



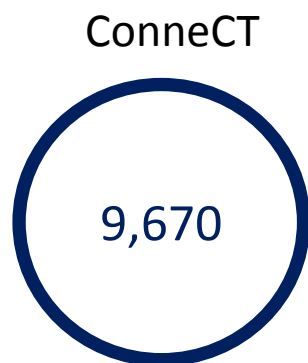
DSS Eligibility Operations (EO) Public Dashboard

April 2024



DSS EO Public Dashboard April 2024

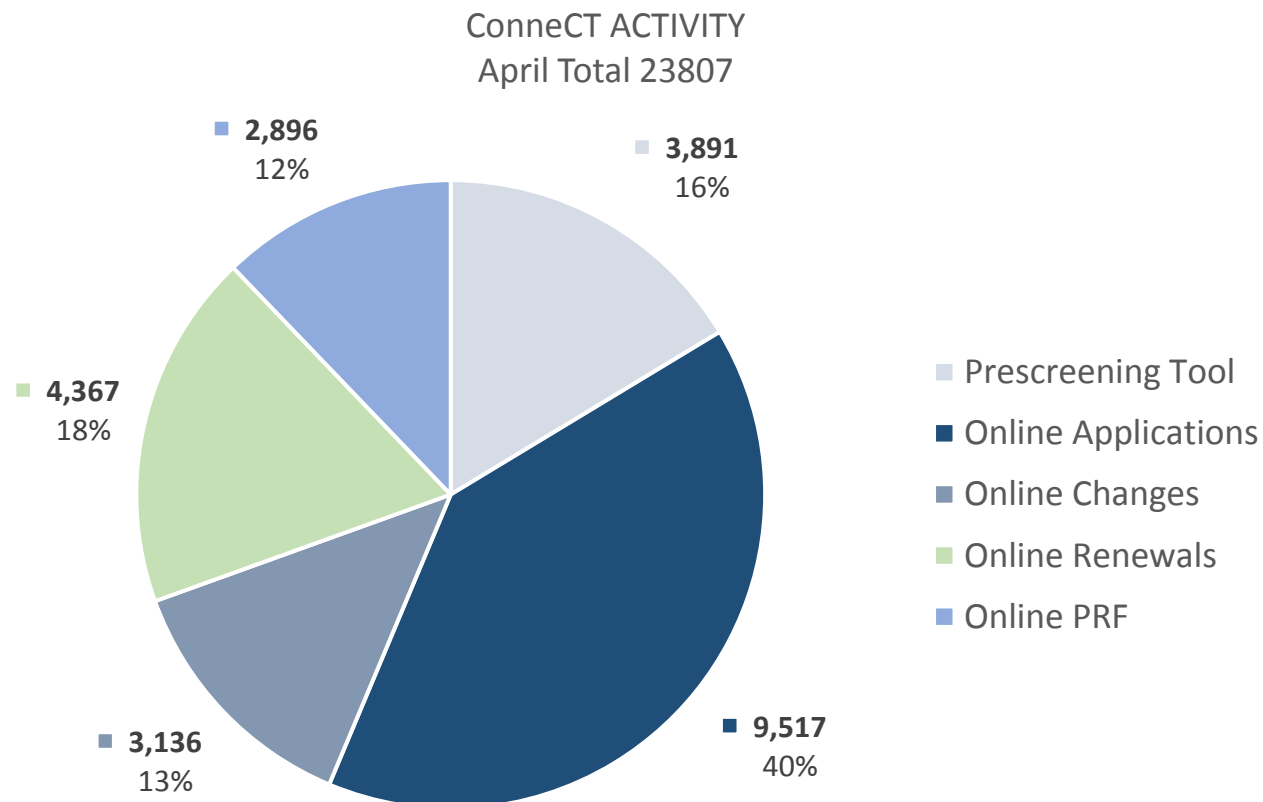
Self Service Metrics



Client accounts created **online** in April



log-in pins used on the DSS 1.855 line in April



