DSS Public Dashboard
June 2023

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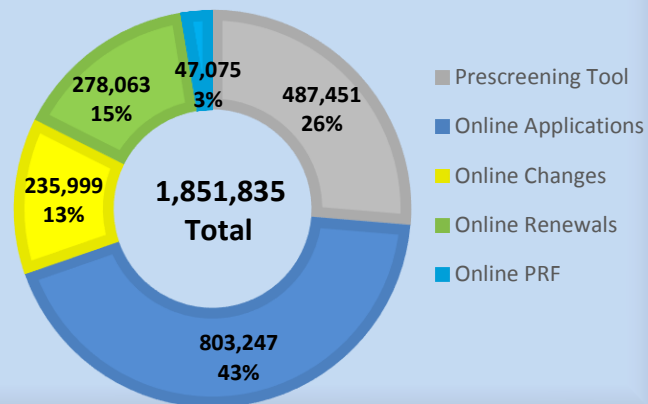
Self Service

568,810

MyAccounts

Client accounts created online since implementation 2013

411,794

Secure PINs

Client accounts created over the phone since implementation 2013
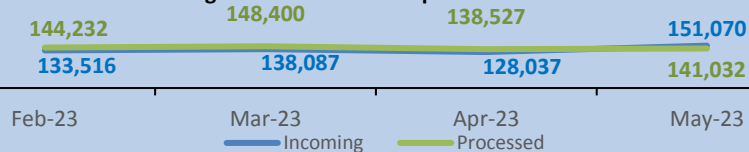
MYACCOUNT ACTIVITY

1,851,835 Total

- 47,075 — 3%
- 278,063 — 15%
- 487,451 — 26%
- 235,999 — 13%
- 803,247 — 43%

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

DSS Processing & Outcomes

DSS Work-Flow

39,022,8444 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Feb-23	Mar-23	Apr-23	May-23
Processed	144,232	148,400	138,527	151,070
Incoming	133,516	138,087	128,037	141,032

—— Incoming   —— Processed

Service Centers

State-Wide Total Walk-Ins

Feb-23	Mar-23	Apr-23	May-23
15,386	17,968	14,482	16,254

Benefits Center

5,503,318 *Total Calls Serviced*

	Feb-23	Mar-23	Apr-23	May-23
Calls Resolved By IVR	87,158	84,467	46,895	53,792
Average Wait Time (mins)	17	9	6	1
Calls Serviced	42,904	67,981	59,601	53,032

Data as of May 31, 2023

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Benefits Center Monthly Average Wait Time (minutes)

Data as of May 31,2023
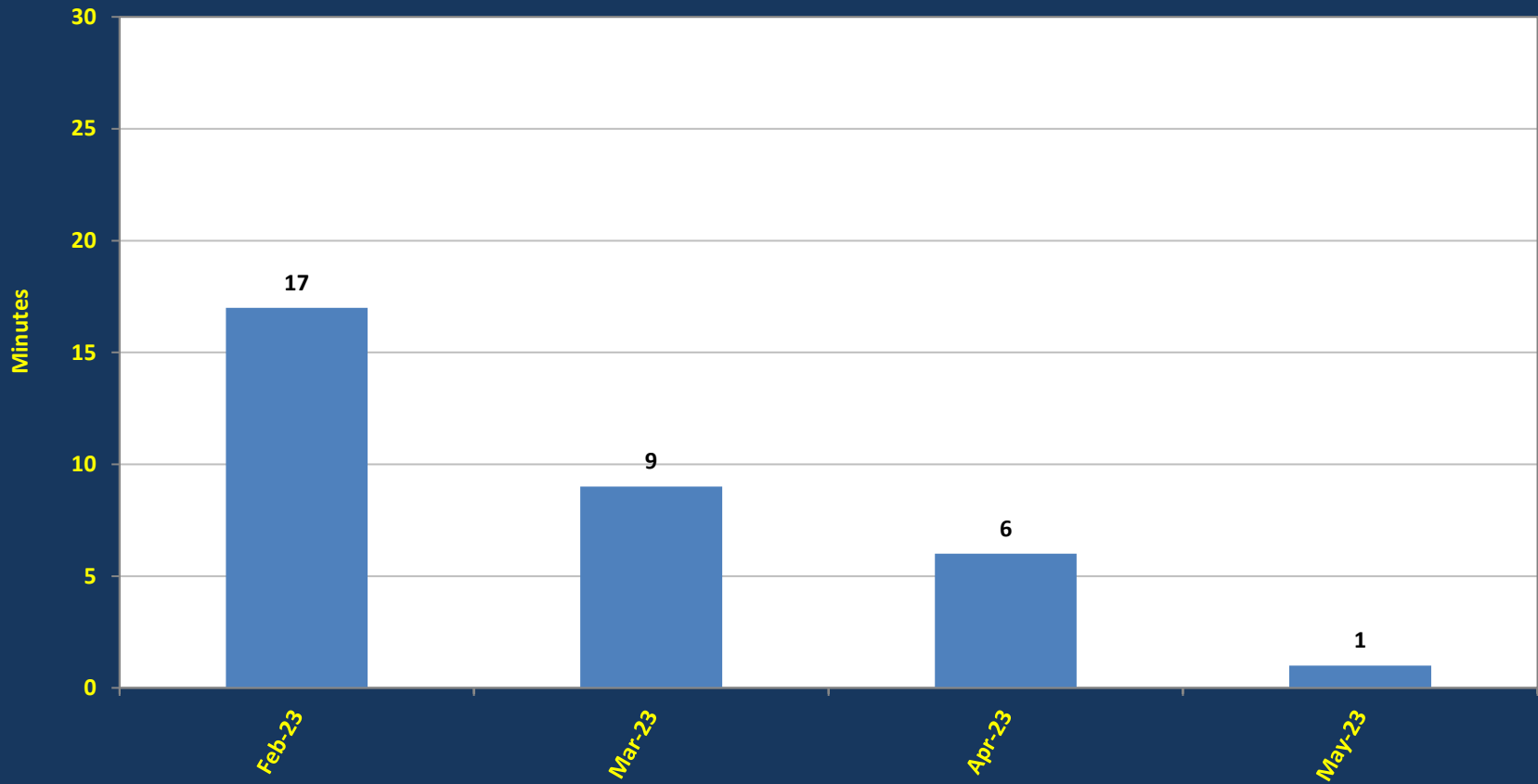
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Client Info Line
Feburary 2023 - May 2023

