



# DSS Public Dashboard July 2020



# DSS Public Dashboard – July 2020

## Self Service

**364,385**

MyAccounts

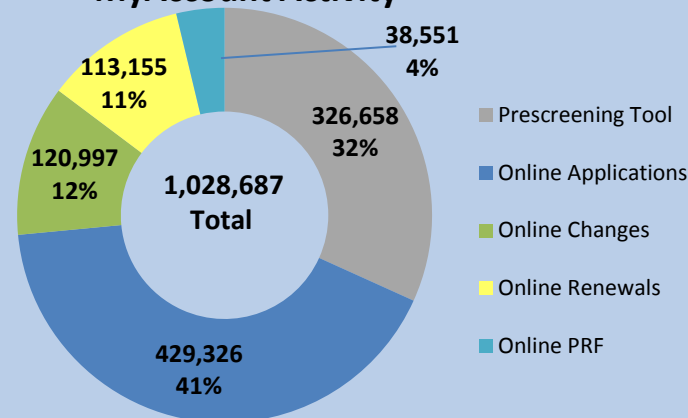
Client accounts created over the phone since implementation 2013

**344,457**

Secure PINs

Online accounts created over the phone since implementation 2013

### MyAccount Activity



## DSS Processing & Outcomes

DSS Work Flow

**31,464,886** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

The Department of Social Services has suspended in-person visits to our filed offices as a protective measure for customers and staff.

