



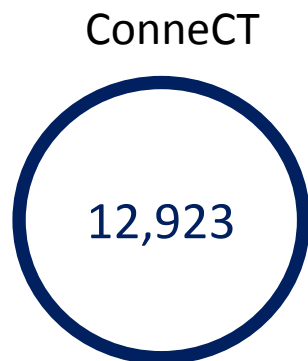
DSS Eligibility Operations (EO) Public Dashboard

January 2024



DSS EO Public Dashboard January 2024

Self Service Metrics



Client accounts created **online** in January

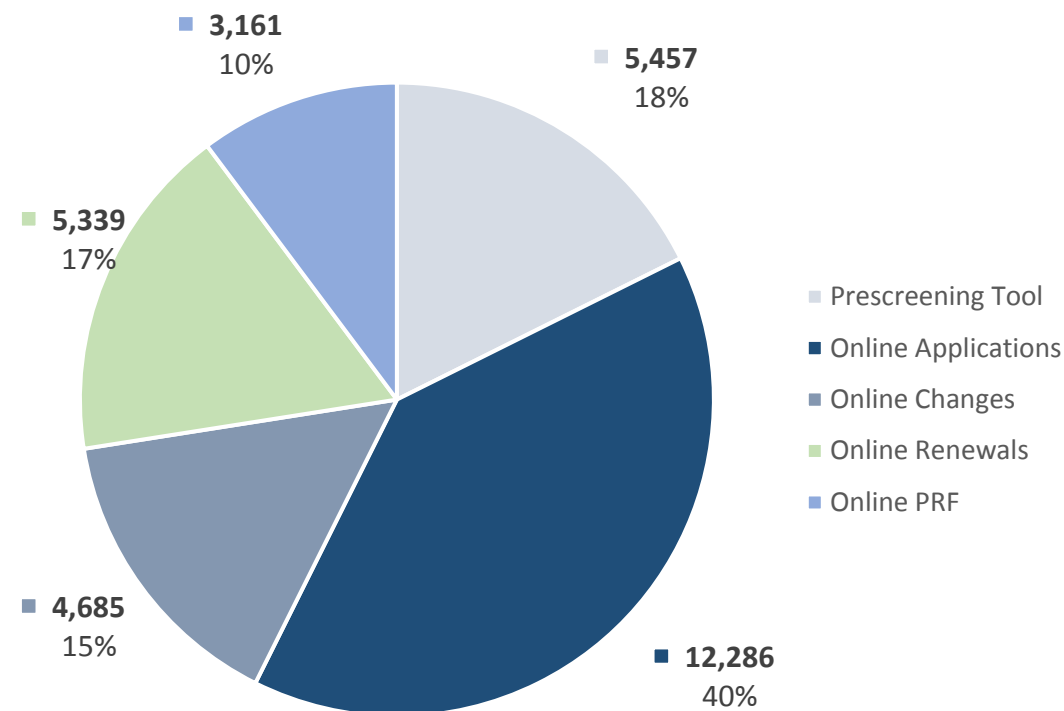


log-in pins used on the DSS 1.855 line in January

ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.

