



DSS Public Dashboard December 2019



DSS Public Dashboard – December- 2019

Self Service

332,104

MyAccounts

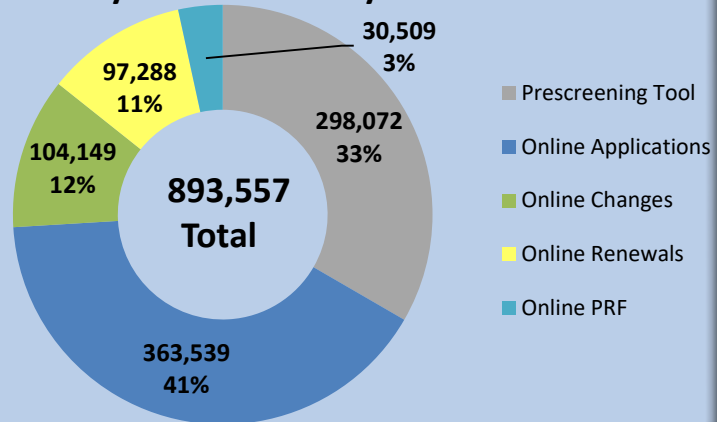
Client accounts created over the phone since implementation 2013

330,183

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity

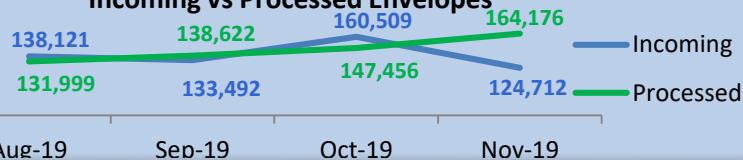


DSS Processing & Outcomes

DSS Work Flow

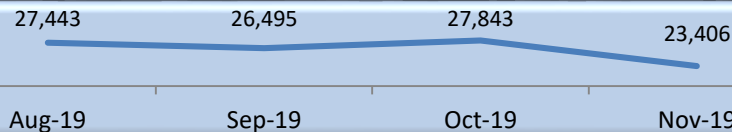
29,286,926 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

