



DSS Public Dashboard February 2018



DSS Public Dashboard – February 2018

Self Service

244,748

MyAccounts

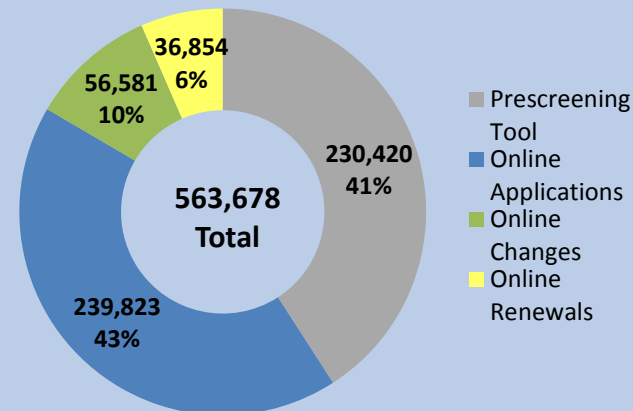
Client accounts created over the phone since implementation 2013

278,735

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



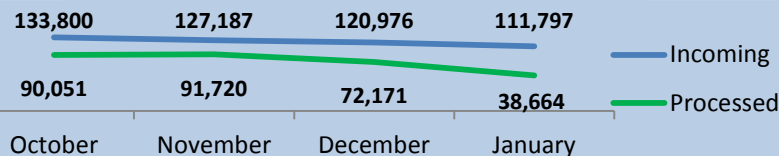
DSS Processing & Outcomes

DSS Work Flow

20,417,623

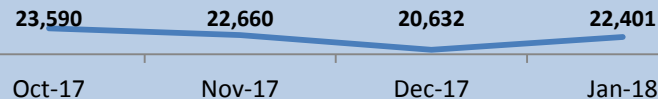
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

2,417,294

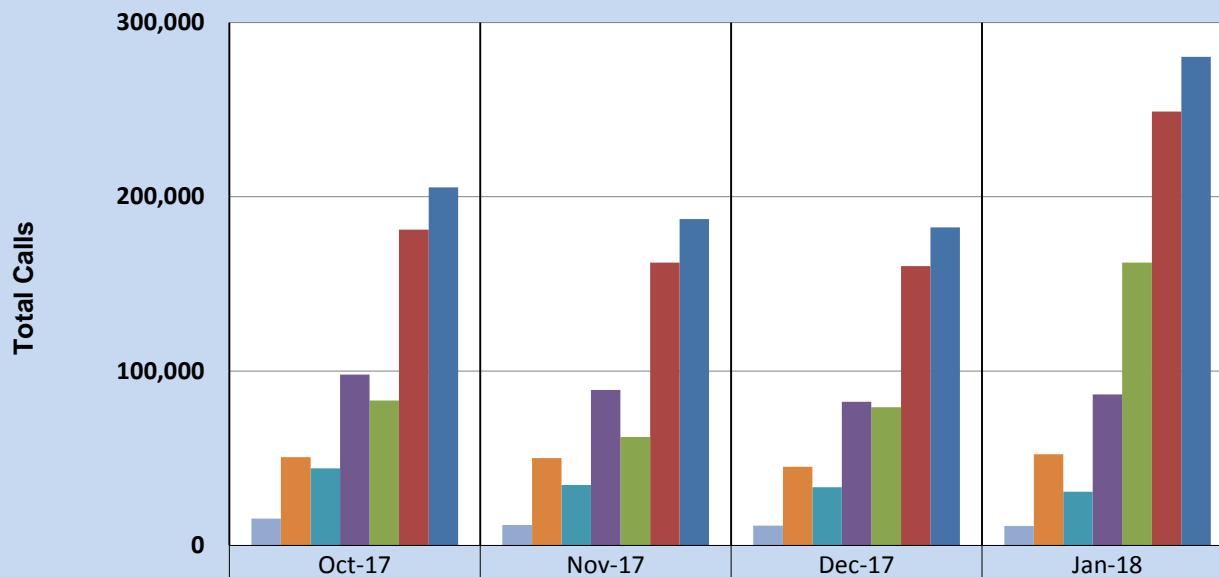
Total Calls Serviced

	Oct-17	Nov-17	Dec-17	Jan-18
Calls Resolved By IVR	83,216	62,265	79,240	162,238
Average Wait Time (mins)	63	74	77	100
Calls Serviced	44,277	34,619	33,324	30,813