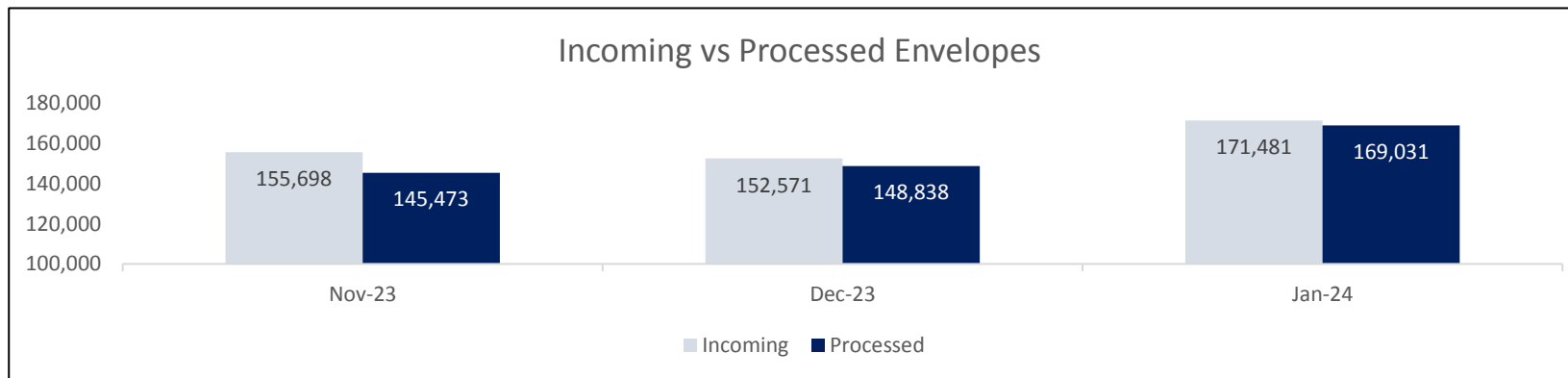
ConneCT ACTIVITY
January Total 30928



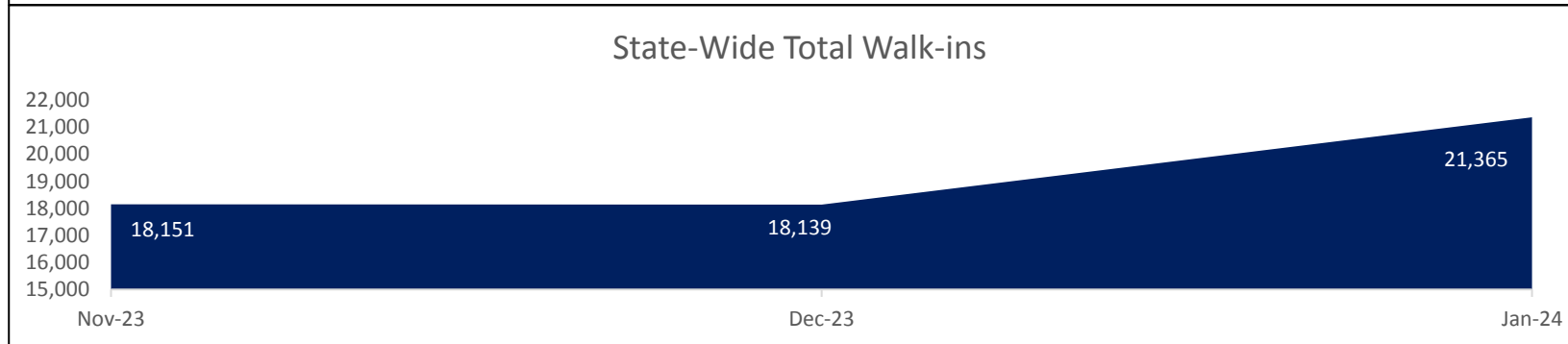


DSS EO Public Dashboard January 2024

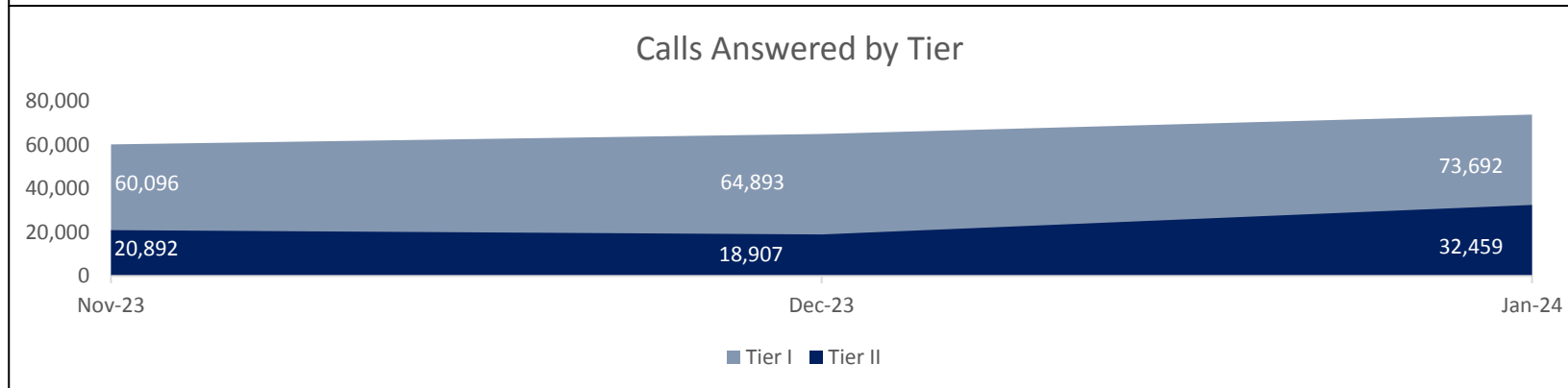
Applications,
Renewals,
Changes, and
Documents
Submitted



