



DSS Public Dashboard March 2021



DSS Public Dashboard – March 2021

Self Service

407,604

MyAccounts

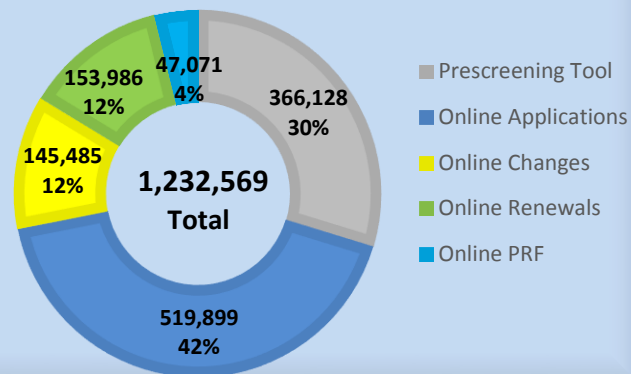
Client accounts created online since implementation 2013

360,5283

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

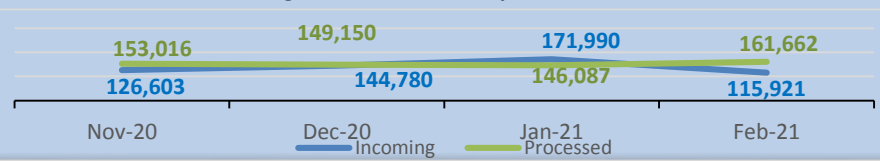


DSS Processing & Outcomes

DSS Work Flow

33,727,442 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

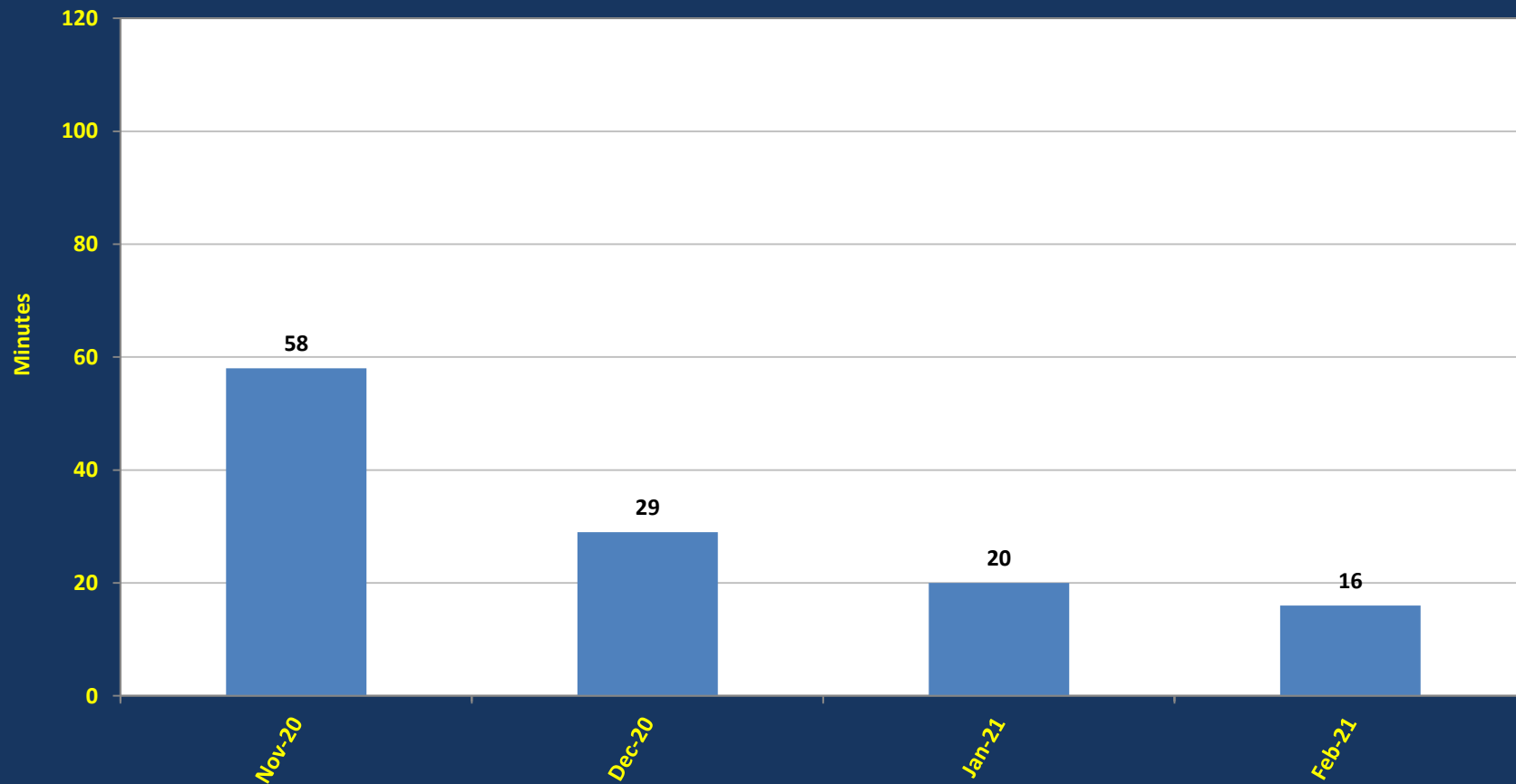