DSS Public Dashboard – February 2018

**Client Information Line:
October 2017 - January 2018**



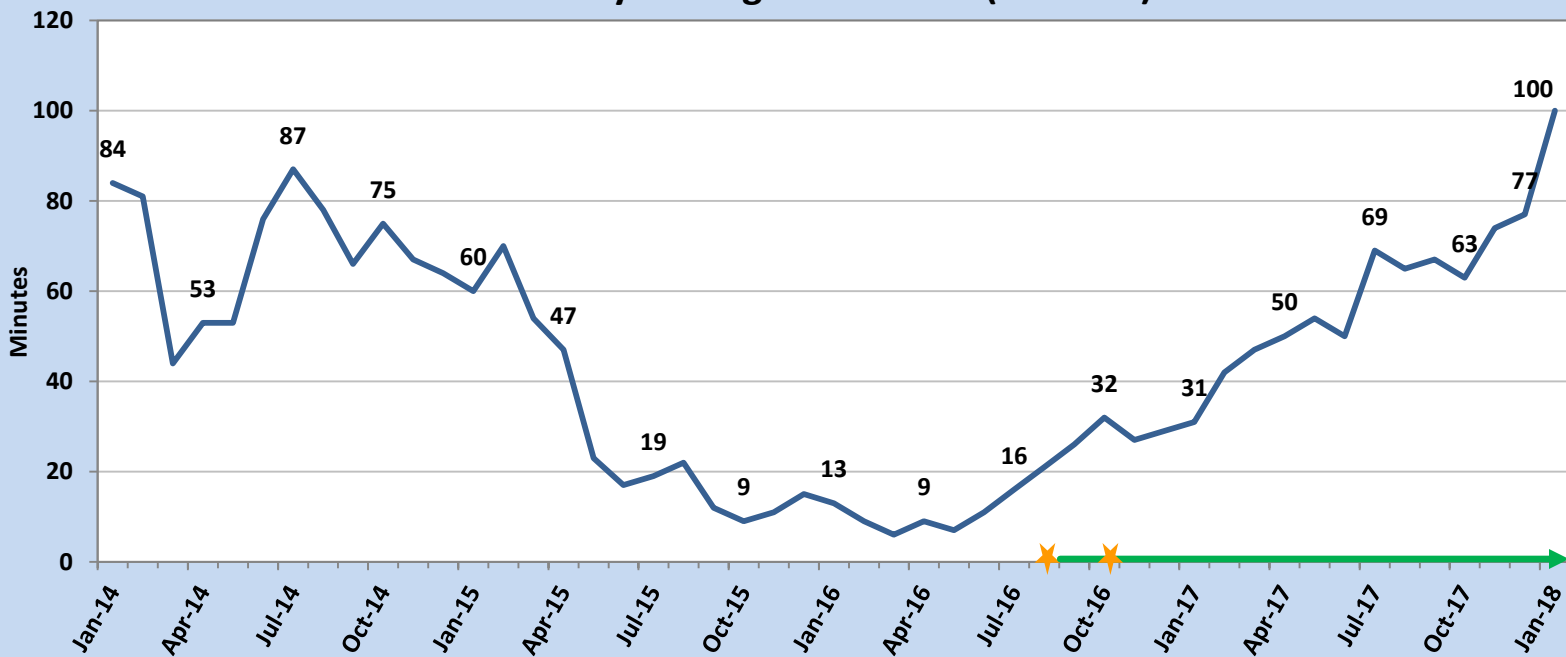
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance
- Several factors contributed to a notable increase in call volume during January 2018, particularly the first week of the month.