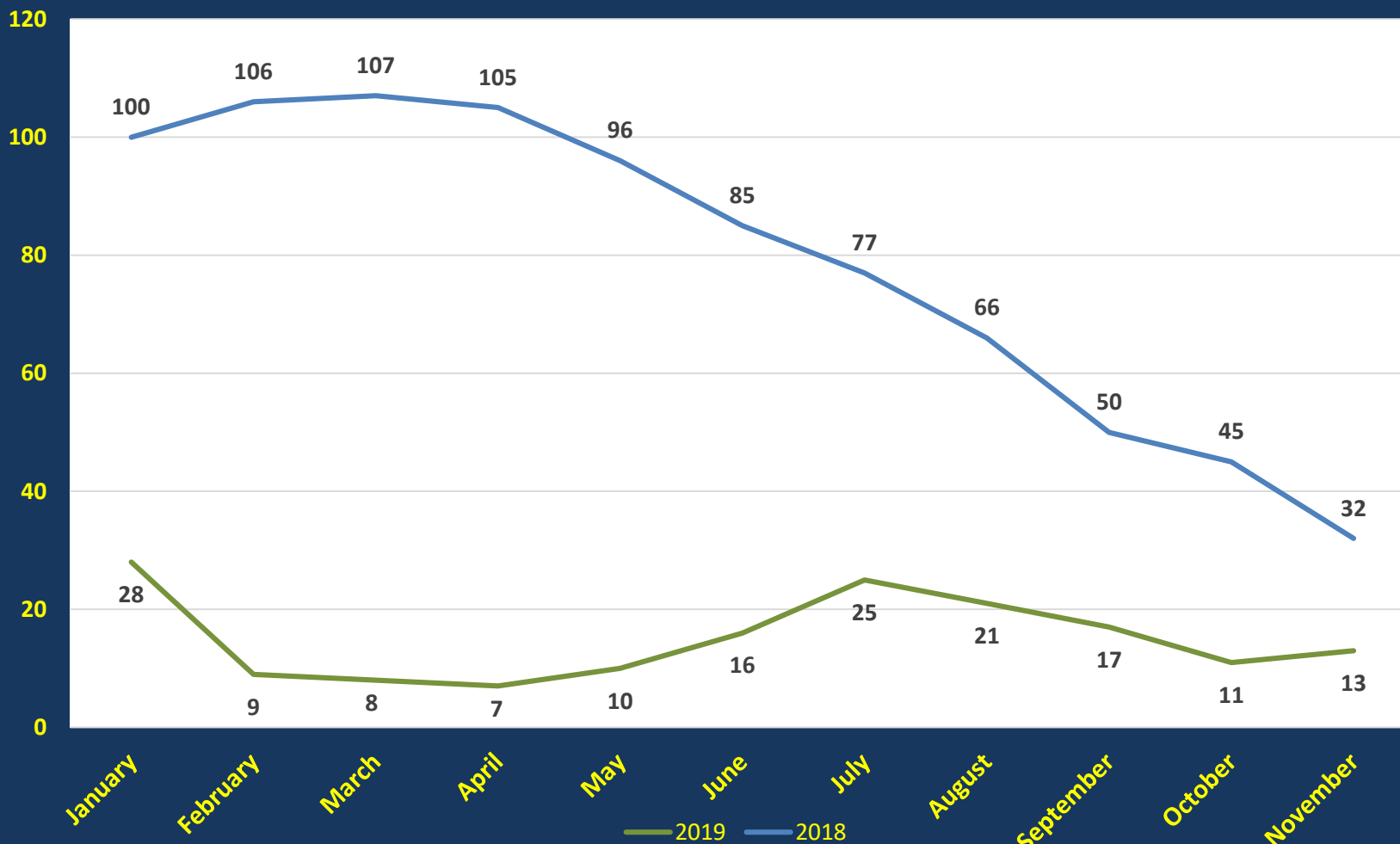
3,242,615 Total Calls Serviced

	Aug-19	Sep-19	Oct-19	Nov-19
Calls Resolved By IVR	45,648	42,558	45,209	37,594
Average Wait Time (mins)	21	17	11	13
Calls Serviced	46,271	45,594	49,500	40,654



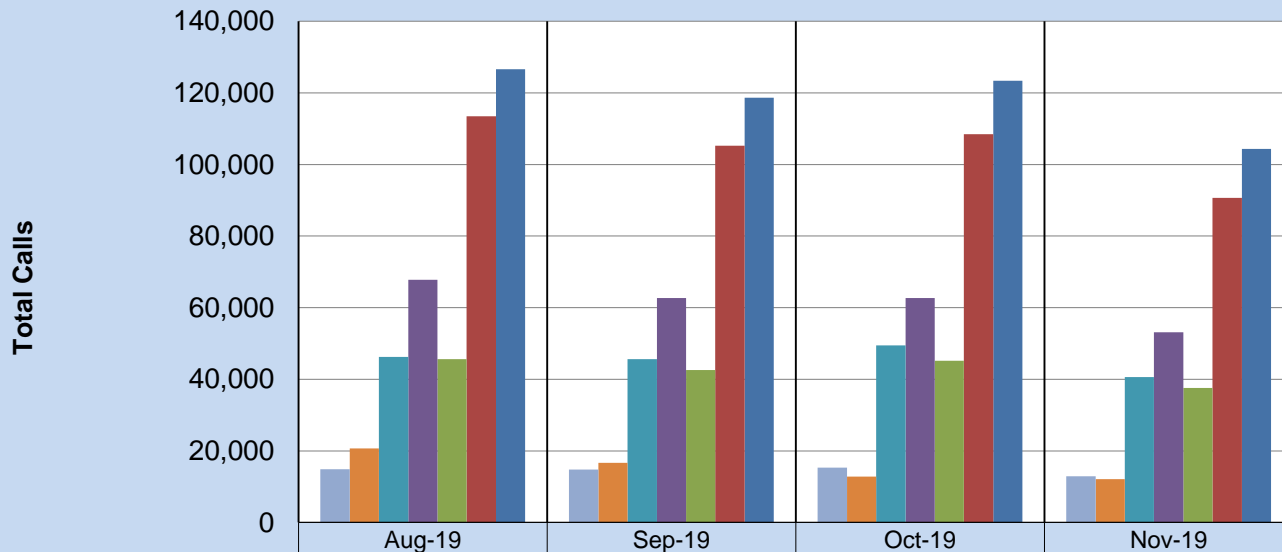
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Benefits Center Average Wait times comparison 2018 vs 2019



