



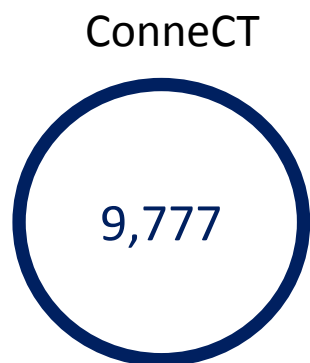
## **DSS Eligibility Operations (EO) Public Dashboard**

**March 2024**



## DSS EO Public Dashboard March 2024

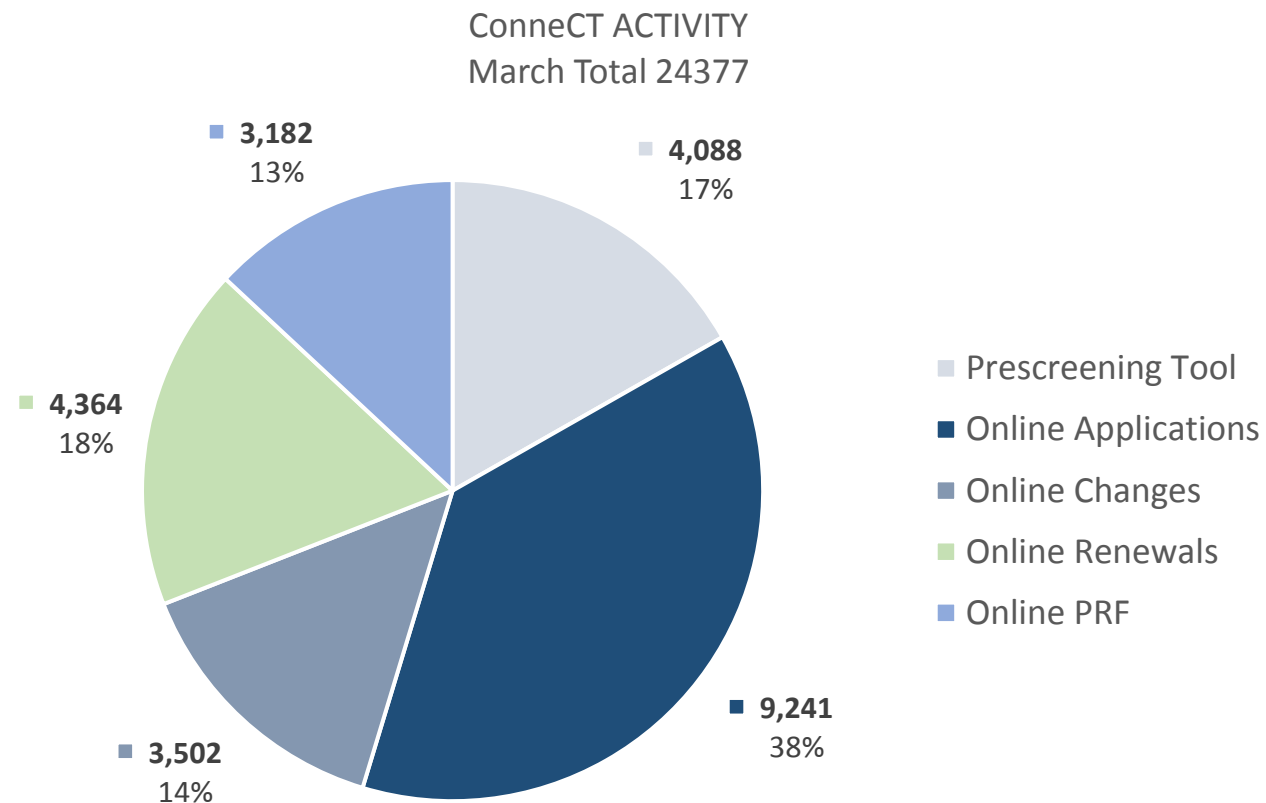
### Self Service Metrics



Client accounts created online in March



log-in pins used on the DSS 1.855 line in March