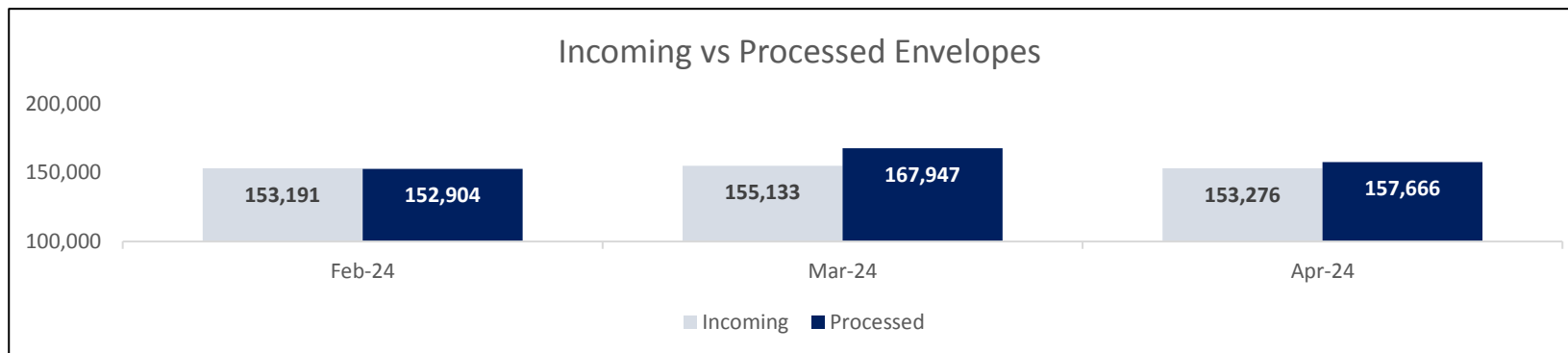
ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.

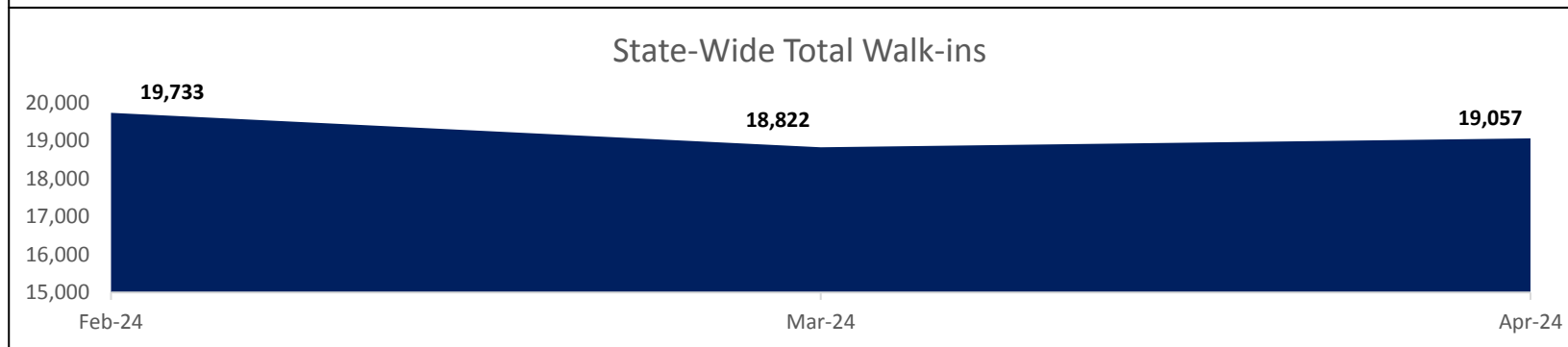


DSS EO Public Dashboard April 2024

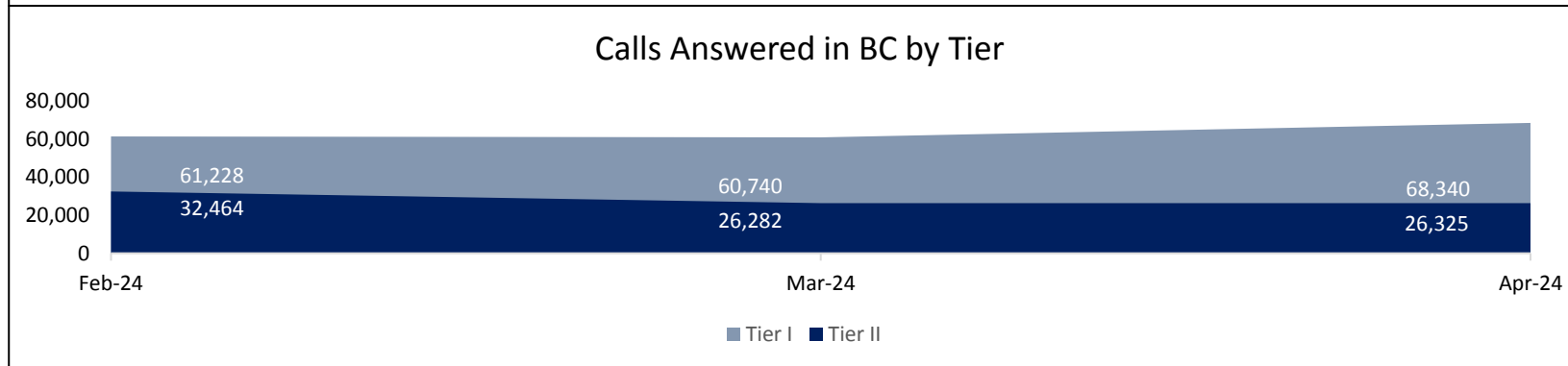
Applications,
Renewals,
Changes, and
Documents
Submitted