3,934,462 Total Calls Serviced

	Nov-20	Dec-20	Jan-21	Feb-21
Calls Resolved By IVR	67,136	81,380	52,567	42,504
Average Wait Time (mins)	58	29	20	16
Calls Serviced	42,915	47,036	45,373	42,589

*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

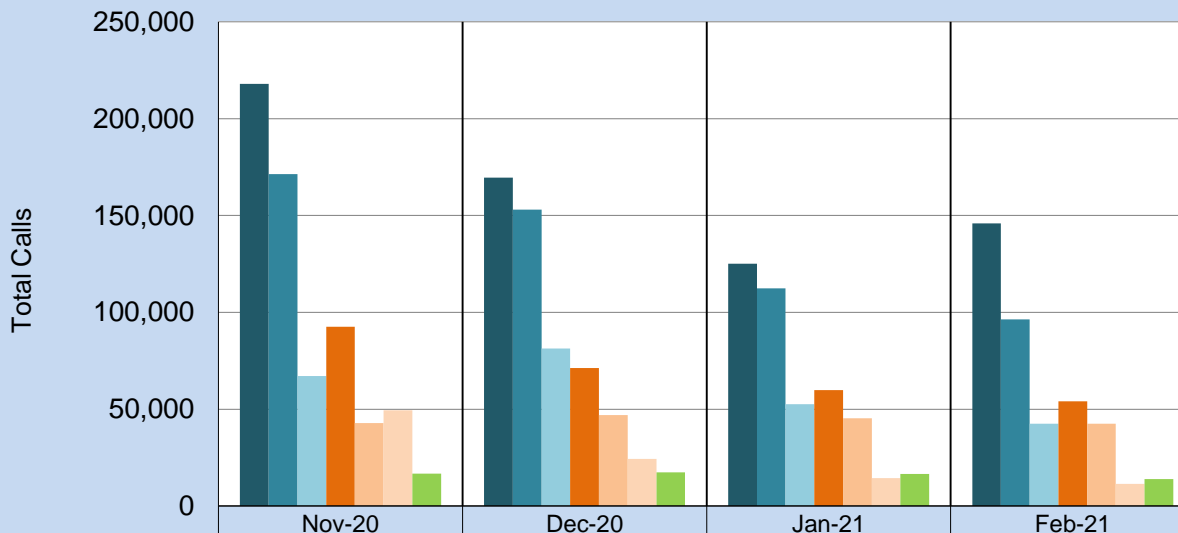
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
November 2020 - February 2021**



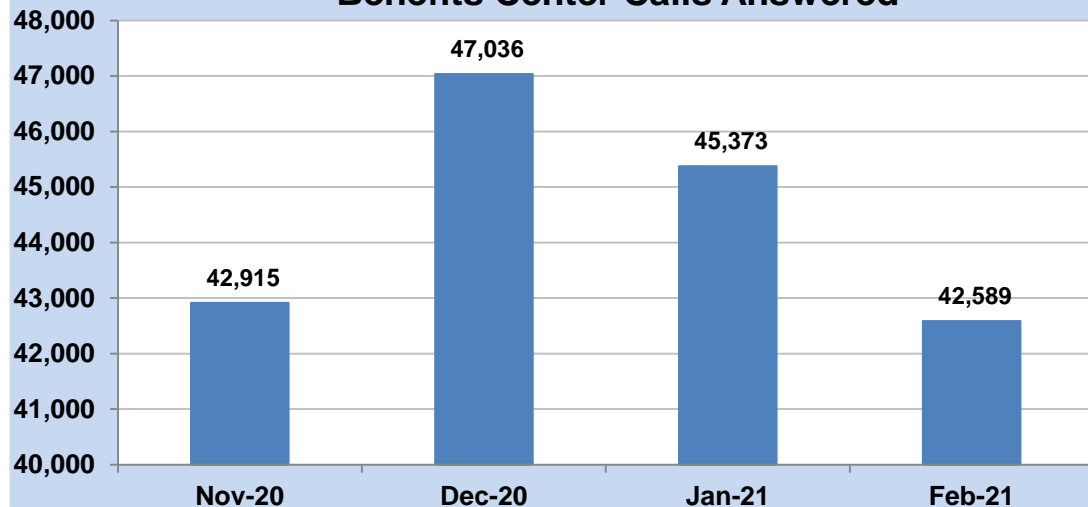
- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

