



# DSS Public Dashboard August 2020



# DSS Public Dashboard – August 2020

## Self Service

**369,252**

MyAccounts

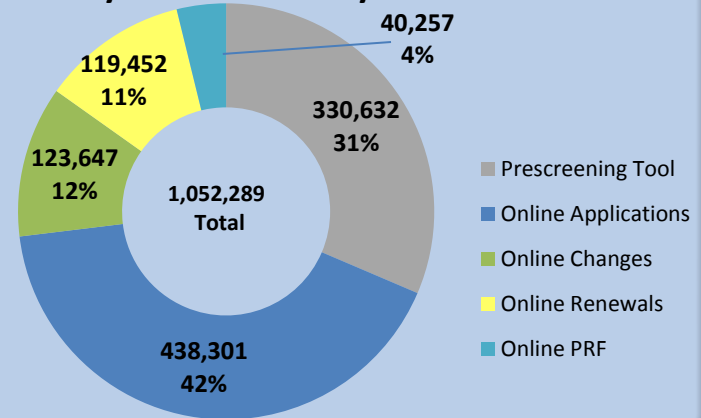
Client accounts created over the phone since implementation 2013

**346,452**

Secure PINs

Online accounts created over the phone since implementation 2013

### MyAccount Activity

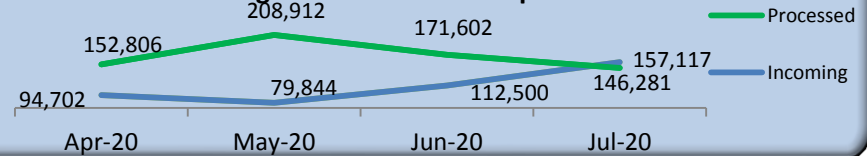


## DSS Processing & Outcomes

DSS Work Flow

**31,813,156** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

The Department of Social Services has suspended in-person visits to our field offices as a protective measure for customers and staff.