■ Total Calls to the IVR (24 hours period)	205,371	187,225	182,460	280,219
■ Total Calls to the IVR (Business hours)	181,188	162,248	160,225	248,920
■ Total Calls Resolved by the IVR	83,216	62,265	79,240	162,238
■ Total Calls Transferred to the BC	97,963	89,103	82,325	86,681
■ Total Calls Answered in the BC	44,277	34,619	33,324	30,813
■ Calls Abandoned in BC Queue After Threshold	50,552	50,130	45,086	52,284
■ Interviews Conducted	15,412	11,696	11,428	11,248

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

Benefits Center Wait Times: Since January 2014

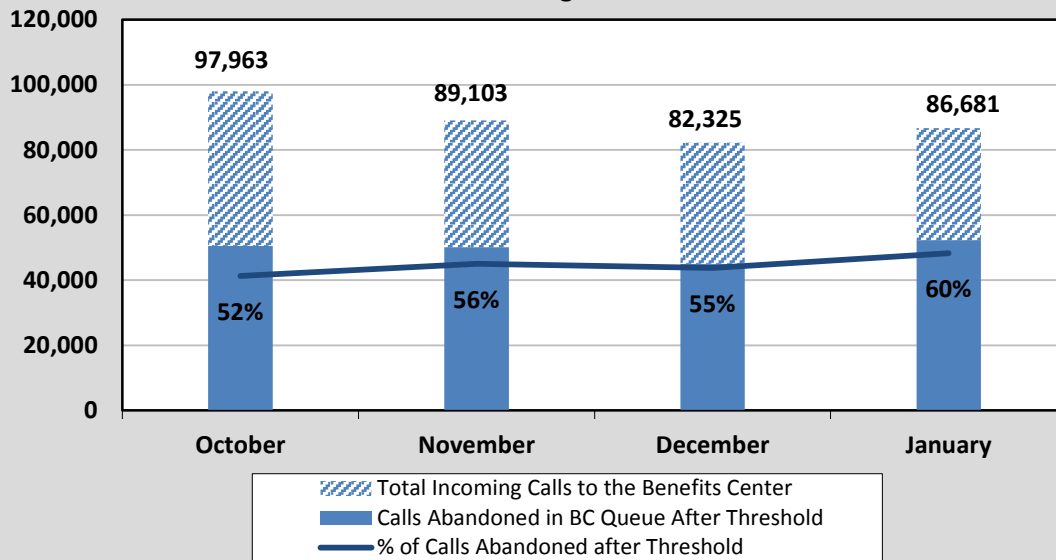
Monthly Average Wait Time (minutes)



- Benefits Center Go-Live July 2013
- ★ August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
- ★ October 2016 ImpaCT Pilot implemented
- October 2016 through August 2017 state-wide phased rollout of ImpaCT
- October 2017 through January 2018 over 900,000 special notices mailed
- SNAP Mass Modification
- MSP Income Limit Reductions
- Dental Program Changes
- Transportation Vendor Change

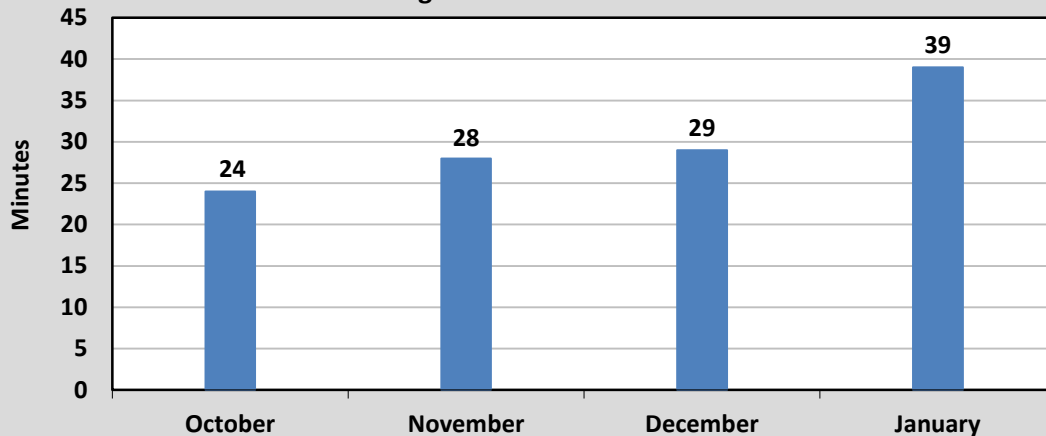
DSS Public Dashboard – February 2018

Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded



Thank You