



DSS Public Dashboard May 2021



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Self Service

414,350

MyAccounts

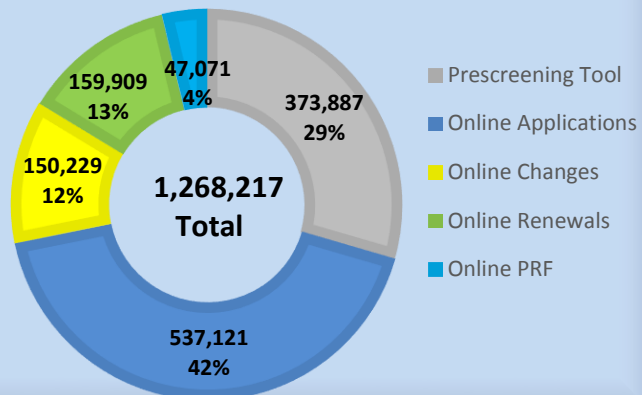
Client accounts created online since implementation 2013

362,981

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

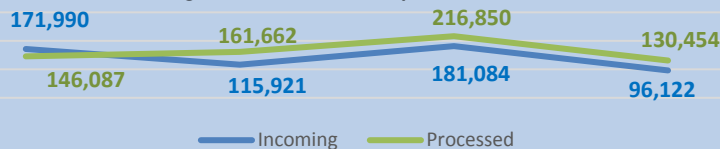


DSS Processing & Outcomes

DSS Work Flow

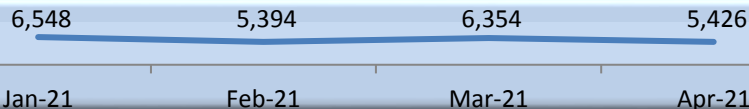
34,326,087 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

