



DSS Public Dashboard June 2021



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Self Service

417,444

MyAccounts

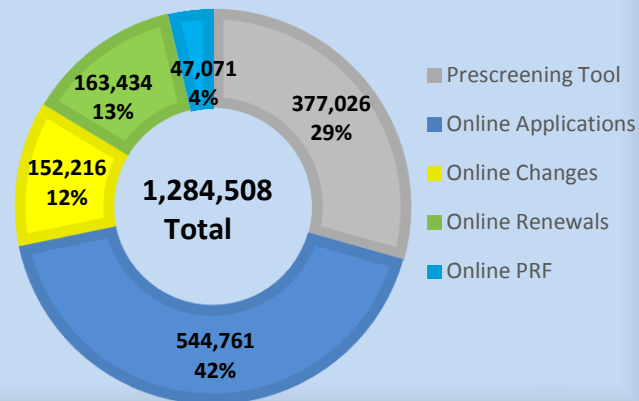
Client accounts created online since implementation 2013

363,895

Secure PINs

Client accounts created over the phone since implementation 2013

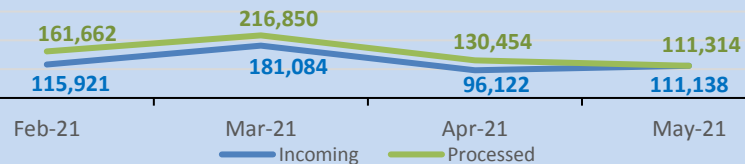
MYACCOUNT ACTIVITY



DSS Processing & Outcomes

DSS Work Flow

34,556,698 Total Documents Scanned



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

4,056,781 Total Calls Serviced

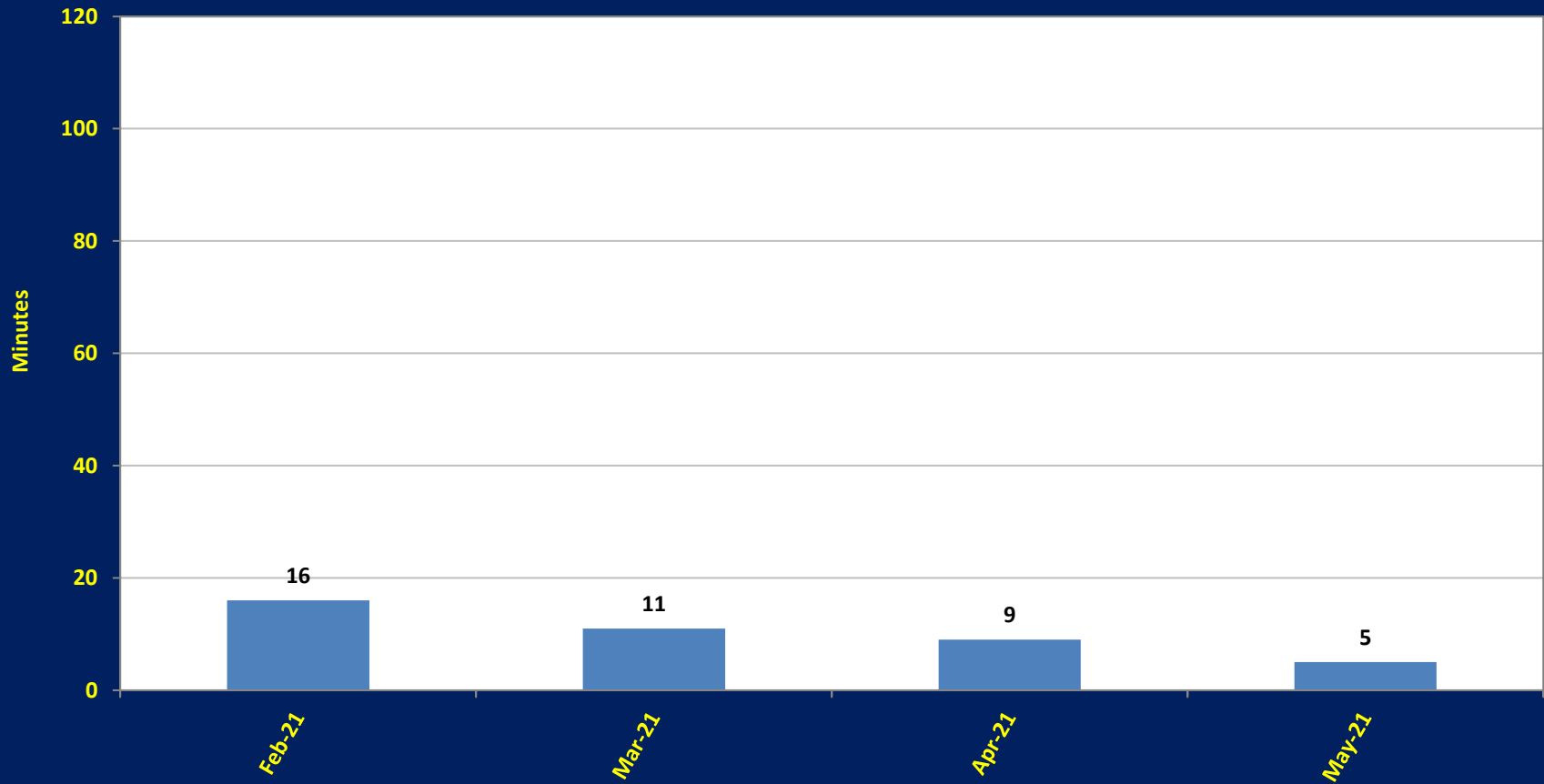
	Feb-21	Mar-21	Apr-21	May-21
Calls Resolved By IVR	42,504	47,950	51,721	38,864
Average Wait Time (mins)	16	11	9	5
Calls Serviced	42,589	47,572	42,870	40,887

