DSS Public Dashboard
April 2019

DSS Public Dashboard – April - 2019
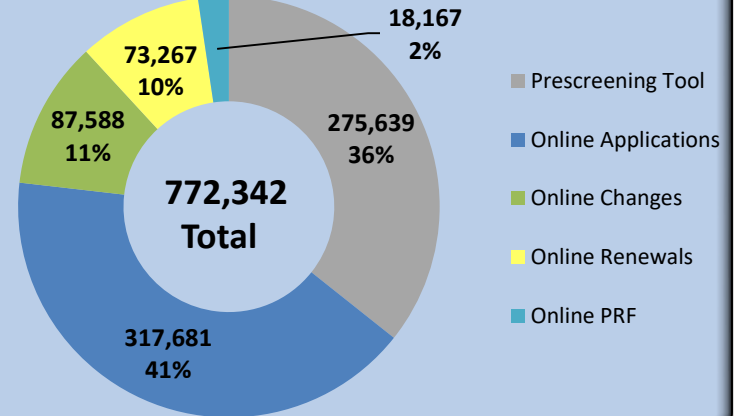
Self Service

304,335
MyAccounts

Client accounts created over the phone since implementation 2013

313,369
Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity

772,342 Total

- 18,167 — 2%
- 275,639 — 36% — Prescreening Tool
- 317,681 — 41% — Online Applications
- 87,588 — 11% — Online Changes
- 73,267 — 10% — Online Renewals
- Online PRF

DSS Processing & Outcomes

DSS Work Flow

26,011,086
Total Documents Scanned

Incoming vs Processed Envelopes

	Dec-18	Jan-19	Feb-19	Mar-19
Incoming	120,933	135,591	129,392	131,319
Processed	104,757	143,139	117,760	165,209

Service Centers

State-Wide Total Walk-Ins

	Dec-18	Jan-19	Feb-19	Mar-19
Walk-Ins	23,233	26,438	19,477	24,737
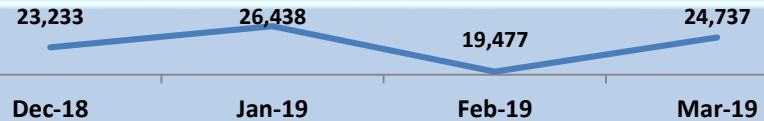
Benefits Centers

2,869,823
Total Calls Serviced

	Dec-18	Jan-19	Feb-19	Mar-19
Calls Resolved By IVR	32,488	53,559	33,341	40,643
Average Wait Time (mins)	35	28	9	8
Calls Serviced	33,882	41,250	36,329	45,110

DEPARTMENT OF SOCIAL SERVICES

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Benefits Center Average Wait Time - March 2018 - March 2019

Month	Minutes
Mar-18	107
Apr-18	105
May-18	96
Jun-18	85
Jul-18	77
Aug-18	66
Sep-18	50
Oct-18	45
Nov-18	32
Dec-18	35
Jan-19	28
Feb-19	9
Mar-19	8

