



DSS Public Dashboard August 2022



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Self Service

523,575

MyAccounts

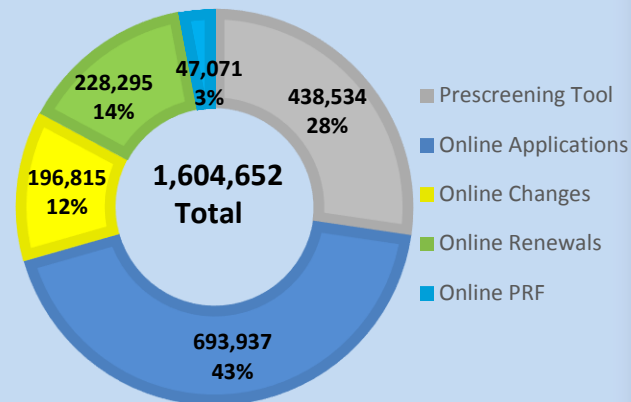
Client accounts created online since implementation 2013

385,855

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

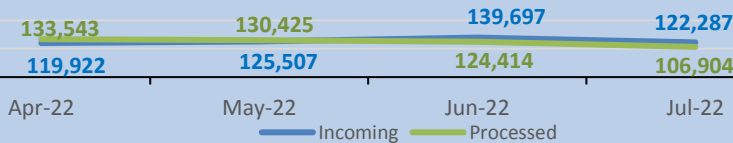


DSS Processing & Outcomes

DSS Work- Flow

35,773,290 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



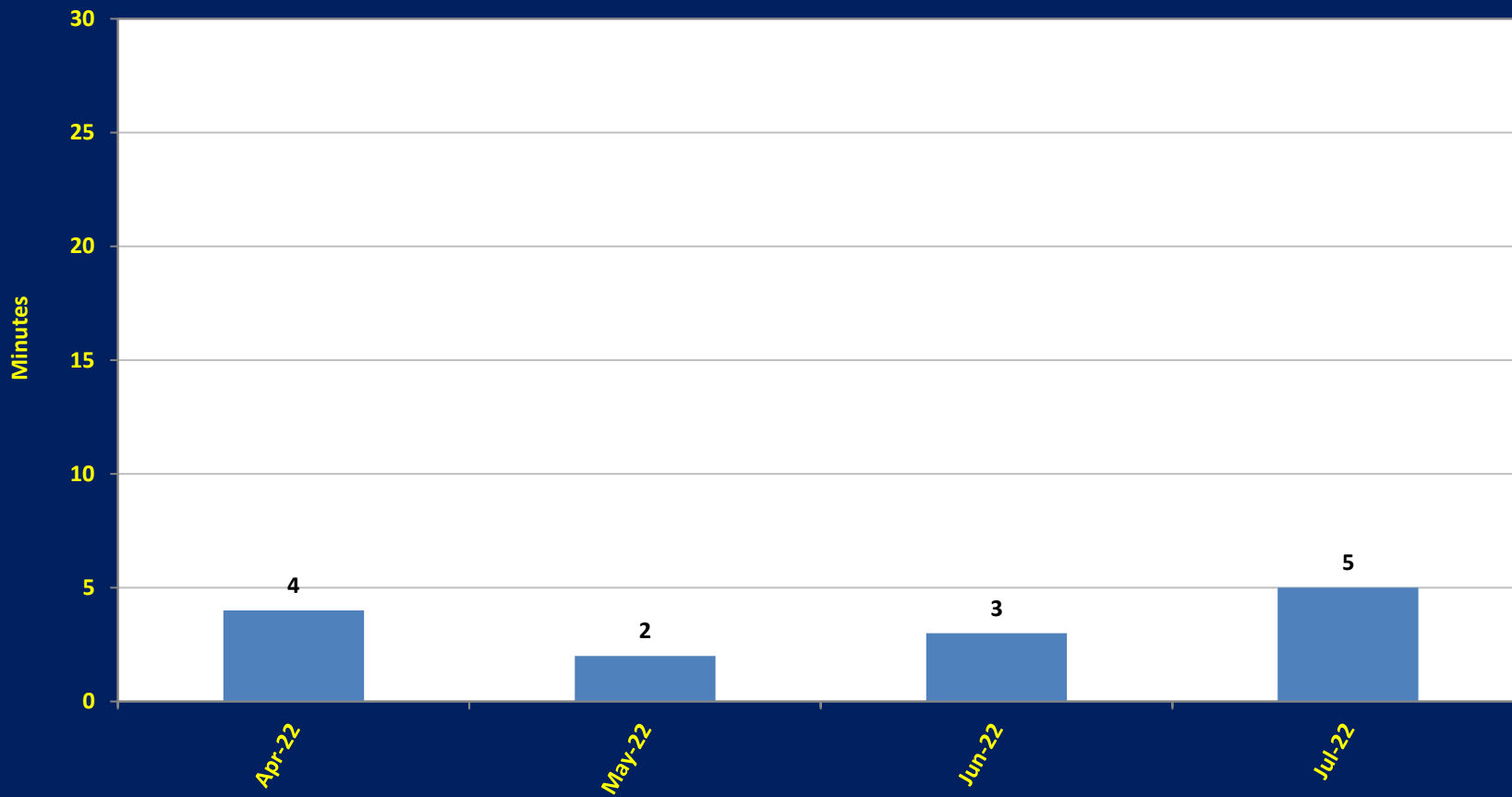