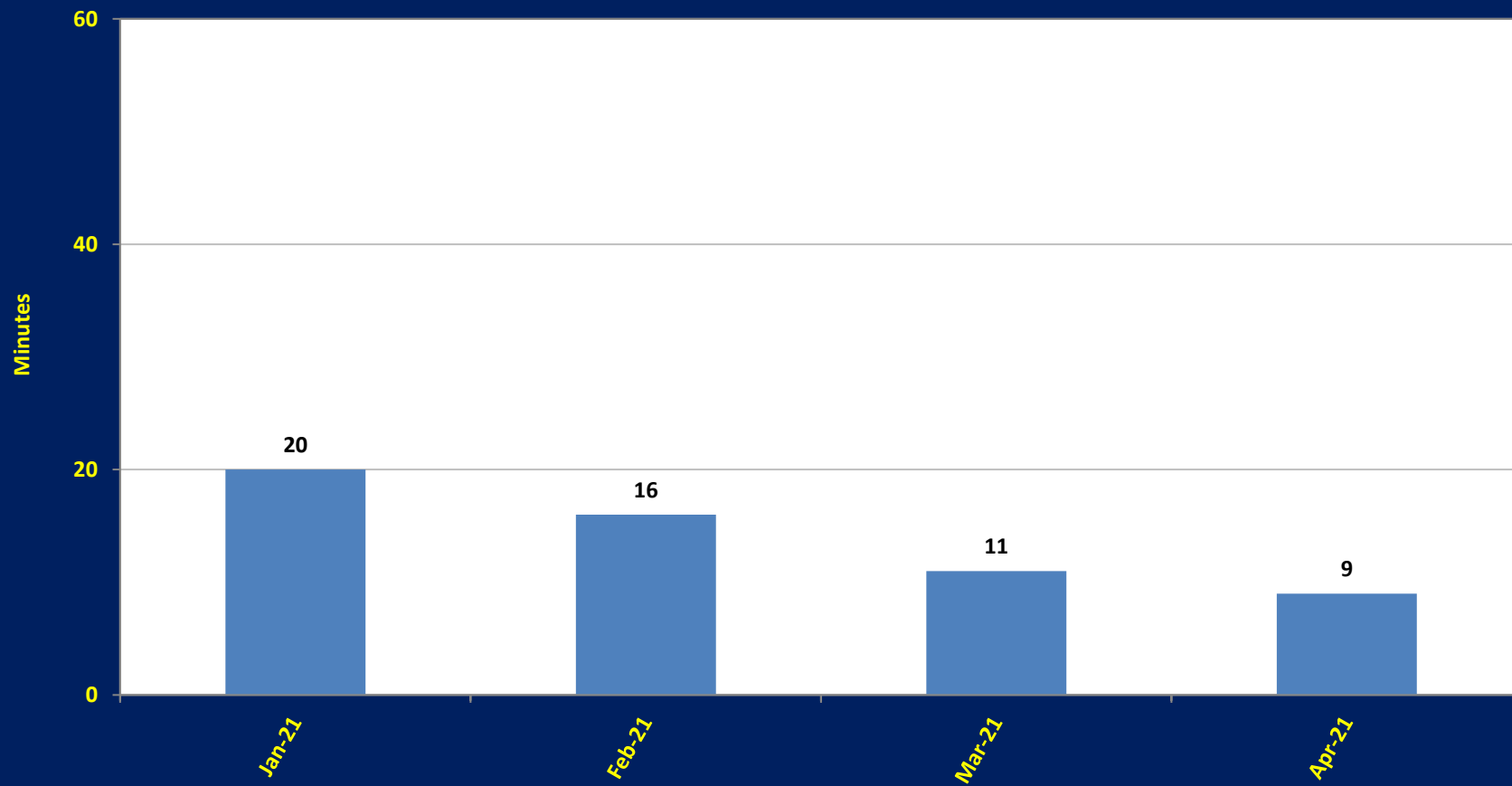
4,024,904 Total Calls Serviced

	Jan-21	Feb-21	Mar-21	Apr-21
Calls Resolved By IVR	52,567	42,504	47,950	51,721
Average Wait Time (mins)	20	16	11	9
Calls Serviced	45,373	42,589	47,572	42,870

*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

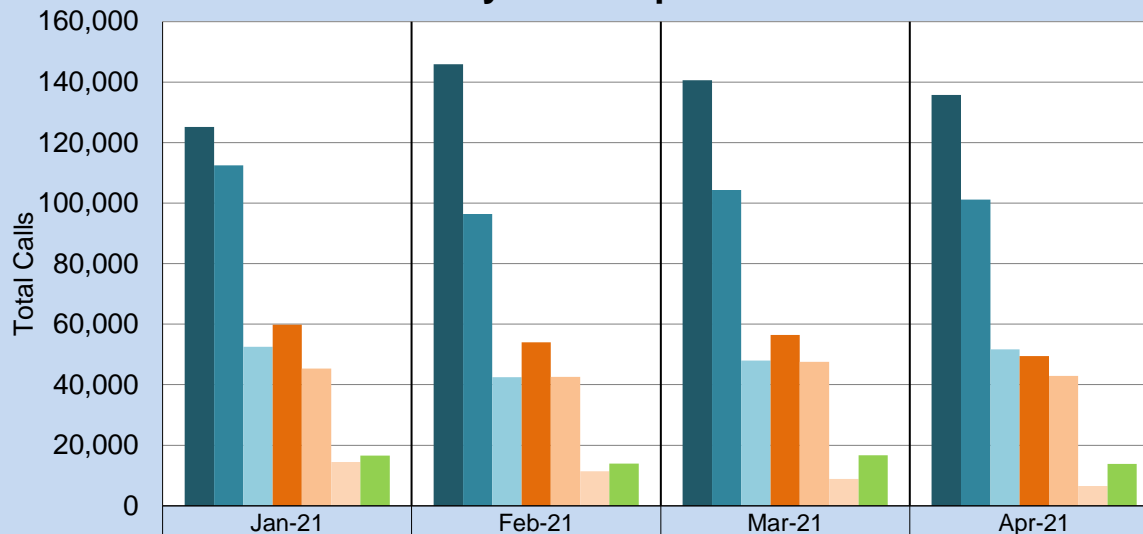
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
January 2021 - April 2021**