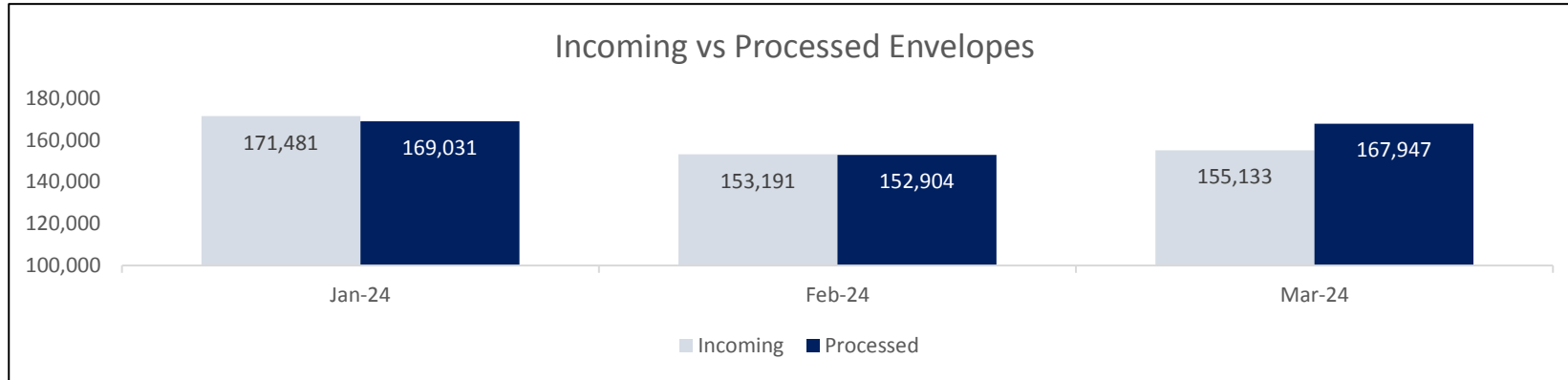
ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.

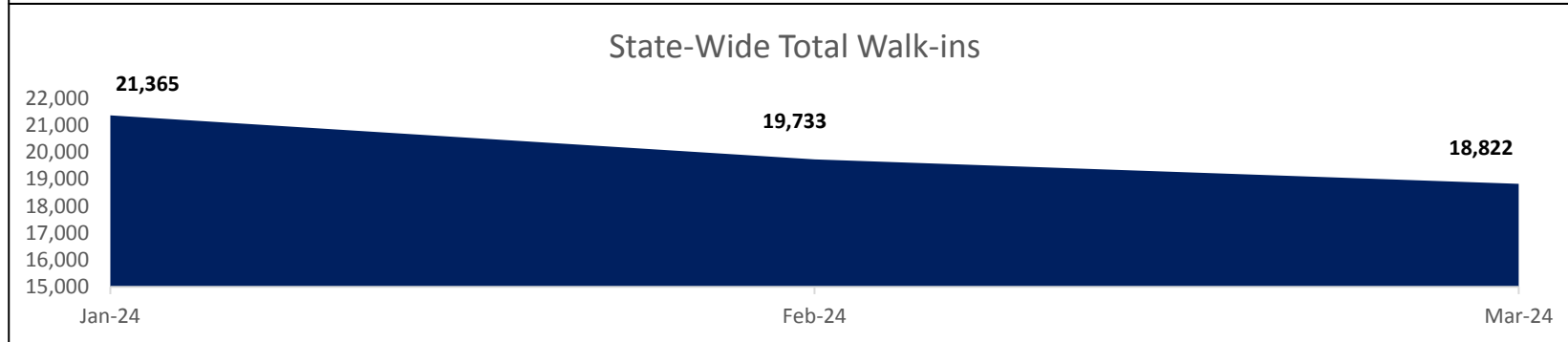


## DSS EO Public Dashboard March 2024

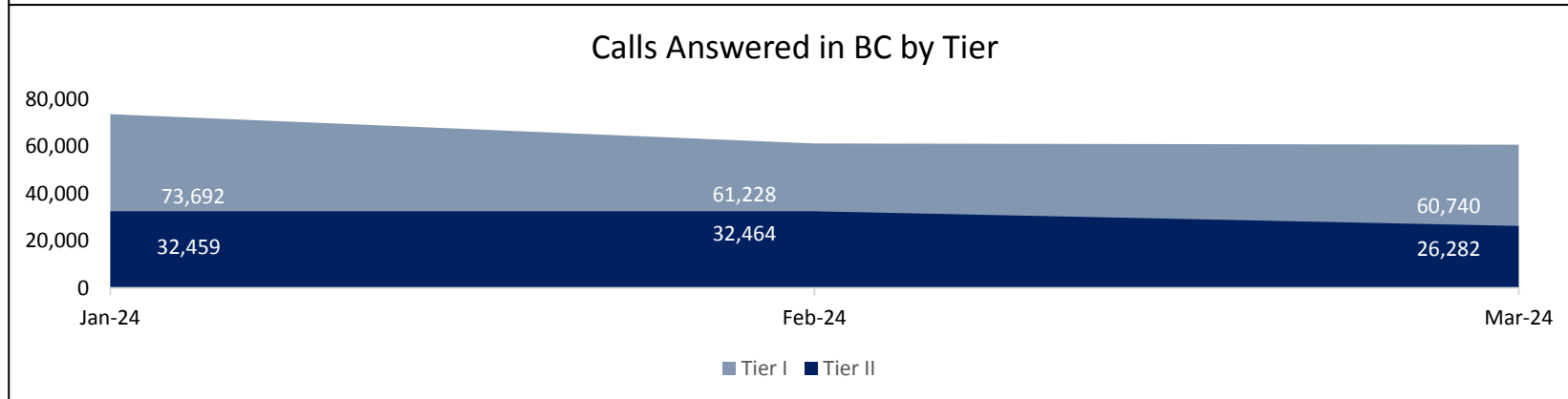
Applications,  
Renewals,  
Changes, and  
Documents  
Submitted