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Client Information Line:
August 2019-November 2019



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

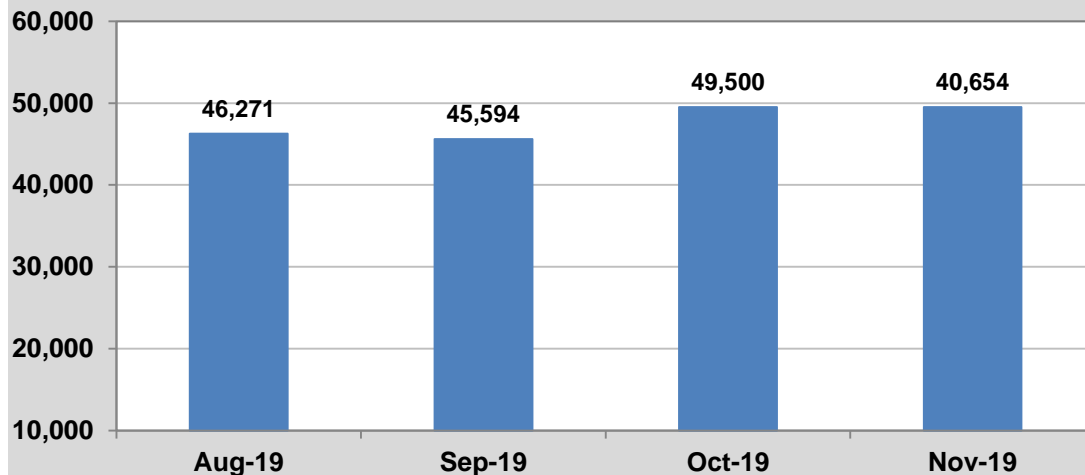
	Aug-19	Sep-19	Oct-19	Nov-19
Total Calls to the IVR (24 hour period)	126,646	118,626	123,445	104,328
Total Calls to the IVR (Business hours)	113,441	105,258	108,470	90,725
Total Calls Resolved by the IVR	45,648	42,558	45,209	37,594
Total Calls Transferred to the BC	67,792	62,700	62,702	53,131
Total Calls Answered in the BC	46,271	45,594	49,500	40,654
Calls Abandoned in BC Queue After Threshold	20,695	16,625	12,782	12,089
Interviews Conducted	14,893	14,804	15,341	12,886

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



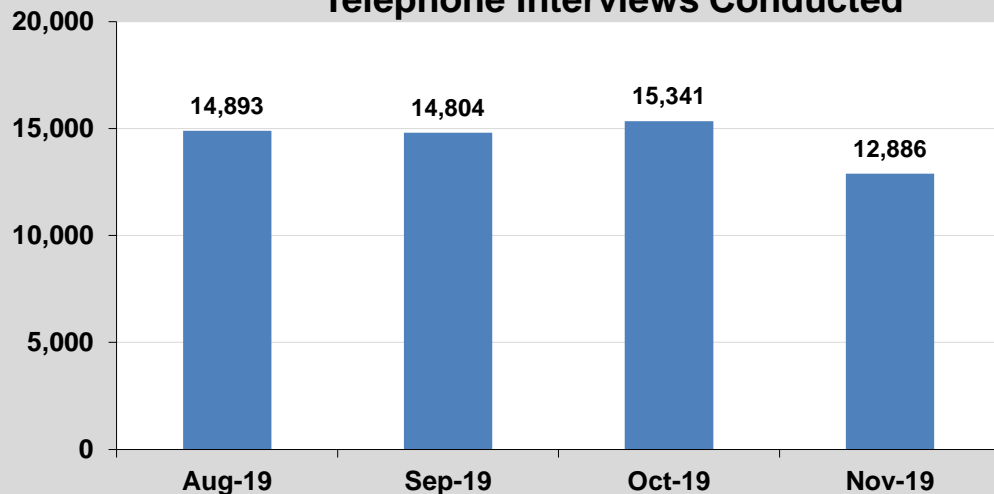
DSS Public Dashboard – December 2019

Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For 2019 DSS is answering an average of 45,044 calls per month

