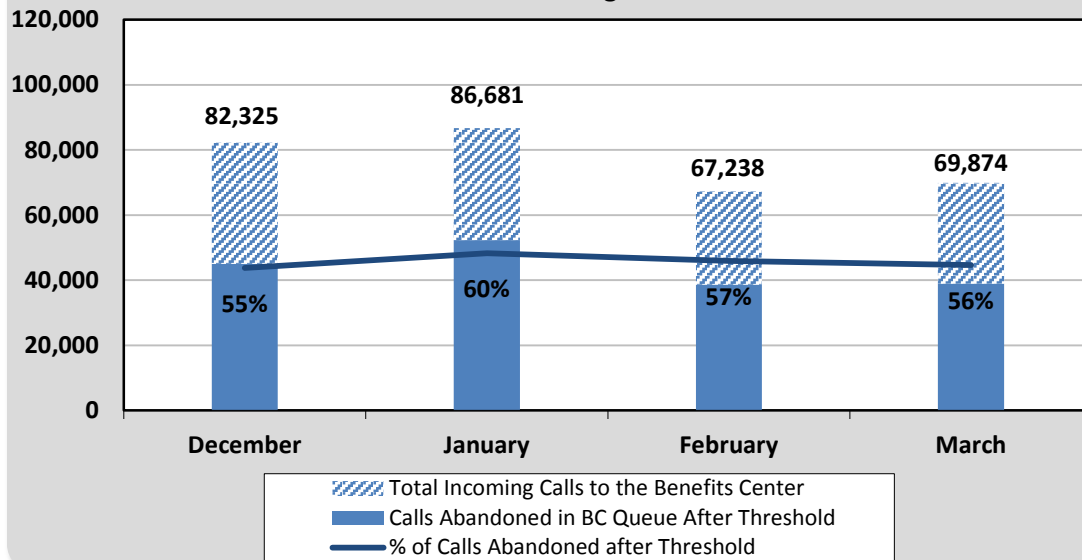
	Dec-17	Jan-18	Feb-18	Mar-18
Total Calls to the IVR (24 hours period)	182,460	280,219	273,385	273,476
Total Calls to the IVR (Business hours)	160,225	248,920	233,747	239,827
Total Calls Resolved by the IVR	79,240	162,238	166,510	169,953
Total Calls Transferred to the BC	82,325	86,681	67,238	69,874
Total Calls Answered in the BC	33,324	30,813	23,659	24,327
Calls Abandoned in BC Queue After Threshold	45,086	52,284	38,639	38,991
Interviews Conducted	11,428	11,248	8,900	9,336

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



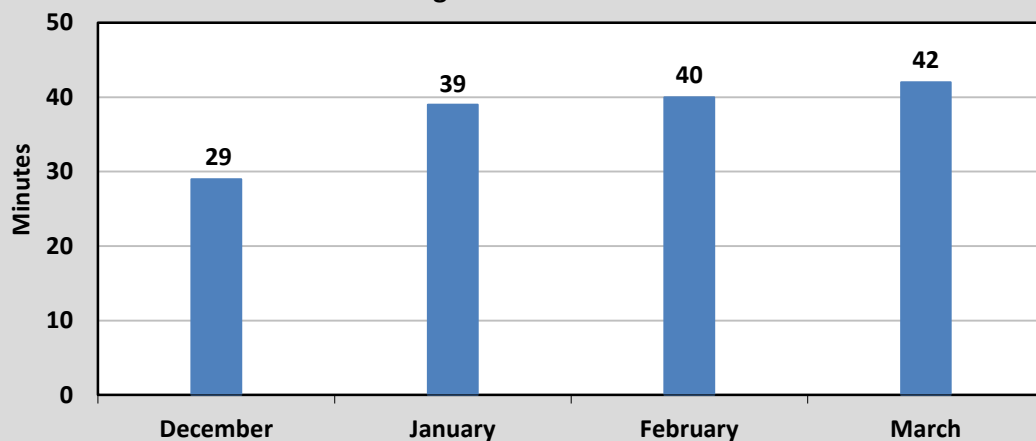
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Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- 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



Thank You