In-person  
Visits



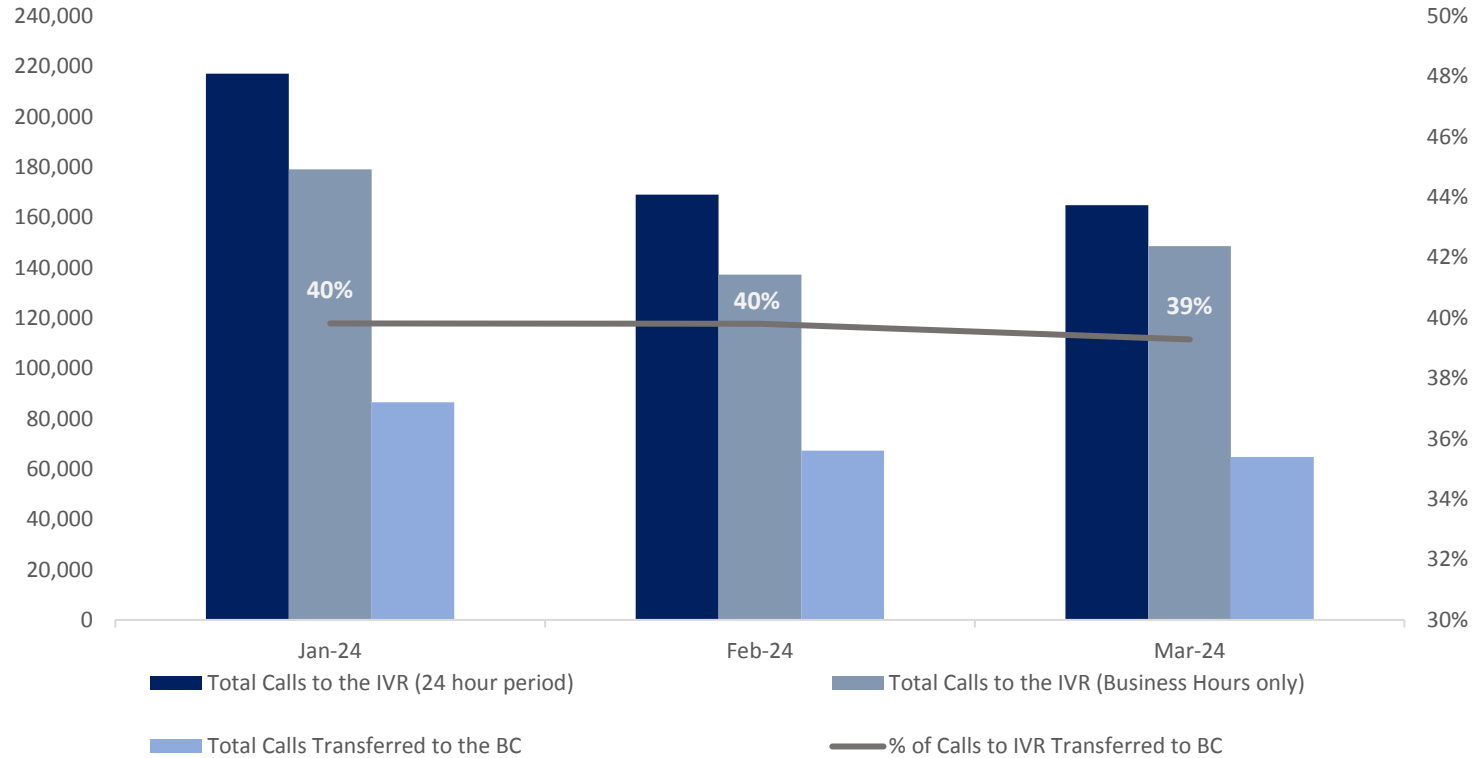
Calls  
Answered





## DSS EO Public Dashboard – March 2024

**Client Info Line**  