Benefits Center

4,930,396 Total Calls Serviced

	Apr-22	May-22	Jun-22	Jul-22
Calls Resolved By IVR	39,890	51,098	57,735	65,579
Average Wait Time (mins)	4	2	3	5
Calls Serviced	55,706	60,078	68,846	67,301

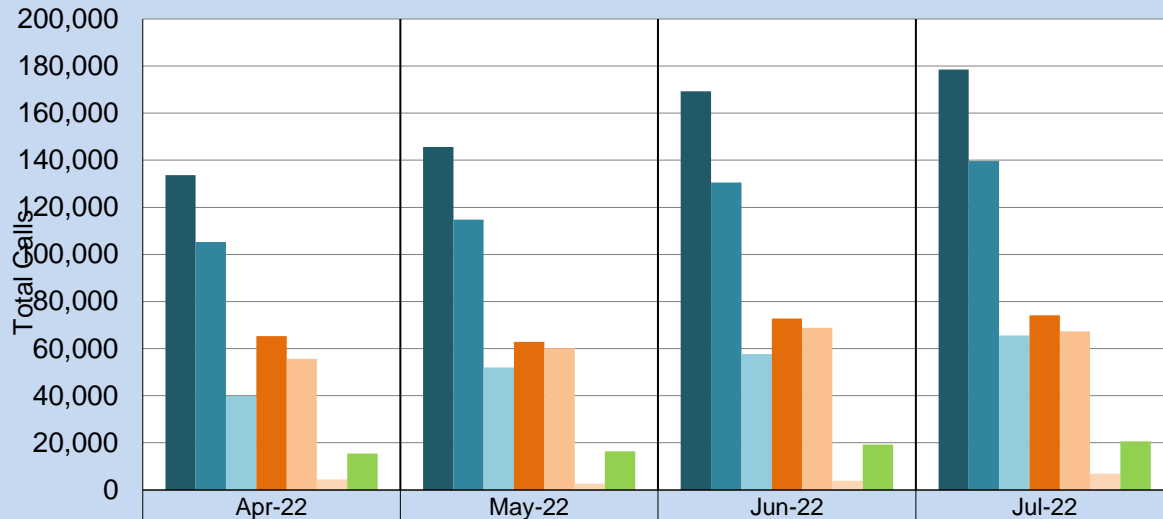
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Benefits Center Monthly Average Wait Time (minutes)



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Client Info Line April 2022 - July 2022



