



DSS Public Dashboard January 2023



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Self Service

542,853

MyAccounts

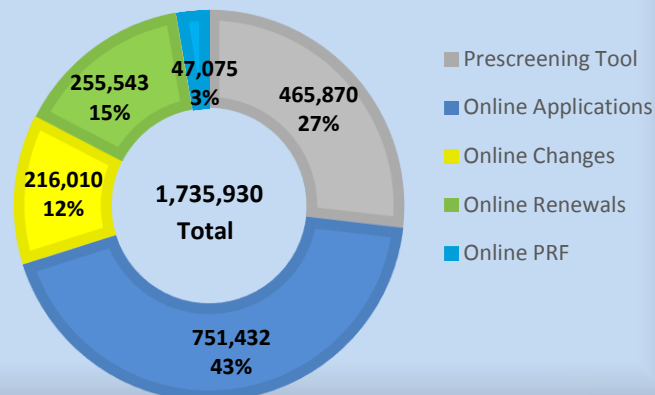
Client accounts created online since implementation 2013

400,109

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

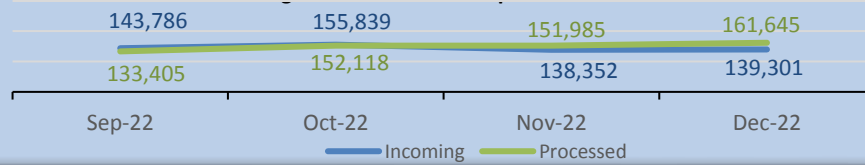


DSS Processing & Outcomes

DSS Work- Flow

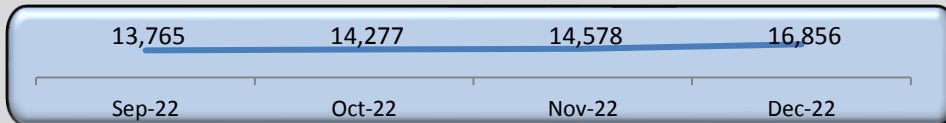
37,437,968 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



