



# DSS Public Dashboard February 2020



# DSS Public Dashboard – February 2020

## Self Service

**339,360**

MyAccounts

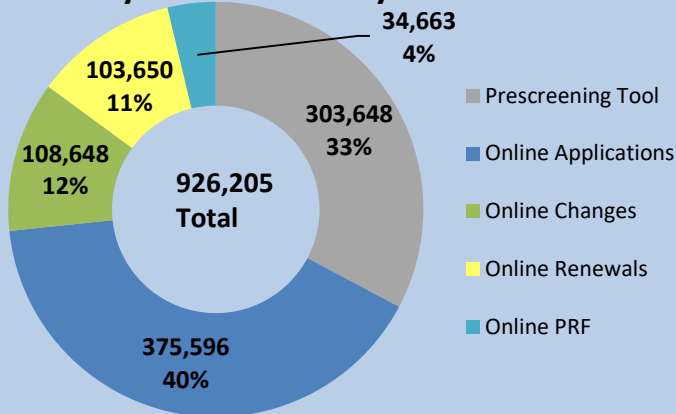
Client accounts created over the phone since implementation 2013

**334,367**

Secure PINs

Online accounts created over the phone since implementation 2013

### MyAccount Activity



## DSS Processing & Outcomes

DSS Work Flow

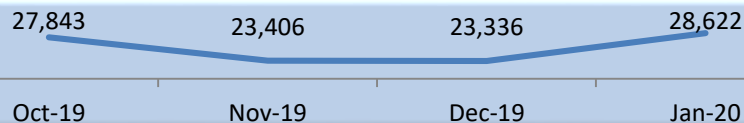
**30,111,464** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