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

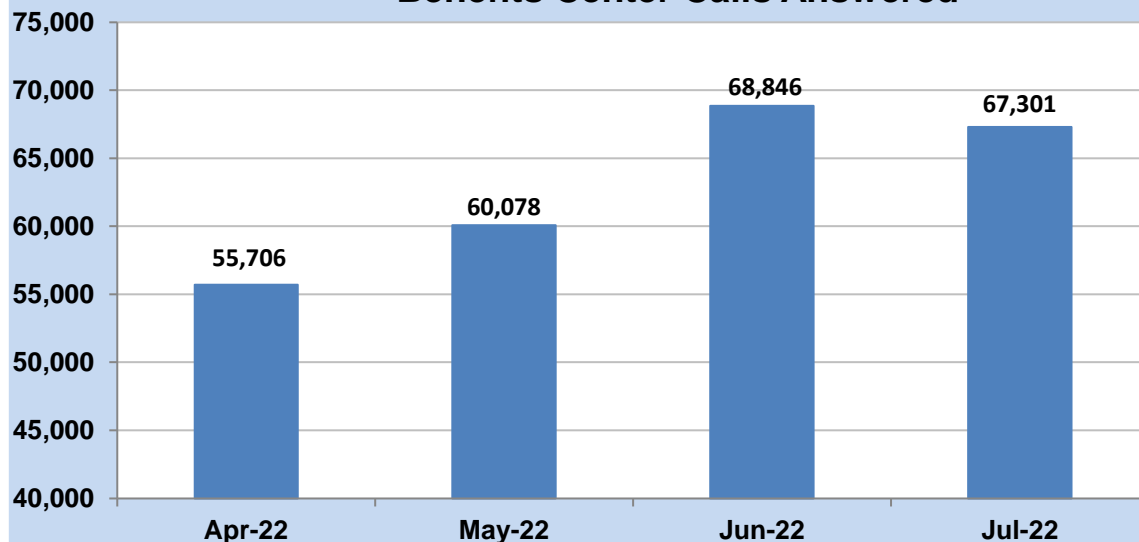
■ Total Calls to the IVR (24 hour period)	133,607	145,650	169,231	178,454
■ Total Calls to the IVR (Business hours)	105,216	114,780	130,517	139,692
■ Total Calls Resolved by the IVR	39,890	51,980	57,735	65,579
■ Total Calls Transferred to the BC	65,326	62,800	72,782	74,164
■ Total Calls Answered in the BC	55,706	60,078	68,846	67,301
■ Calls Abandoned in BC Queue After Threshold	4,362	2,720	3,941	6,847
■ Interviews Conducted	15,374	16,330	19,225	20,590

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



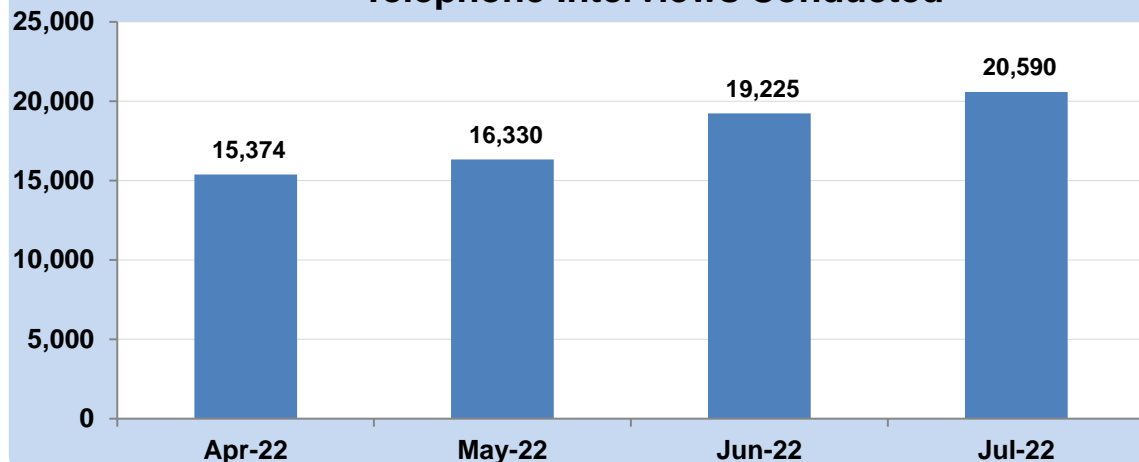
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Benefits Center Calls Answered



