



DSS Public Dashboard

June 2020



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Self Service

360,029

MyAccounts

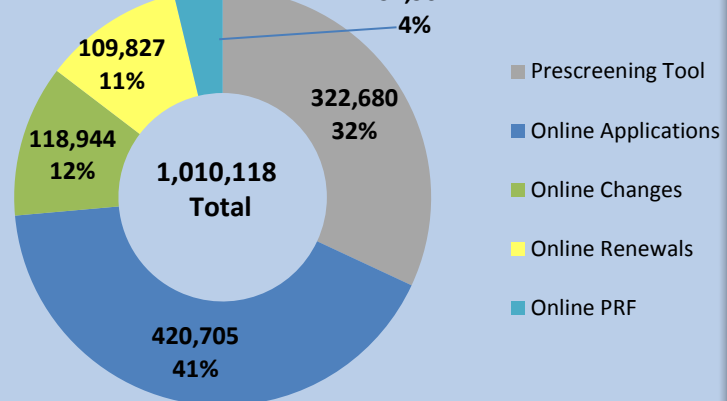
Client accounts created over the phone since implementation 2013

342,801

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity 37,962



DSS Processing & Outcomes

DSS Work Flow

31,219,791 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

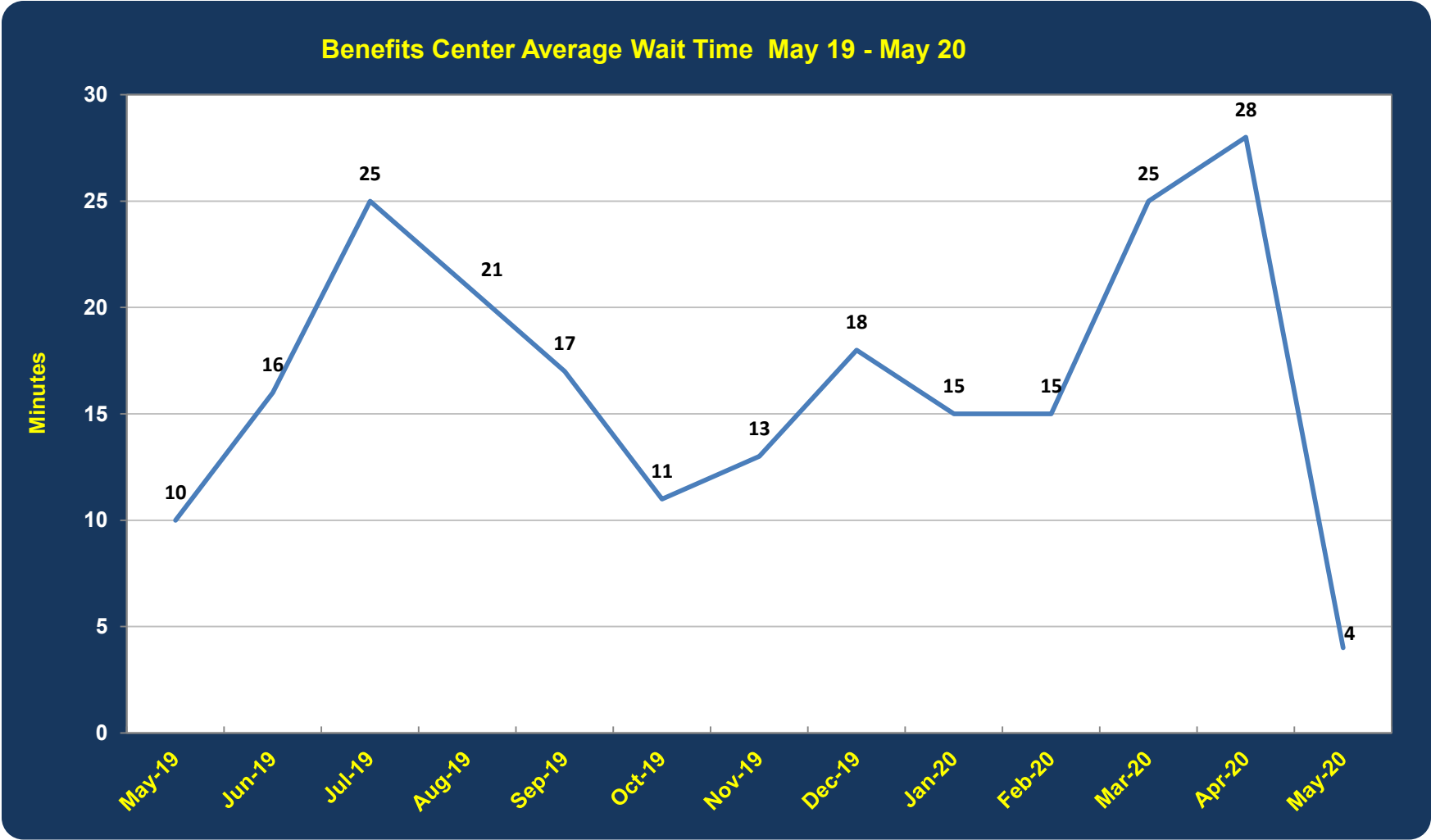