In-person
Visits



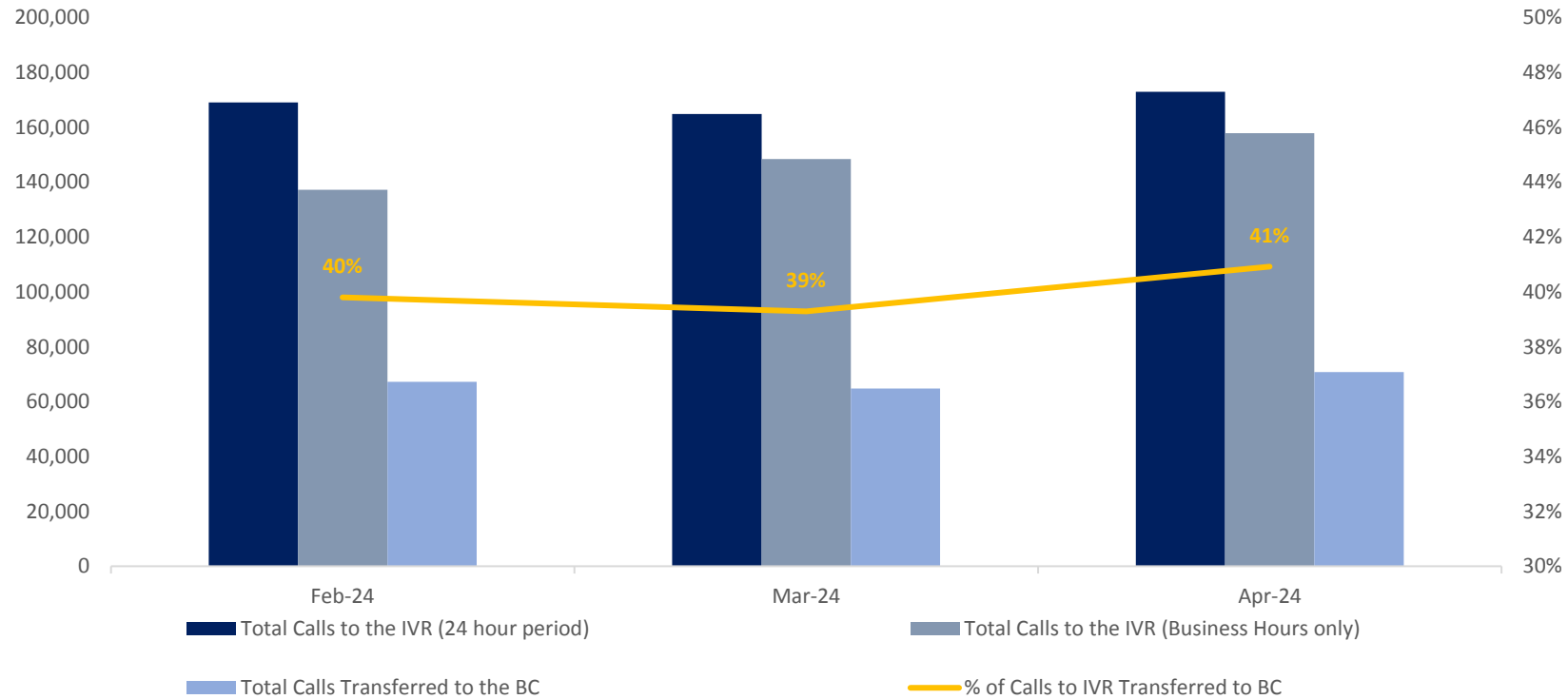
Calls
Answered





DSS EO Public Dashboard – April 2024

Client Info Line