*Offices are open for pick-up and drop-off of applications/forms on-site; general information; questions & answers; and picking up of EBT cards & income verifications



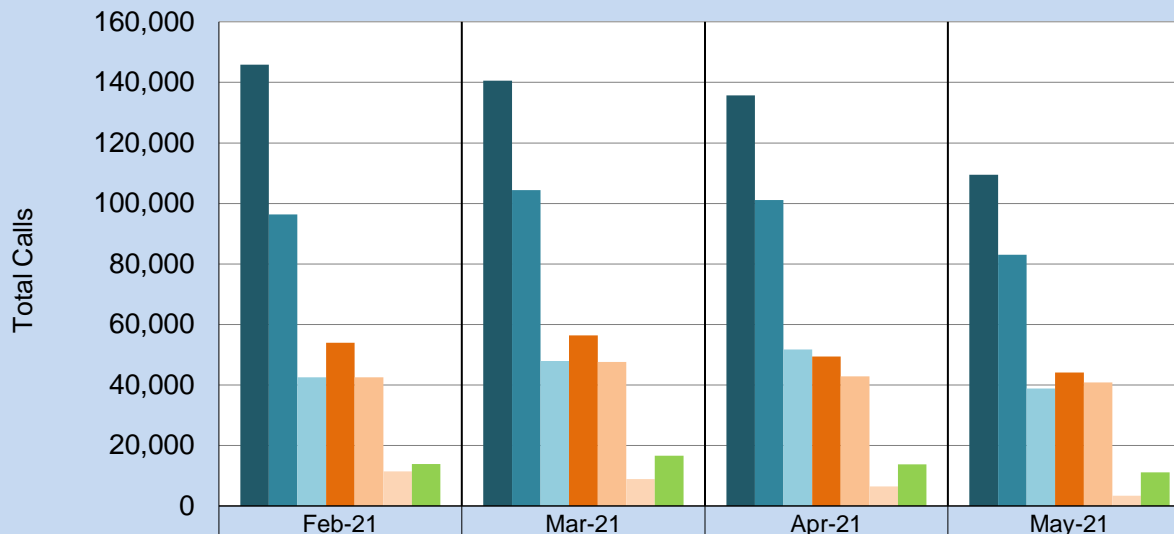
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
February 2021 - May 2021**