3,500,892 Total Calls Serviced

	Feb-20	Mar-20	Apr-20	May-20
Calls Resolved By IVR	38,347	55,103	55,394	49,799
Average Wait Time (mins)	15	25	28	4
Calls Serviced	37,163	48,562	44,750	40,510



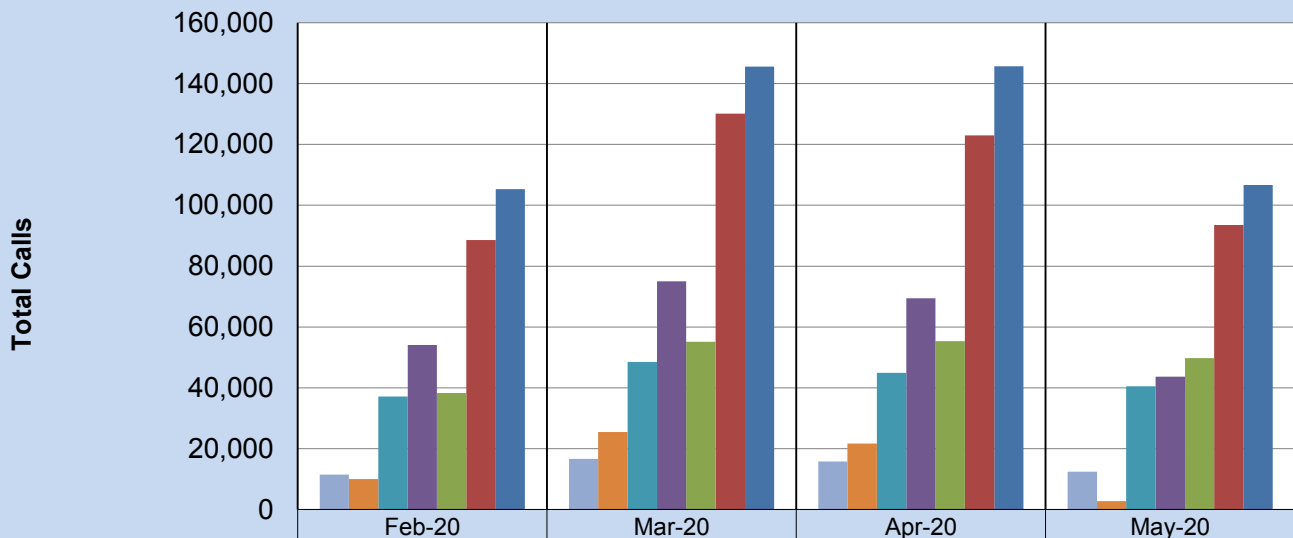
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Benefits Center Average Wait Time May 19 - May 20



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Client Information Line:
February 2020 - May 2020