Jan 2024 - Mar 2024



Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

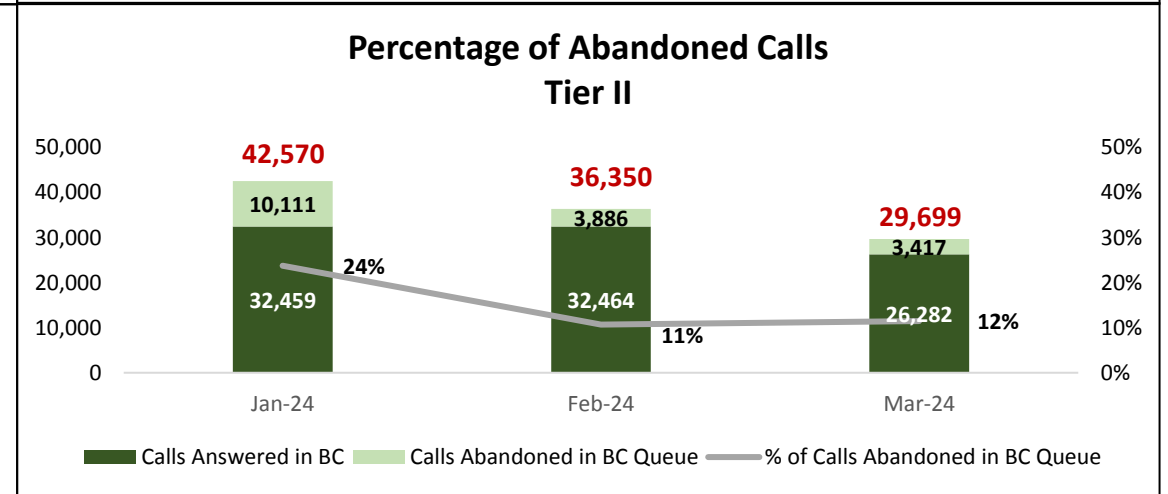
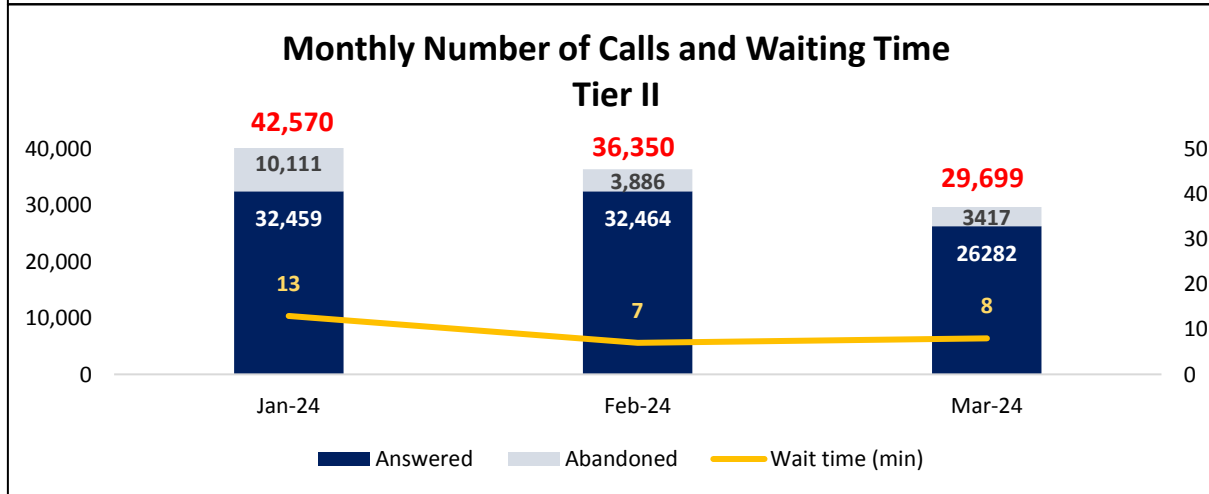