Feb 2024 - Apr 2024



Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

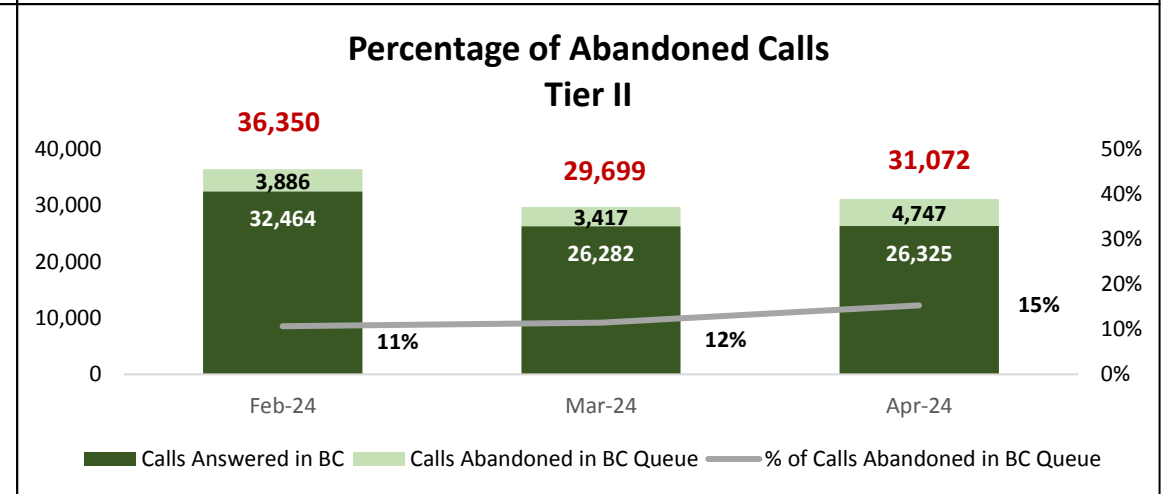
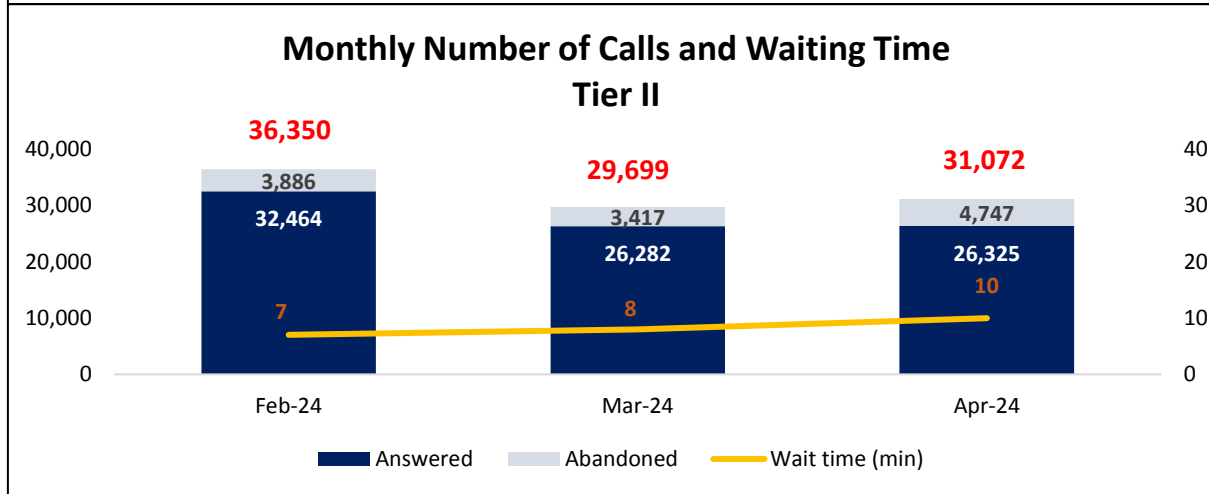
