



DSS Public Dashboard July 2023



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Self Service

572,607

MyAccounts

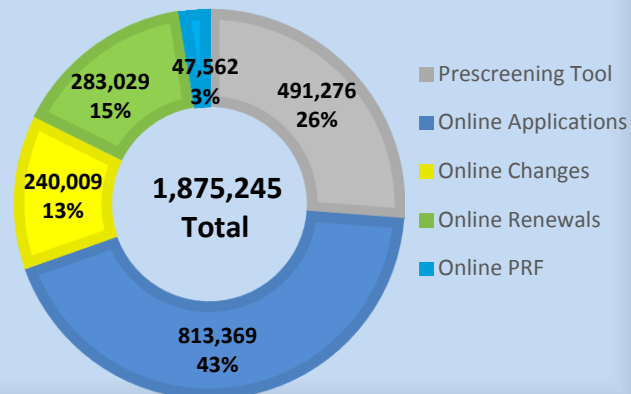
Client accounts created online since implementation 2013

413,765

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

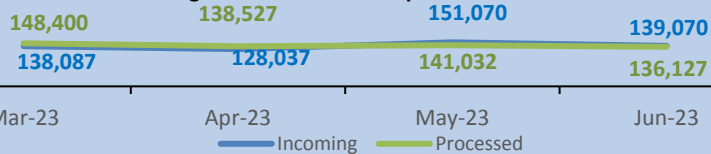


DSS Processing & Outcomes

DSS Work- Flow

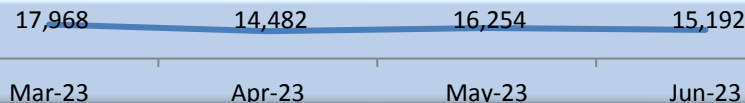
39,351,837 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



