



DSS Public Dashboard January 2022



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Self Service

494,696

MyAccounts

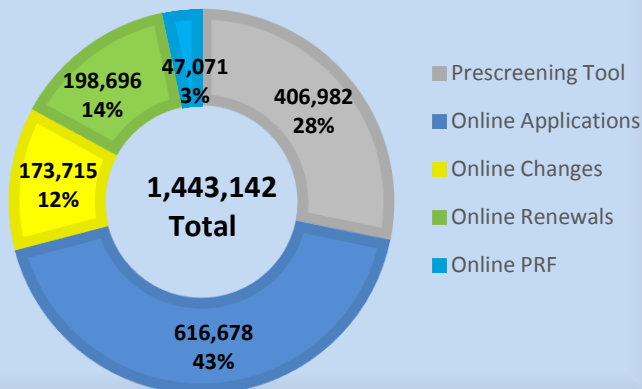
Client accounts created online since implementation 2013

371,880

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

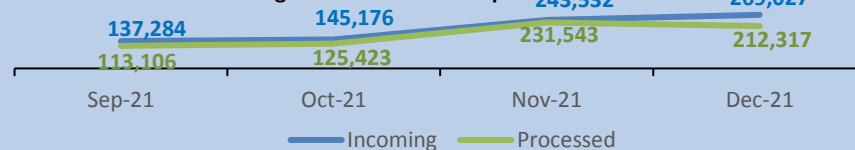


DSS Processing & Outcomes

DSS Work- Flow

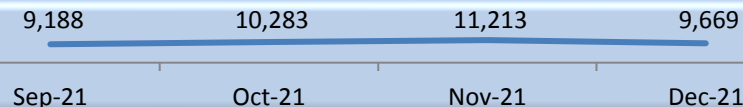
509,829 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Center