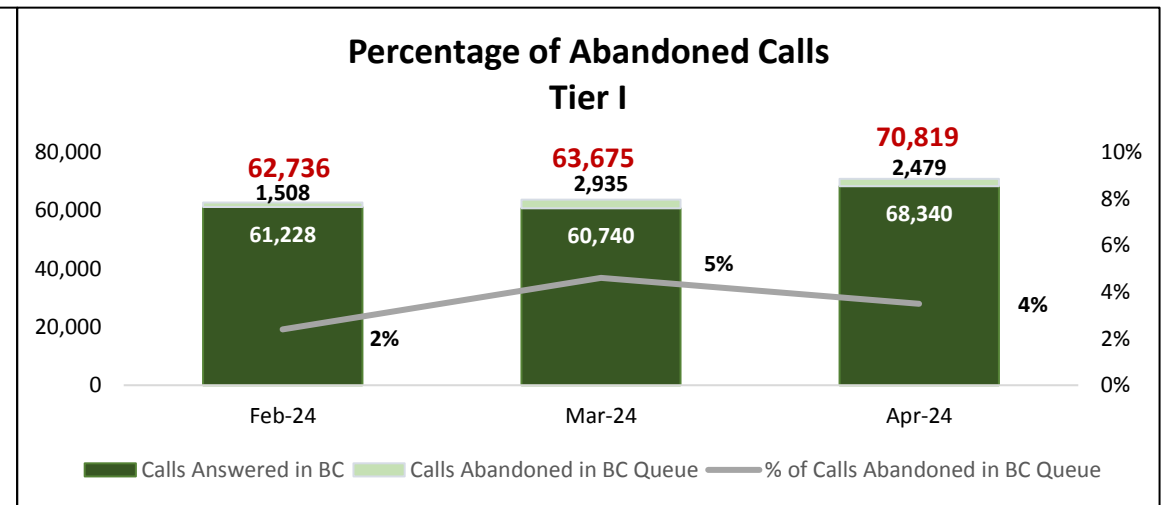
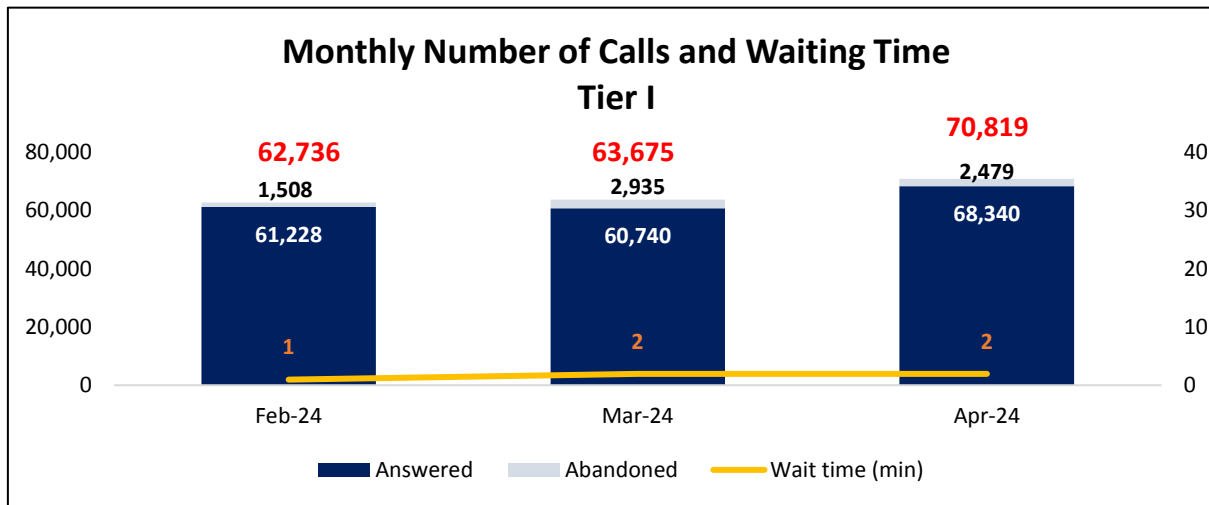
Benefits Center (BC) – not a traditional Call Center:

- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

	Feb-24	Mar-24	Apr-24
Total Calls to the IVR (24 hour period)	169,012	164,841	172,976
Total Calls to the IVR (Business Hours only)	137,204	148,478	157,914
Total Calls Transferred to the BC	67,280	64,768	70,790
% of Calls Transferred to the BC	40%	39%	41%

DSS EO Public Dashboard – April 2024



Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

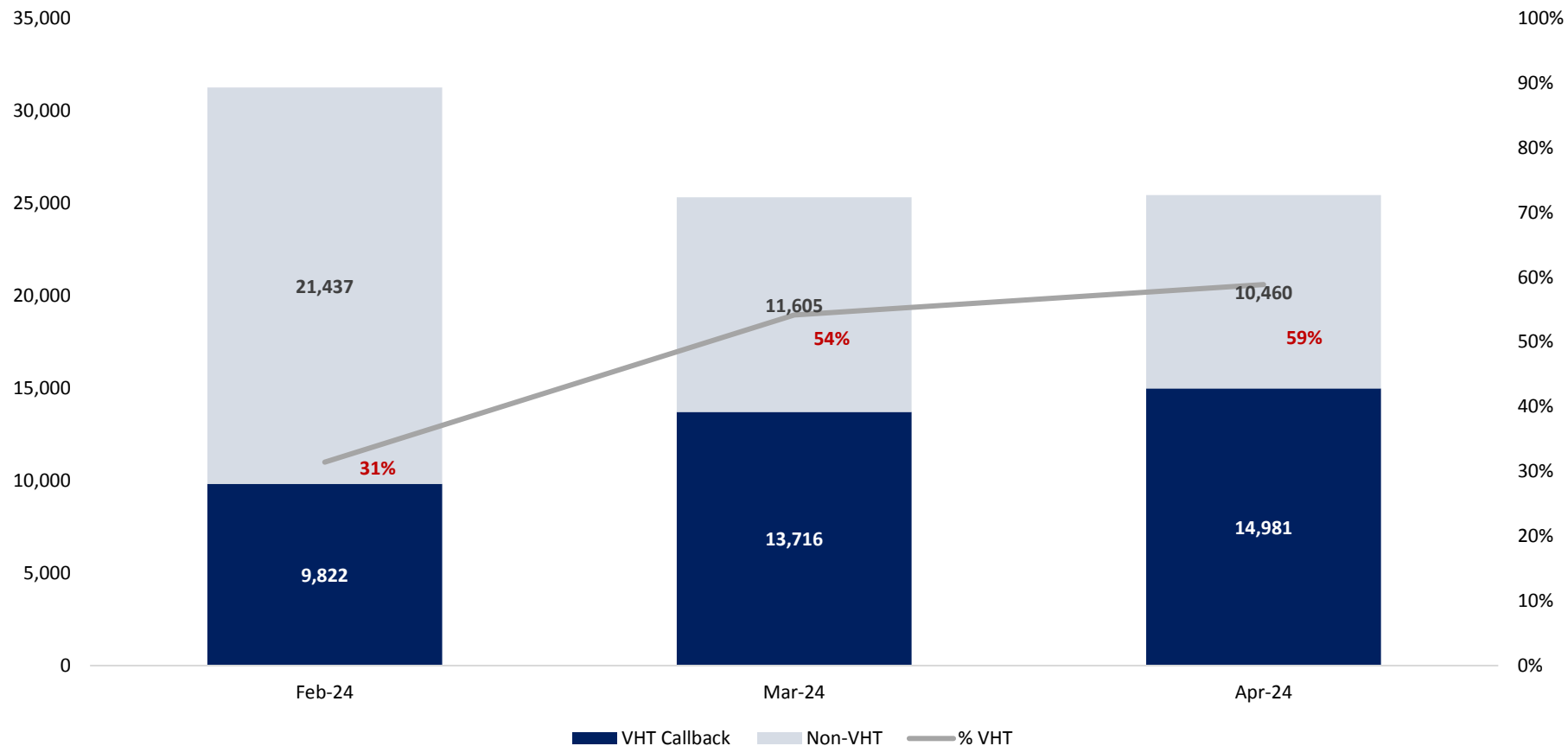
	Feb-24	Mar-24	Apr-24
Tier I Calls Answered in the BC	61,228	60,740	68,340
Tier I Calls Abandoned in BC Queue	1,508	2,935	2,479
Tier II Calls Answered in the BC	32,464	26,282	26,325
Tier II Calls Abandoned in BC Queue	3,886	3,417	4,747

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.