In-person
Visits



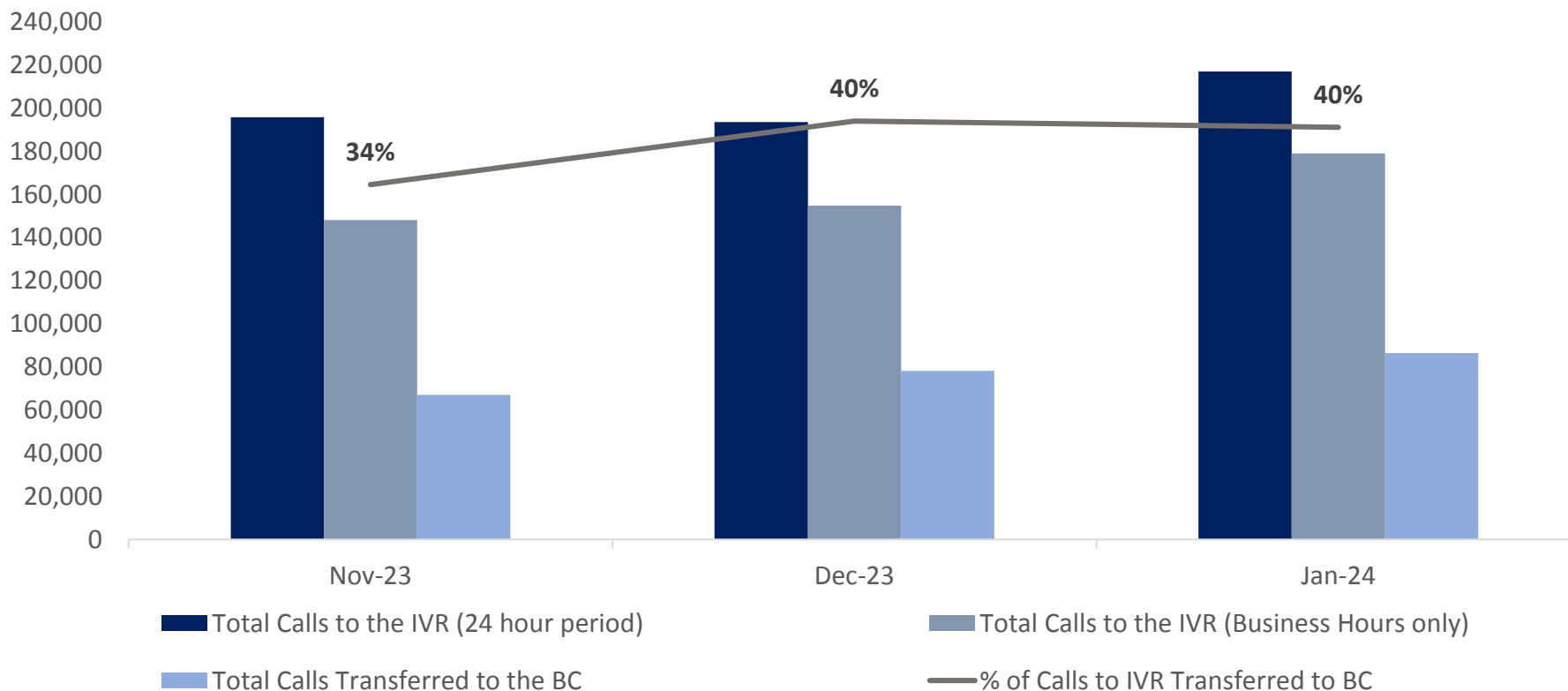
Calls
Answered





DSS EO Public Dashboard – January 2024

Client Info Line
Nov 2023 - Jan 2024



	Nov-23	Dec-23	Jan-24
Total Calls to the IVR (24 hour period)	195,774	193,532	217,059
Total Calls to the IVR (Business Hours only)*	148,102	154,801	179,056*
Total Calls Transferred to the BC	67,137	78,227	86,422