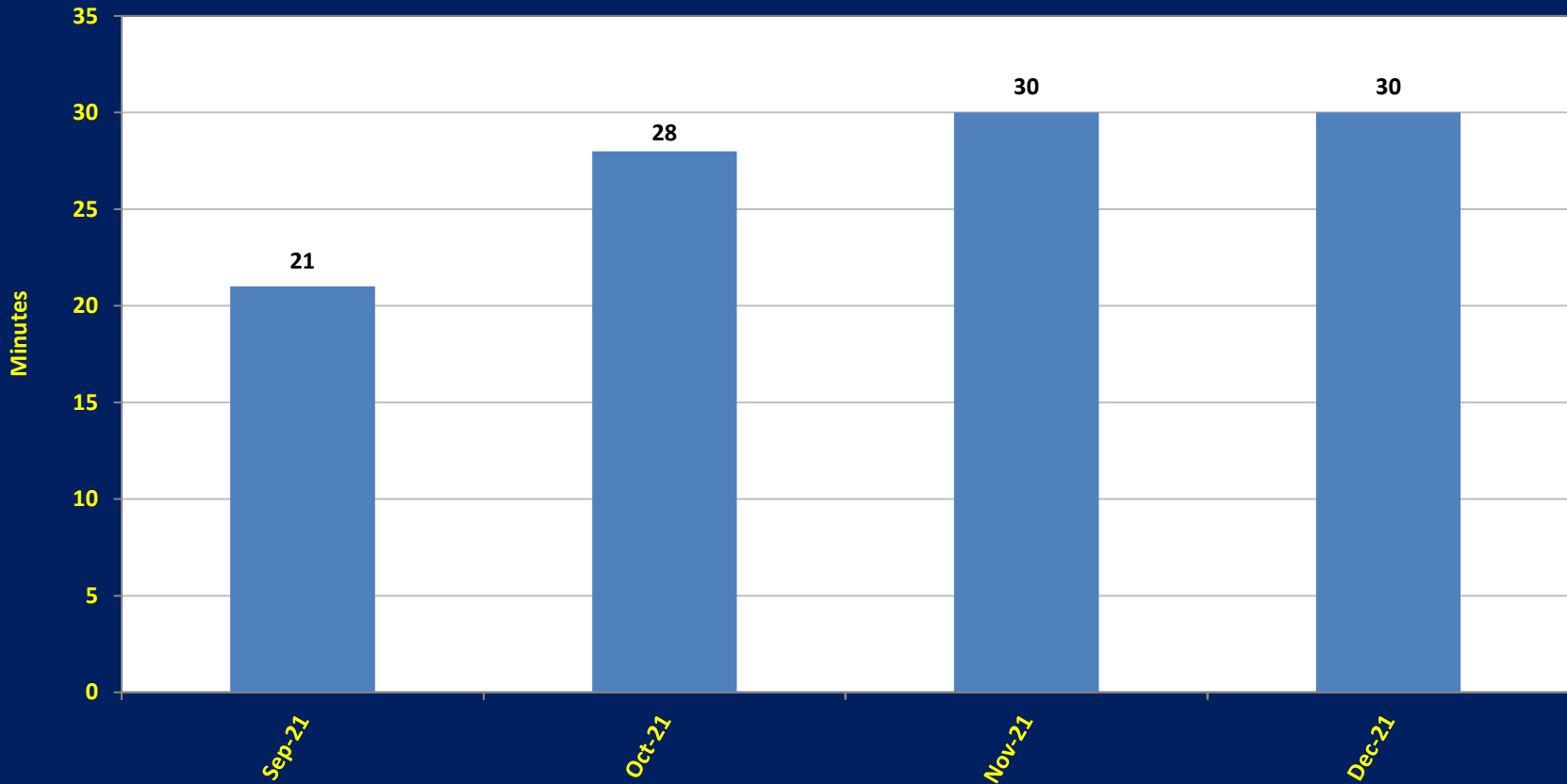
4,403,452 Total Calls Serviced

	Sep-21	Oct-21	Nov-21	Dec-21
Calls Resolved By IVR	70,039	69,095	86,331	68,442
Average Wait Time (mins)	21	28	30	30
Calls Serviced	46,094	48,022	50,801	45,967



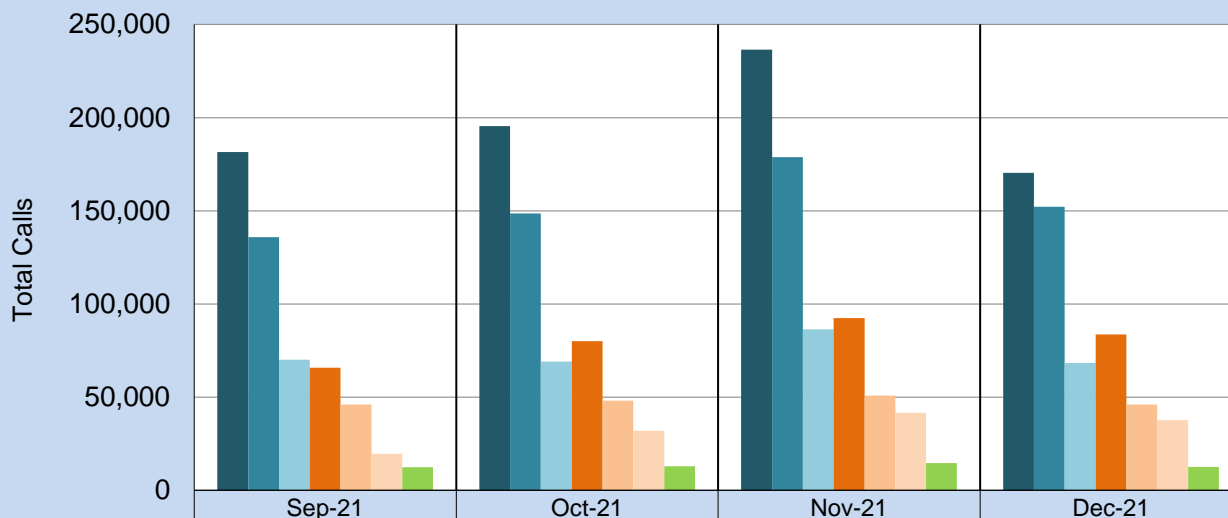
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
September 2021 - December 2021**



