



## DSS Public Dashboard December 2022



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## Self Service

**542,326**

MyAccounts

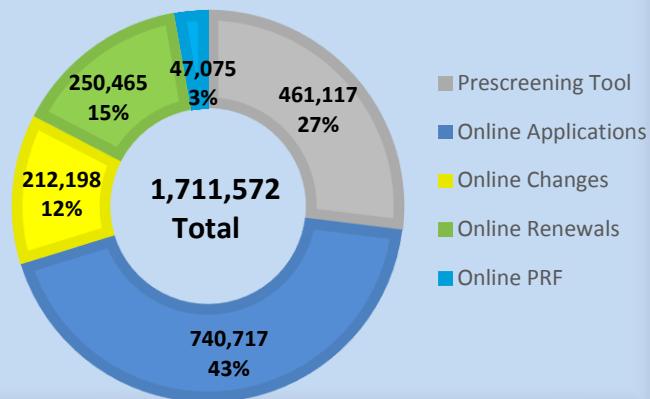
Client accounts created online since implementation 2013

**397,057**

Secure PINs

Client accounts created over the phone since implementation 2013

## MYACCOUNT ACTIVITY



## DSS Processing & Outcomes

DSS Work- Flow

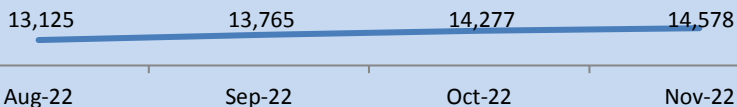
**37,117,373** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