% of Calls to IVR Transferred to BC	34%	40%	40%

*Benefit Center adjusted the days it was open to transfers from IVR. In January, there were 3 Wednesdays in which the BC was open (Jan 17, 24, 31)

50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%

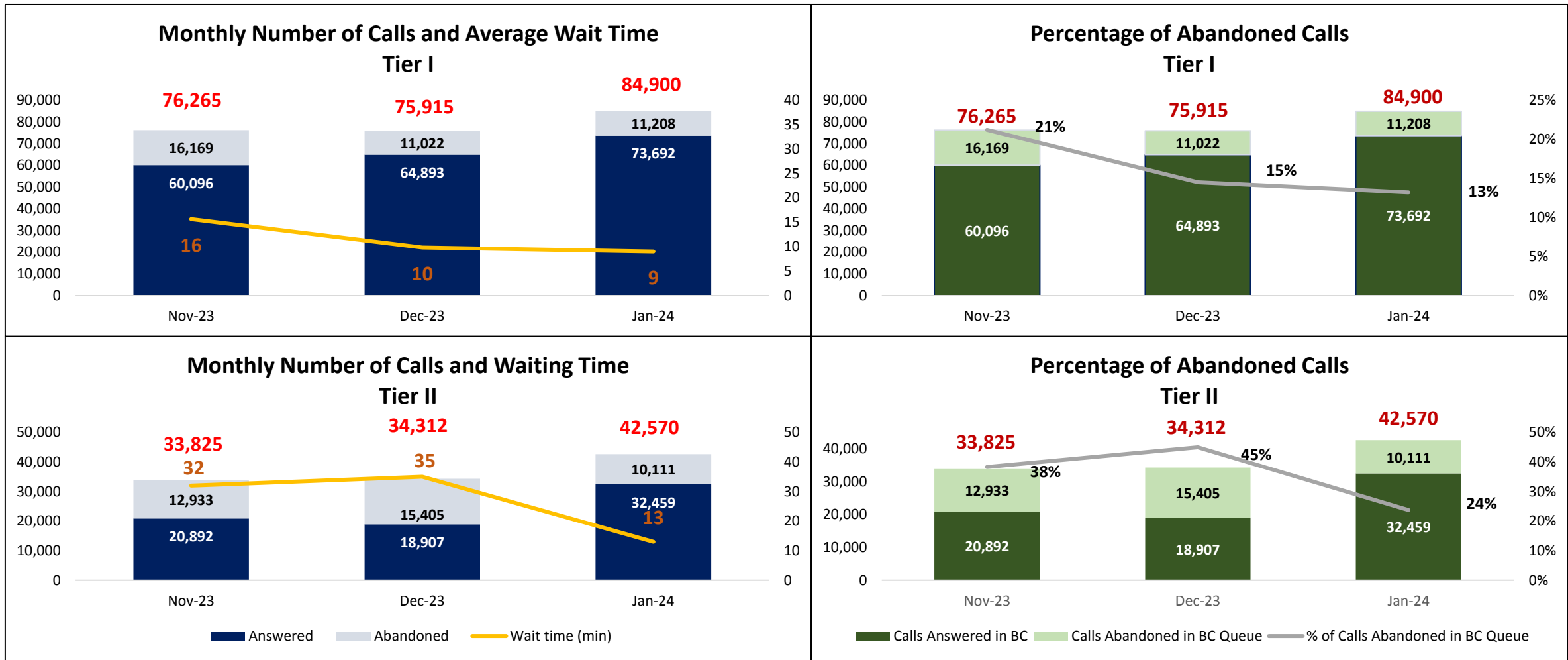
Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