Telephone Interviews Conducted

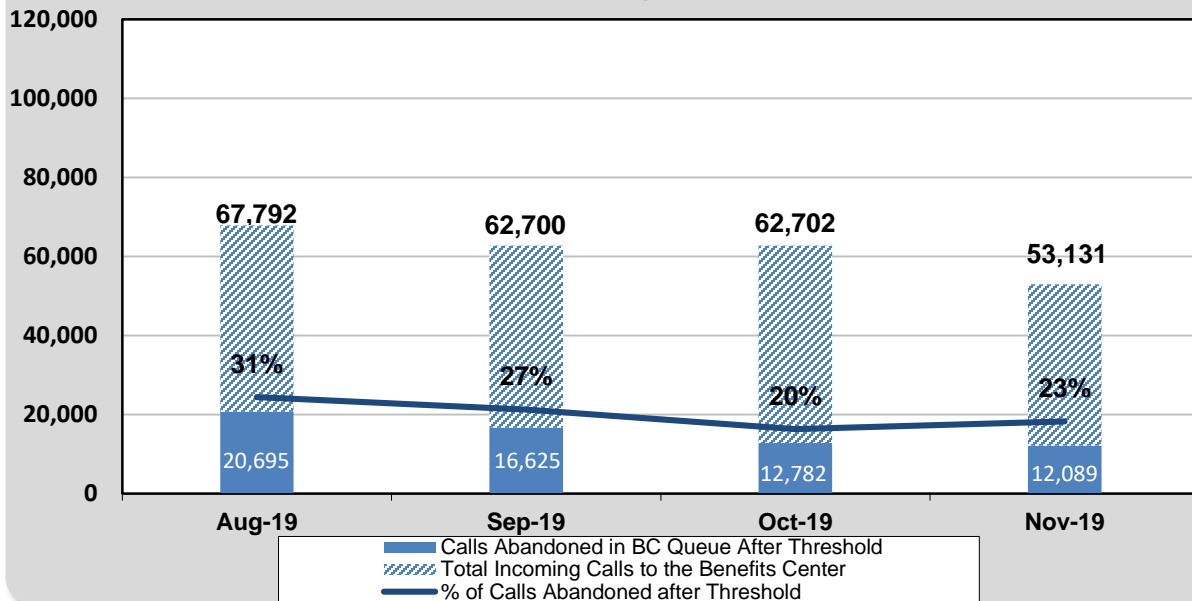


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For 2019 DSS is averaging 14,179 telephone interviews per month



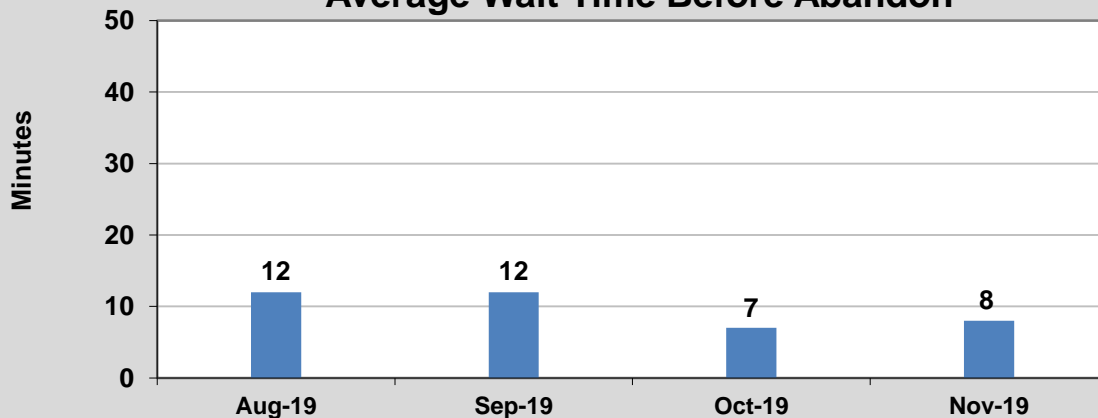
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Number of Incoming and Abandoned Calls



- 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 Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls
- A comparison to 2018 shows an average wait time before abandoned of 26, 20, 17, and 14 minutes for August through November 2018, respectively.



Thank You