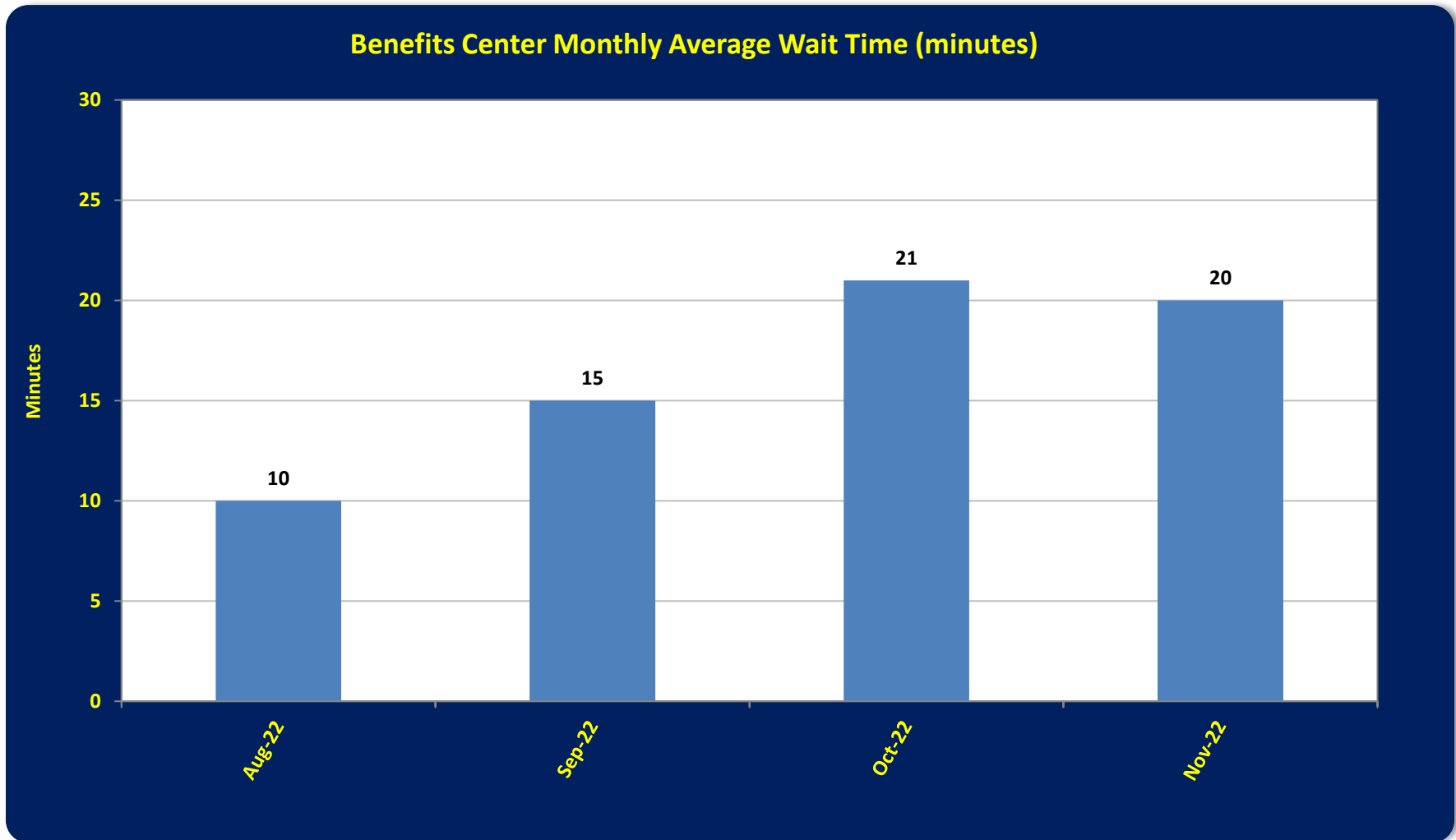


Benefits Center

**5,186,689** Total Calls Serviced

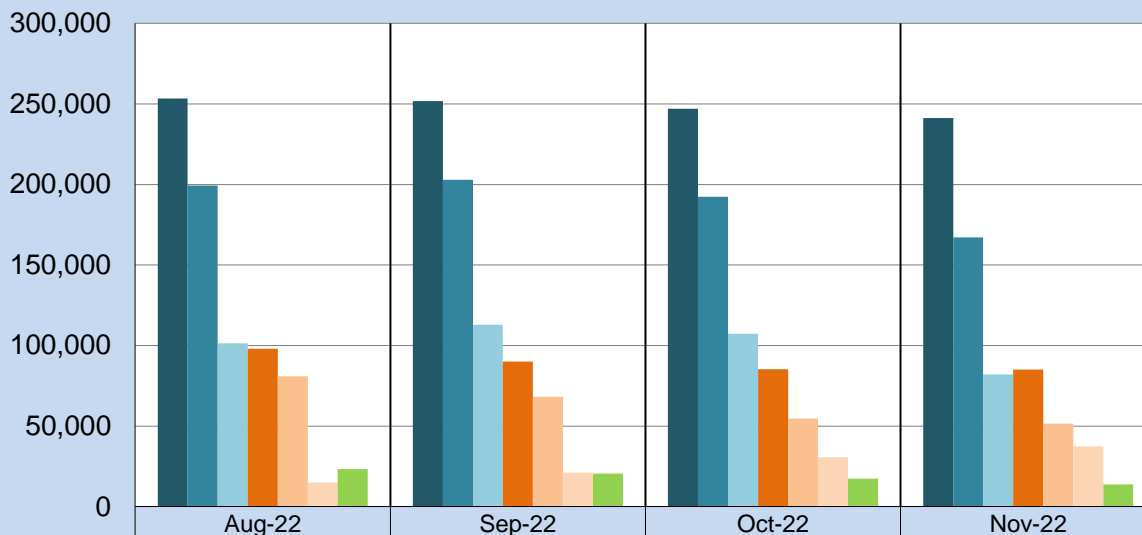
	Aug-22	Sep-22	Oct-22	Nov-22
Calls Resolved By IVR	101,402	112,852	107,250	82,034
Average Wait Time (mins)	10	15	21	20
Calls Serviced	80,927	69,151	54,631	51,584

## DSS Public Dashboard – December 2022



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### Client Info Line August 2022 - November 2022



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