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

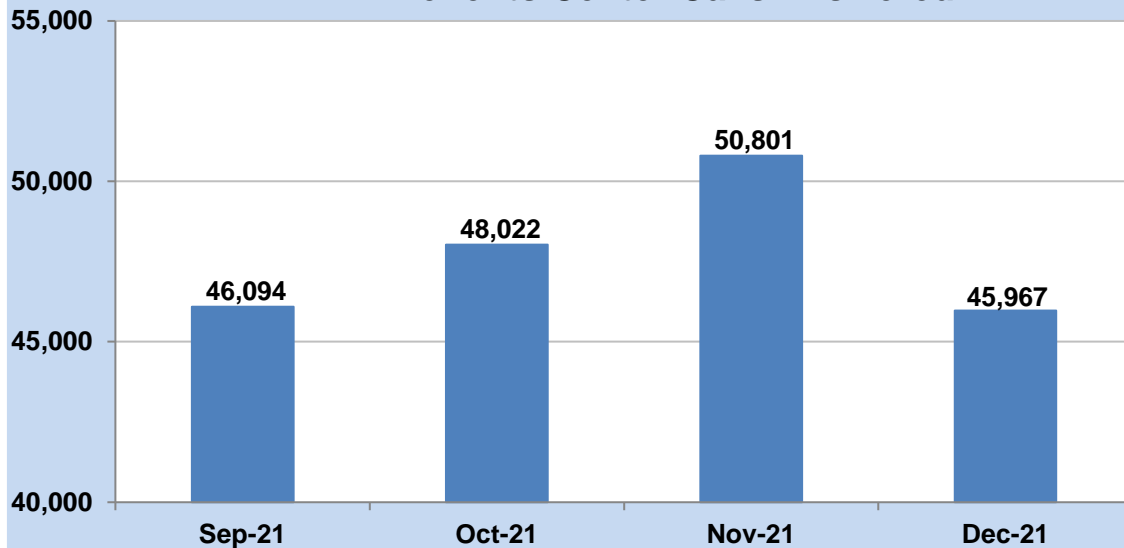
■ Total Calls to the IVR (24 hour period)	181,483	195,473	236,458	170,348
■ Total Calls to the IVR (Business hours)	135,789	148,556	178,710	152,113
■ Total Calls Resolved by the IVR	70,039	69,095	86,331	68,442
■ Total Calls Transferred to the BC	65,730	80,068	92,365	83,673
■ Total Calls Answered in the BC	46,094	48,022	50,801	45,967
■ Calls Abandoned in BC Queue After Threshold	19,640	32,039	41,564	37,706
■ Interviews Conducted	12,346	12,851	14,645	12,498

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



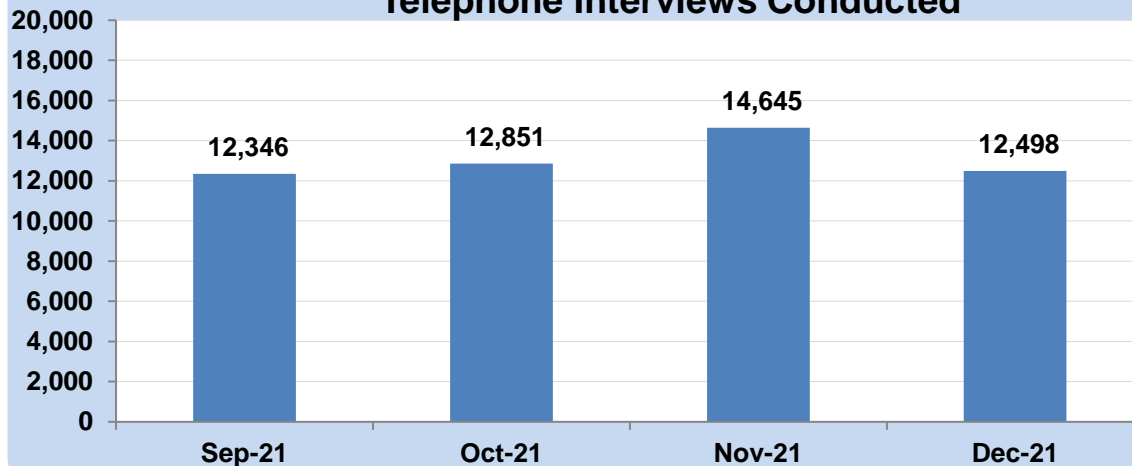
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Benefits Center Calls Answered



