



DSS Public Dashboard August 2023



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Self Service

576,773

MyAccounts

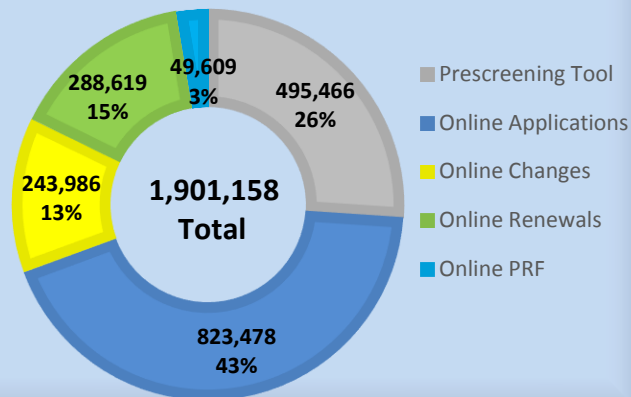
Client accounts created online since implementation 2013

415,672

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

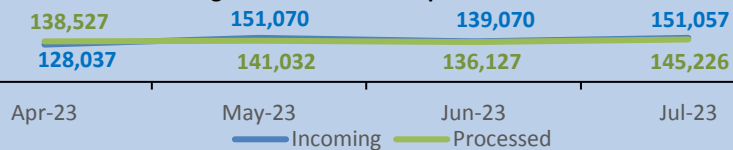


DSS Processing & Outcomes

DSS Work- Flow

39,695,142 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Center

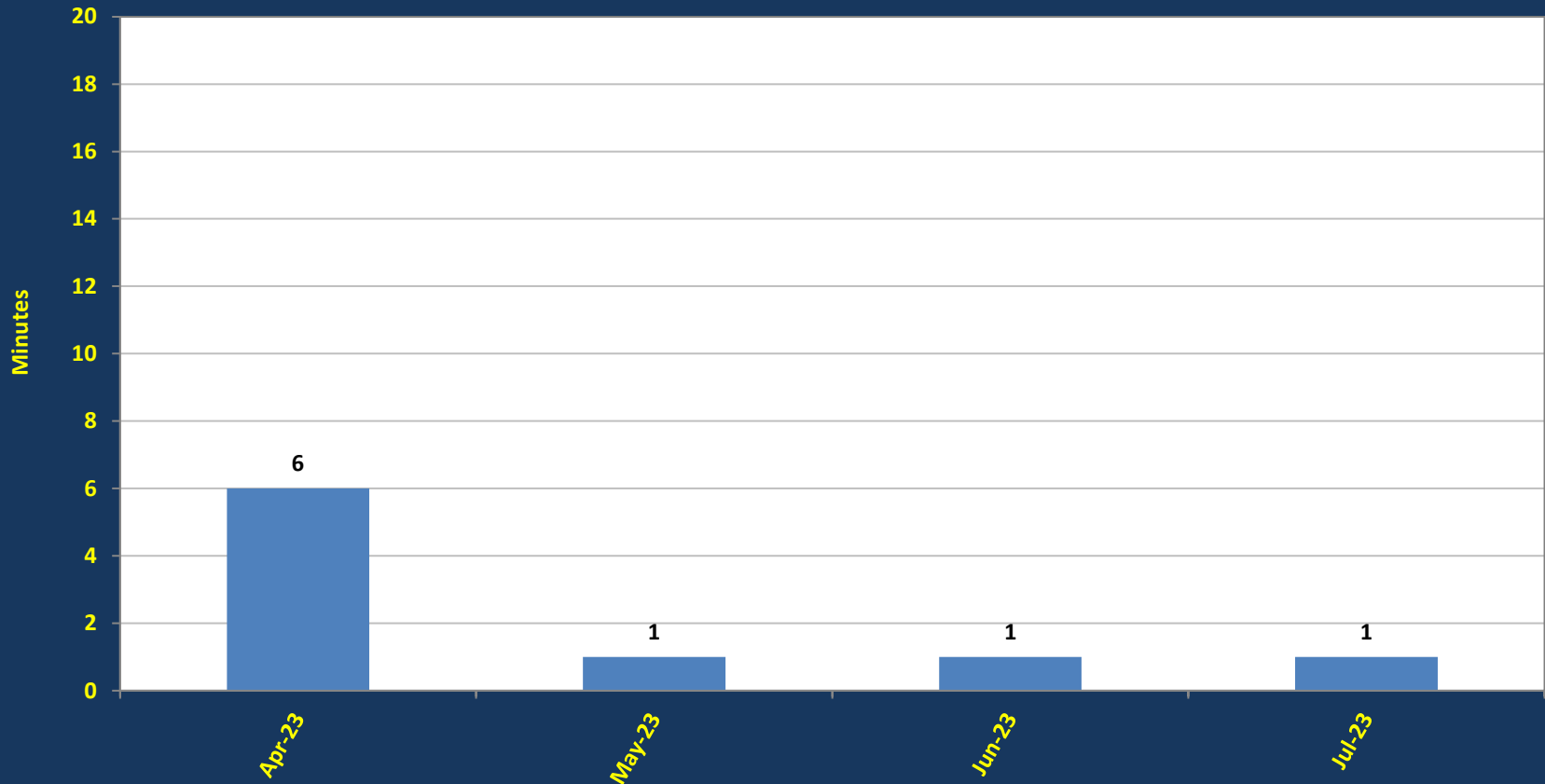
5,629,705 Total Calls Serviced

	Apr-23	May-23	Jun-23	Jul-23
Calls Resolved By IVR	46,895	53,792	63,841	65,644
Average Wait Time (mins)	6	1	1	1
Calls Serviced	59,601	53,032	62,604	63,783