Benefits Center

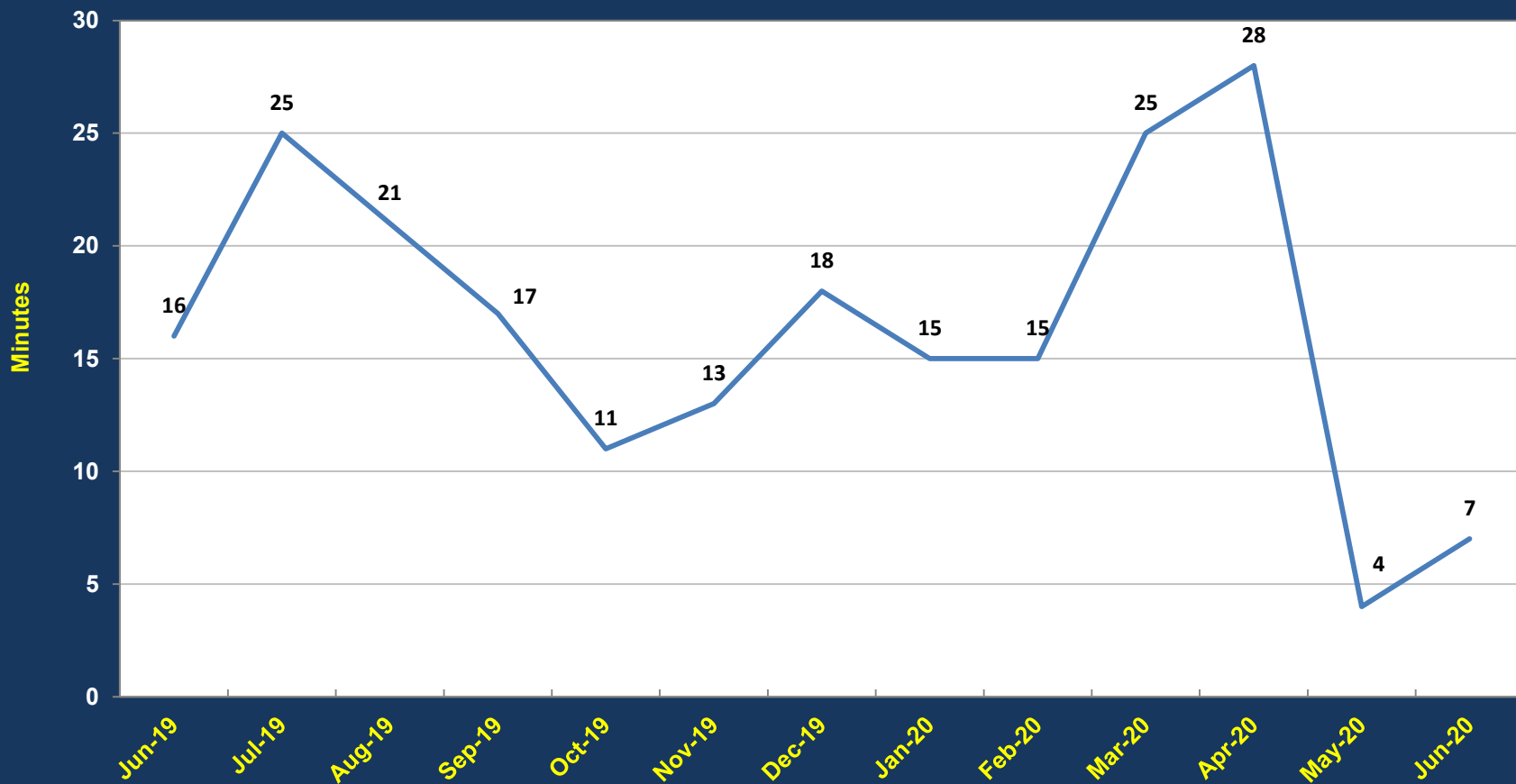
**3,549,574** Total Calls Serviced

	Mar-20	Apr-20	May-20	Jun-20
Calls Resolved By IVR	55,103	55,394	49,799	70,009
Average Wait Time (mins)	25	28	4	7
Calls Serviced	48,562	44,750	40,510	48,682



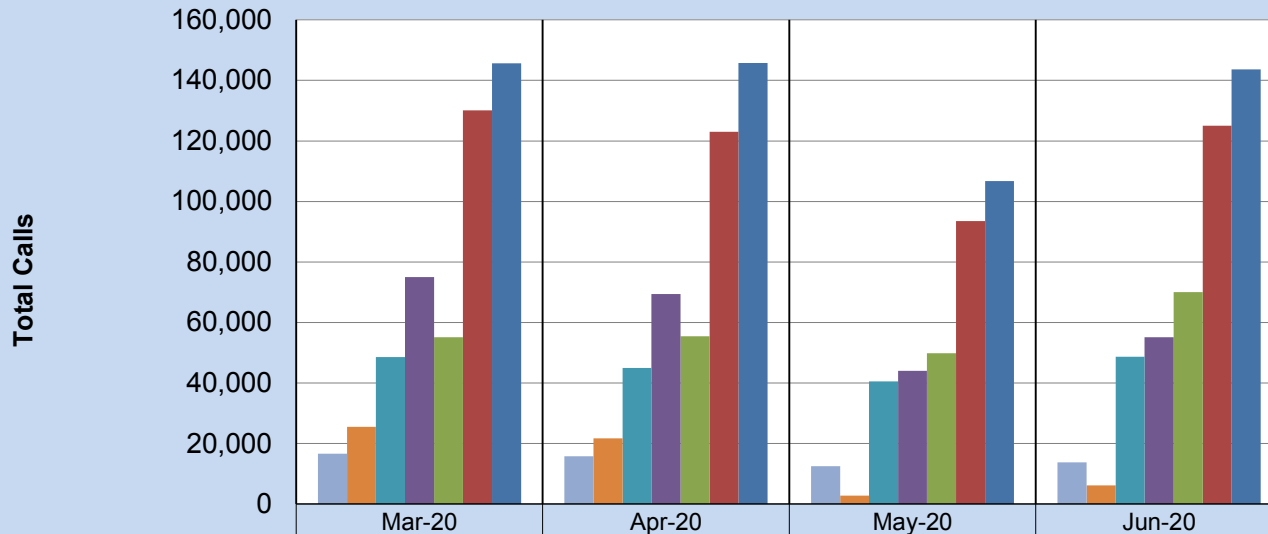
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### Benefits Center Average Wait Time June 2019 - June 2020