■ Total Calls to the IVR (24 hour period)	217,958	169,567	125,135	145,882
■ Total Calls to the IVR (Business hours)	171,341	153,068	112,423	96,415
■ Total Calls Resolved by the IVR	67,136	81,380	52,567	42,504
■ Total Calls Transferred to the BC	92,536	71,309	59,856	54,011
■ Total Calls Answered in the BC	42,915	47,036	45,373	42,589
■ Calls Abandoned in BC Queue After Threshold	49,529	24,373	14,482	11,408
■ Interviews Conducted	16,689	17,474	16,541	13,878



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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

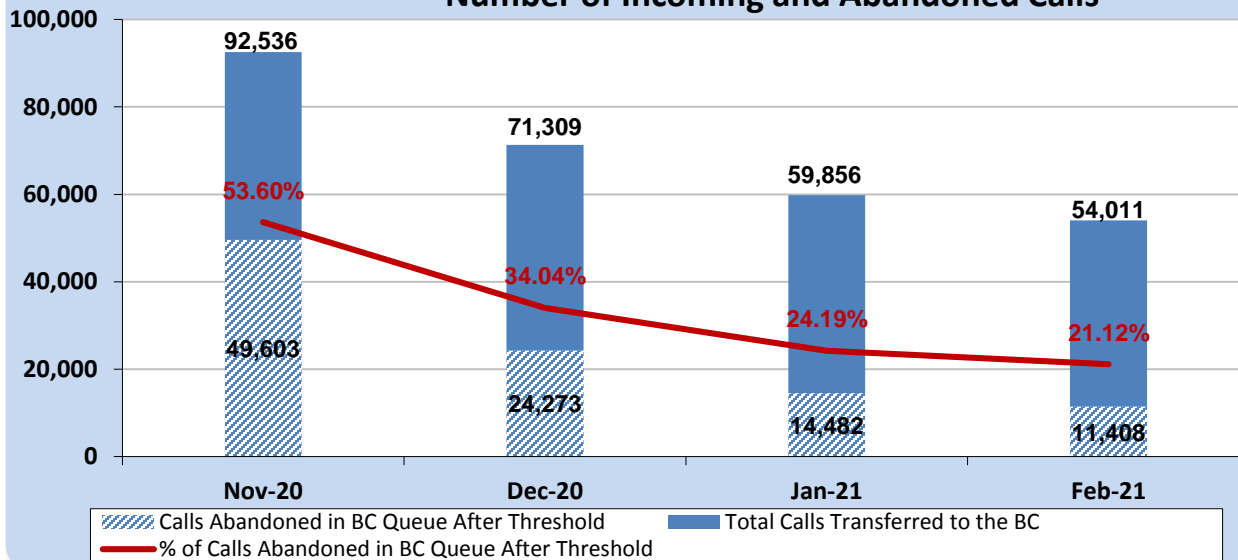


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



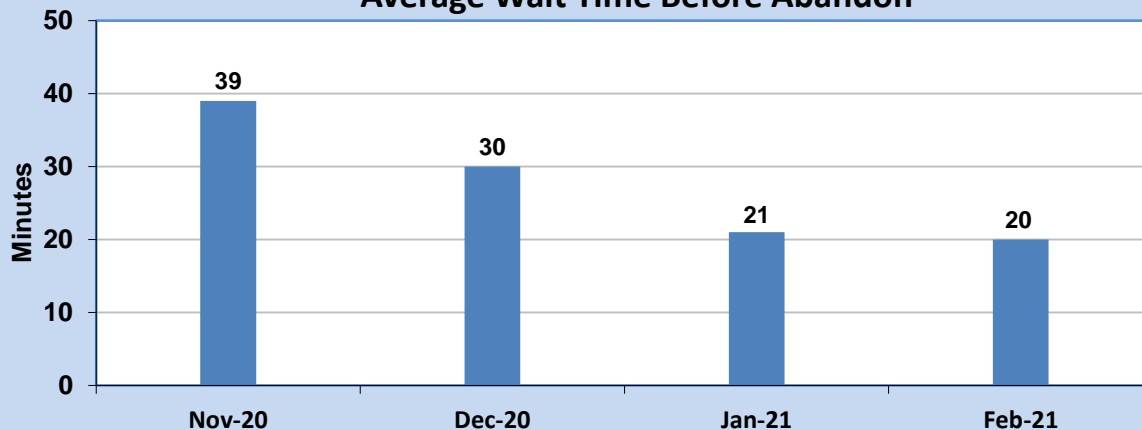
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