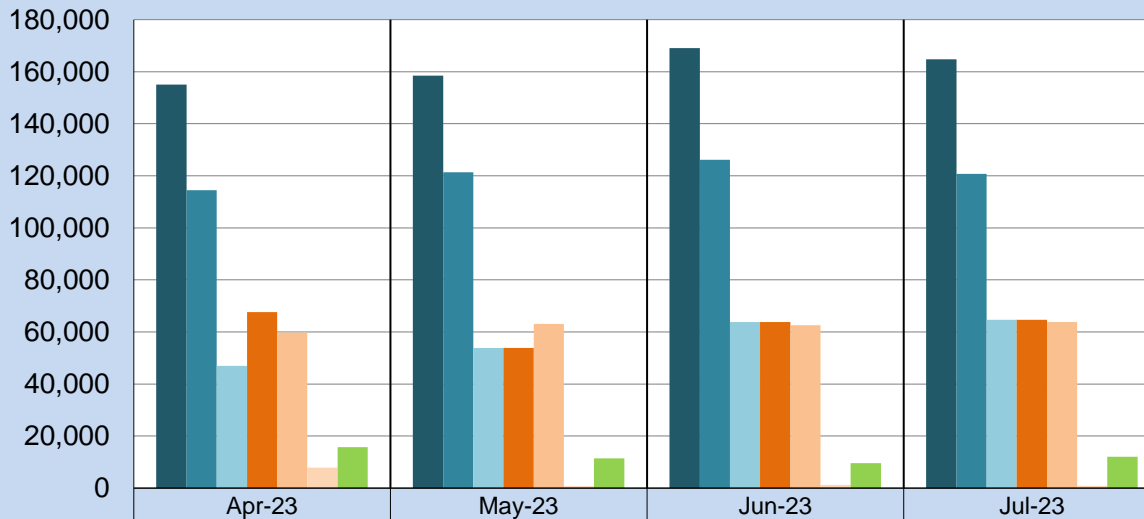
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
April 2023 - July 2023**



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

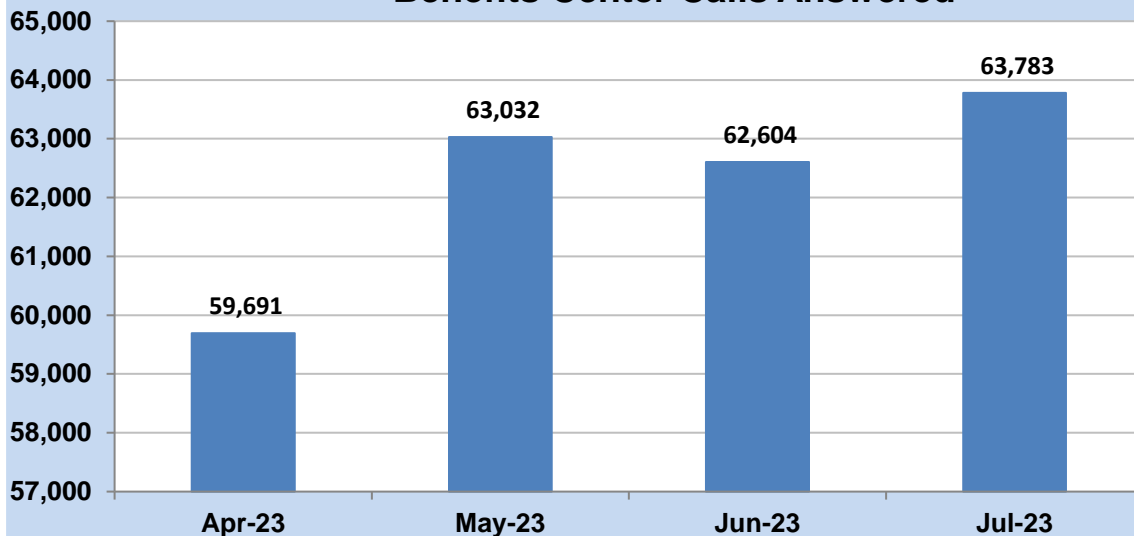
	Apr-23	May-23	Jun-23	Jul-23
Total Calls to the IVR (24 hour period)	155,036	158,449	169,044	164,815
Total Calls to the IVR (Business hours)	114,503	121,328	126,151	120,743
Total Calls Resolved by the IVR	46,895	53,792	63,841	64,644
Total Calls Transferred to the BC	67,569	53,792	63,841	64,644
Total Calls Answered in the BC	59,691	63,032	62,604	63,783
Calls Abandoned in BC Queue After Threshold	7,867	760	1,237	867
Interviews Conducted	15,747	11,367	9,586	12,079