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

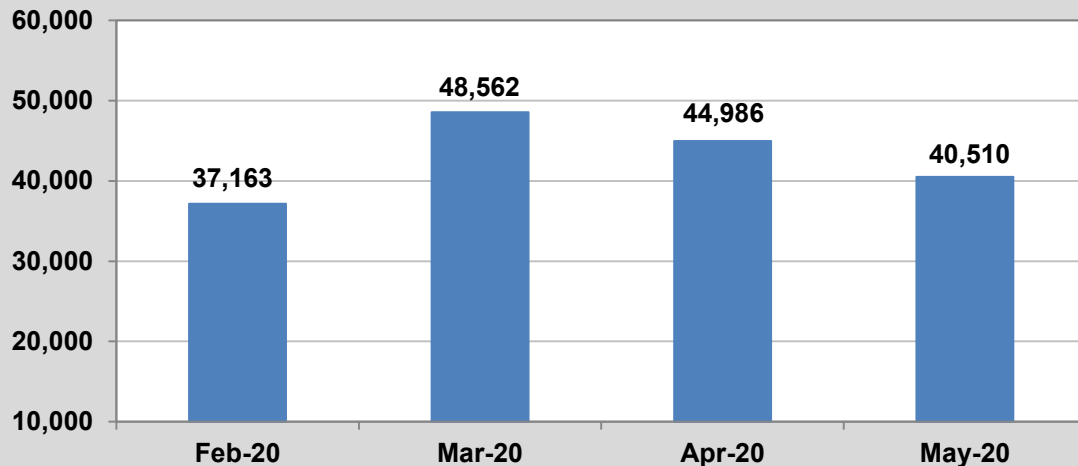
■ Total Calls to the IVR (24 hour period)	105,278	145,626	145,711	106,697
■ Total Calls to the IVR (Business hours)	88,591	130,135	123,008	93,504
■ Total Calls Resolved by the IVR	38,347	55,103	55,394	49,799
■ Total Calls Transferred to the BC	54,113	75,031	69,401	43,705
■ Total Calls Answered in the BC	37,163	48,562	44,986	40,510
■ Calls Abandoned in BC Queue After Threshold	9,991	25,523	21,742	2,733
■ Interviews Conducted	11,492	16,673	15,828	12,499

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



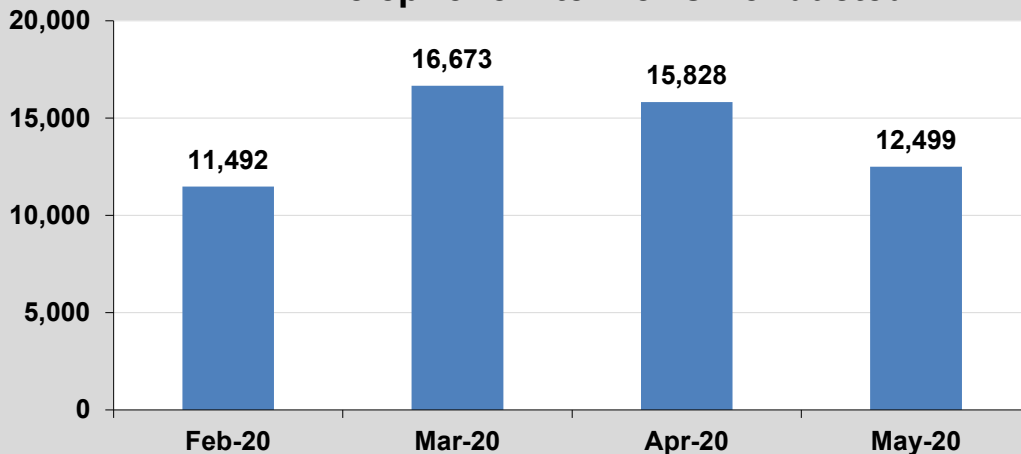
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Benefits Center Calls Answered