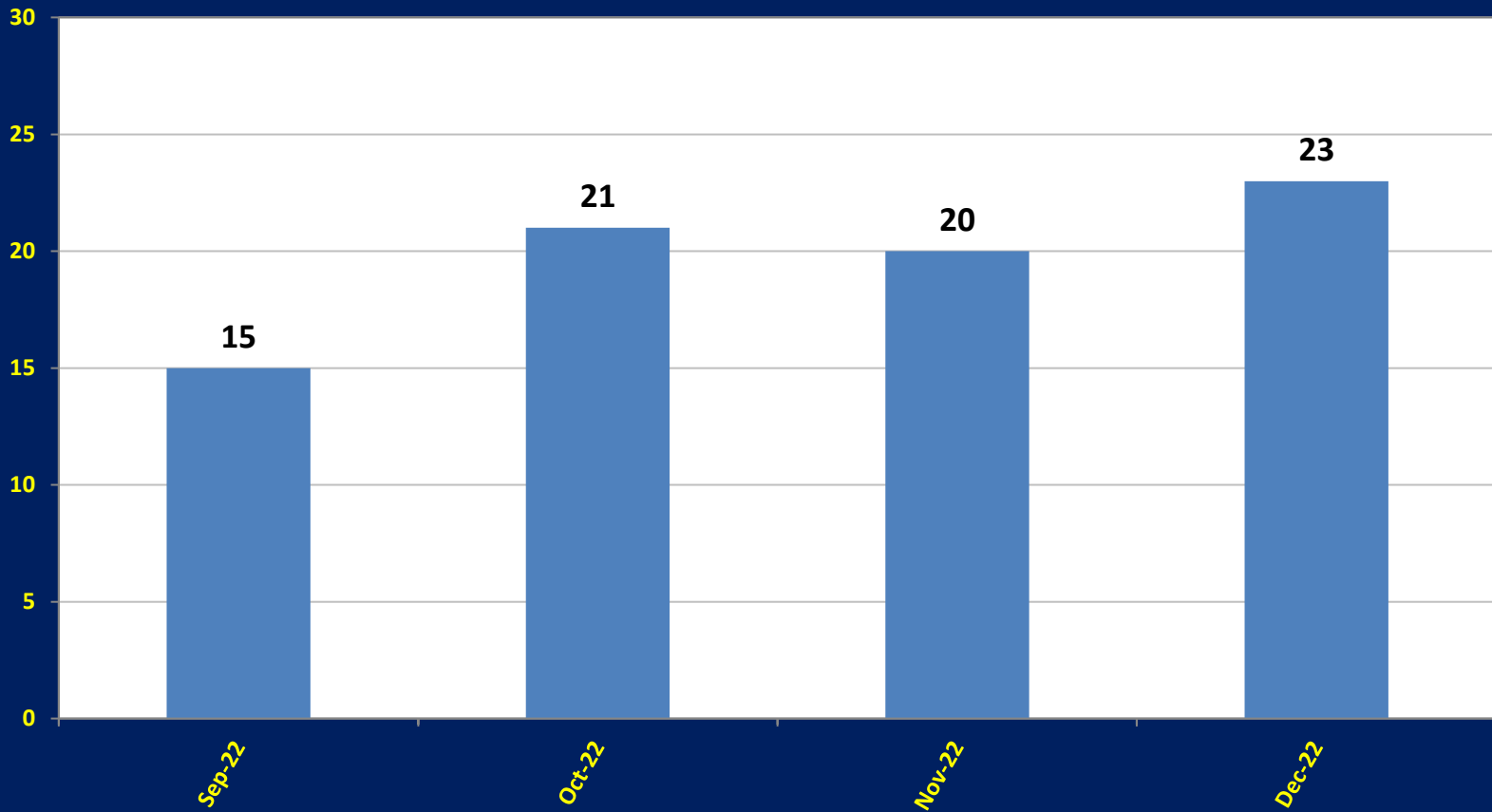
Benefits Center

5,233,964 Total Calls Serviced

	Sep-22	Oct-22	Nov-22	Dec-22
Calls Resolved By IVR	112,852	107,250	82,034	111,391
Average Wait Time (mins)	15	21	20	23
Calls Serviced	69,151	54,631	51,584	47,275

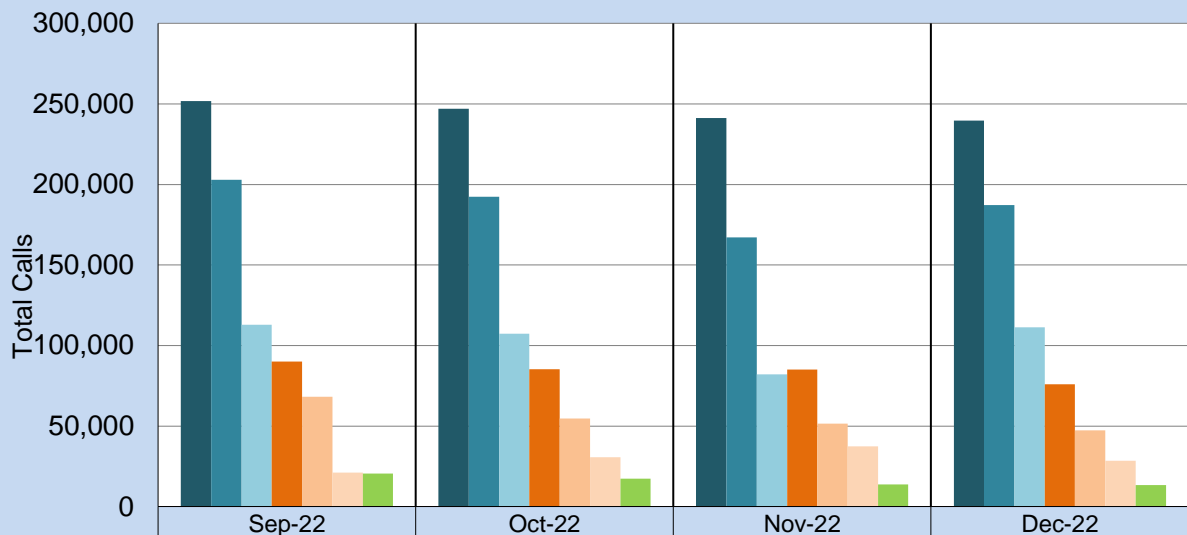
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Benefits Center Monthly Average Wait Time (minutes)



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Client Info Line September 2022 - December 2022