Benefits Center

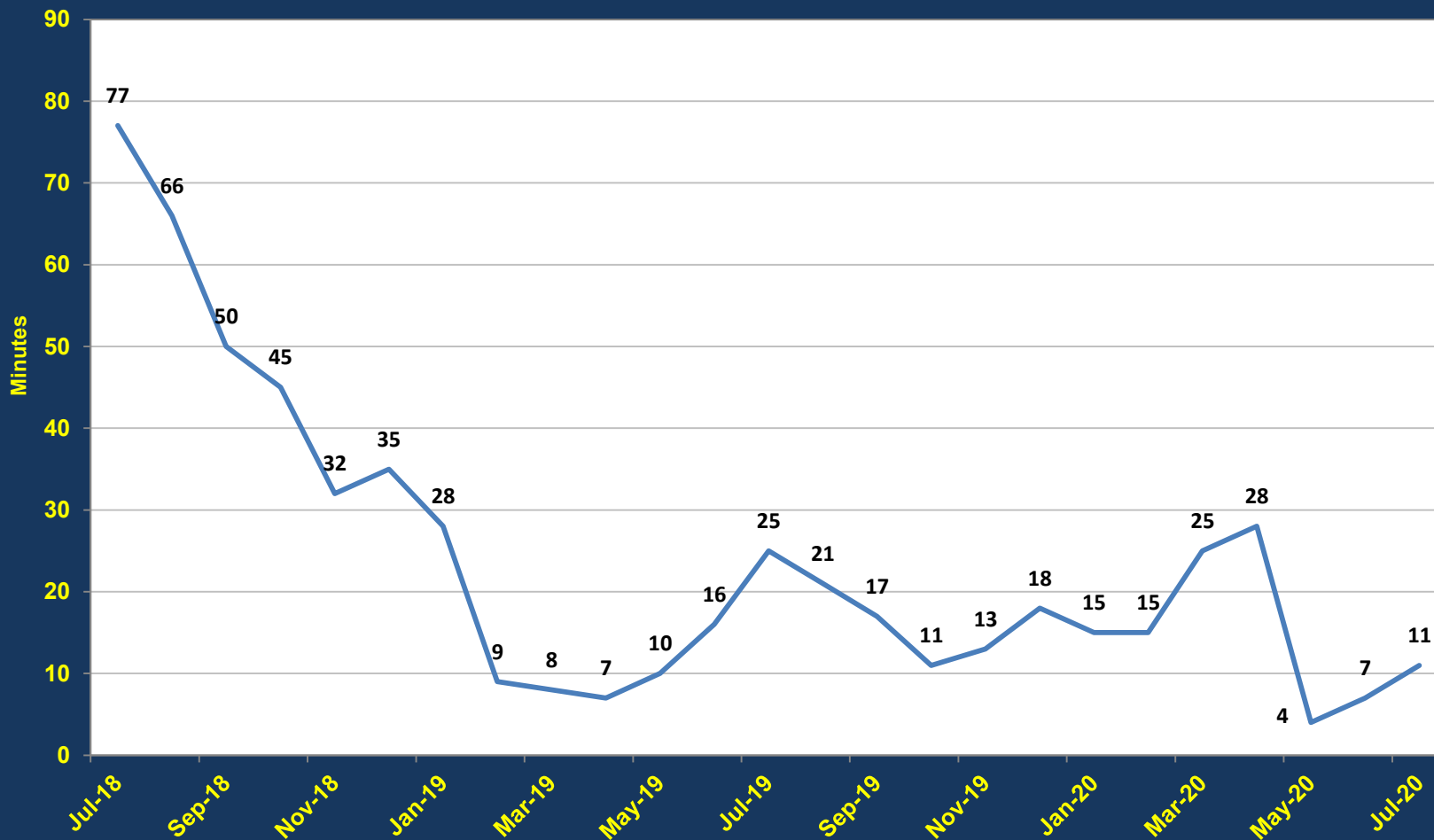
**3,604,901** Total Calls Serviced

	Apr-20	May-20	Jun-20	Jul-20
Calls Resolved By IVR	55,394	49,799	70,009	51,240
Average Wait Time (mins)	28	4	7	11
Calls Serviced	44,750	40,510	48,682	55,327



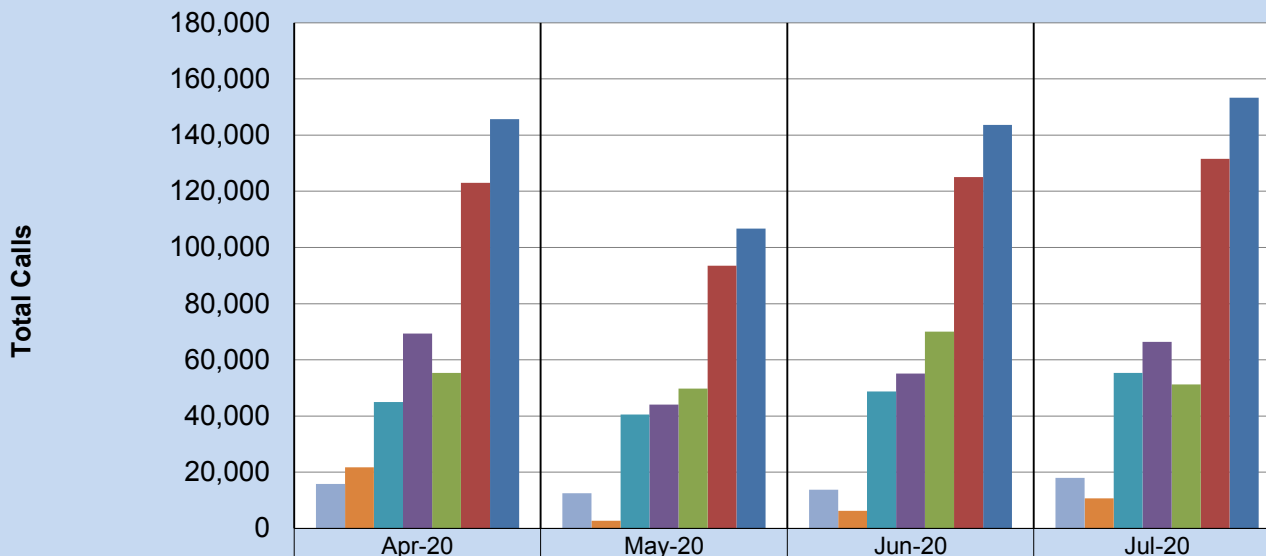
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Benefits Center Average Wait Time (in minutes) July 2018 - July 2020