Benefits Center (BC) – not a traditional Call Center:

- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

DSS EO Public Dashboard – January 2024



Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

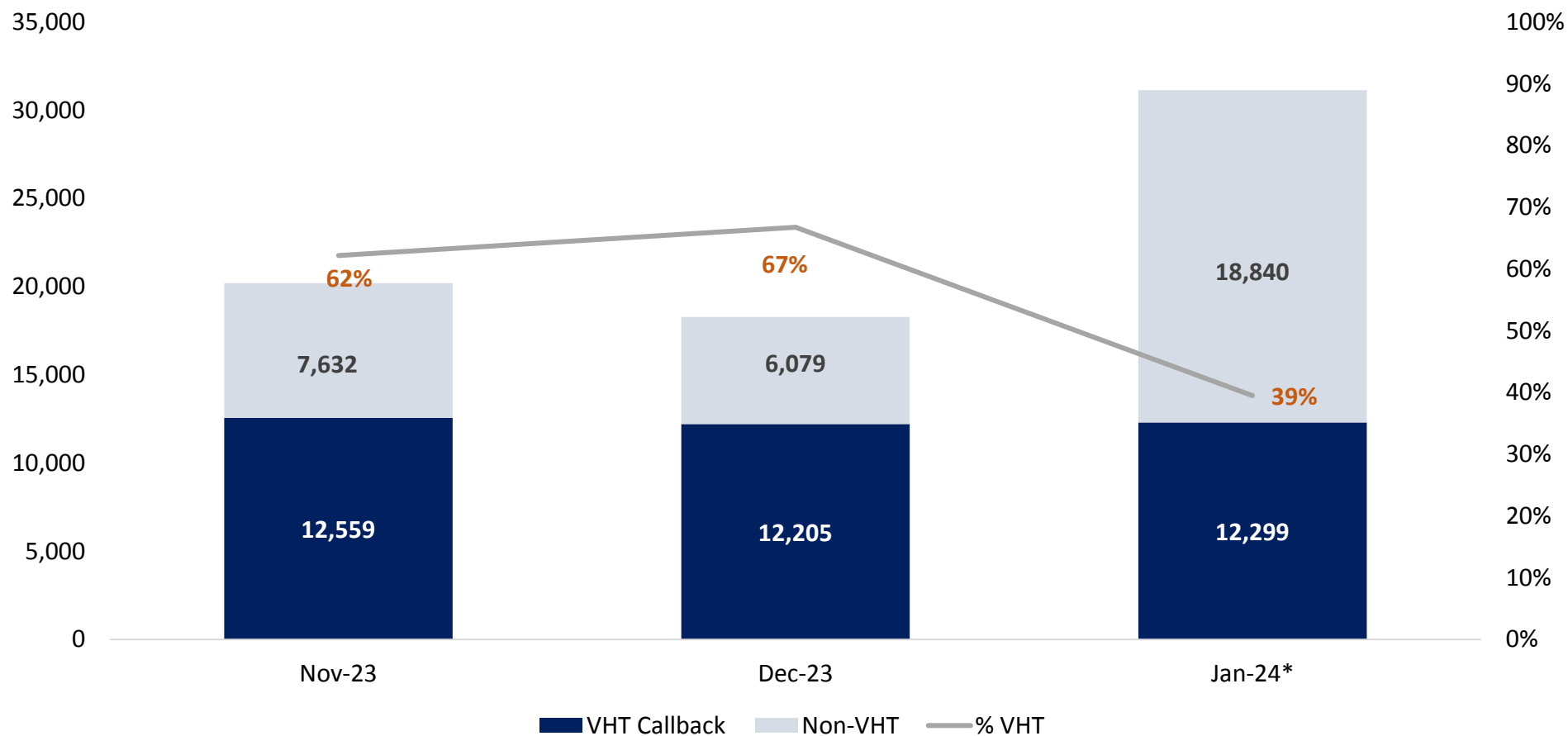
	Nov-23	Dec-23	Jan-24
Tier I Calls Answered in the BC	60,096	64,893	73,692
Tier I Calls Abandoned in BC Queue	16,169	11,022	11,208
Tier II Calls Answered in the BC	20,892	18,907	32,459
Tier II Calls Abandoned in BC Queue	12,933	15,405	10,111