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

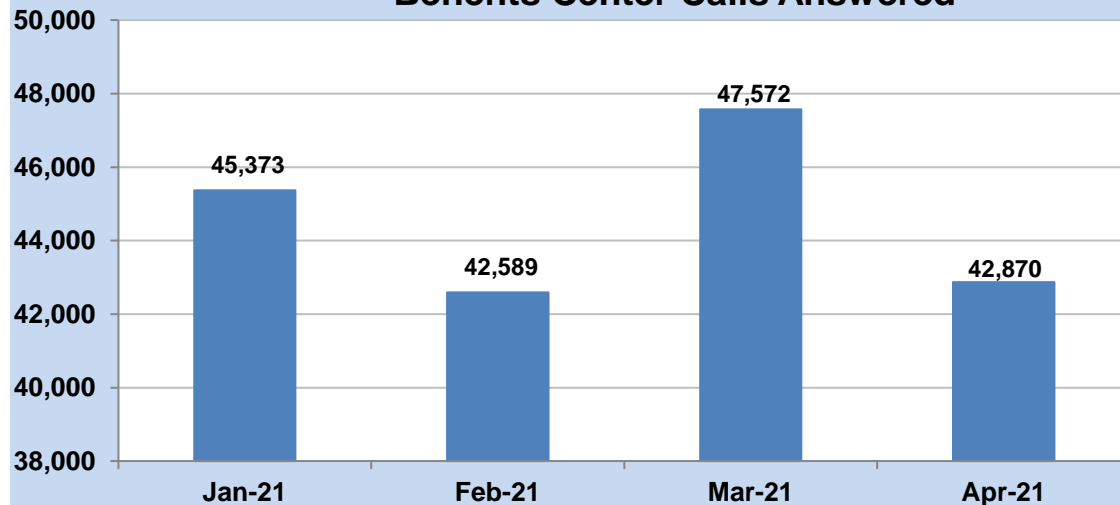
■ Total Calls to the IVR (24 hour period)	125,135	145,882	140,555	135,739
■ Total Calls to the IVR (Business hours)	112,423	96,415	104,381	101,133
■ Total Calls Resolved by the IVR	52,567	42,504	47,950	51,721
■ Total Calls Transferred to the BC	59,856	54,011	56,431	49,412
■ Total Calls Answered in the BC	45,373	42,589	47,572	42,870
■ Calls Abandoned in BC Queue After Threshold	14,482	11,408	8,887	6,533
■ Interviews Conducted	16,541	13,878	16,621	13,777

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

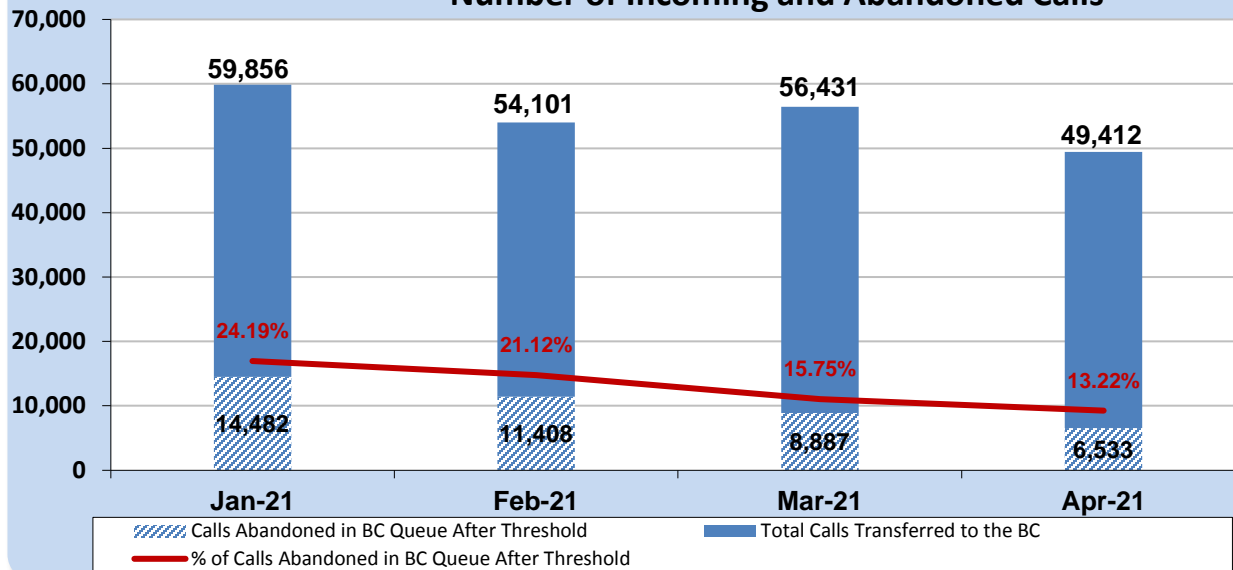


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



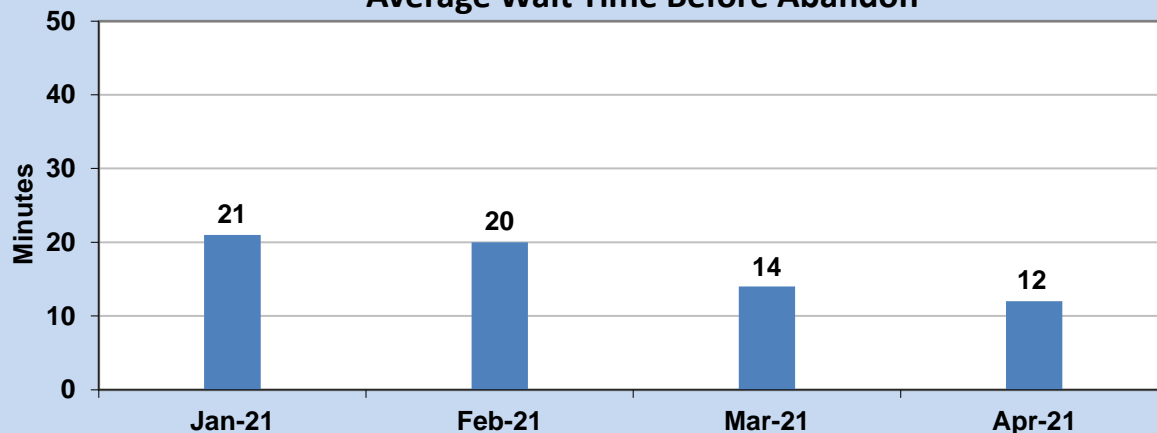
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