Data as of March 31, 2019
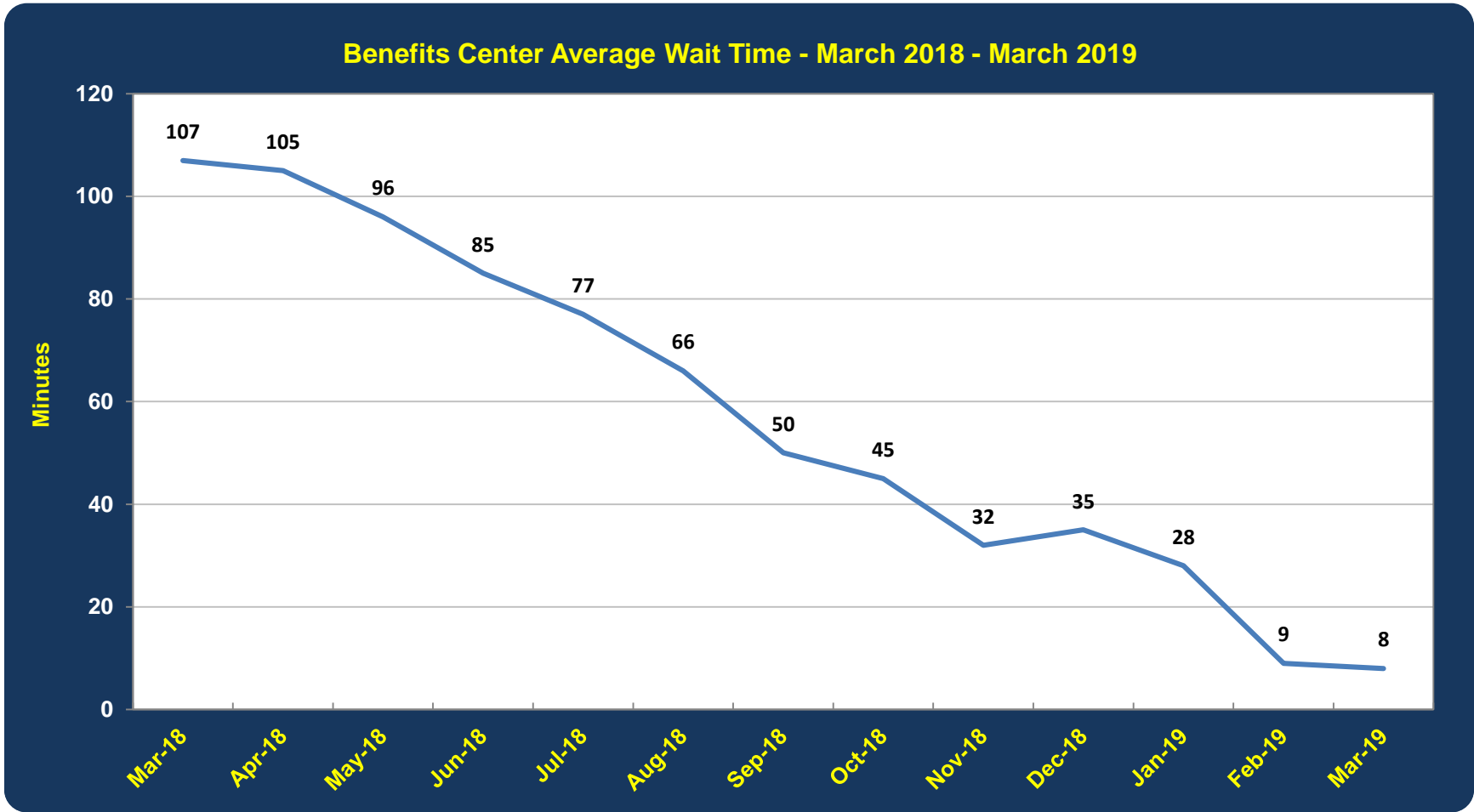
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Client Information Line:
December 18 - March 2019

Total Calls

|	Dec-18	Jan-19	Feb-19	Mar-19
Total Calls to the IVR (24 hour period)	109,915	133,537	92,787	107,318
Total Calls to the IVR (Business hours)	75,682	116,867	76,237	94,089
Total Calls Resolved by the IVR	32,488	53,559	33,341	40,643
Total Calls Transferred to the BC	57,208	63,307	42,898	53,446
Total Calls Answered in the BC	33,708	41,250	36,329	45,110
Calls Abandoned in BC Queue After Threshold	22,805	21,461	6,341	8,025
Interviews Conducted	10,824	13,004	10,830	13,792

