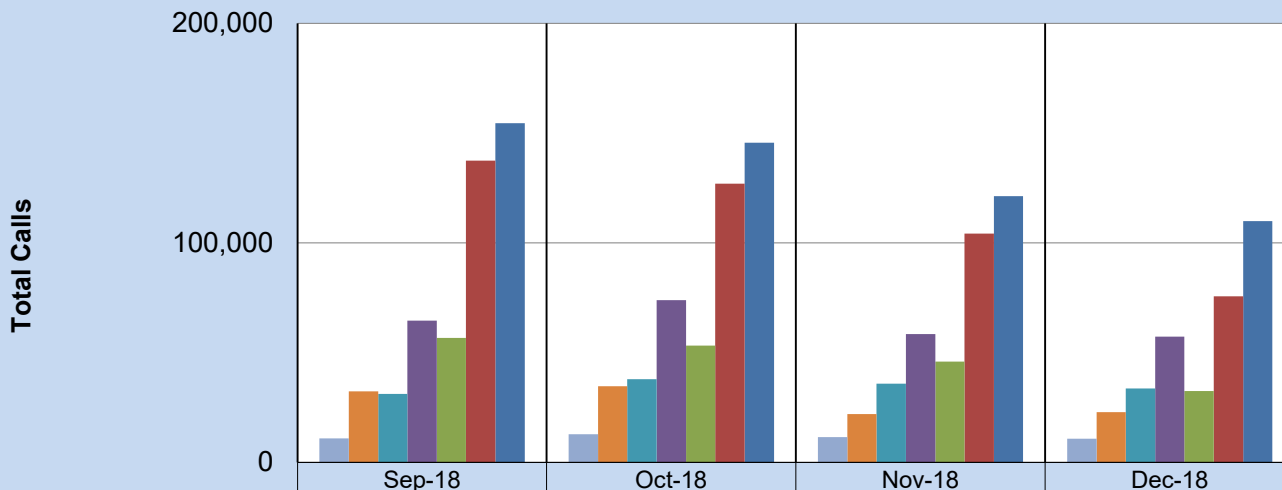




# DSS Public Dashboard January 2019

## DSS Public Dashboard – January 2019

Client Information Line:  
September - December 2018



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

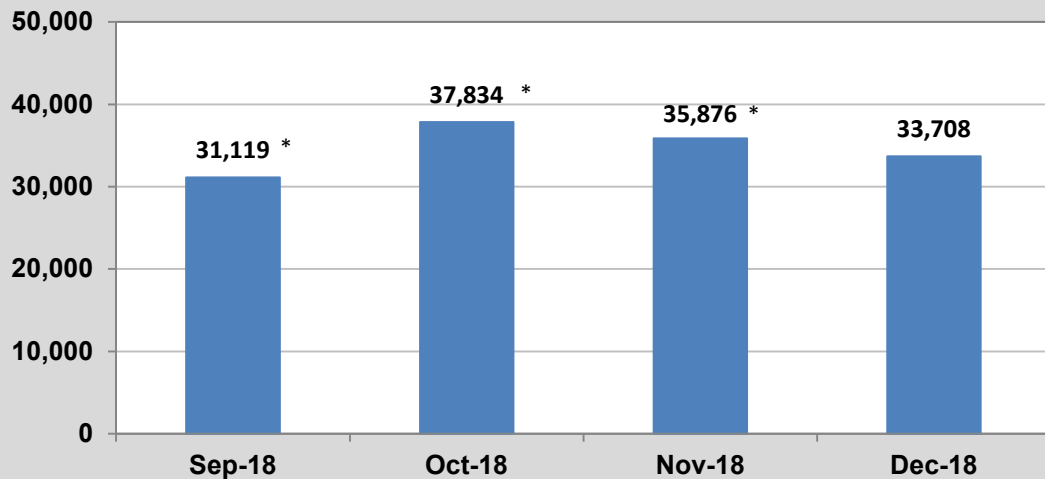
	Sep-18	Oct-18	Nov-18	Dec-18
Total Calls to the IVR (24 hour period)	154,529	145,647	121,293	109,915
Total Calls to the IVR (Business hours)	137,403	126,974	104,173	75,682
Total Calls Resolved by the IVR	56,668	53,164	45,895	32,488
Total Calls Transferred to the BC	64,605	73,809	58,455 *	57,208
Total Calls Answered in the BC	31,119 *	37,834	35,876 *	33,708
Calls Abandoned in BC Queue After Threshold	32,392 *	34,676	21,992 *	22,805
Interviews Conducted	10,882 *	12,801	11,479 *	10,824

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



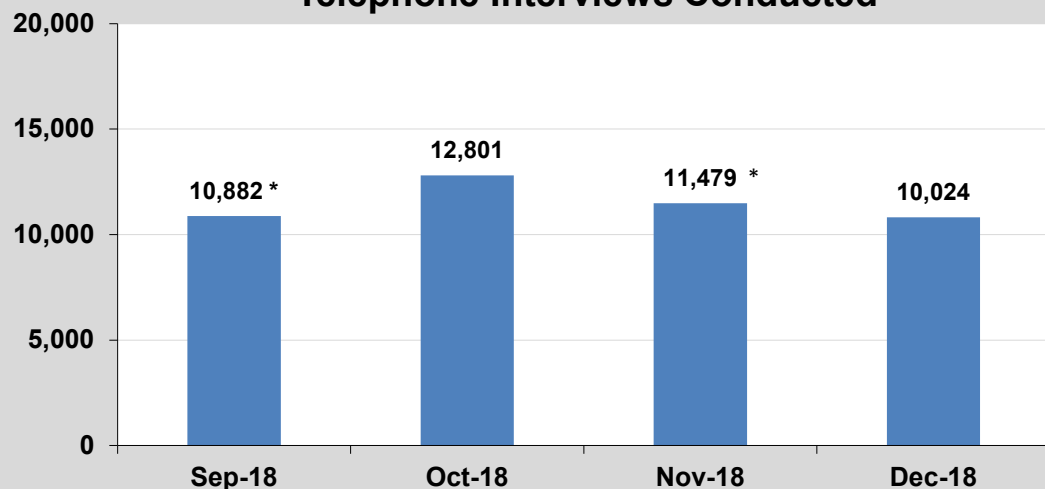
## DSS Public Dashboard – January 2019

**Benefits Center Calls Answered**



- Calls answered by worker across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