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

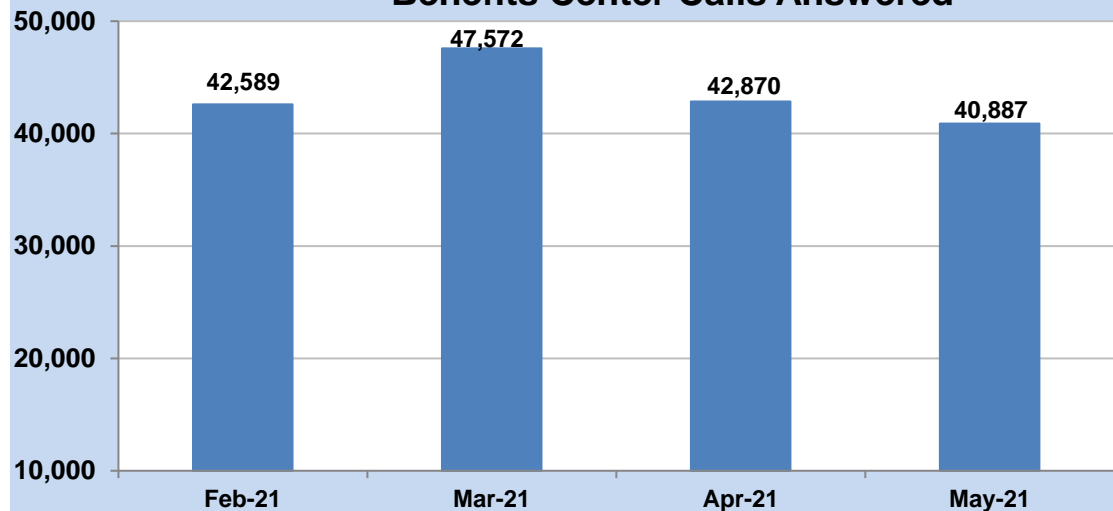
	Feb-21	Mar-21	Apr-21	May-21
Total Calls to the IVR (24 hour period)	145,882	140,555	135,739	109,496
Total Calls to the IVR (Business hours)	96,415	104,381	101,133	83,037
Total Calls Resolved by the IVR	42,504	47,950	51,721	38,864
Total Calls Transferred to the BC	54,011	56,431	49,412	44,173
Total Calls Answered in the BC	42,589	47,572	42,870	40,887
Calls Abandoned in BC Queue After Threshold	11,408	8,887	6,533	3,396
Interviews Conducted	13,878	16,621	13,777	11,111