DSS EO Public Dashboard – April 2024

Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II



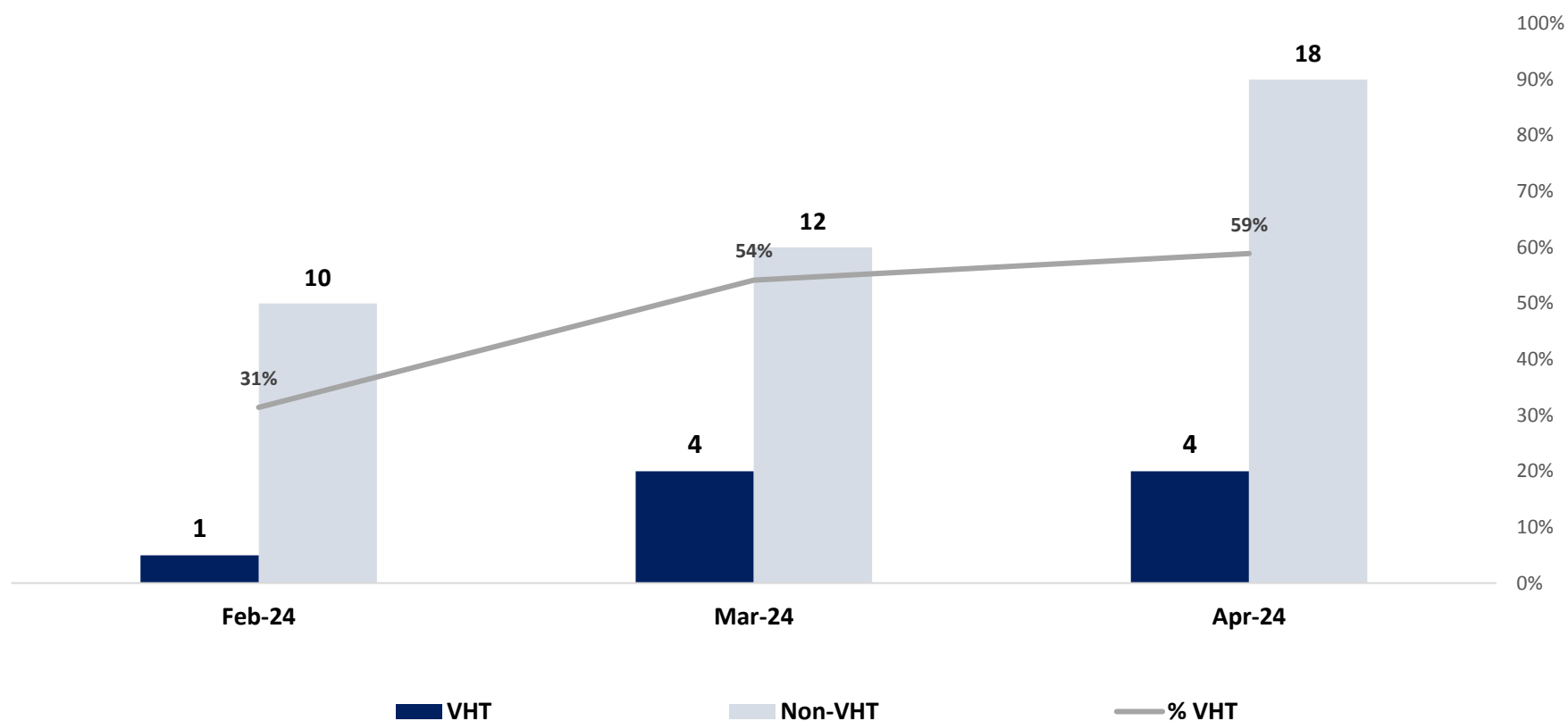
- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller’s place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

In February, there was a significant drop in Tier II wait times which led to a decreased percentage share of clients who opted to schedule calls through VHT. On March 12 there was a service delivery model change which led to more clients utilizing VHT callback.



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Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)



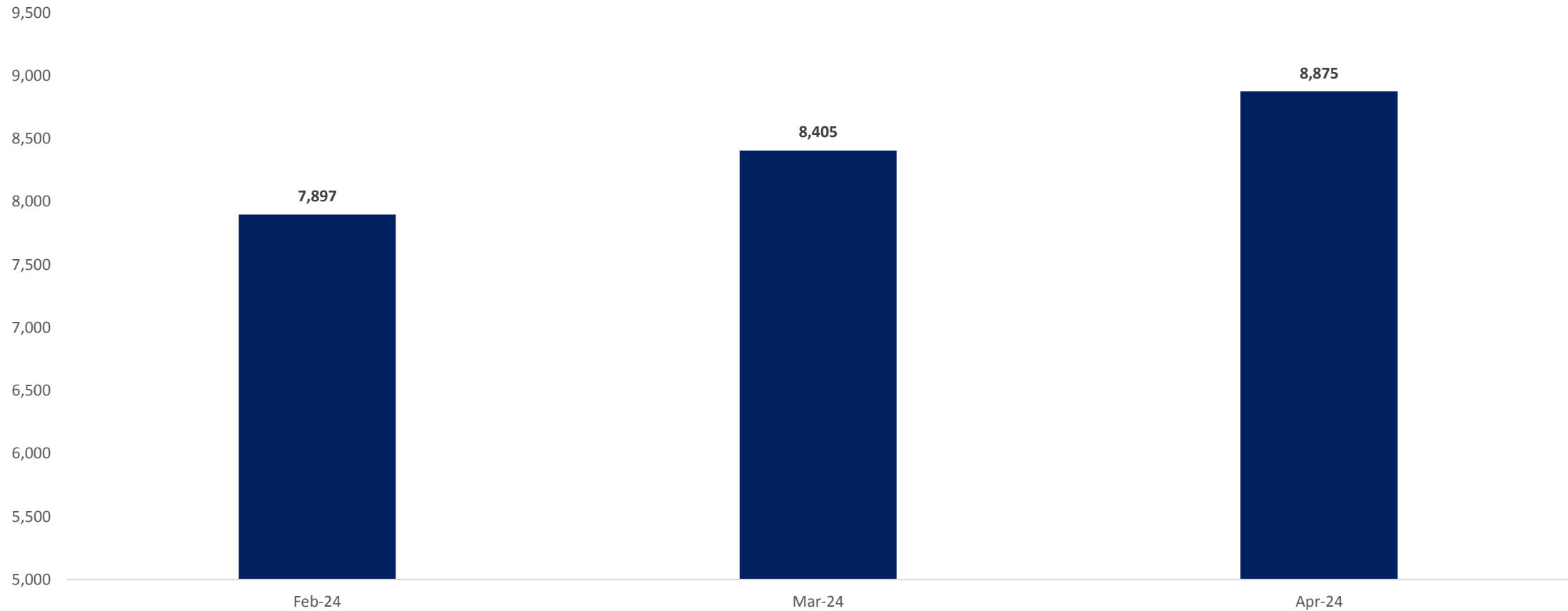
Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