**Telephone Interviews Conducted**

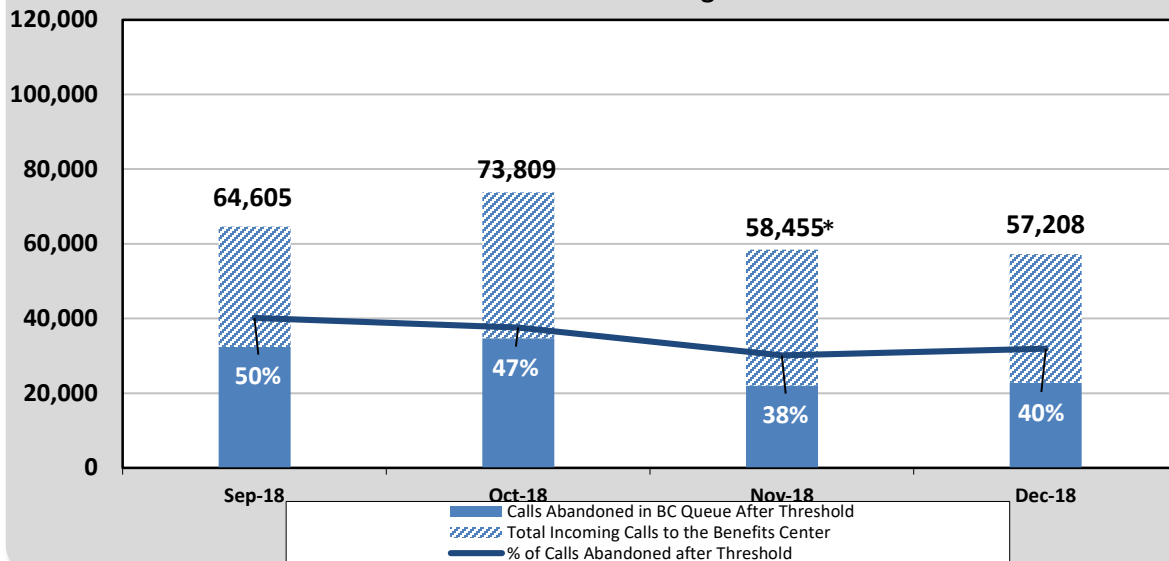


- Calls answered to conduct a requested phone interview



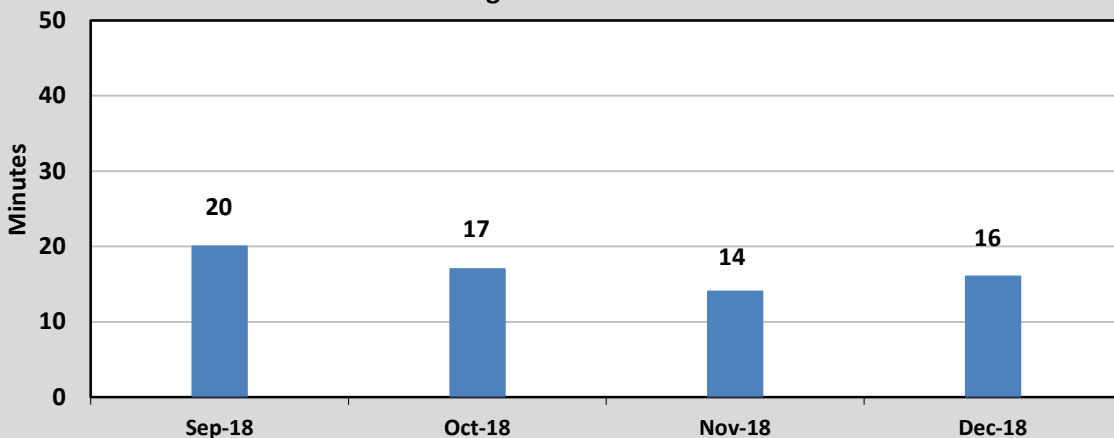
# DSS Public Dashboard – January 2018

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

## Addendum to Dashboard Data

	Reported	Corrected	Difference
<b>September</b>			
Total Calls Answered in BC	32,833	31,119	- 1,714
Calls Abandoned in BC Queue after Threshold	32,503	32,392	- 111
Interviews Completed	10,992	10,822	- 170
<b>October</b>			
Total Calls Answered in BC	38,222	37,834	- 388
<b>November</b>			
Calls Resolved By IVR	58,458	45,895	- 12,563
Calls Transfer to BC	58,466	58,455	- 11
Total Calls Answered in BC	35,983	35,876	- 107
Calls Abandoned in BC Queue After Threshold	22,010	21,992	- 18
Interviews Completed	11,517	11,479	- 38

- Data elements used to determine September, October and November 2018 Dashboard were inconsistent with those used in previous reporting months. To maintain the integrity of the reported data, corrections were made to the January Dashboard for these months.
- Note: The corrections had no impact on the Benefits Center wait times.



**Thank You**