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

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

Dec-18	Jan-19	Feb-19	Mar-19
33,708	41,250	36,329	45,110
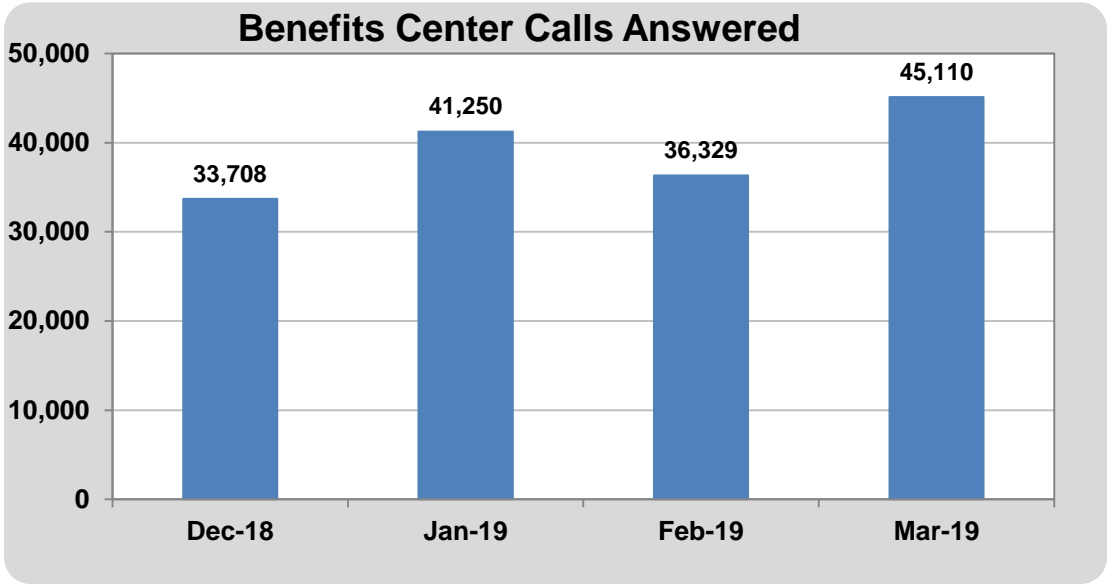
- Calls answered by worker across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

Telephone Interviews Conducted

| Dec-18	Jan-19	Feb-19	Mar-19
10,824	13,004	10,830	13,792
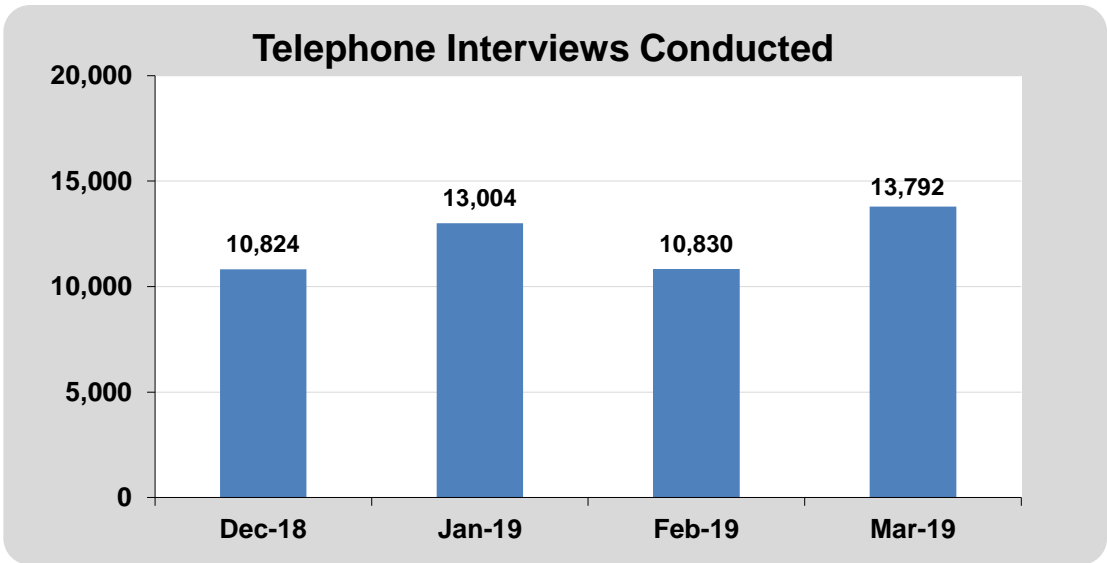
- Calls answered to conduct a requested phone interview

Data as of March 31, 2019

DSS Public Dashboard – April 2019

Number and Percentage of Abandoned Calls

	Dec-18	Jan-19	Feb-19	Mar-18
Total Incoming Calls	57,208	63,307	42,898	53,308
% of Calls Abandoned after Threshold	40%	34%	15%	15%