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

Telephone Interviews Conducted

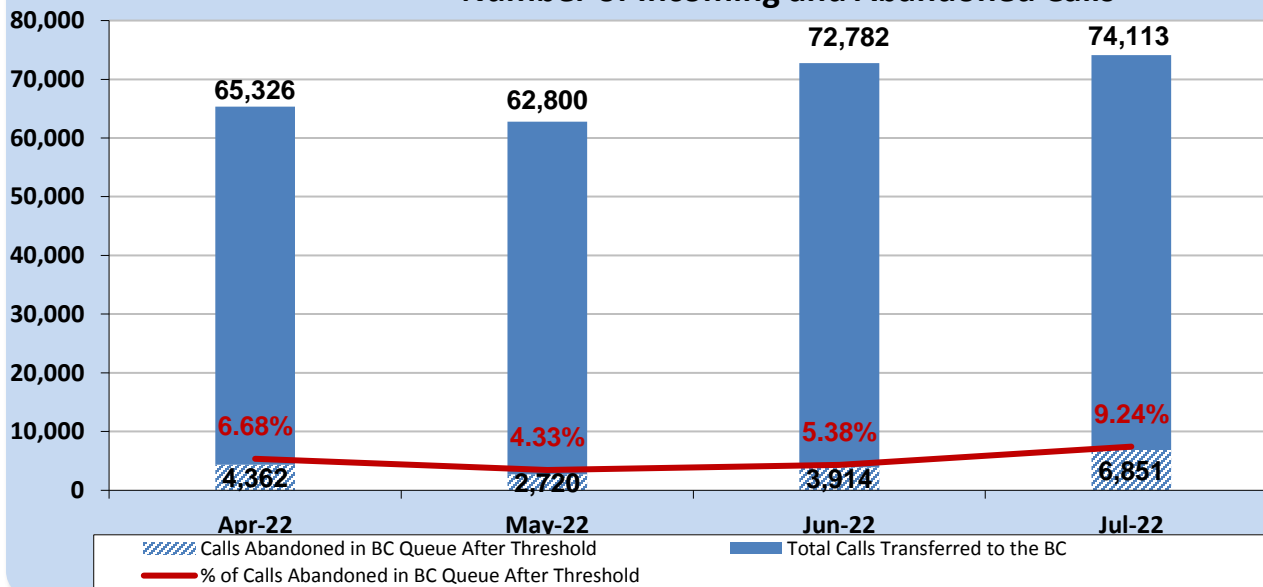


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



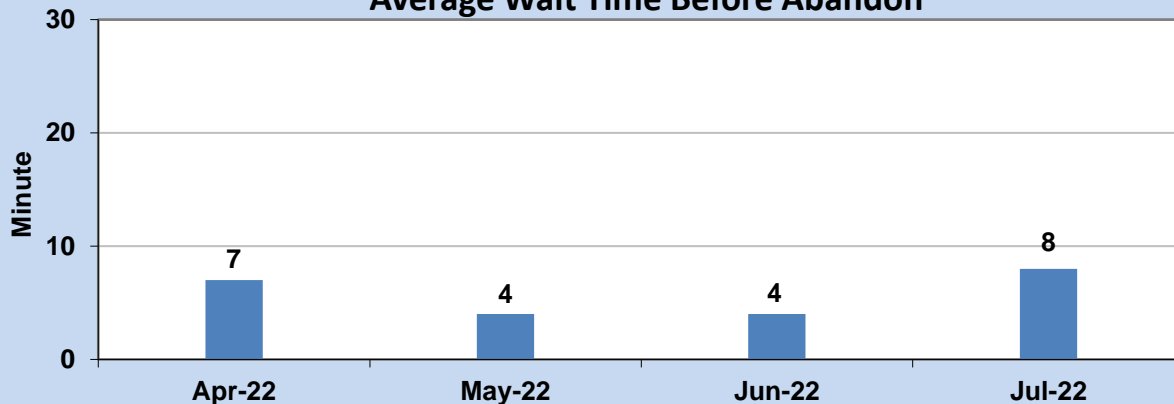
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