- 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 42,805 calls per month

Telephone Interviews Conducted

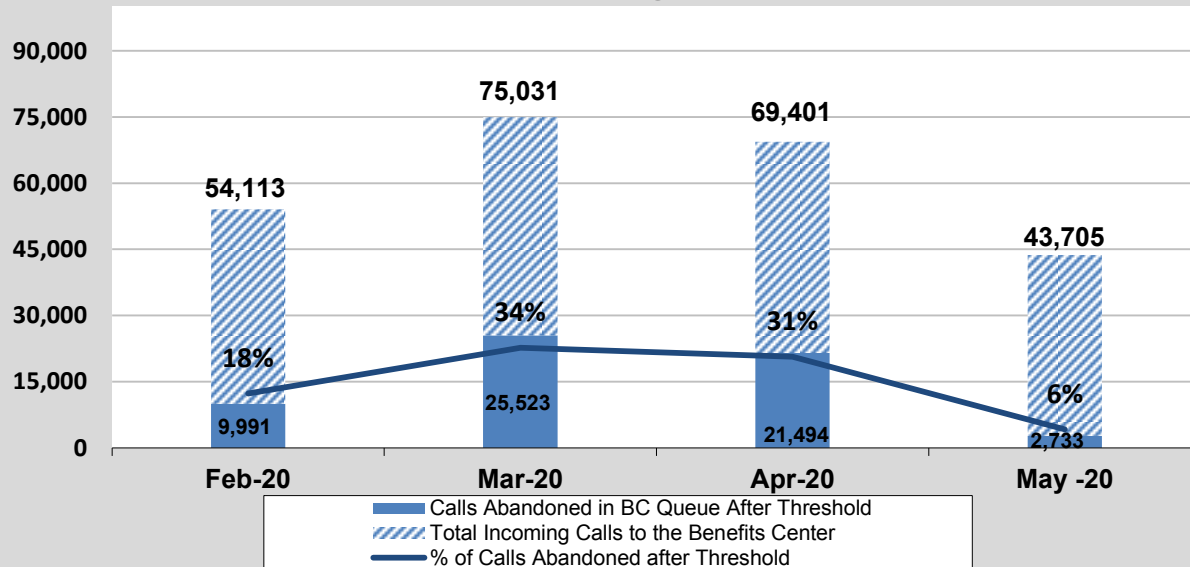


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 14,123 telephone interviews per month



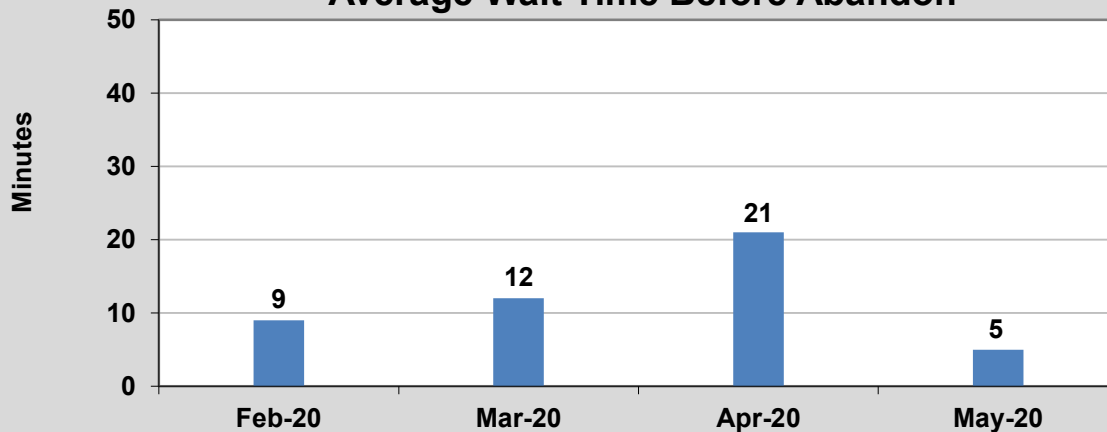
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Number of Incoming and Abandoned Calls



- 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