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

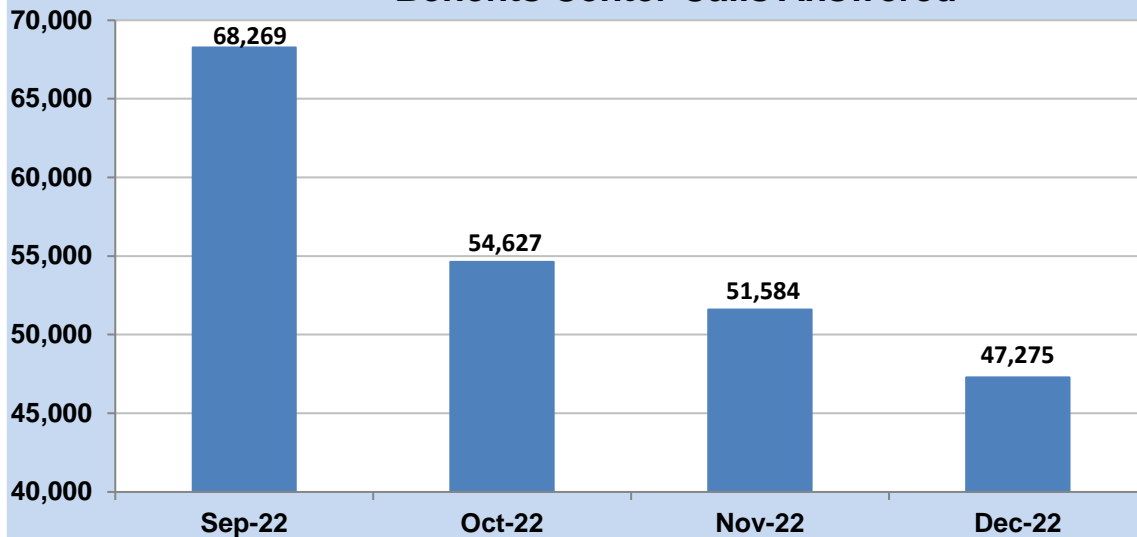
■ Total Calls to the IVR (24 hour period)	251,854	247,027	241,184	239,570
■ Total Calls to the IVR (Business hours)	202,950	192,438	167,052	187,245
■ Total Calls Resolved by the IVR	112,852	107,250	82,034	111,391
■ Total Calls Transferred to the BC	90,098	85,188	85,018	75,864
■ Total Calls Answered in the BC	68,269	54,627	51,584	47,275
■ Calls Abandoned in BC Queue After Threshold	21,026	30,662	37,330	28,546
■ Interviews Conducted	20,584	17,380	13,662	13,253