	Feb-23	Mar-23	Apr-23	May-23
■ Total Calls to the IVR (24 hour period)	221,630	218,687	155,036	158,449
■ Total Calls to the IVR (Business hours)	156,370	166,354	114,503	121,328
■ Total Calls Resolved by the IVR	87,158	84,467	46,895	53,792
■ Total Calls Transferred to the BC	69,215	81,877	67,569	53,792
■ Total Calls Answered in the BC	42,904	67,981	59,691	63,032
■ Calls Abandoned in BC Queue After Threshold	26,311	13,879	7,867	760
■ Interviews Conducted	11,657	17,385	15,747	11,367

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

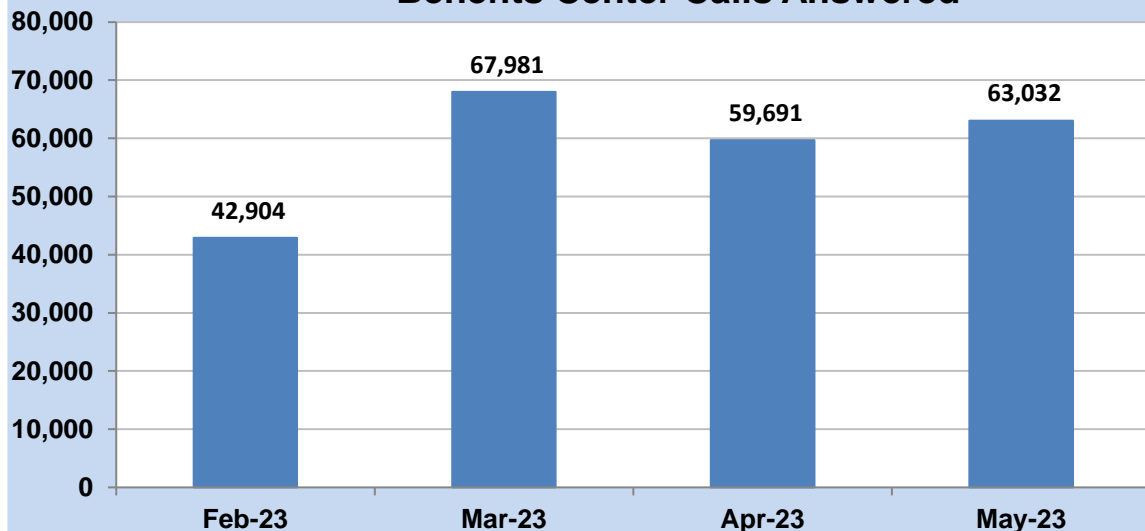Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