**State-Wide Total Walk-Ins**



Benefits Centers

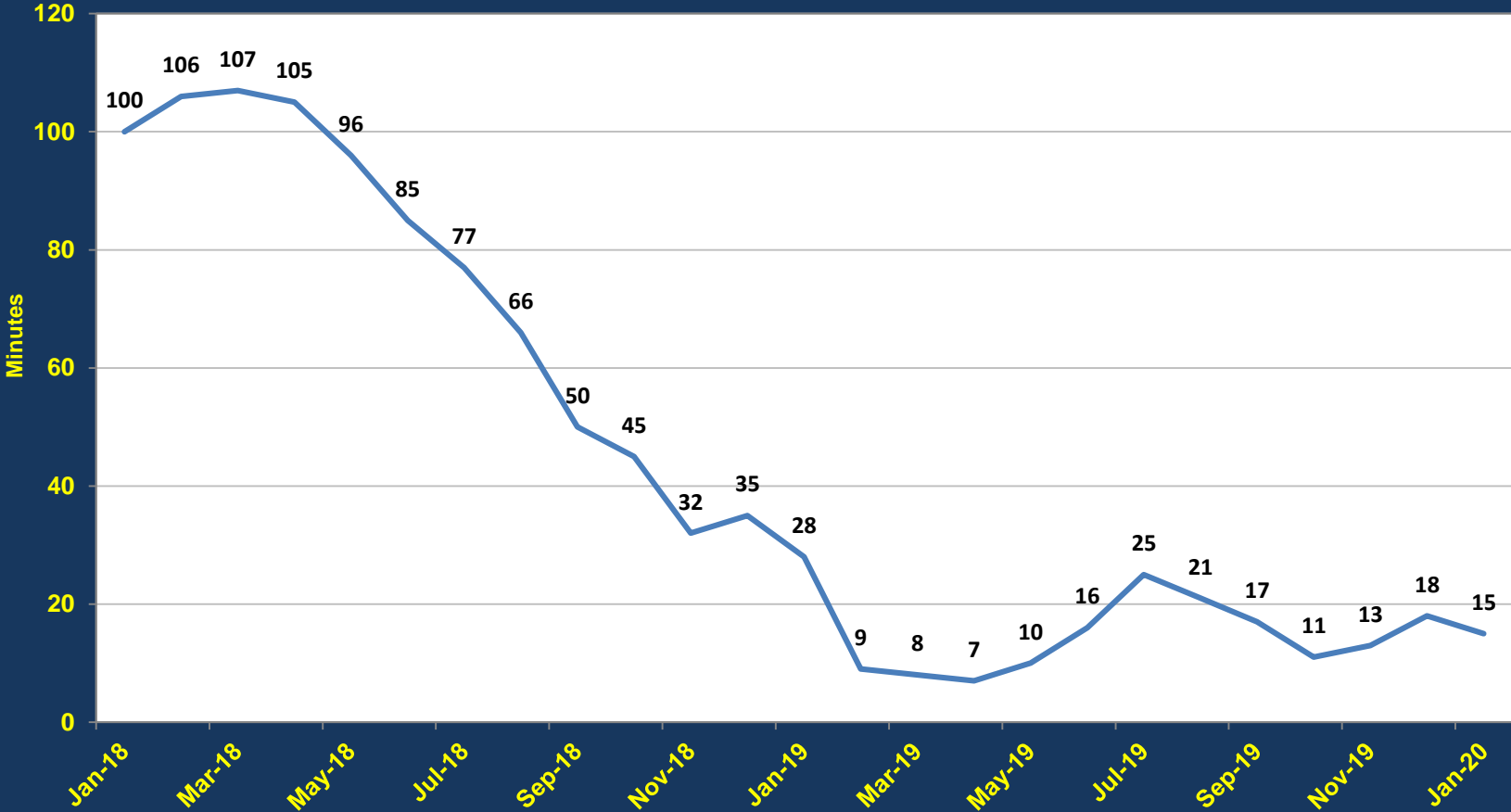
**3,329,907** Total Calls Serviced

	Oct-19	Nov-19	Dec-19	Jan-20
Calls Resolved By IVR	45,209	37,594	41,814	45,312
Average Wait Time (mins)	11	13	18	15
Calls Serviced	49,500	40,654	39,928	47,364



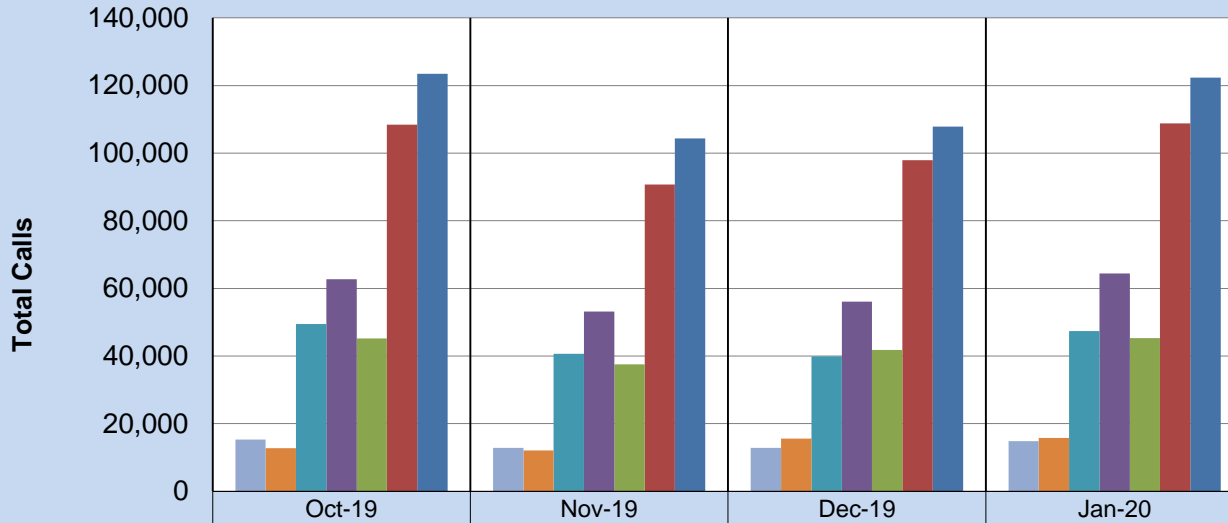
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Benefits Center Average Wait Time (in minutes) Jan 18 - Jan 20