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

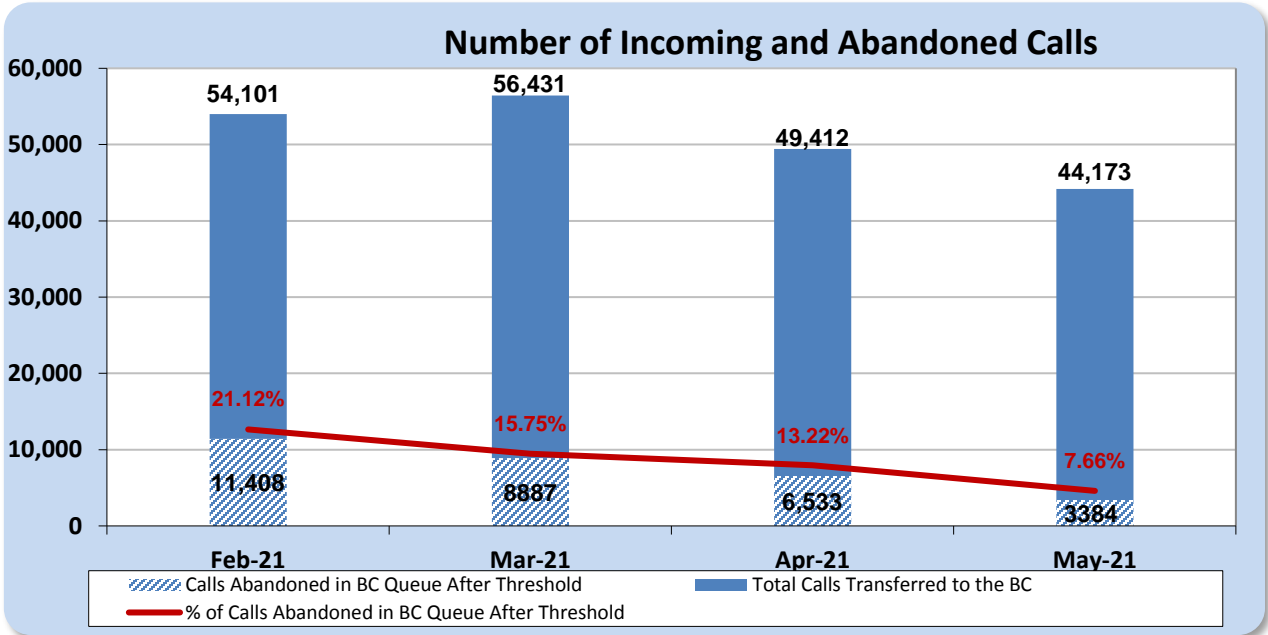
Telephone Interviews Conducted



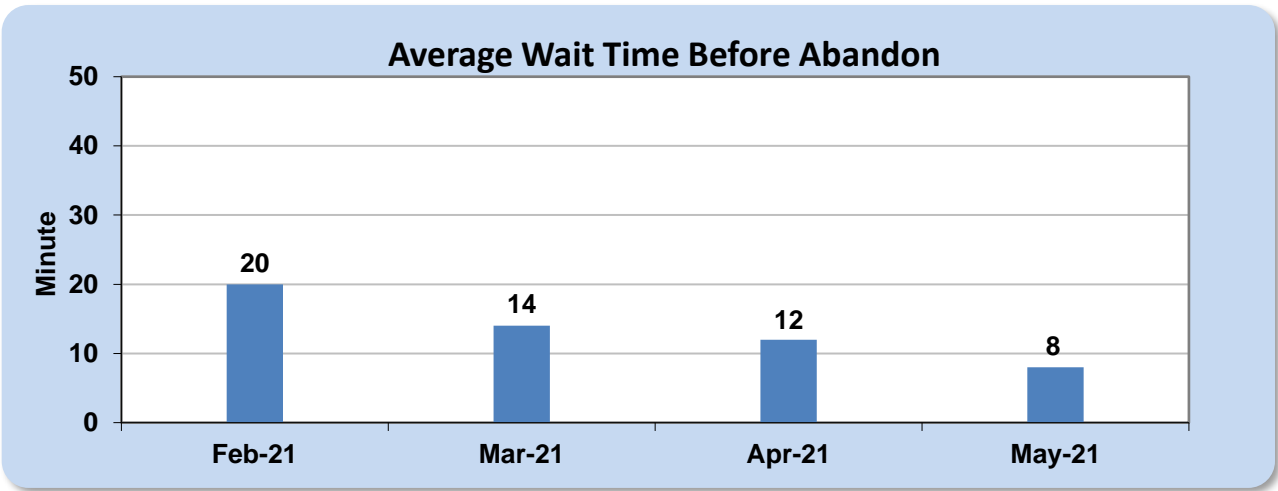
- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