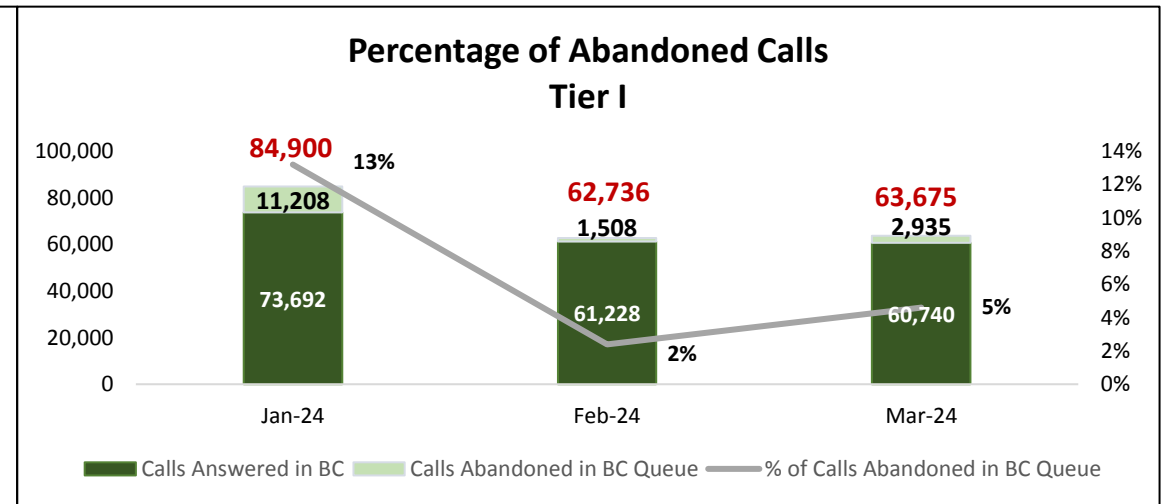
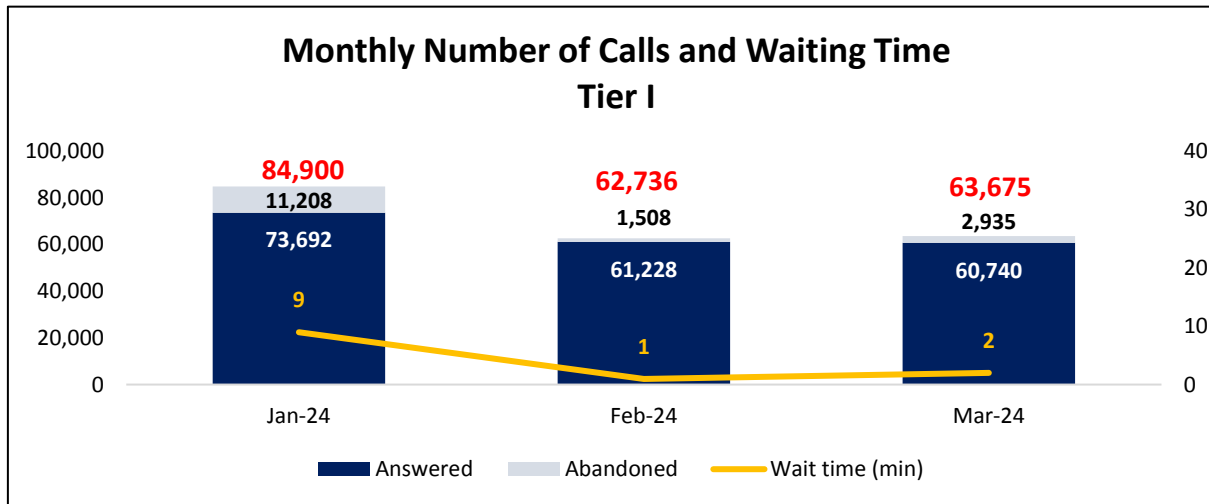
Benefits Center (BC) – not a traditional Call Center:

- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

	Jan-24	Feb-24	Mar-24
<b>Total Calls to the IVR (24 hour period)</b>	217,059	169,012	164,841
<b>Total Calls to the IVR (Business Hours only)</b>	179,056	137,204	148,478
<b>Total Calls Transferred to the BC</b>	86,422	67,280	64,768
<b>% of Calls Transferred to the BC</b>	40%	40%	39%

## DSS EO Public Dashboard – March 2024



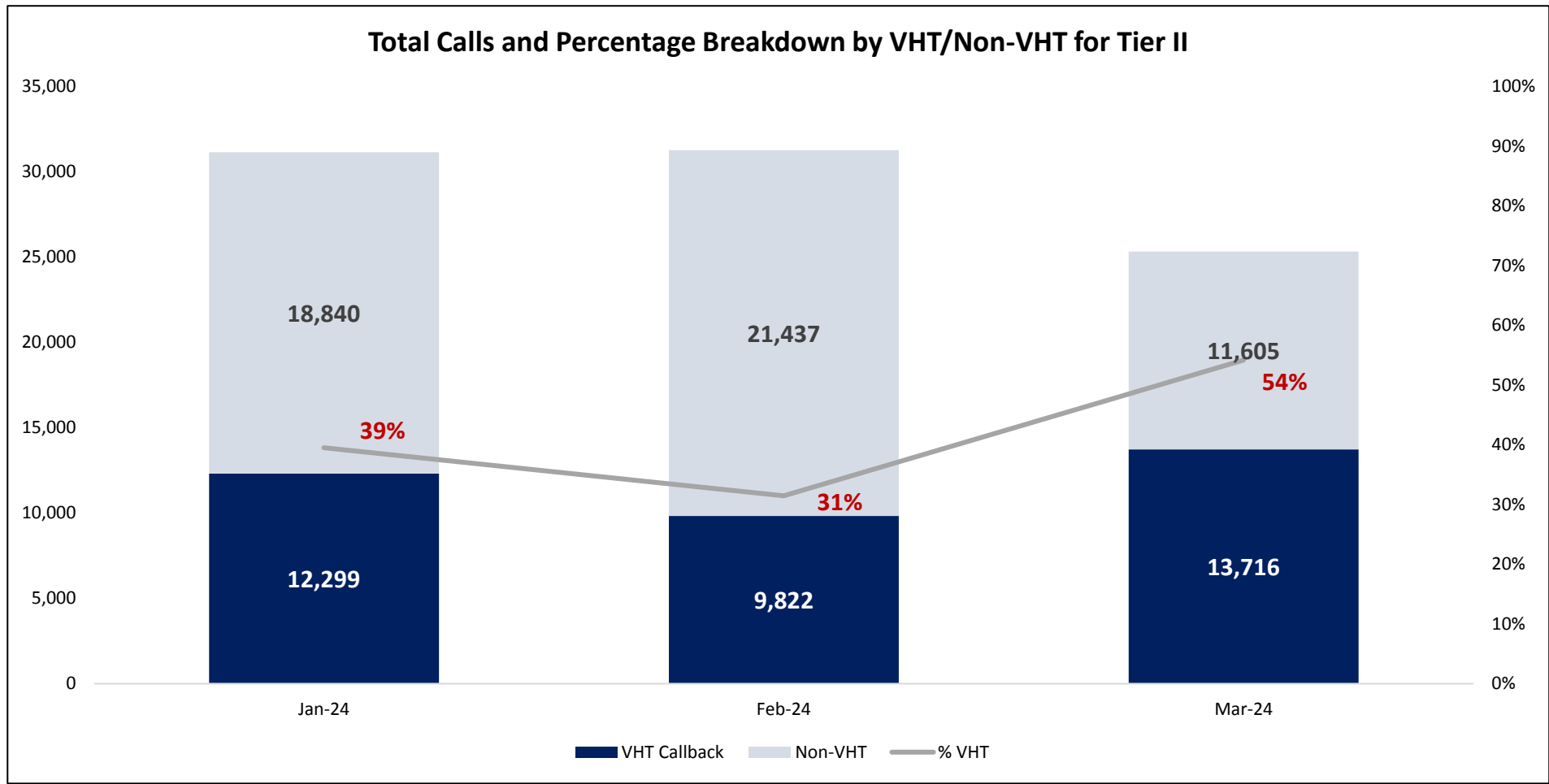
Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

	Jan-24	Feb-24	Mar-24
Tier I Calls Answered in the BC	73,692	61,228	60,740
Tier I Calls Abandoned in BC Queue	11,208	1,508	2,935
Tier II Calls Answered in the BC	32,459	32,464	26,282
Tier II Calls Abandoned in BC Queue	10,111	3,886	3,417

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.