## DSS Public Dashboard – February 2020

Client Information Line:  
October 2019-January 2020



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

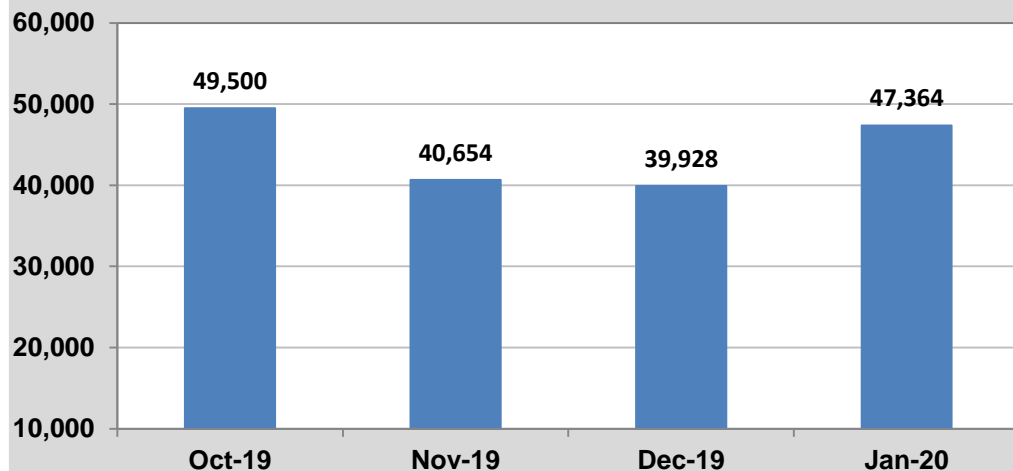
■ Total Calls to the IVR (24 hour period)	123,445	104,328	107,865	122,370
■ Total Calls to the IVR (Business hours)	108,470	90,725	97,957	108,791
■ Total Calls Resolved by the IVR	45,209	37,594	41,814	45,312
■ Total Calls Transferred to the BC	62,702	53,131	56,143	64,415
■ Total Calls Answered in the BC	49,500	40,654	39,928	47,364
■ Calls Abandoned in BC Queue After Threshold	12,782	12,089	15,636	15,795
■ Interviews Conducted	15,341	12,886	12,846	14,839

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



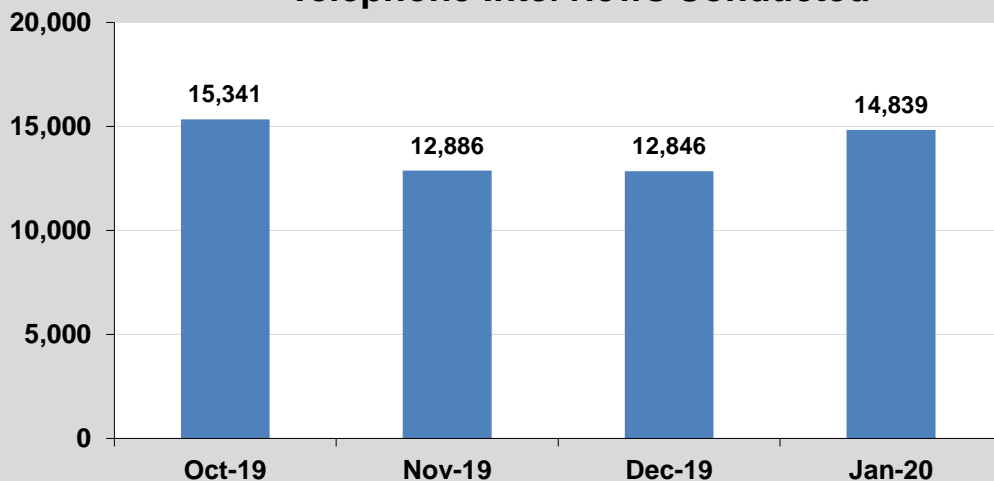
## DSS Public Dashboard – February 2020

### Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For the past 4 months DSS is answering an average of 43,919 calls per month

