



DSS Public Dashboard November 2019



DSS Public Dashboard – November - 2019

Self Service

328,961

MyAccounts

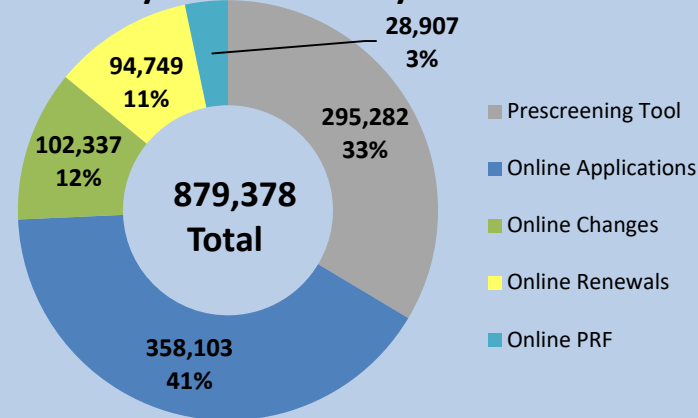
Client accounts created over the phone since implementation 2013

328,305

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

28,926,088

Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

3,201,961

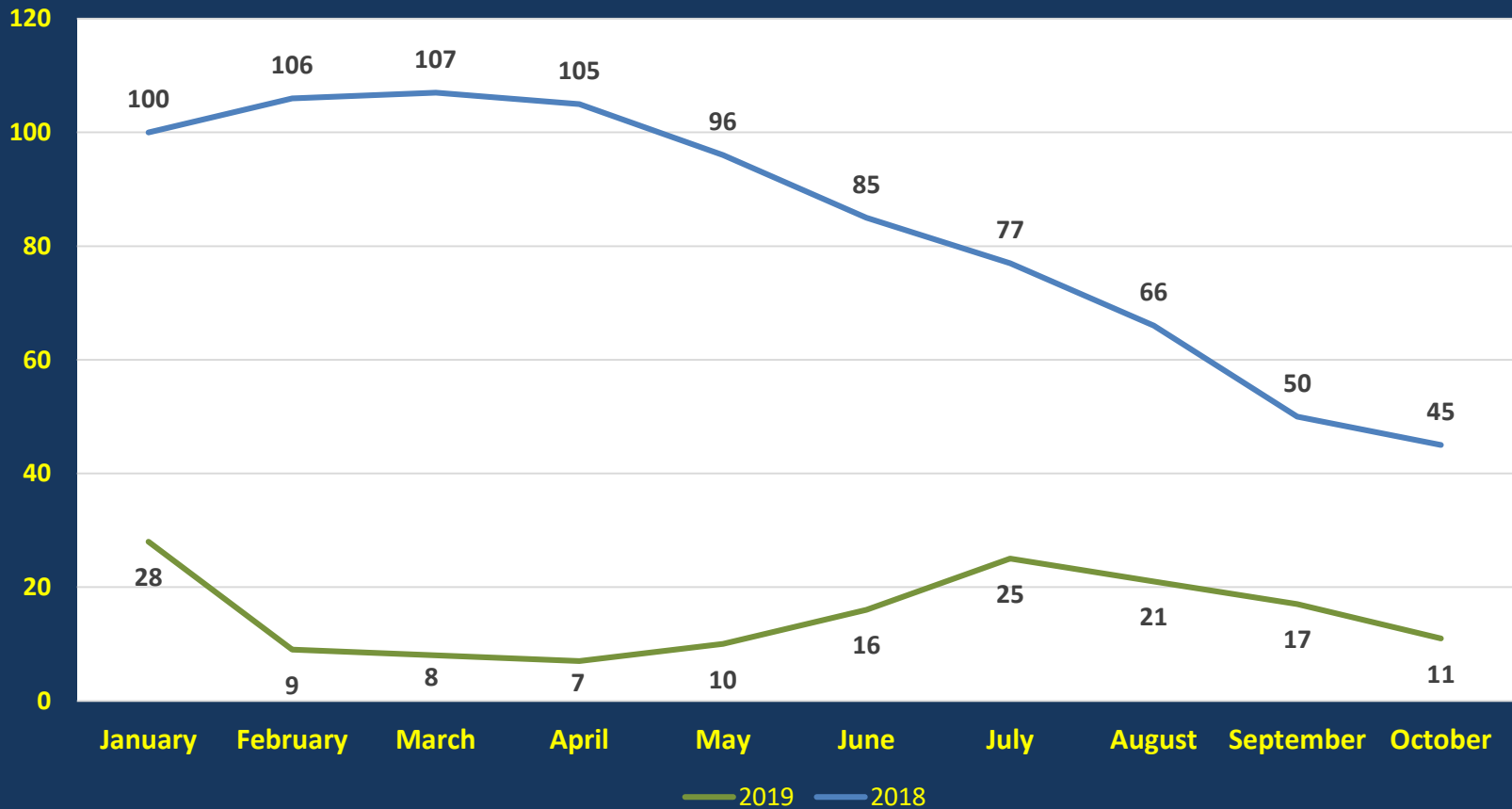
Total Calls Serviced