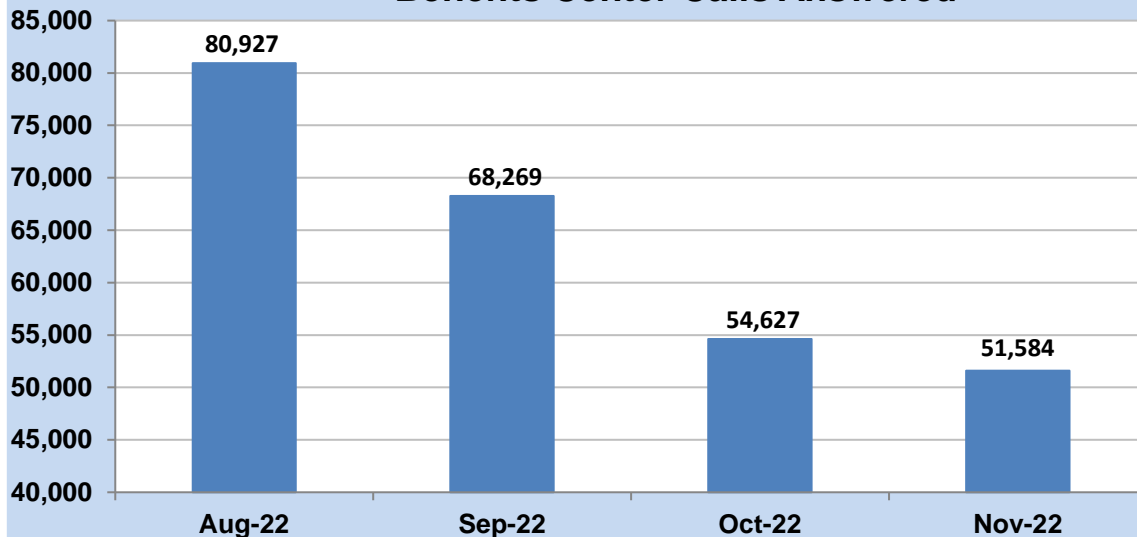
	Aug-22	Sep-22	Oct-22	Nov-22
Total Calls to the IVR (24 hour period)	253,294	251,854	247,027	241,184
Total Calls to the IVR (Business hours)	199,334	202,950	192,438	167,052
Total Calls Resolved by the IVR	101,402	112,852	107,250	82,034
Total Calls Transferred to the BC	97,932	90,098	85,188	85,018
Total Calls Answered in the BC	80,927	68,269	54,627	51,584
Calls Abandoned in BC Queue After Threshold	14,893	21,026	30,662	37,330
Interviews Conducted	23,201	20,584	17,380	13,662