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

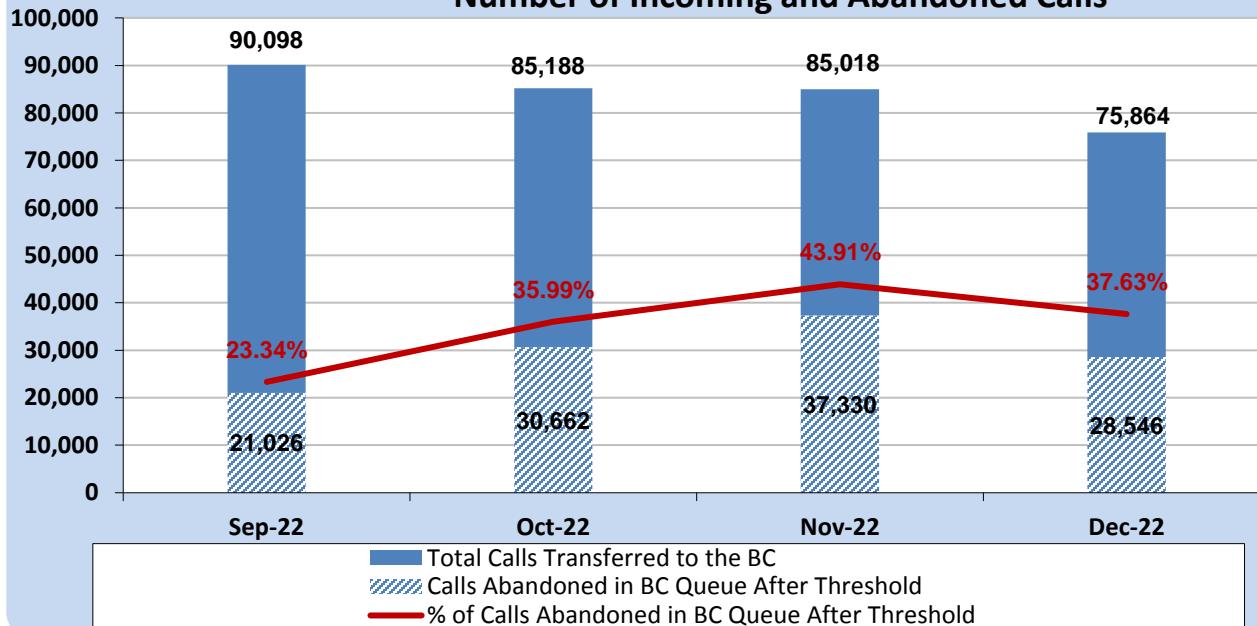


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



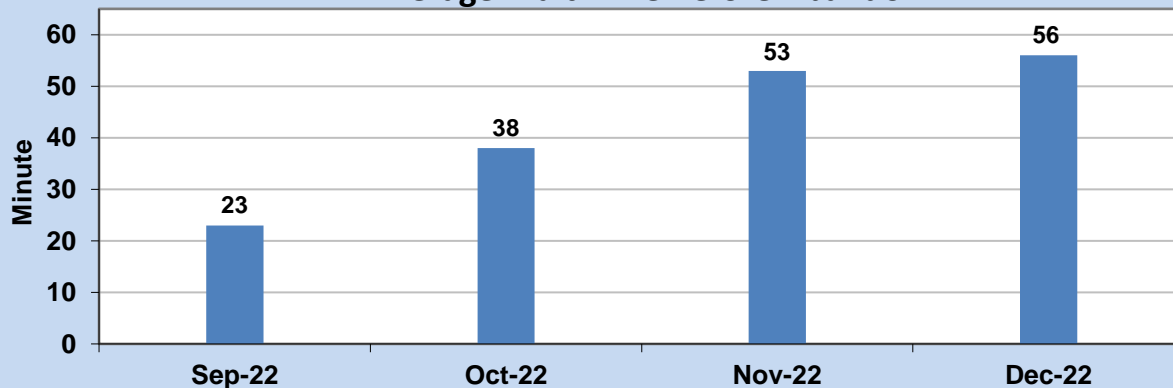
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

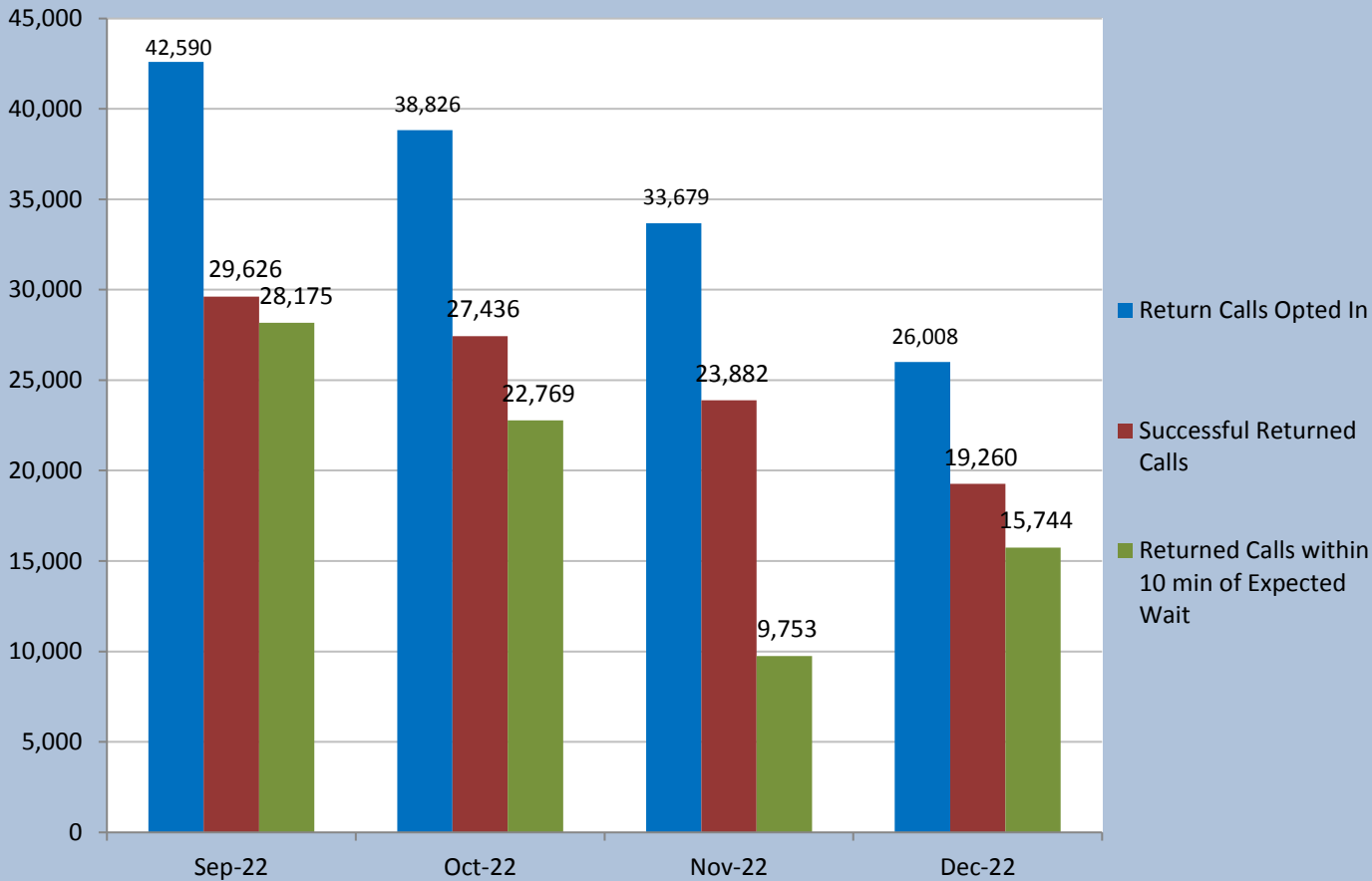


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



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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