



DSS Public Dashboard March 2020



DSS Public Dashboard – March 2020

Self Service

342,360

MyAccounts

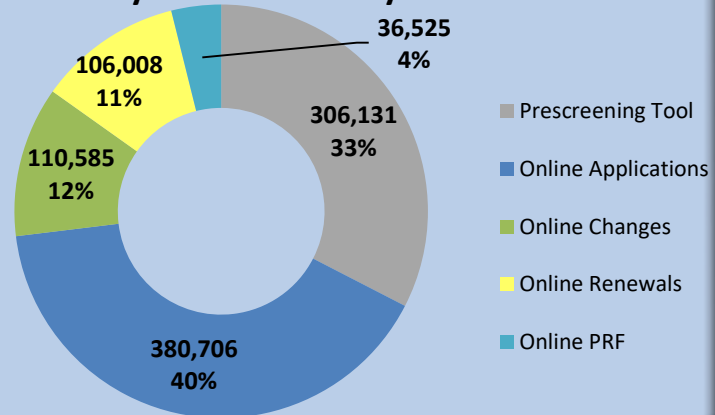
Client accounts created over the phone since implementation 2013

336,305

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

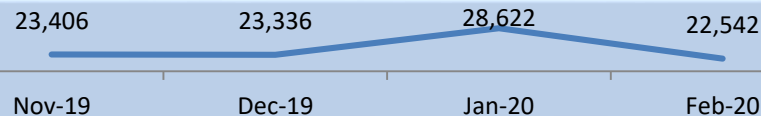
30,472,166 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