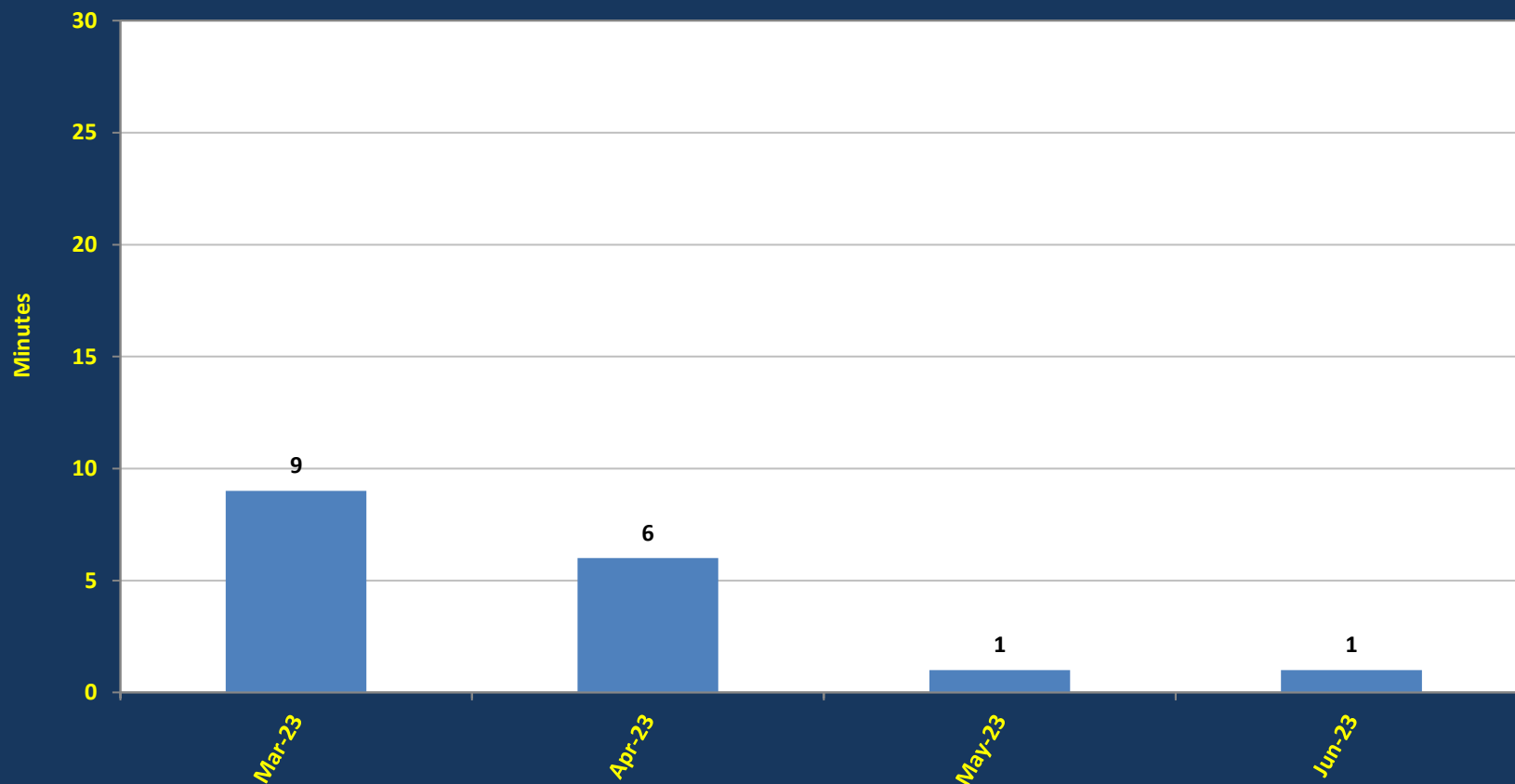
Benefits Center

5,565,922 Total Calls Serviced

	Mar-23	Apr-23	May-23	Jun-23
Calls Resolved By IVR	84,467	46,895	53,792	63,841
Average Wait Time (mins)	9	6	1	1
Calls Serviced	67,981	59,601	53,032	62,604

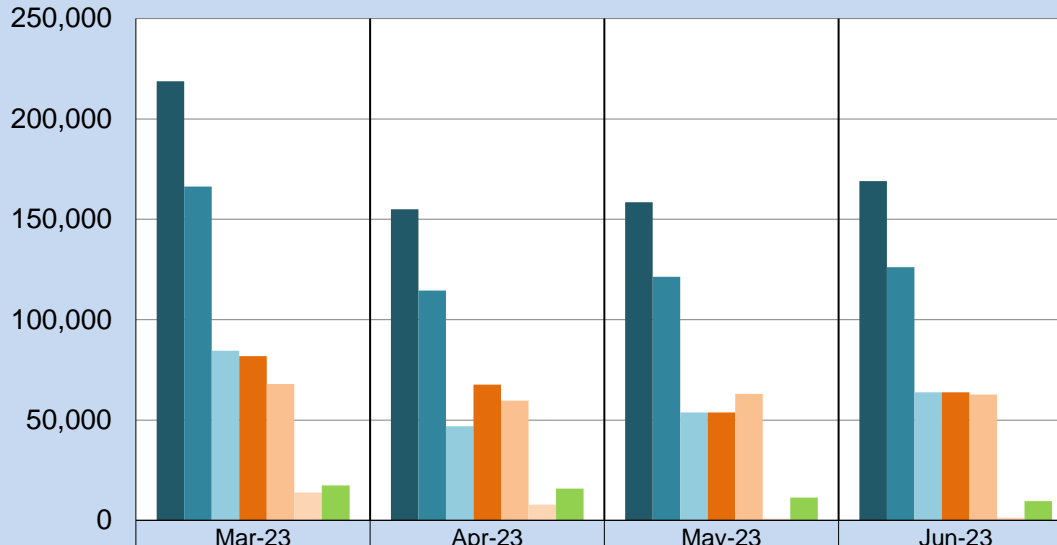
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Benefits Center Monthly Average Wait Time (minutes)



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Client Info Line March 2023 - June 2023



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

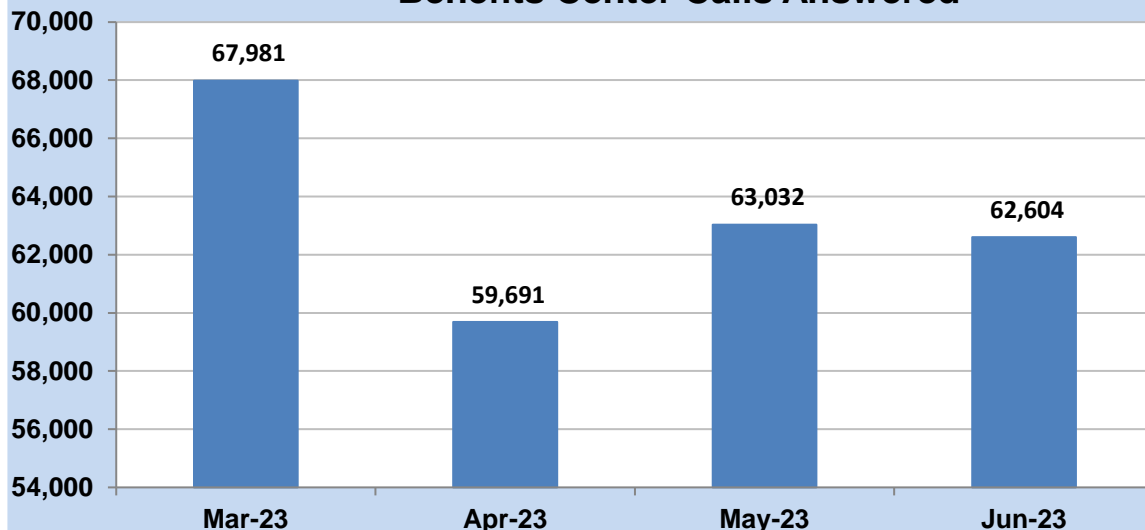
	Mar-23	Apr-23	May-23	Jun-23
Total Calls to the IVR (24 hour period)	218,687	155,036	158,449	169,044
Total Calls to the IVR (Business hours)	166,354	114,503	121,328	126,151
Total Calls Resolved by the IVR	84,467	46,895	53,792	63,841
Total Calls Transferred to the BC	81,877	67,569	53,792	63,841
Total Calls Answered in the BC	67,981	59,691	63,032	62,604
Calls Abandoned in BC Queue After Threshold	13,879	7,867	760	1,237
Interviews Conducted	17,385	15,747	11,367	9,586

