DSS Public Dashboard
July 2018

DSS Public Dashboard – July 2018

DEPARTMENT OF SOCIAL SERVICES
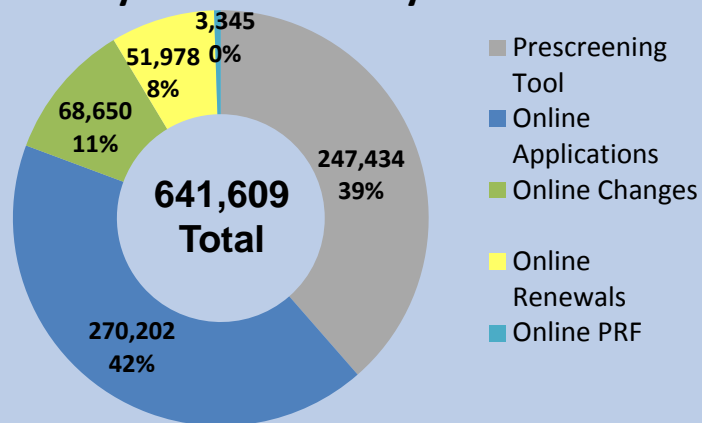
Self Service

267,638
MyAccounts

Client accounts created over the phone since implementation 2013

294,265
Secure PINs

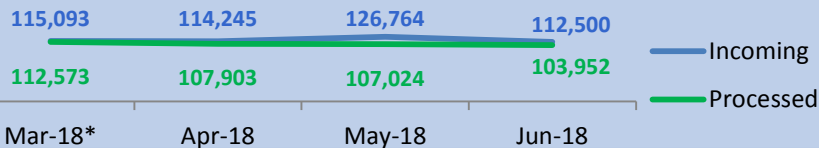Online accounts created over the phone since implementation 2013

MyAccount Activity

641,609 Total

- 3,345 — 0% — Online PRF
- 51,978 — 8% — Online Renewals
- 68,650 — 11% — Online Changes
- 270,202 — 42% — Online Applications
- 247,434 — 39% — Prescreening Tool

Legend:
- Prescreening Tool
- Online Applications
- Online Changes
- Online Renewals
- Online PRF

DSS Processing & Outcomes

DSS Work Flow

22,467,817
Total Documents Scanned

Incoming vs Processed Envelopes

	Mar-18*	Apr-18	May-18	Jun-18
Incoming	115,093	114,245	126,764	112,500
Processed	112,573	107,903	107,024	103,952

Service Centers

State-Wide Total Walk-Ins

	Mar-18	Apr-18	May-18	Jun-18
Walk-Ins	21,433	24,068	24,447	23,360

Benefits Centers

2,545,857
Total Calls Serviced

	Mar-18	Apr-18	May-18	Jun-18
Calls Resolved By IVR	169,953	156,721	120,920	135,897
Average Wait Time (mins)	107	105	96	85
Calls Serviced	24,327	25,860	26,895	27,822

Data as of June 30, 2018

* Revised counts of incoming or processed envelopes

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Client Information Line:
March - June 2018

Total Calls

|	Mar-18	Apr-18	May-18	Jun-18
Total Calls to the IVR (24 hours period)	273,476	251,958	219,586	224,614
Total Calls to the IVR (Business hours)	239,827	229,731	194,502	205,011
Total Calls Resolved by the IVR	169,953	156,721	120,920	135,897
Total Calls Transferred to the BC	69,874	73,014	74,026	69,116
Total Calls Answered in the BC	24,327	25,860	26,895	27,822
Calls Abandoned in BC Queue After Threshold	38,991	40,708	42,245	40,123
Interviews Conducted	9,336	10,075	10,277	10,426

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

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)
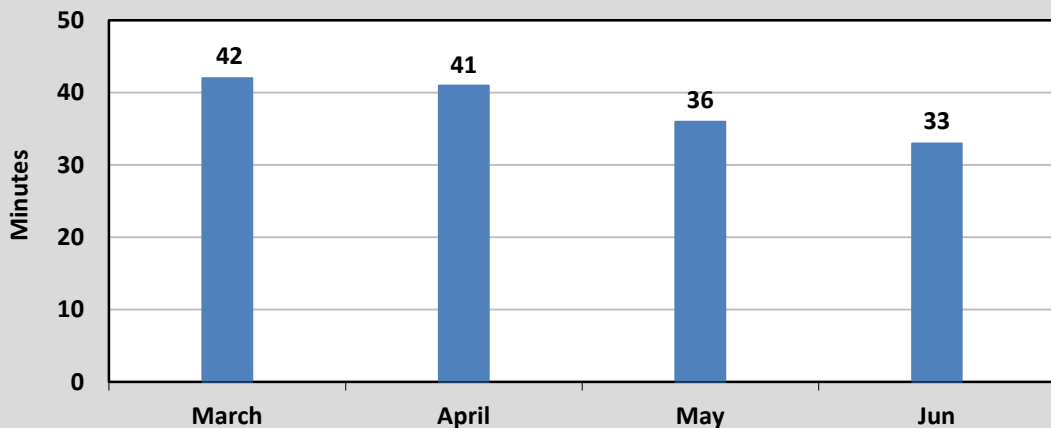
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Number and Percentage of Abandoned Calls
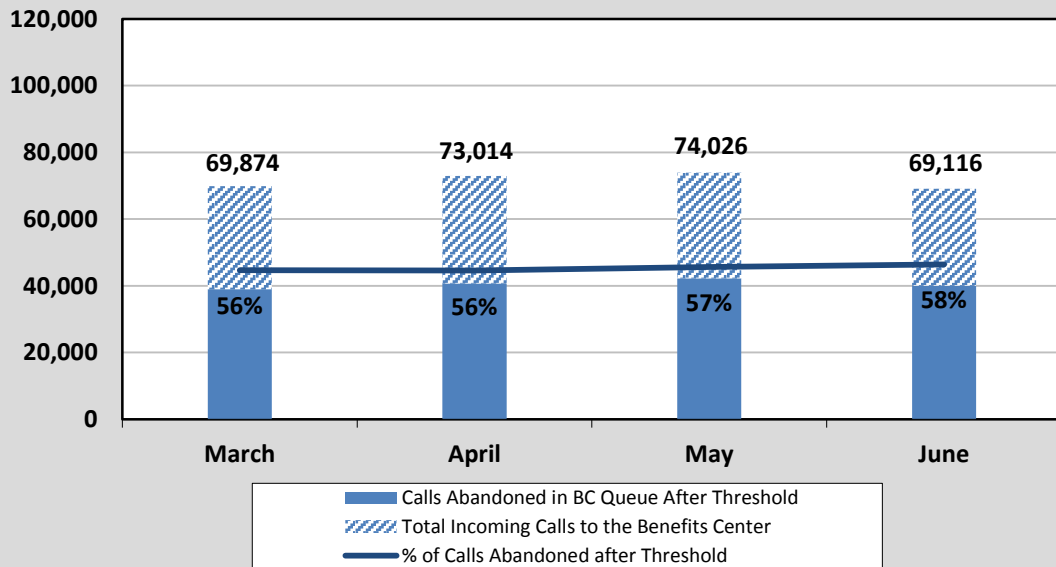
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

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

Thank You