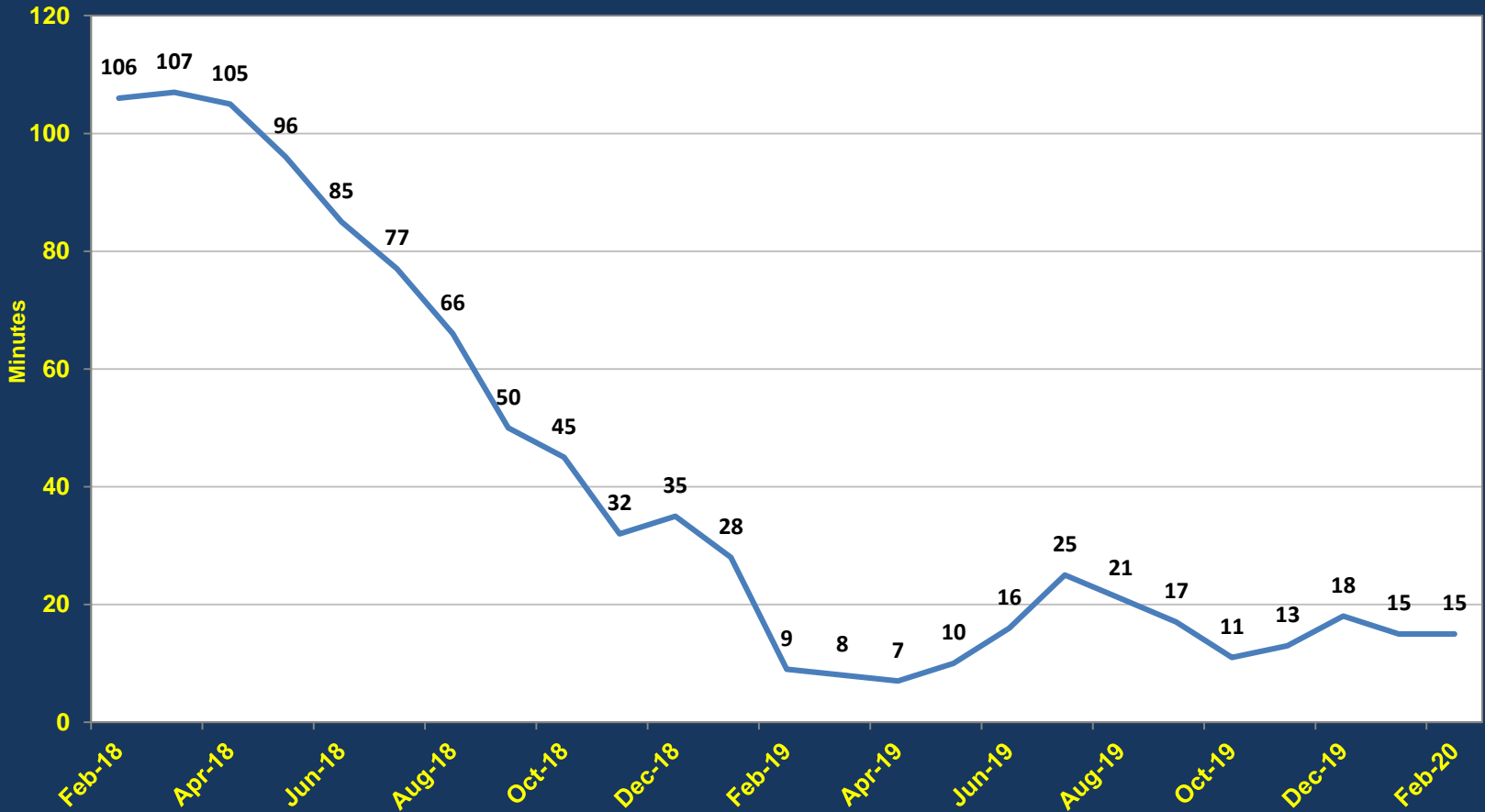
3,367,070 Total Calls Serviced

	Nov-19	Dec-19	Jan-20	Feb-20
Calls Resolved By IVR	37,594	41,814	45,312	38,347
Average Wait Time (mins)	13	18	15	15
Calls Serviced	40,654	39,928	47,364	37,163



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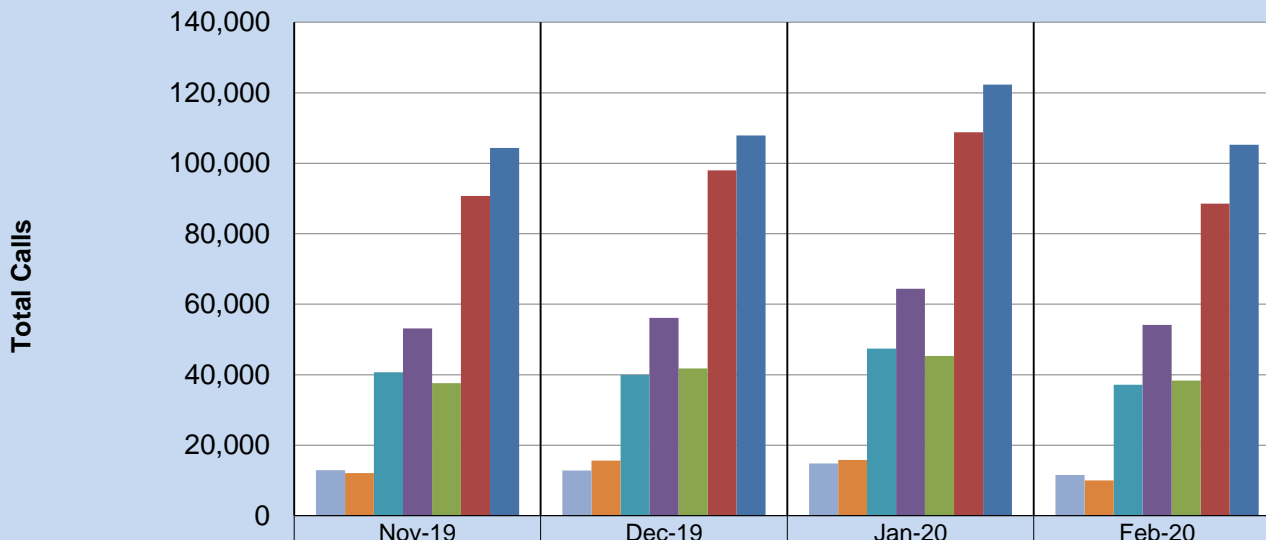
Benefits Center Average Wait Time (in minutes) -Feb 2018 -Feb 2020