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



## DSS Public Dashboard – December 2022

### Benefits Center Calls Answered



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

### Telephone Interviews Conducted

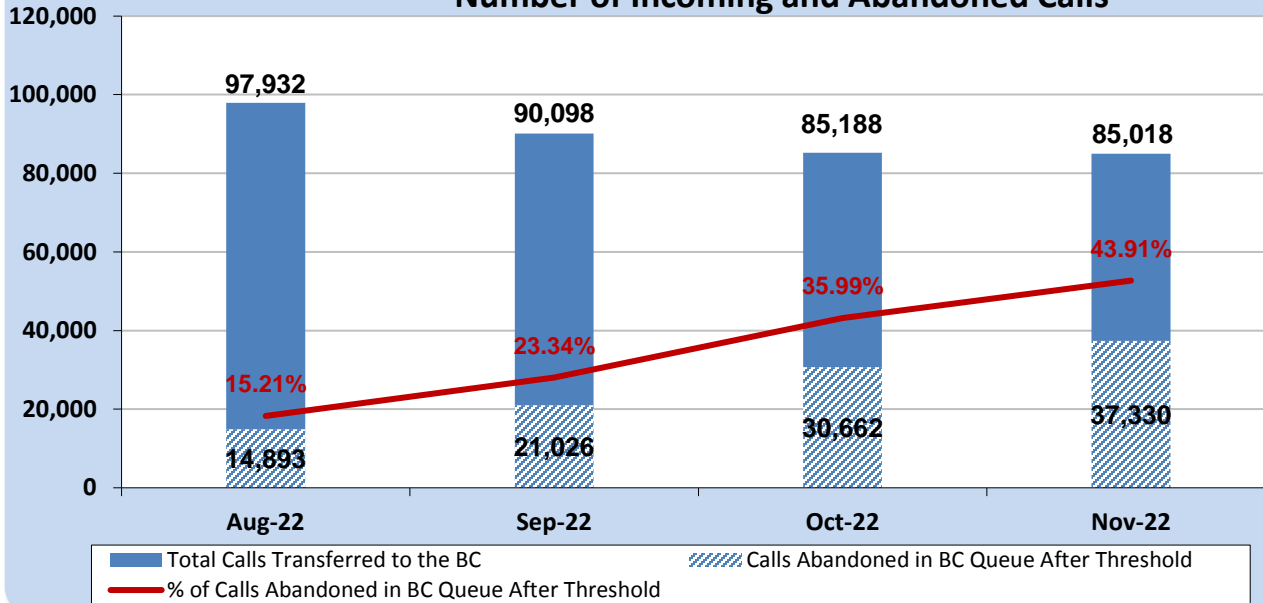


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



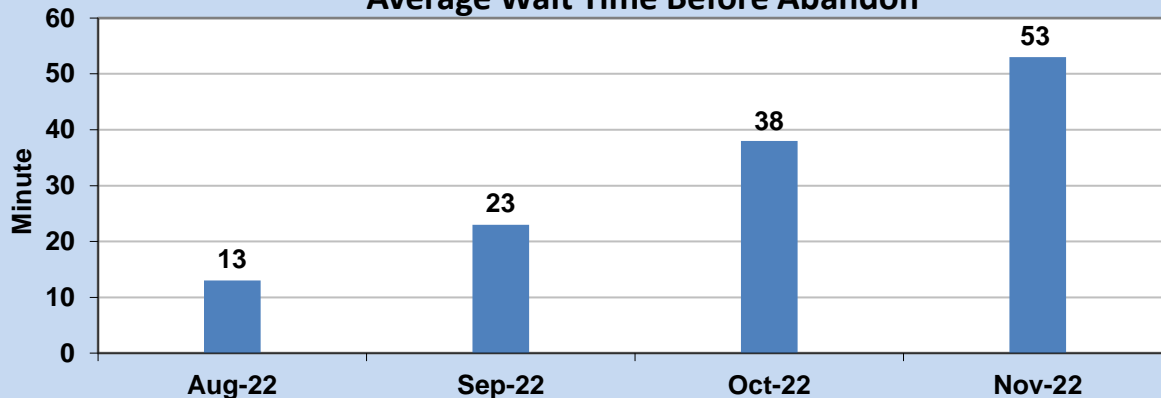
# DSS Public Dashboard – December 2022

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

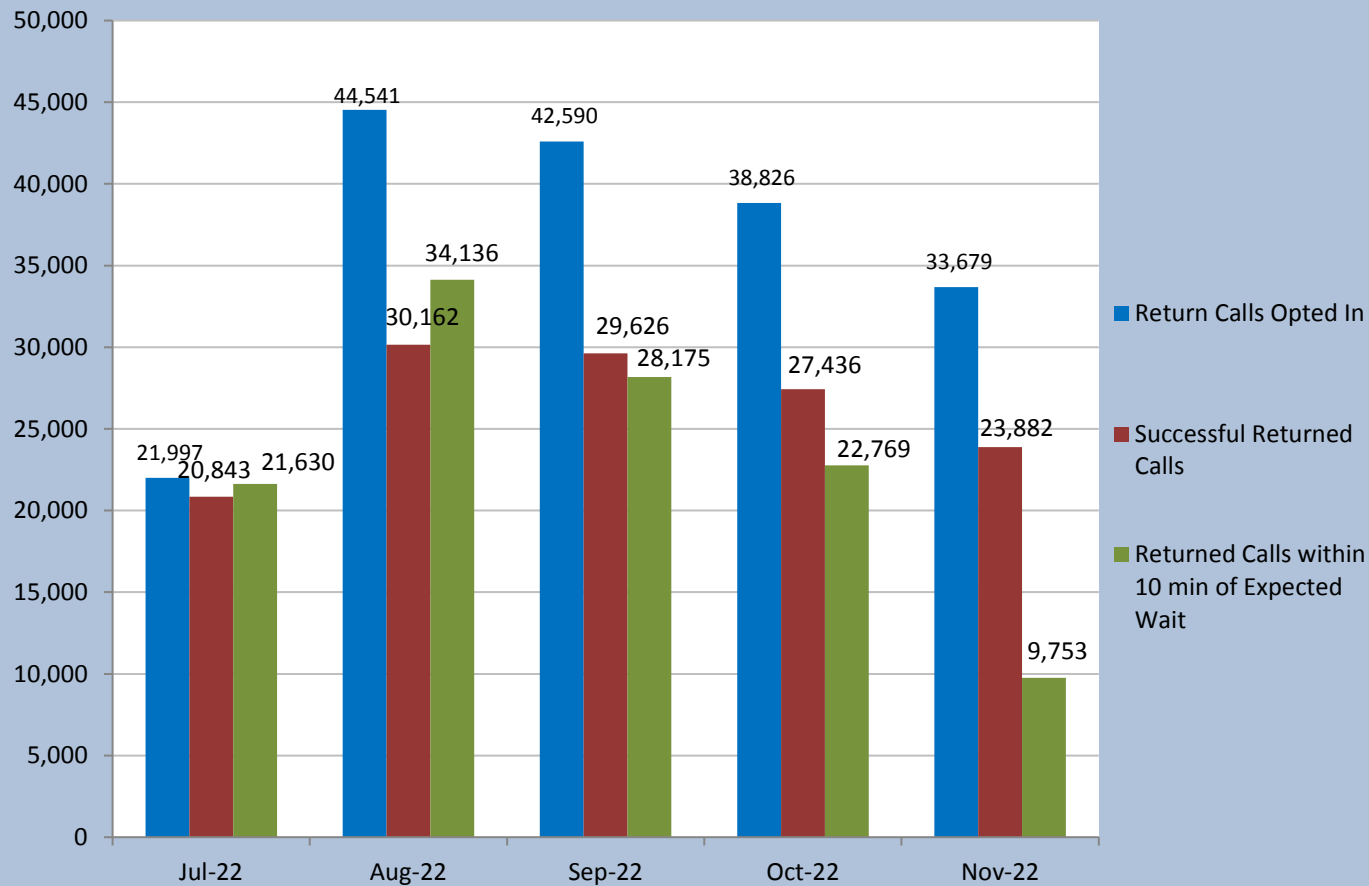


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



## DSS Public Dashboard – December 2022

### 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**