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.



DSS EO Public Dashboard – January 2024

Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II



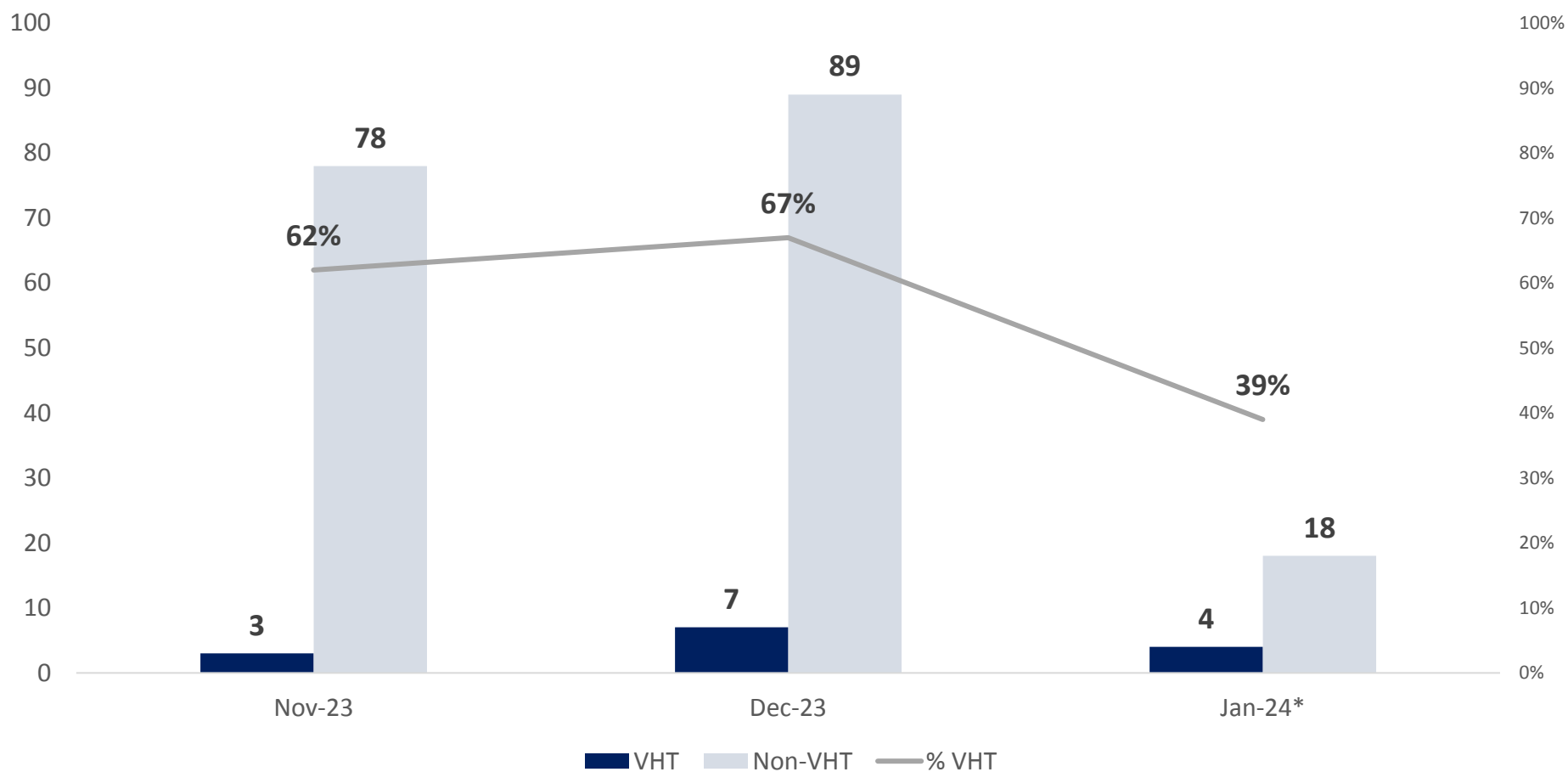
- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