Data as of February 29, 2020

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Client Information Line:
November 2019- February 2020



- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

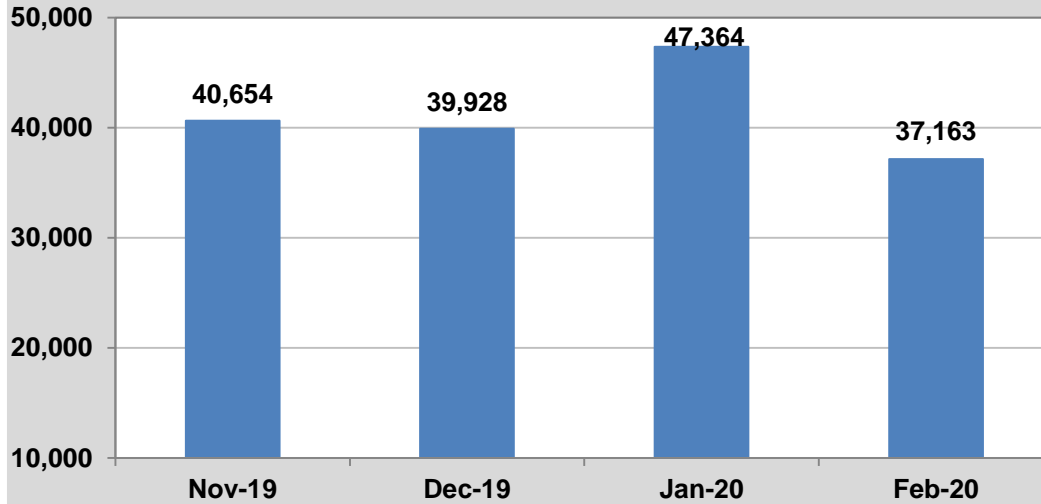
	Nov-19	Dec-19	Jan-20	Feb-20
Total Calls to the IVR (24 hour period)	104,328	107,865	122,370	105,278
Total Calls to the IVR (Business hours)	90,725	97,957	108,791	88,591
Total Calls Resolved by the IVR	37,594	41,814	45,312	38,347
Total Calls Transferred to the BC	53,131	56,143	64,415	54,113
Total Calls Answered in the BC	40,654	39,928	47,364	37,163
Calls Abandoned in BC Queue After Threshold	12,089	15,636	15,795	9,991
Interviews Conducted	12,886	12,846	14,839	11,492

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



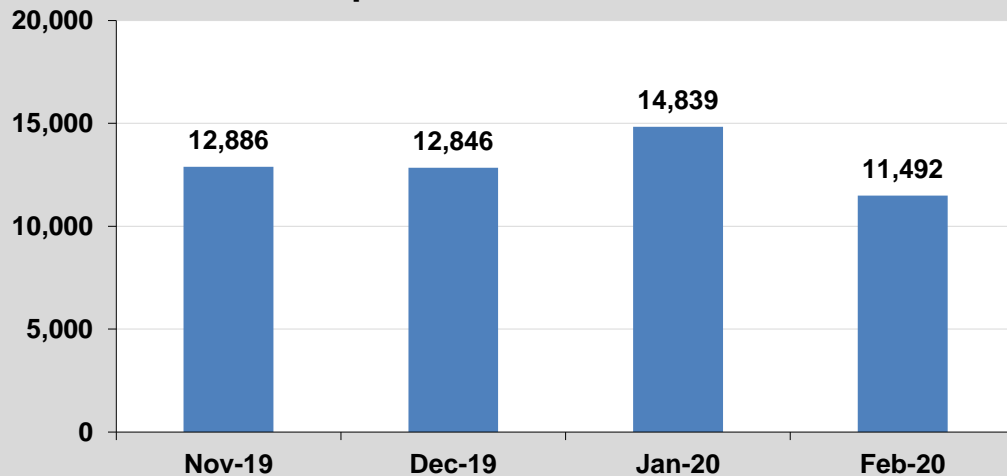
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For the past 4 months DSS is answering an average of 41,277 calls per month