### Telephone Interviews Conducted

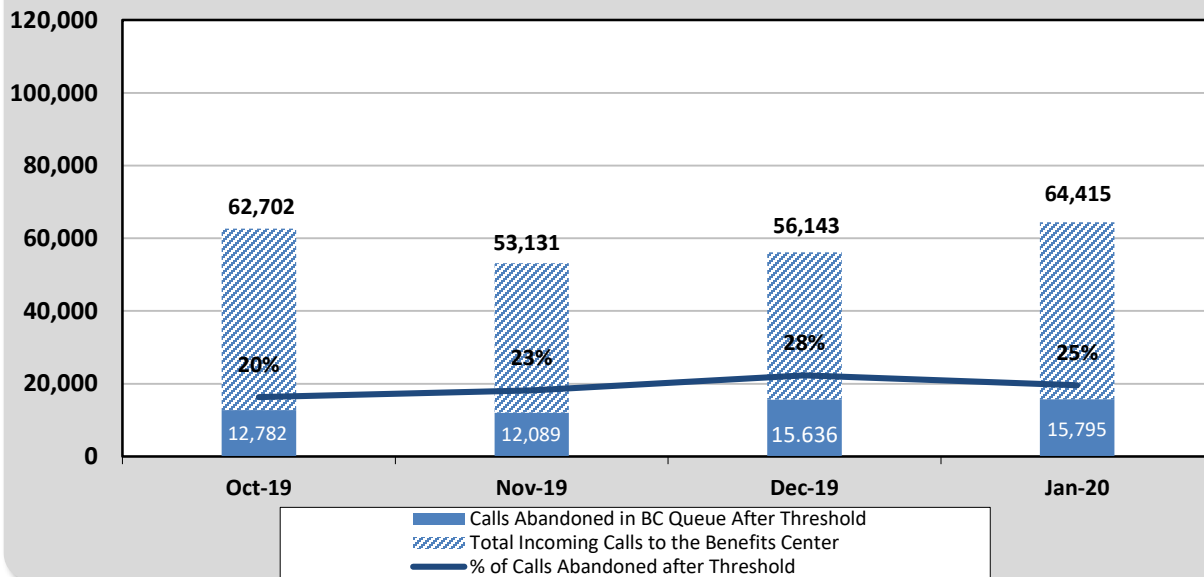


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 13,978 telephone interviews per month



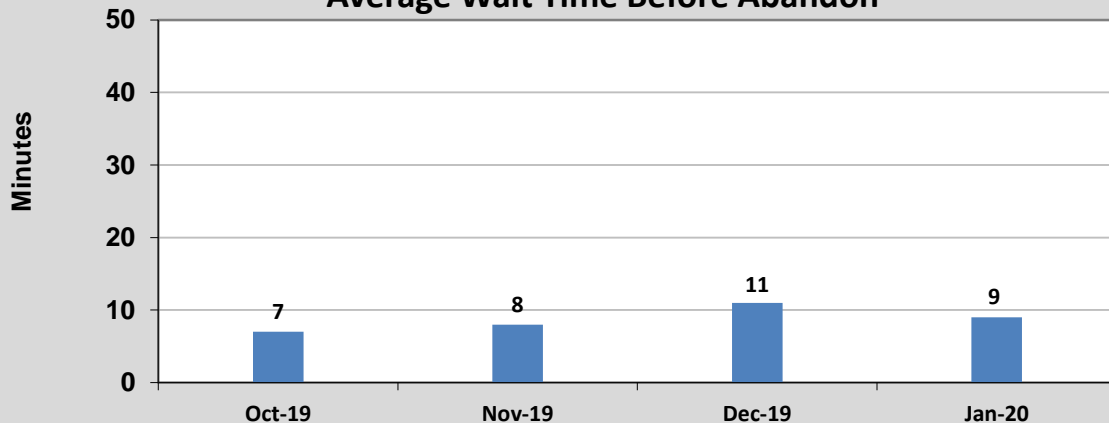
## DSS Public Dashboard – February 2020

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
- In 2019 the average wait time before abandoned was 10 minutes



**Thank You**