*In January, there was a significant drop in Tier II wait times which led to a decreased percentage share of clients who opted to schedule calls through VHT.



DSS EO Public Dashboard – January 2024

Average Wait times by VHT/Non-VHT Queues for Tier II (Mins.)



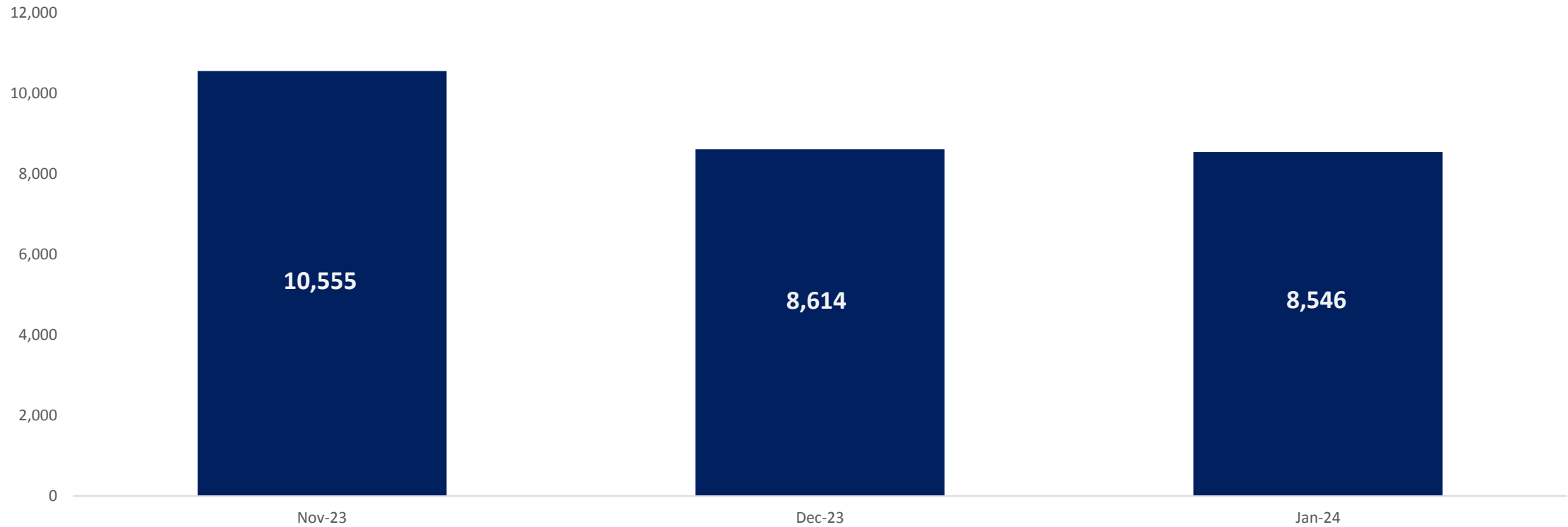
Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