## DSS Public Dashboard – August 2020

Client Information Line:  
April 2020 - July 2020



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

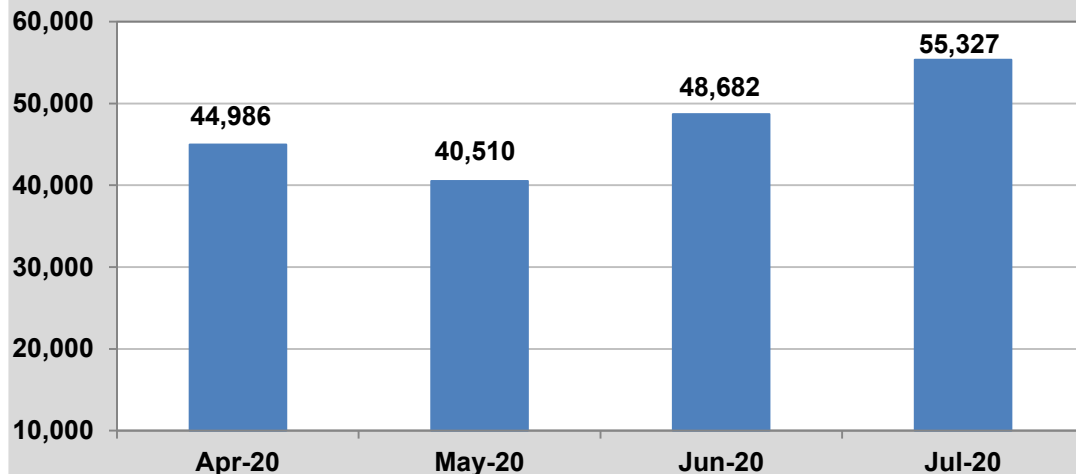
■ Total Calls to the IVR (24 hour period)	145,711	106,697	143,683	153,361
■ Total Calls to the IVR (Business hours)	123,008	93,504	125,019	131,584
■ Total Calls Resolved by the IVR	55,394	49,799	70,009	51,240
■ Total Calls Transferred to the BC	69,401	44,027	55,080	66,345
■ Total Calls Answered in the BC	44,986	40,510	48,682	55,327
■ Calls Abandoned in BC Queue After Threshold	21,742	2,733	6,190	10,708
■ Interviews Conducted	15,828	12,499	13,758	17,914

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



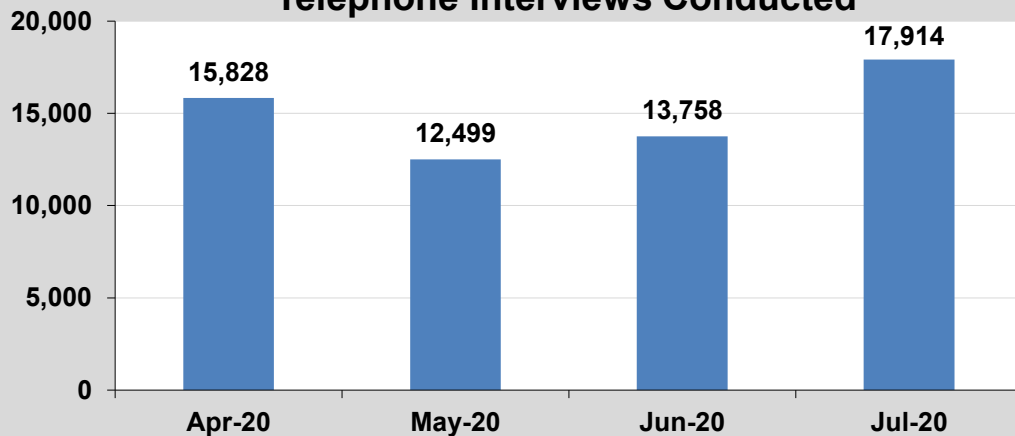
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**Benefits Center Calls Answered**