Telephone Interviews Conducted

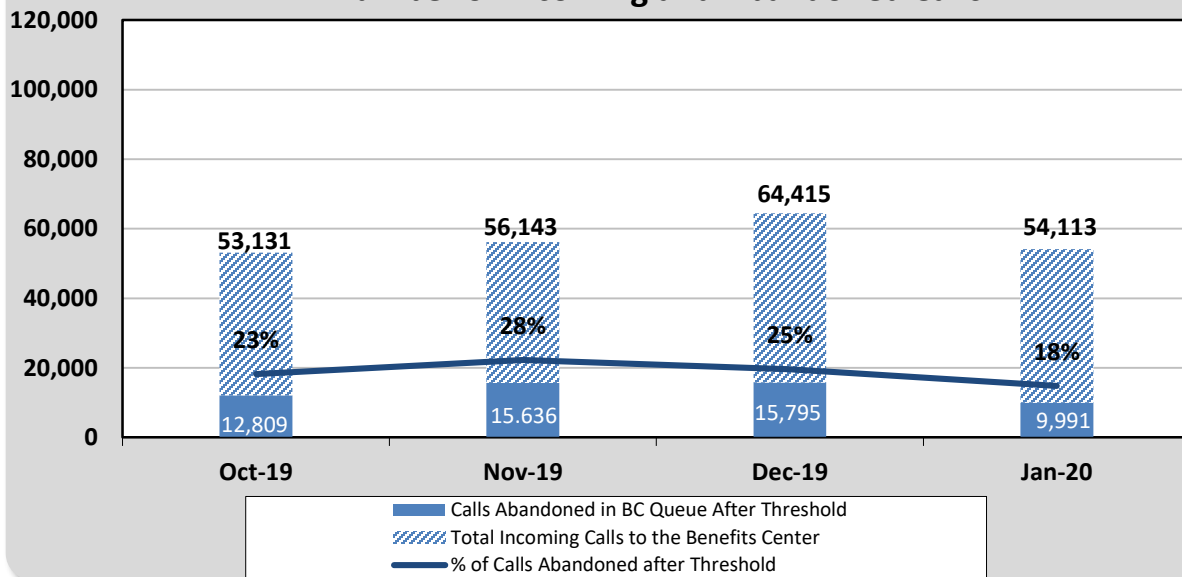


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For the past 4 months DSS is averaging 13,016 telephone interviews per month



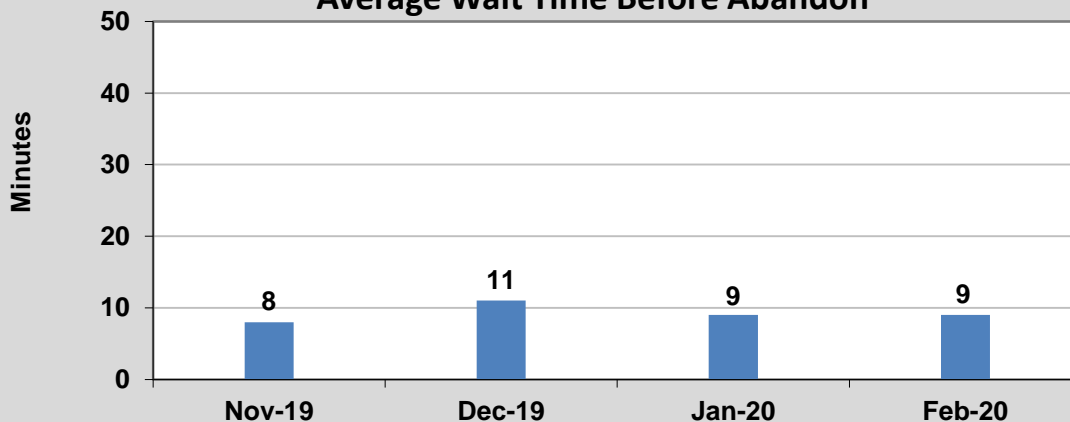
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Number of Incoming and Abandoned Calls



- 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 Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls
- In 2019 the average wait time before abandoned was 10 minutes



Thank You