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

Telephone Interviews Conducted

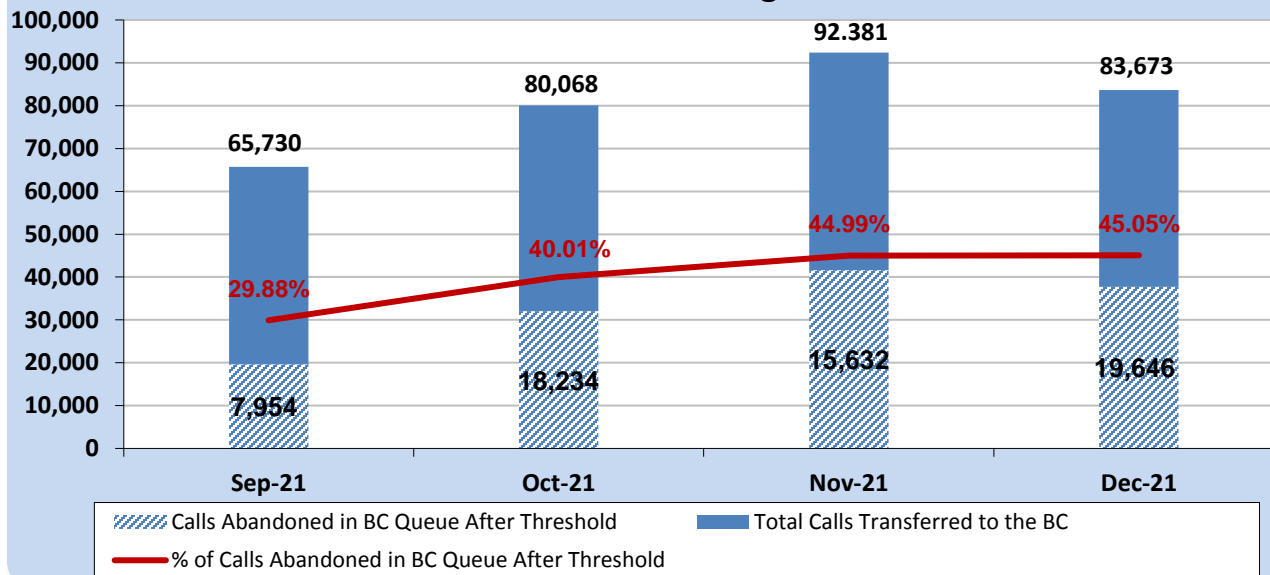


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



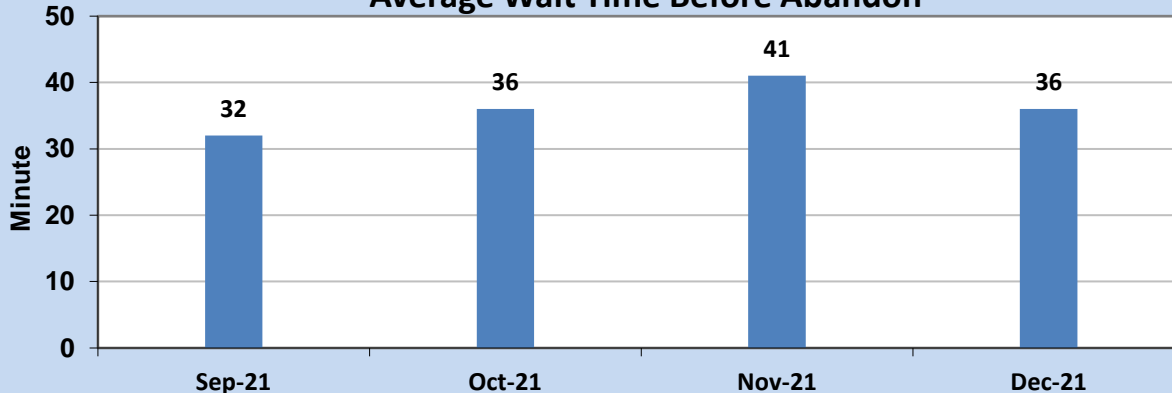
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Number of Incoming and Abandoned Calls



• Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon

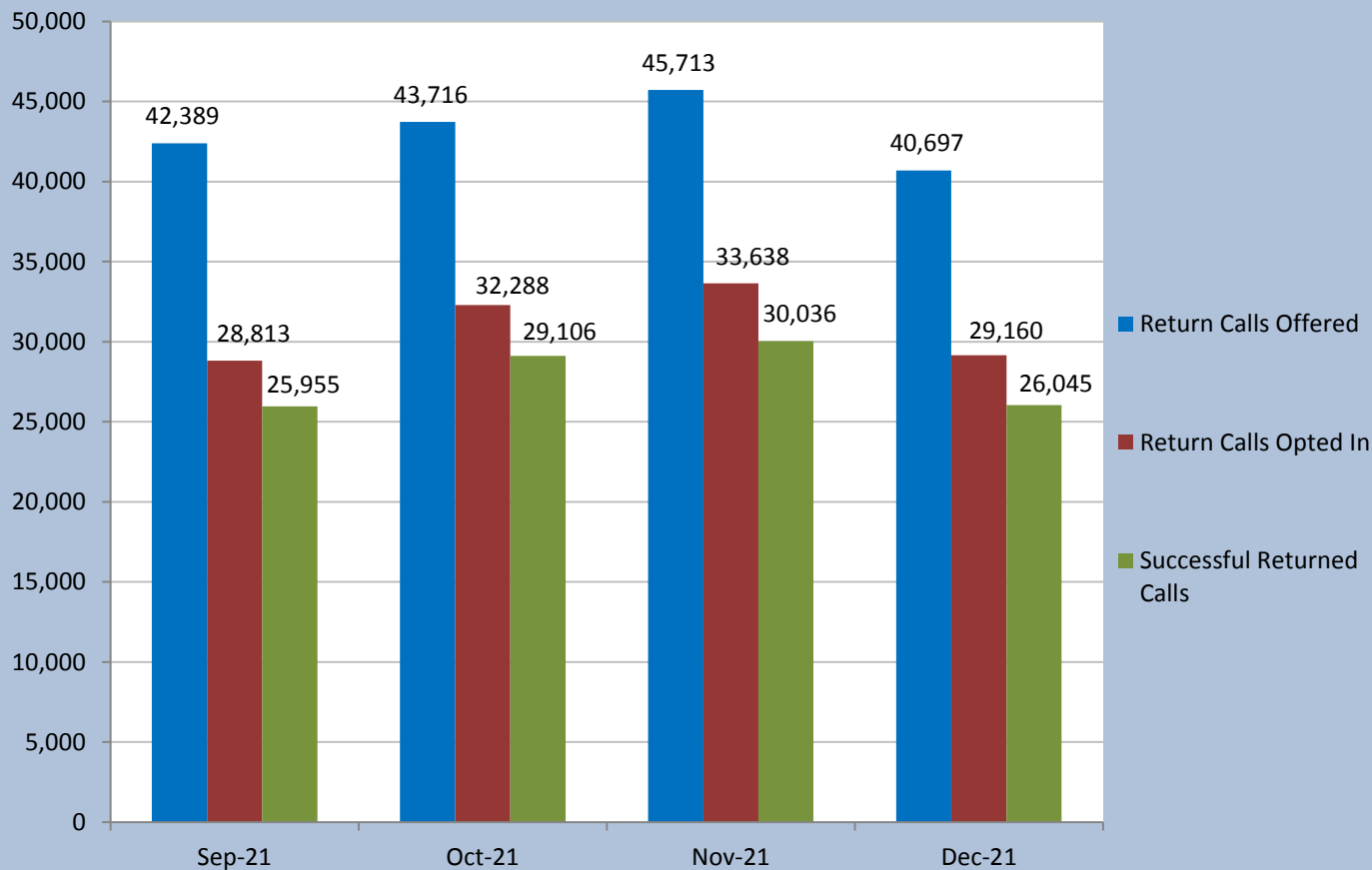


• Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



DSS Public Dashboard – December 2021

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



Thank You