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

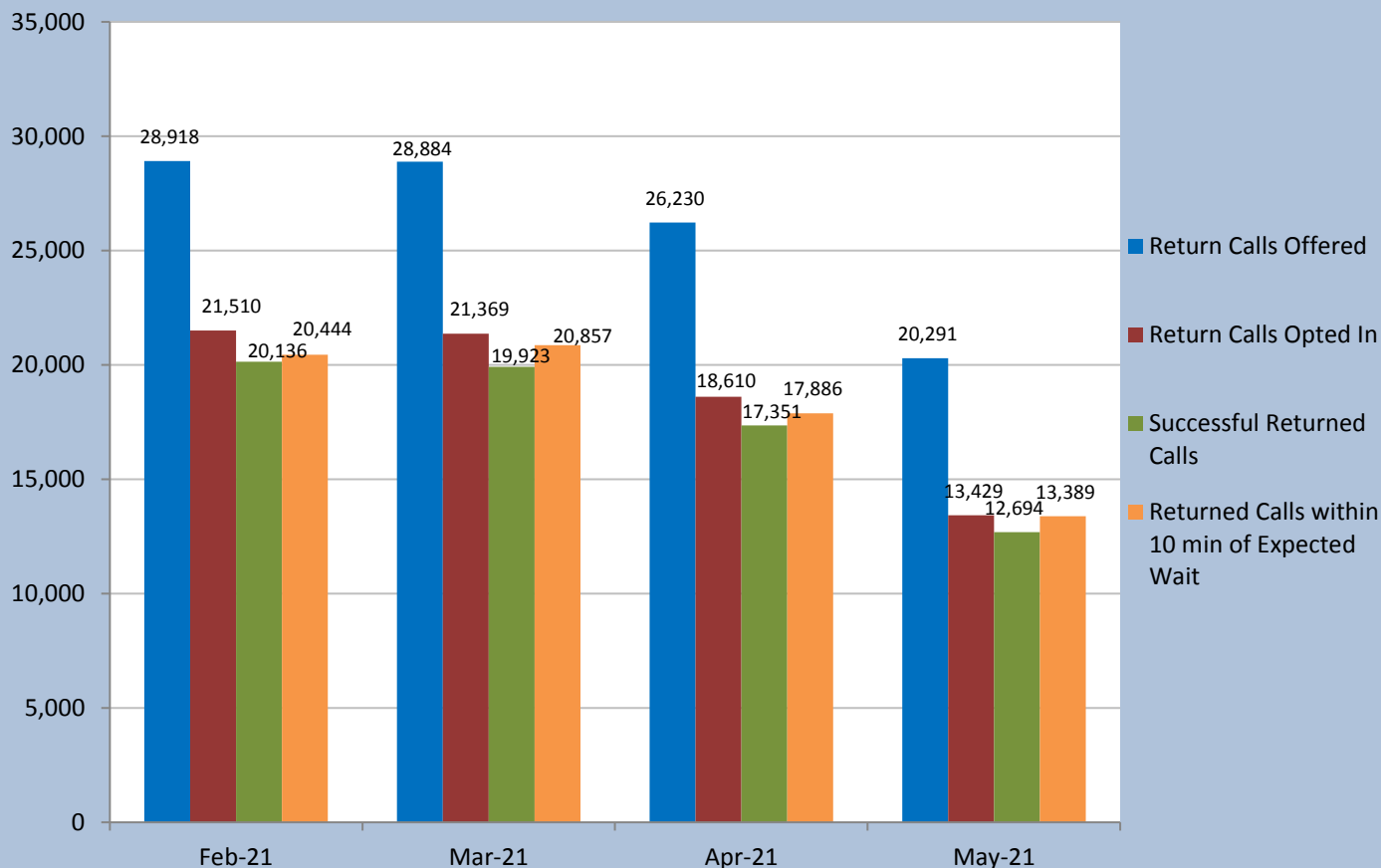


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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VHT Return Calls



- 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



Thank You