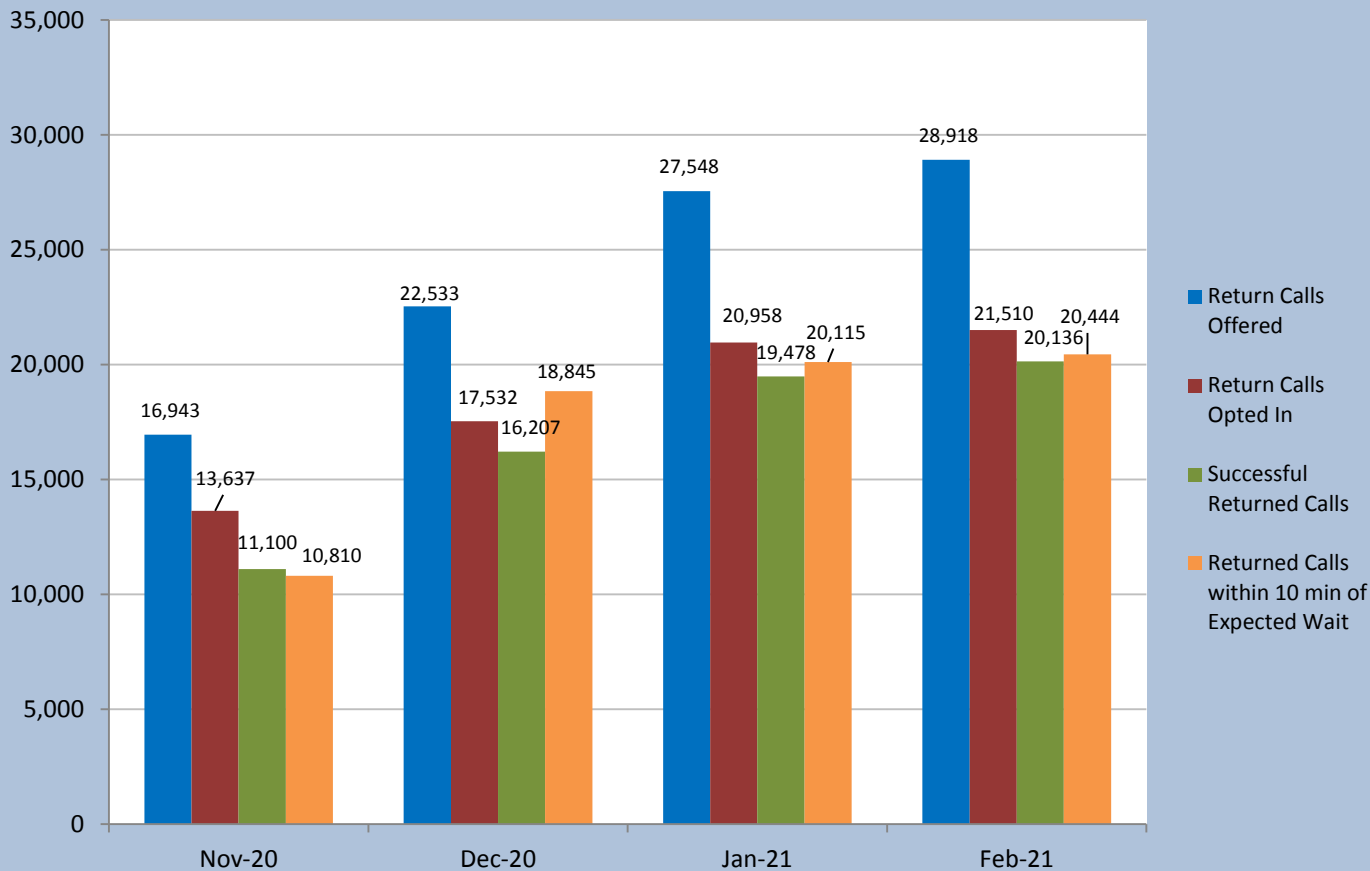


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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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