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
- For the past 4 months, DSS is answering an average of 47,376 calls per month

**Telephone Interviews Conducted**

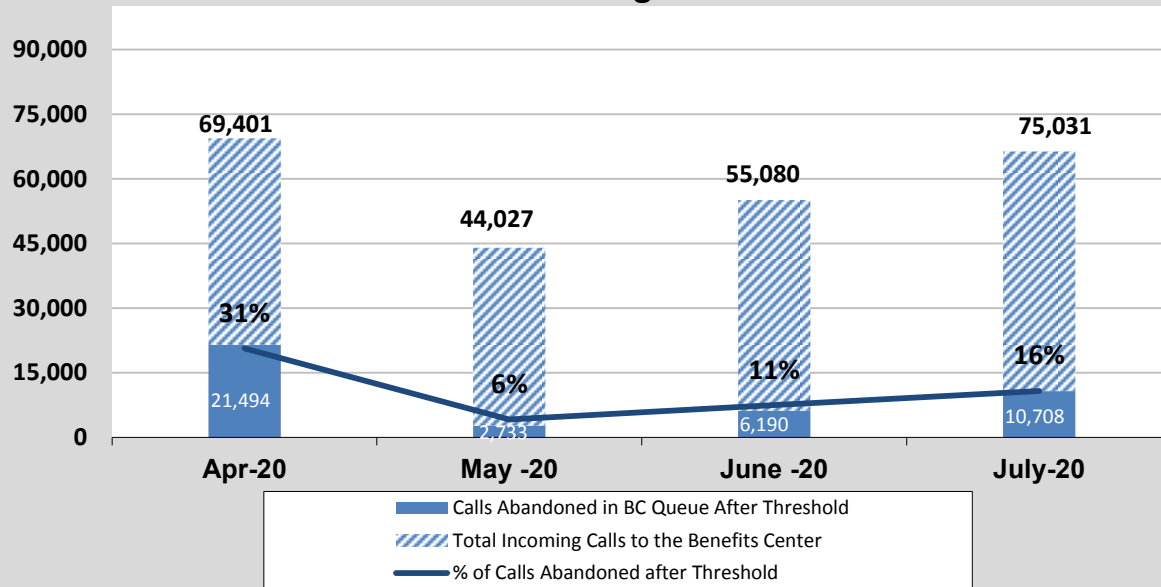


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 15,000 telephone interviews per month



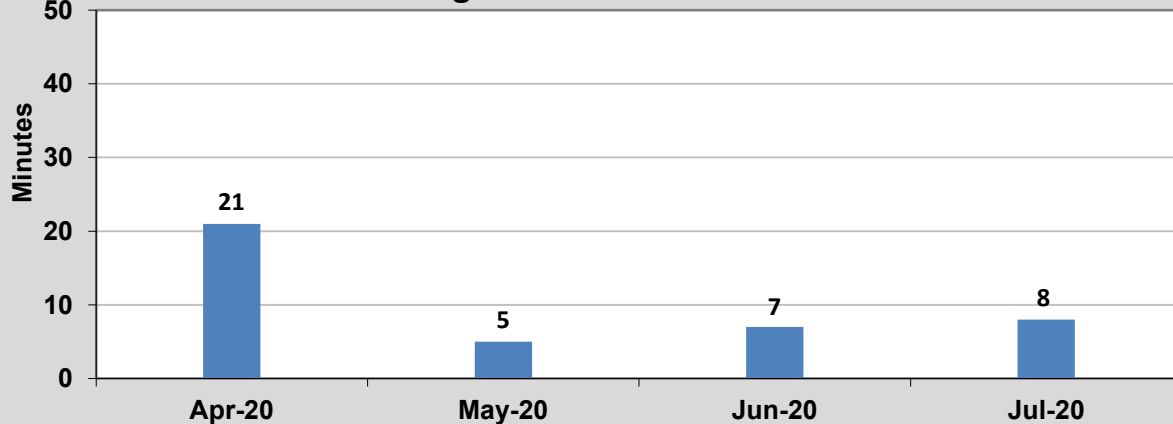
## DSS Public Dashboard – August 2020

Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon



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



**Thank You**