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

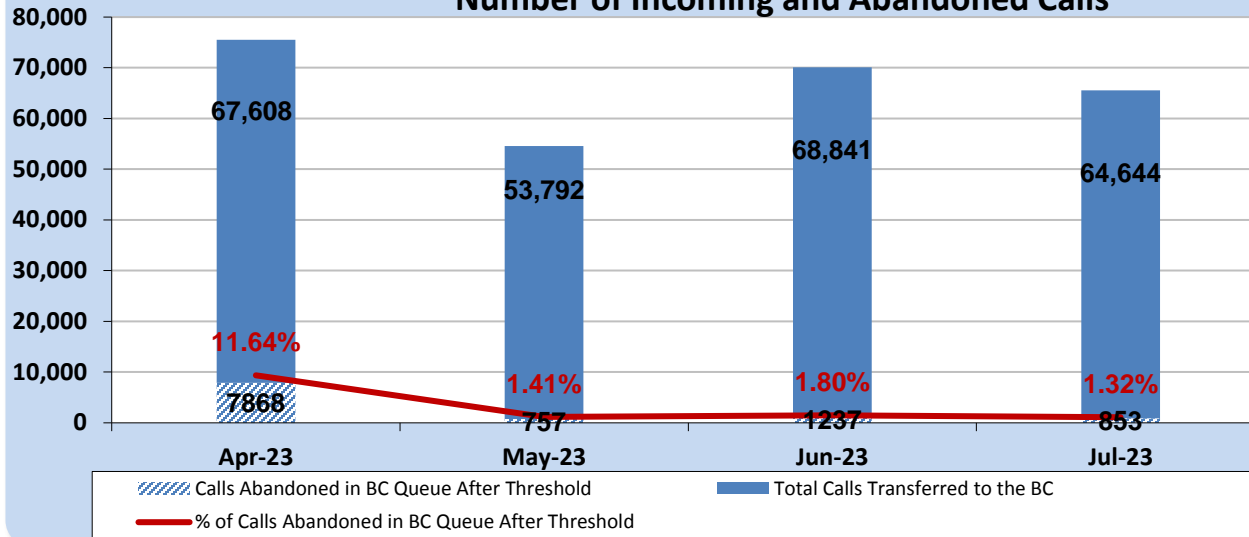


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



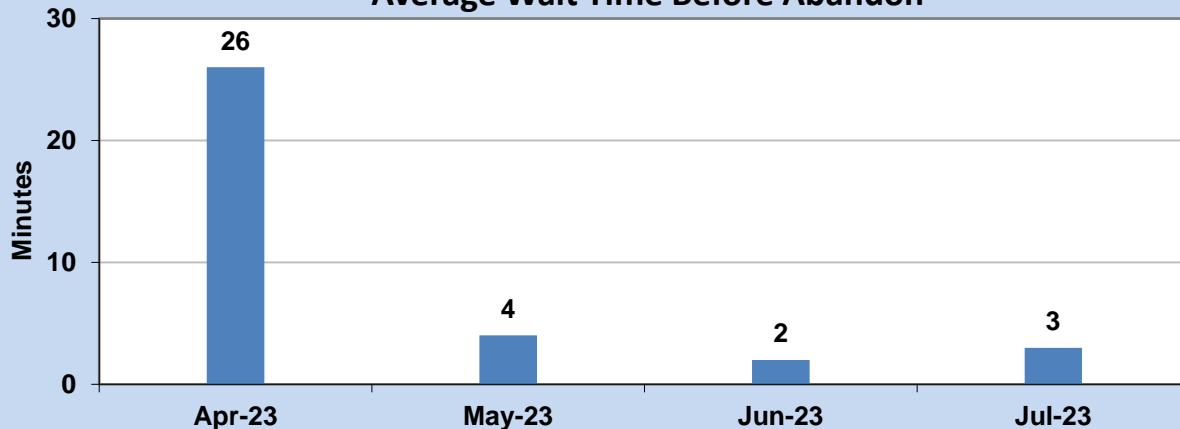
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Number of Incoming and Abandoned Calls



- 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.



Thank You