DSS Public Dashboard – June 2023
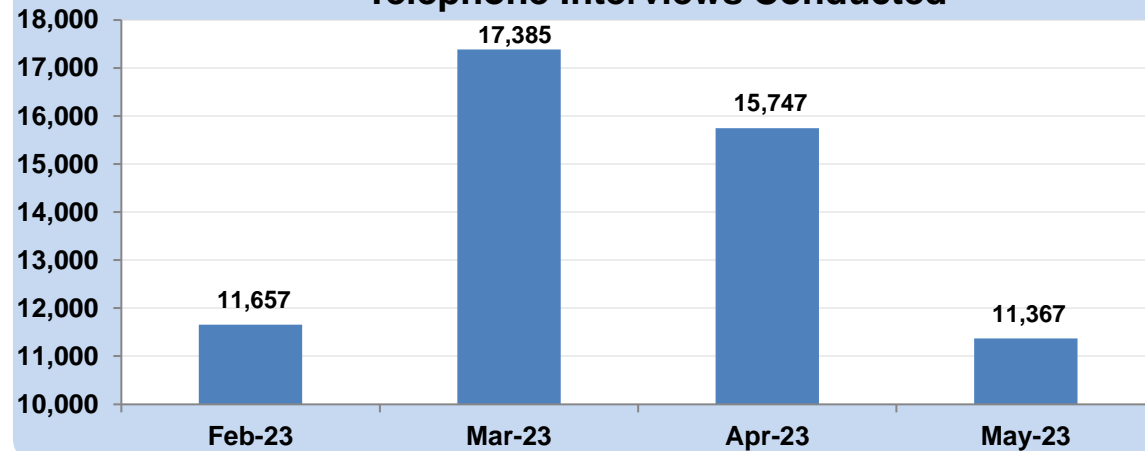
Benefits Center Calls Answered

Month	Calls
Feb-23	42,904
Mar-23	67,981
Apr-23	59,691
May-23	63,032

- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
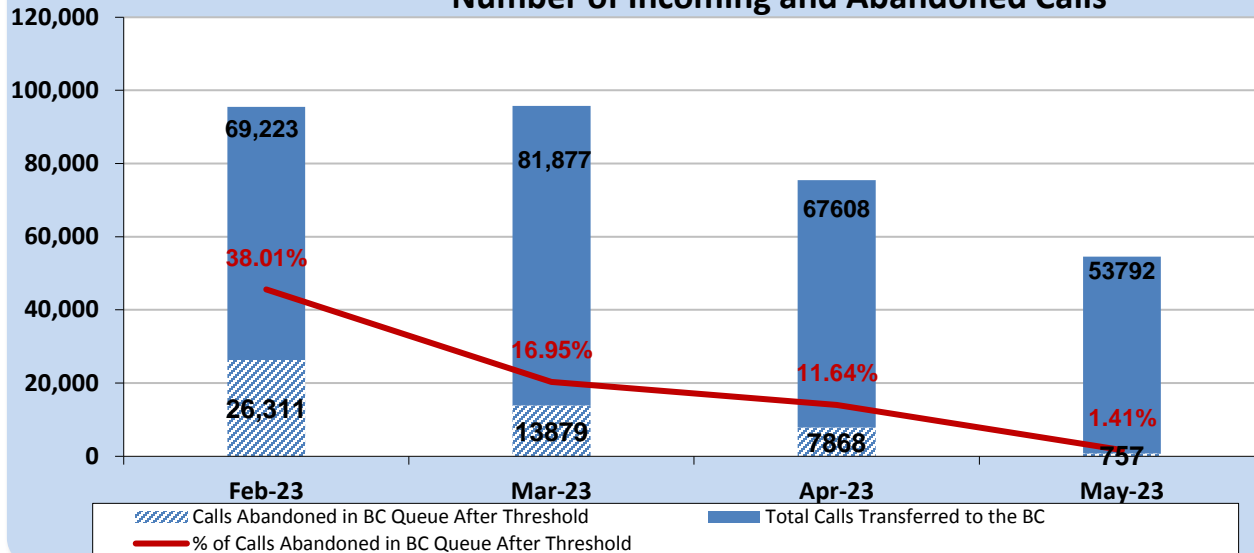
Telephone Interviews Conducted

Month	Interviews
Feb-23	11,657
Mar-23	17,385
Apr-23	15,747
May-23	11,367

- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month
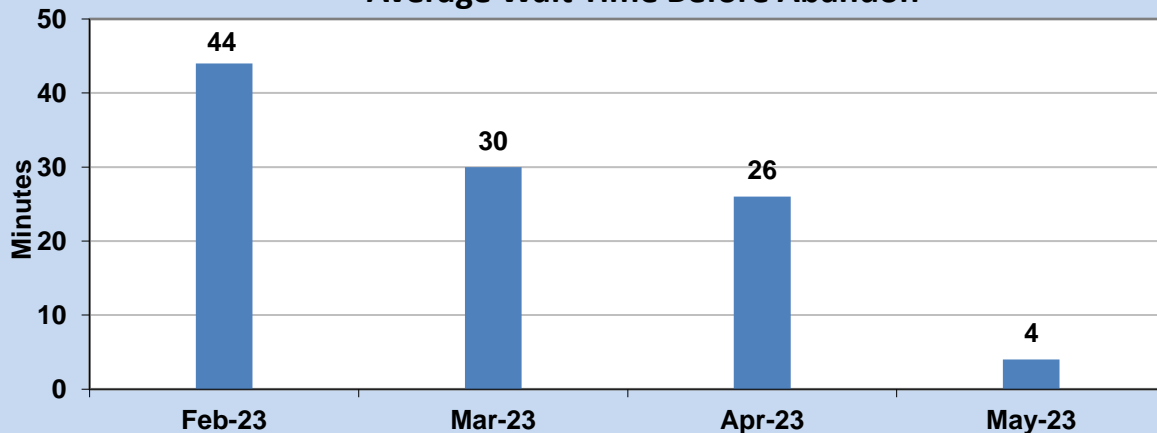
Data as of May 31, 2023