## DSS Public Dashboard – July 2020

Client Information Line:  
March 2020 - June 2020



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

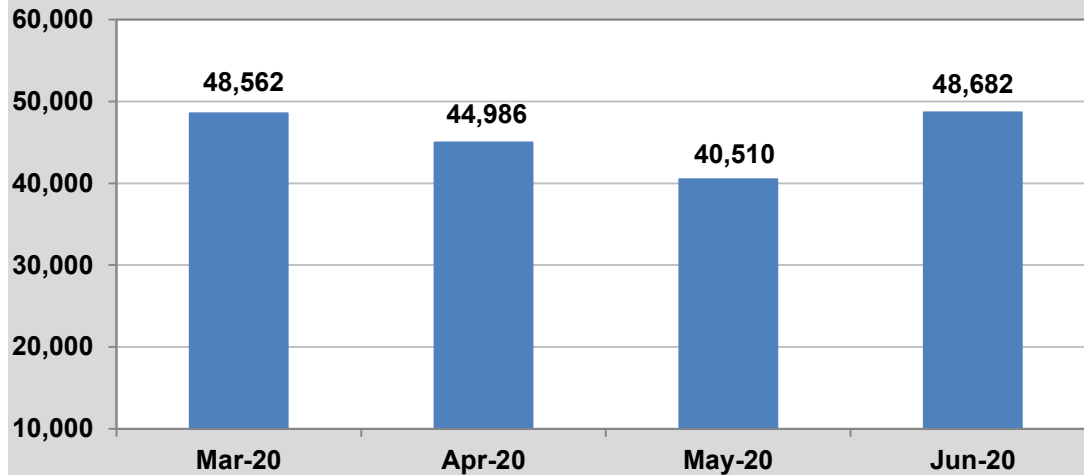
■ Total Calls to the IVR (24 hour period)	145,626	145,711	106,697	143,683
■ Total Calls to the IVR (Business hours)	130,135	123,008	93,504	125,019
■ Total Calls Resolved by the IVR	55,103	55,394	49,799	70,009
■ Total Calls Transferred to the BC	75,031	69,401	44,027	55,080
■ Total Calls Answered in the BC	48,562	44,986	40,510	48,682
■ Calls Abandoned in BC Queue After Threshold	25,523	21,742	2,733	6,190
■ Interviews Conducted	16,673	15,828	12,499	13,758

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



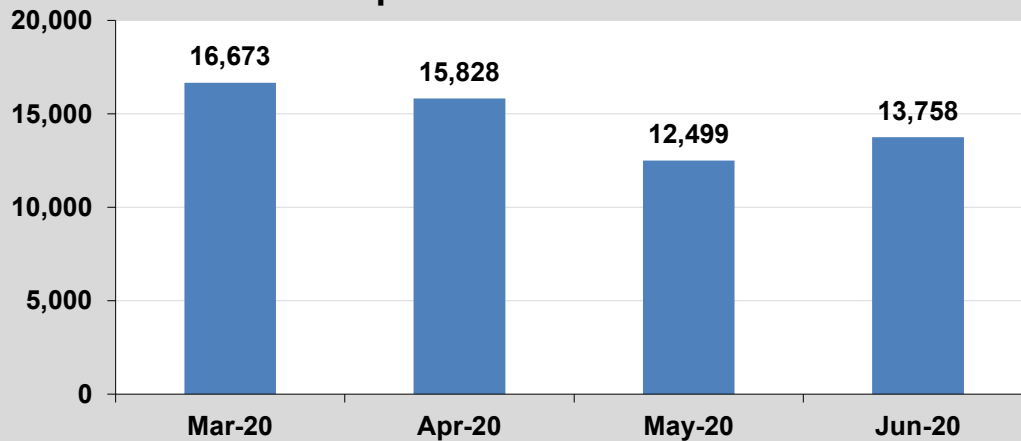
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### Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
- For the past 4 months, DSS is answering an average of 45,685 calls per month