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

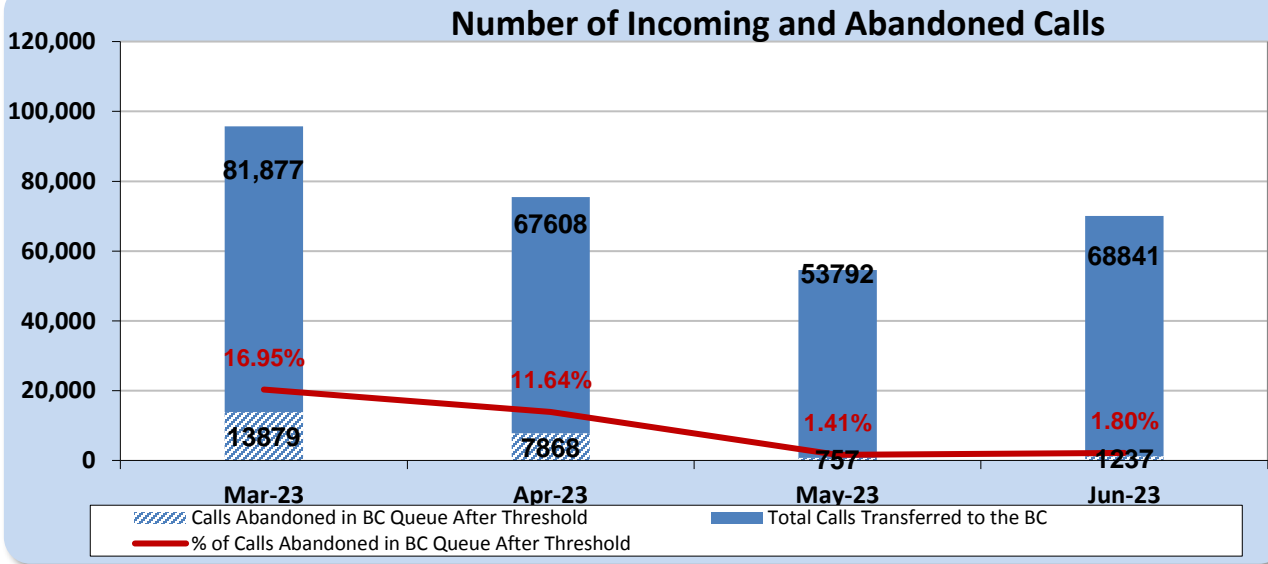
Telephone Interviews Conducted



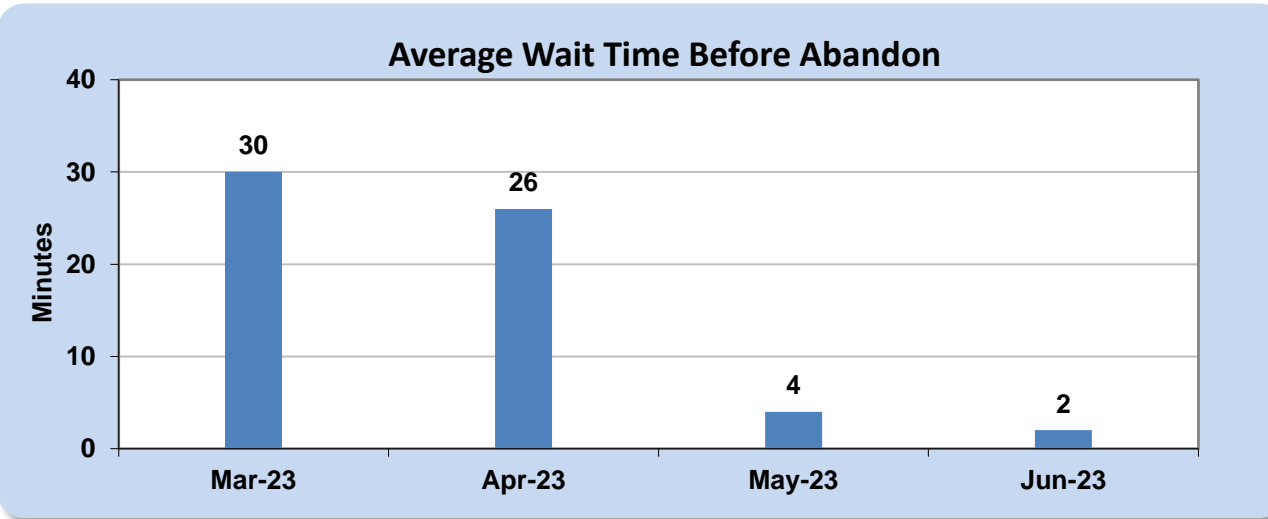
- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



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



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



Thank You