## DSS EO Public Dashboard – March 2024

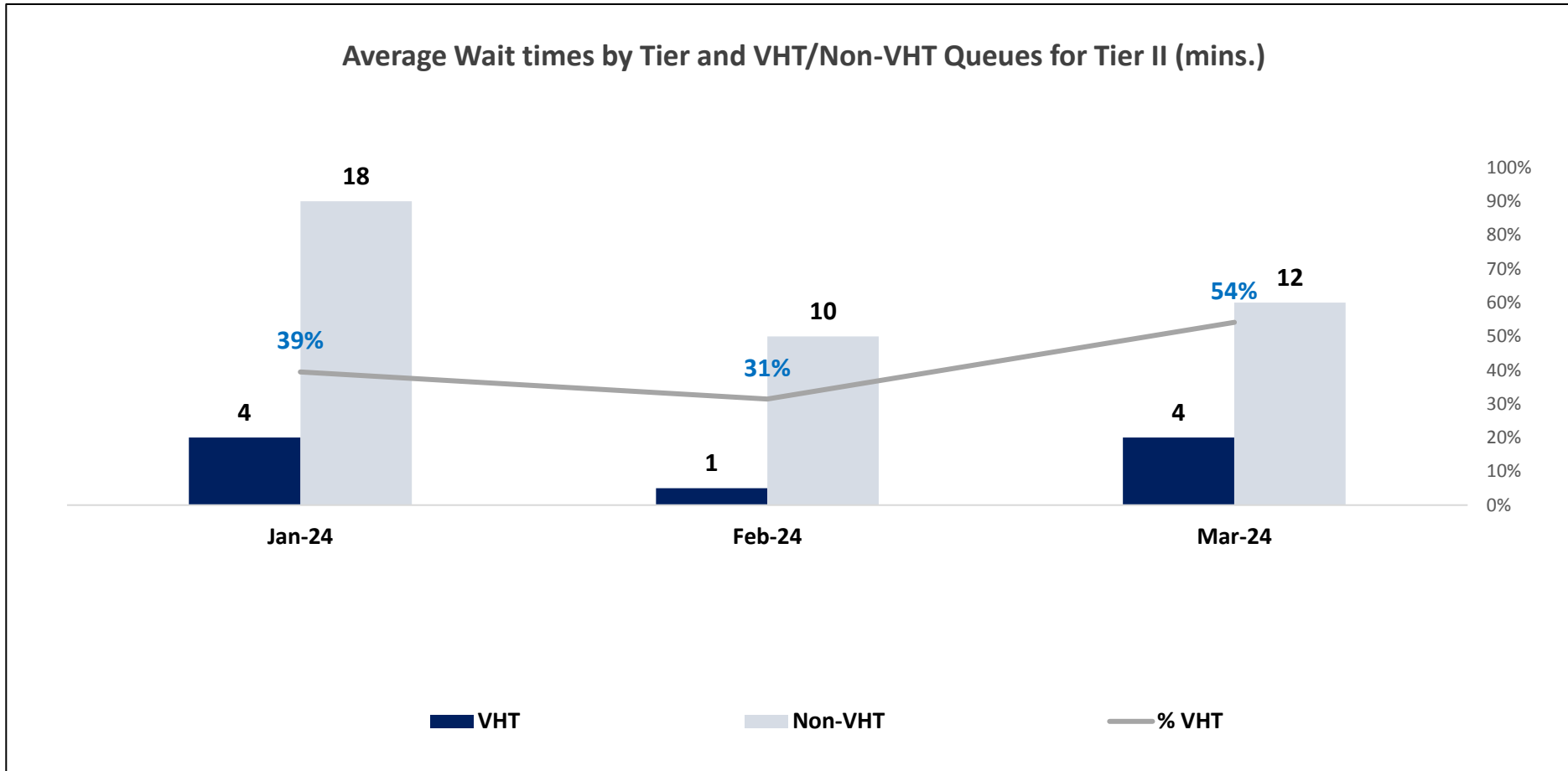


- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller’s place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

In January and February, there was a significant drop in Tier II wait times which led to a decreased percentage share of clients who opted to schedule calls through VHT. On March 11 there was a service delivery model change which led to more clients utilizing VHT callback.