Legend:
- Calls Abandoned in BC Queue After Threshold
- Total Incoming Calls to the Benefits Center
- % of Calls Abandoned after Threshold
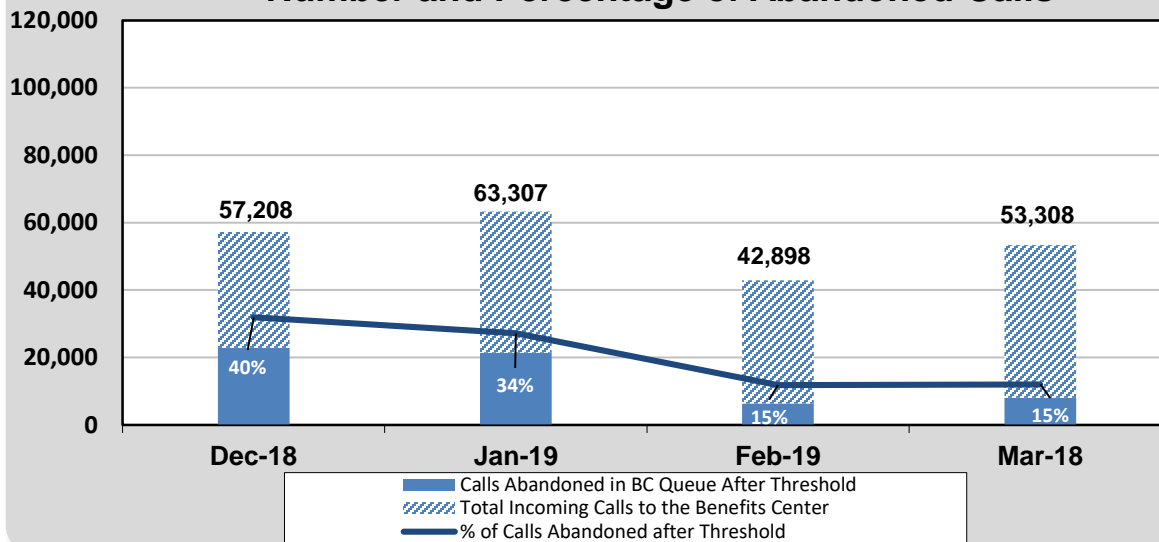
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon

	Dec-18	Jan-19	Feb-19	Mar-19
Minutes	16	14	6	7
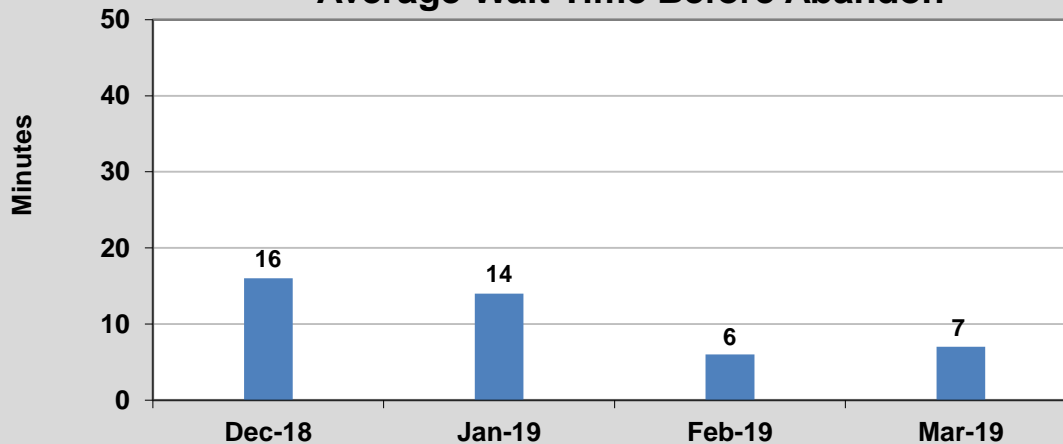
- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded

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Data as of March 31, 2019

Thank You