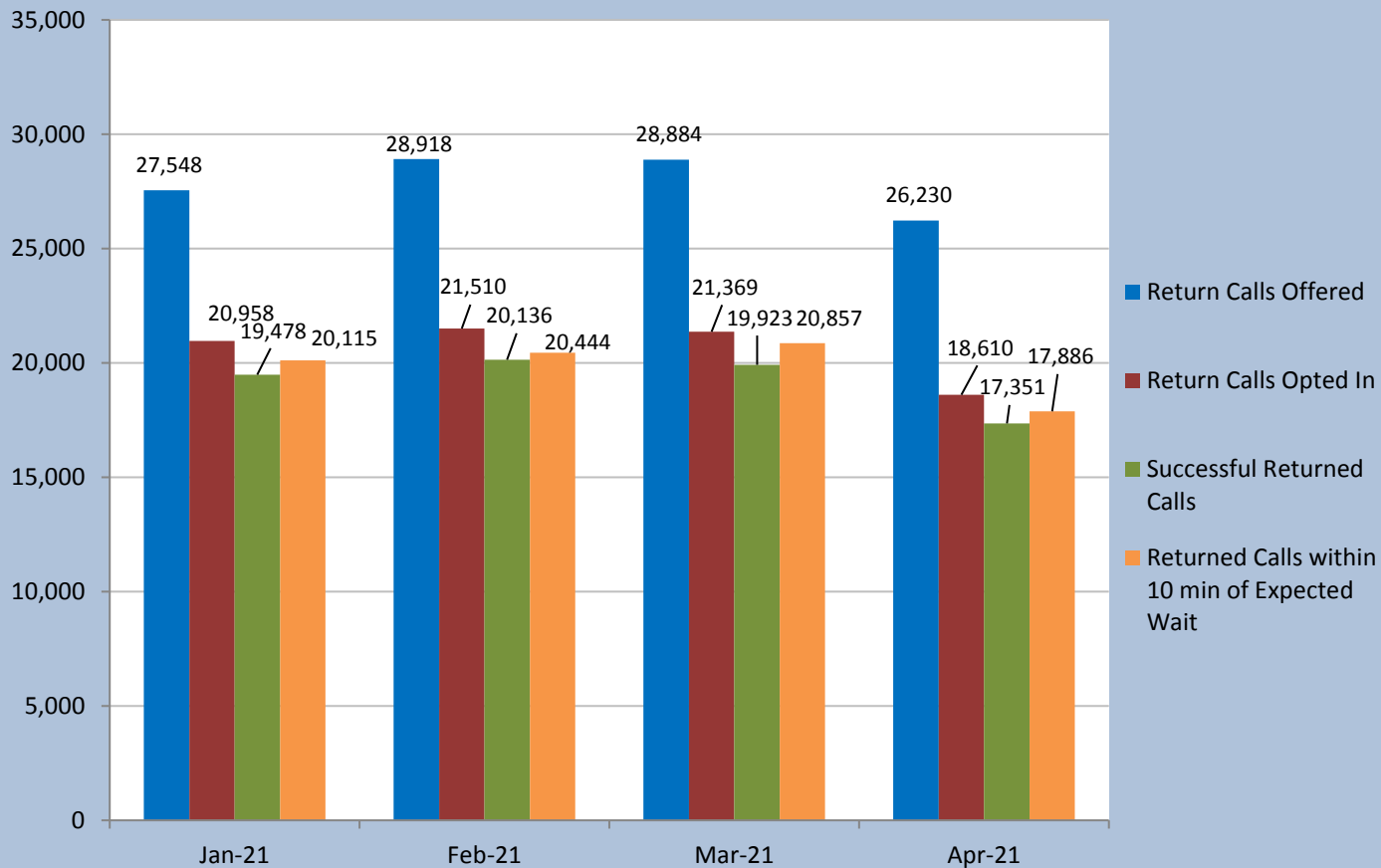


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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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