### Telephone Interviews Conducted

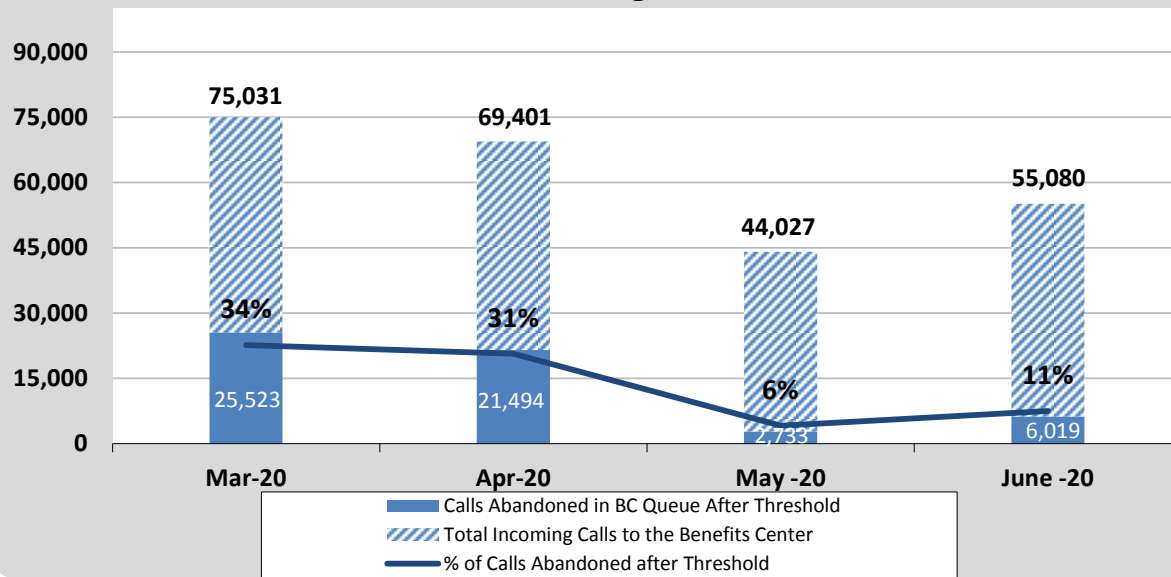


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 14,690 telephone interviews per month



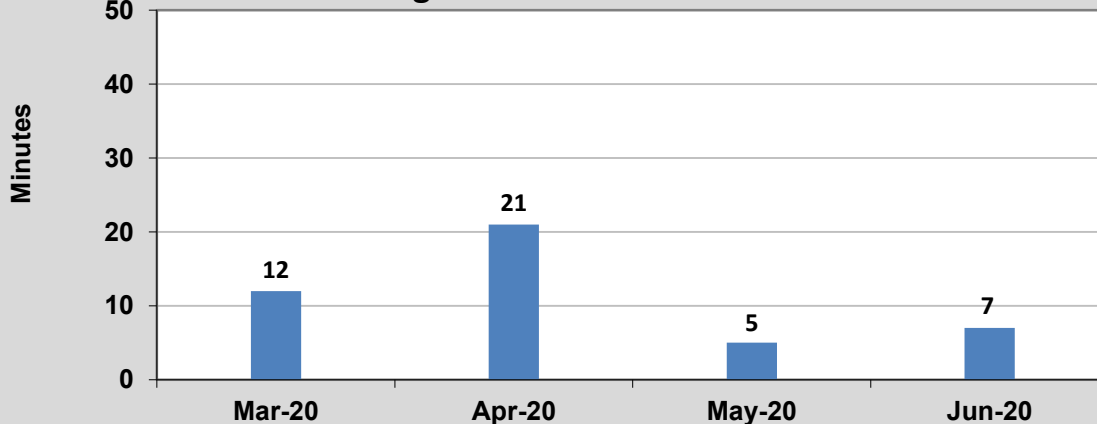
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Number of Incoming and Abandoned Calls



- 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 hung up.



**Thank You**