In February, there was a significant drop in Tier II wait times which led to a decreased percentage share of clients who opted to schedule calls through VHT. On March 12, there was a service delivery model change which led to more clients utilizing VHT callback.



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SNAP Interviews Conducted



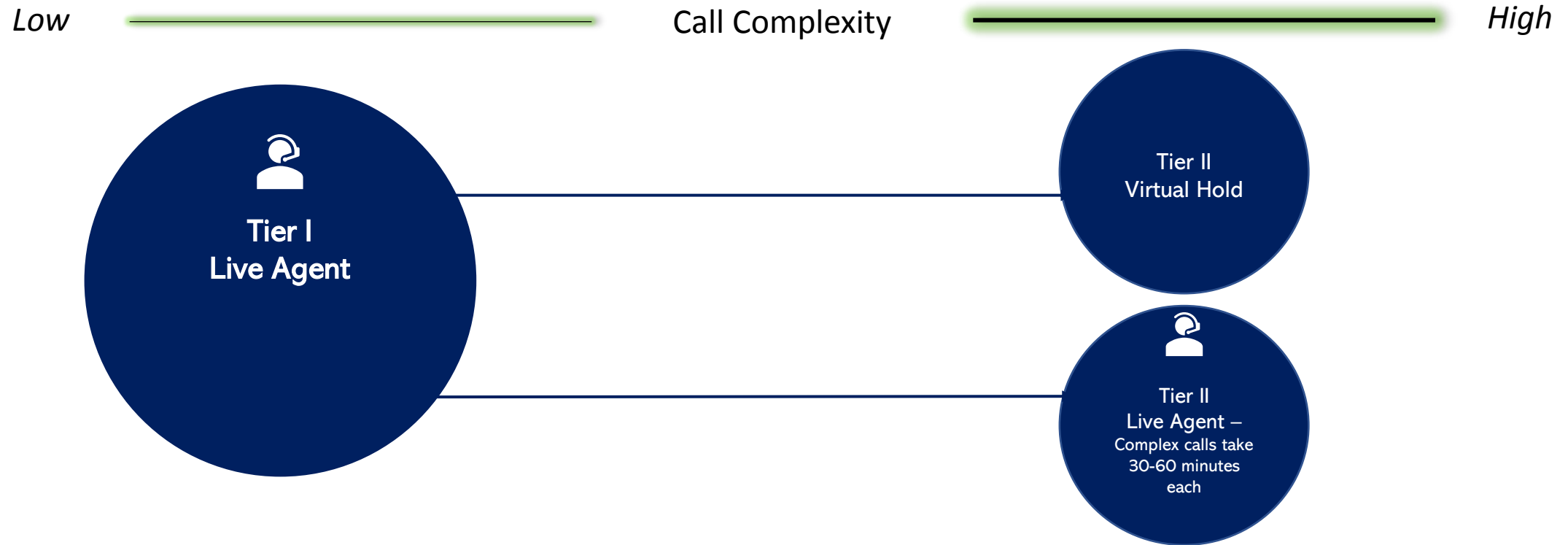
SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.



APPENDIX

Tiered Telephonic Service Delivery Model

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.



- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.



Thank You