## DSS EO Public Dashboard – March 2024

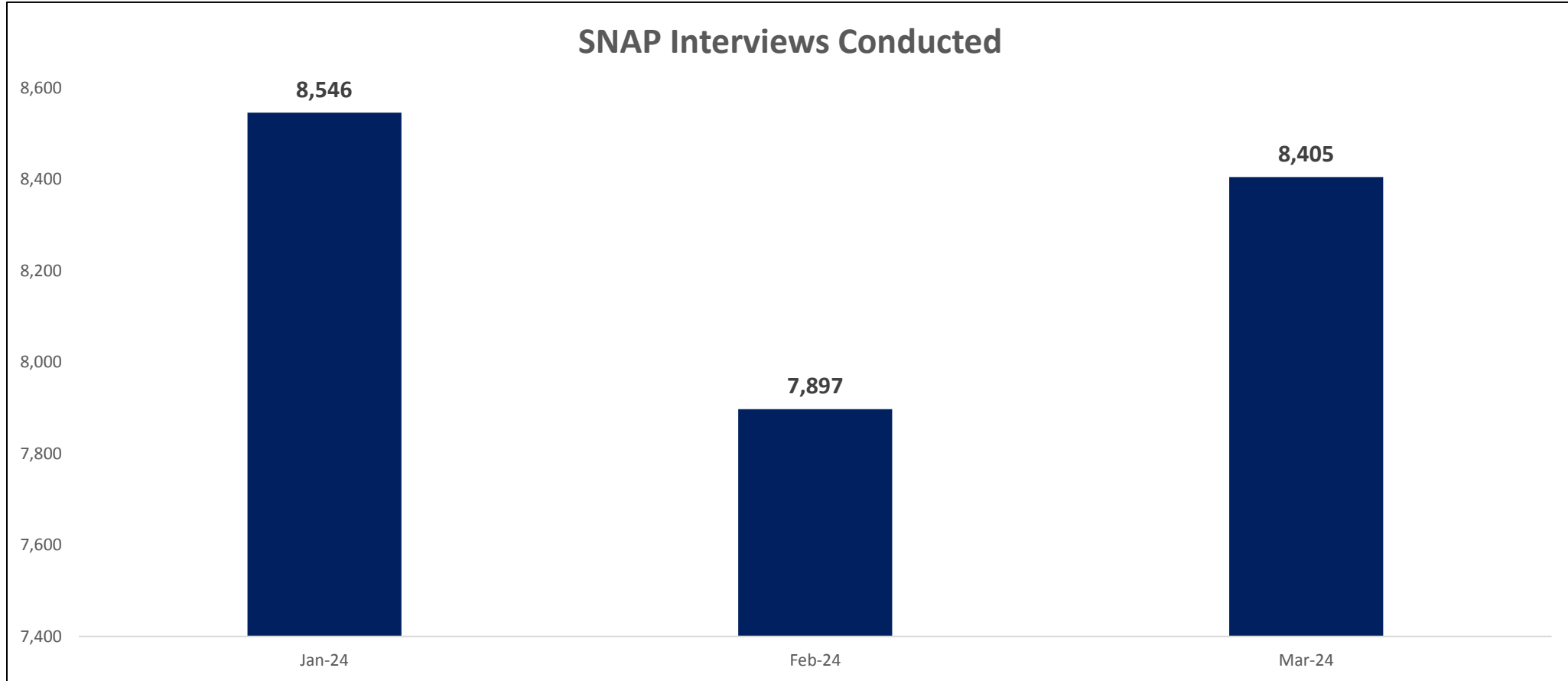


Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

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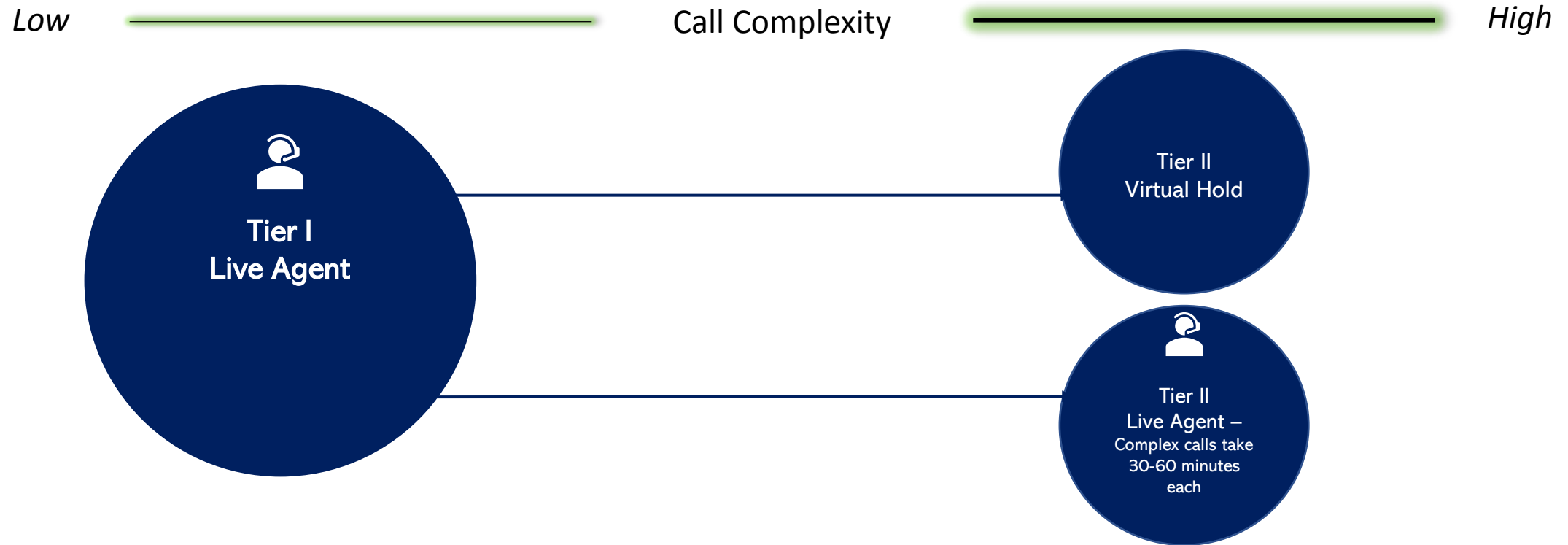
SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.



# APPENDIX

# Tiered Telephonic Service Delivery Model

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.



- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.



**Thank You**