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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)
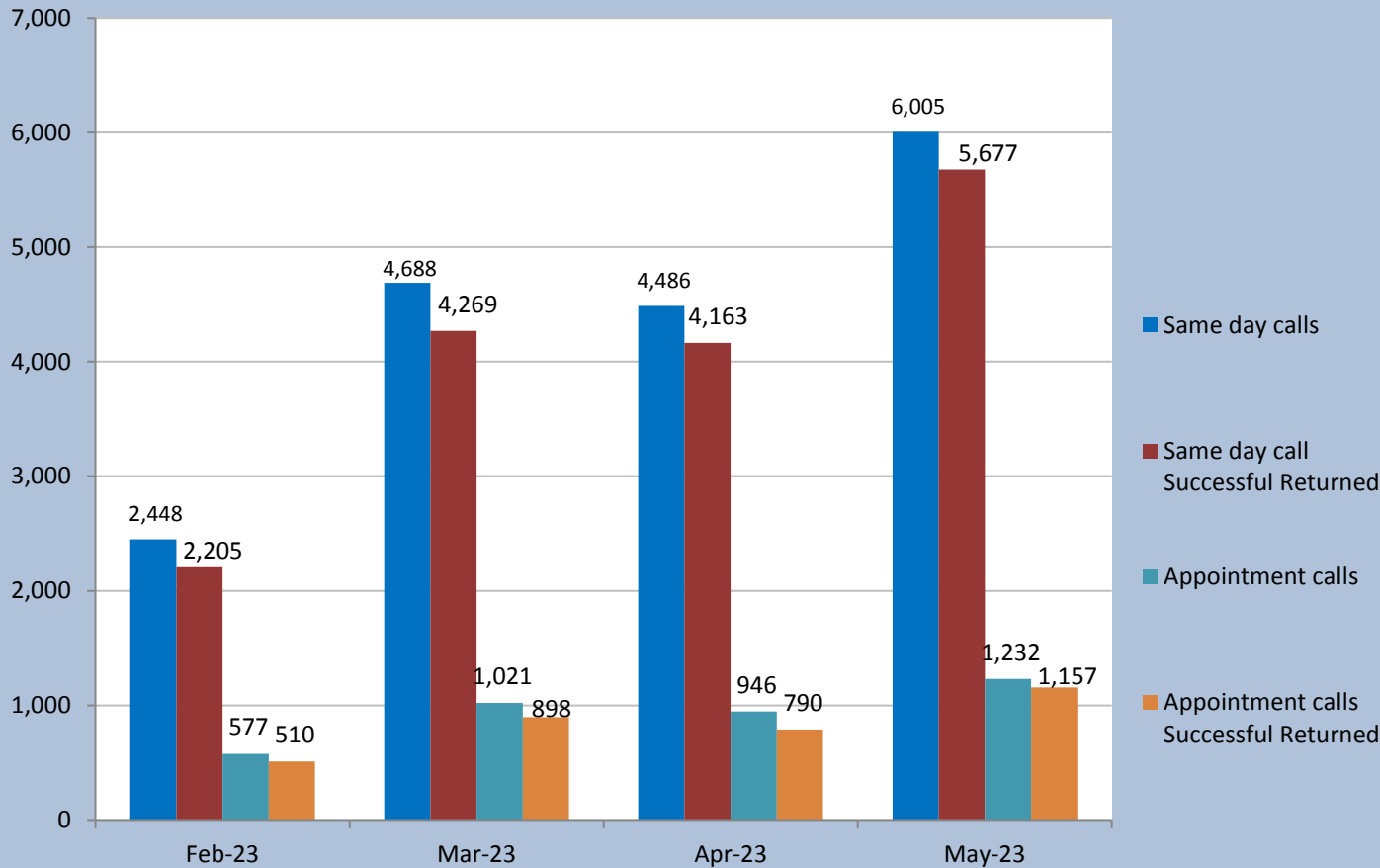
Average Wait Time Before Abandon

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

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Data as of May 31, 2023

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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 2020

Data as of May 31, 2023

Thank You