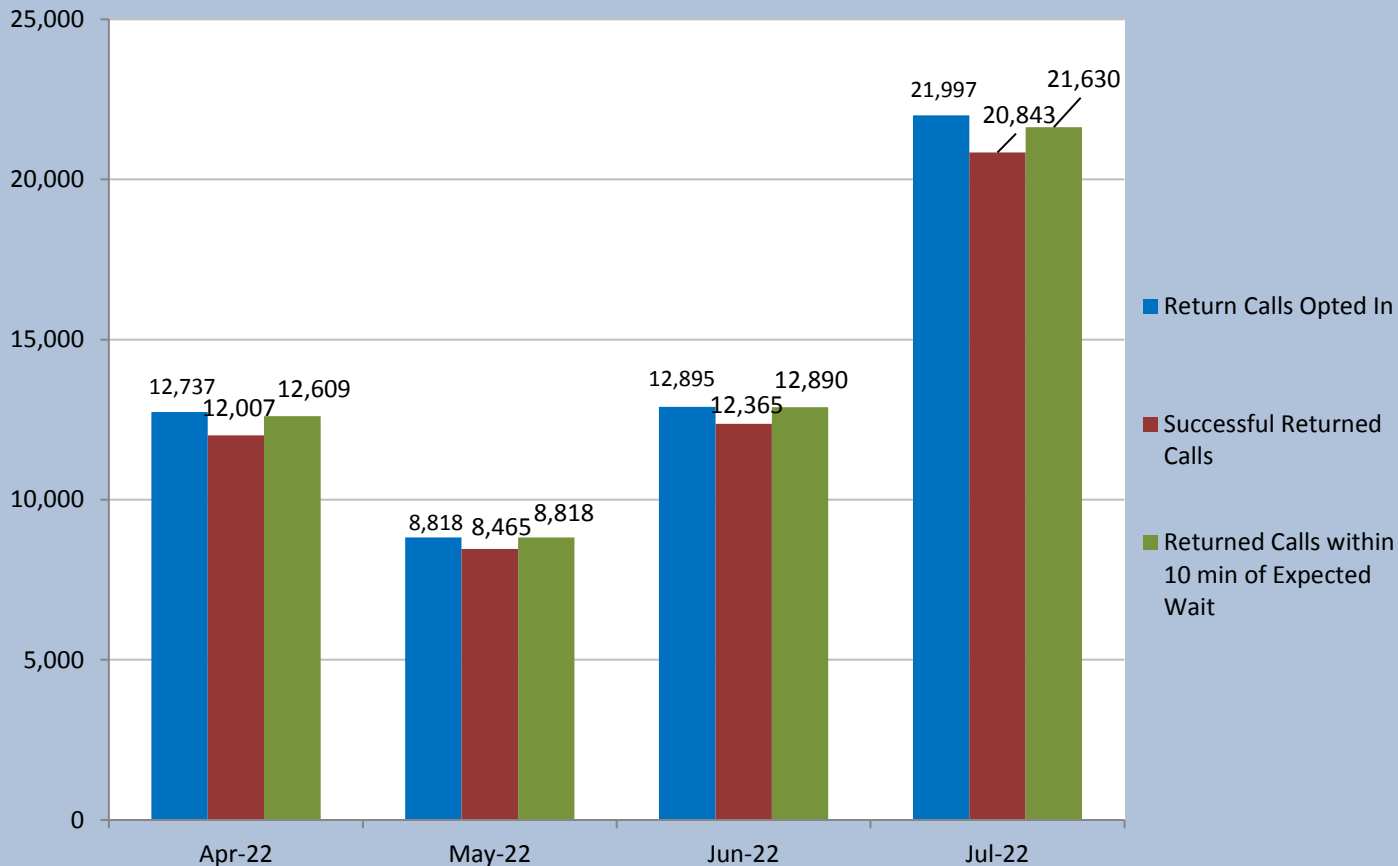


Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



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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 2020



Thank You