*In January, there was a significant drop in Tier II wait times which led to a decreased percentage share of clients who opted to schedule calls through VHT.



DSS EO Public Dashboard – January 2024

SNAP Telephone Interviews



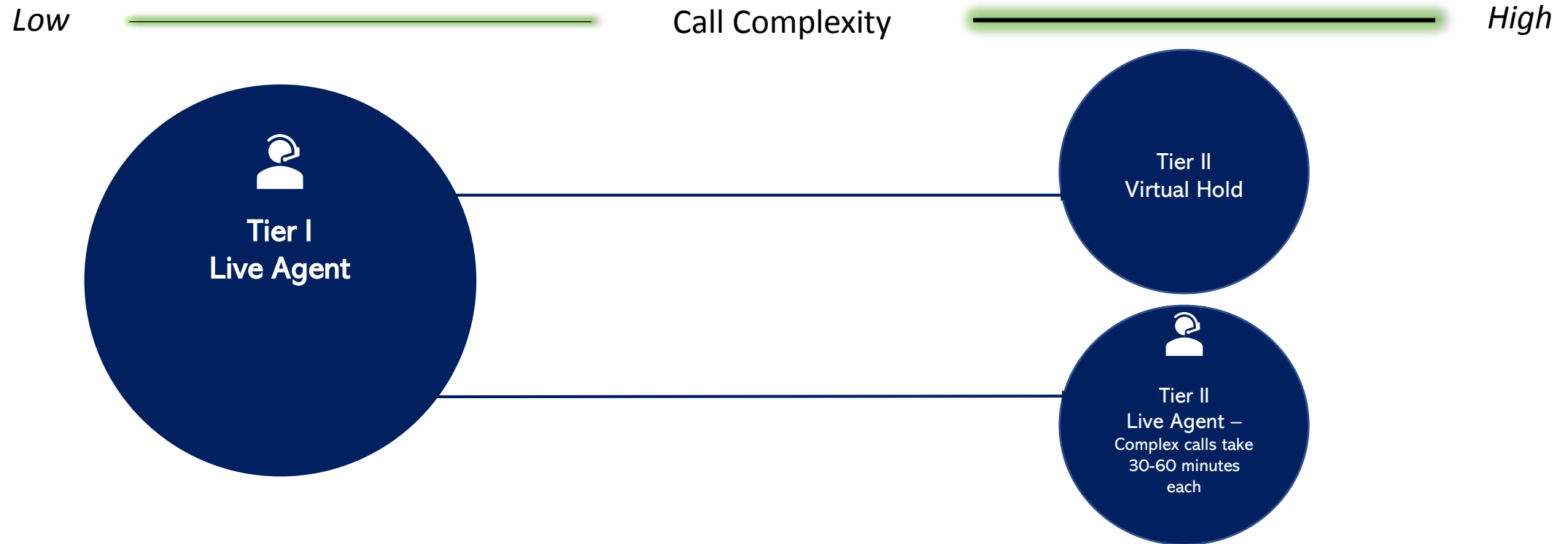
SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.



APPENDIX

Tiered Telephonic Service Delivery Model

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.



- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.



Thank You