	Jul-19	Aug-19	Sep-19	Oct-19
Calls Resolved By IVR	47,409	45,648	42,558	45,209
Average Wait Time (mins)	25	21	17	11
Calls Serviced	46,016	46,271	45,594	49,500



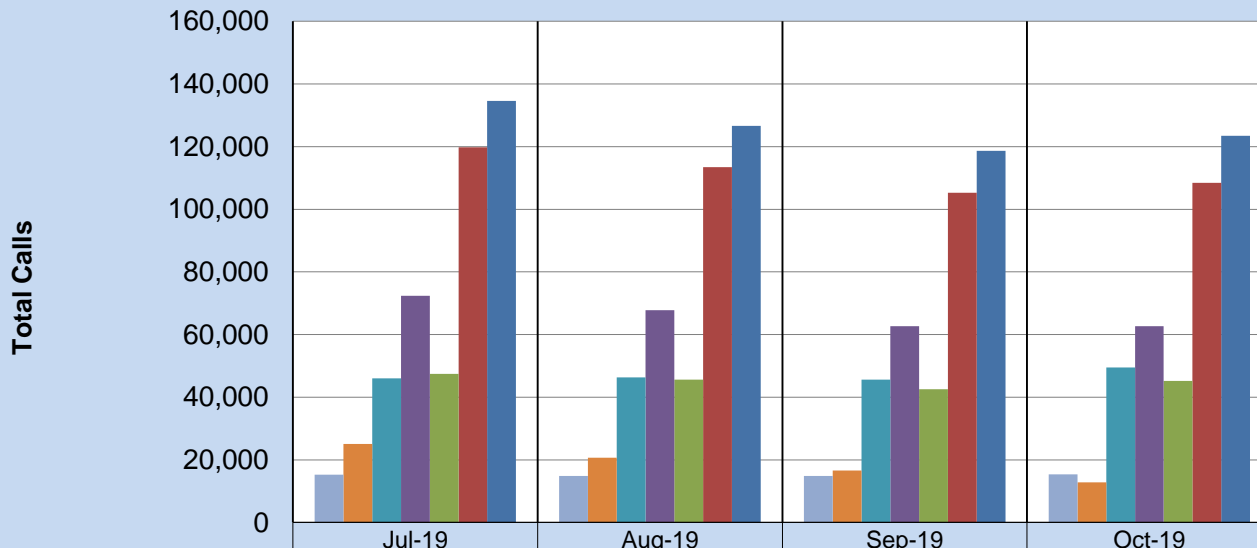
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Benefits Center Average Wait times comparison 2018 vs 2019



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Client Information Line:
July 2019 -October 2019



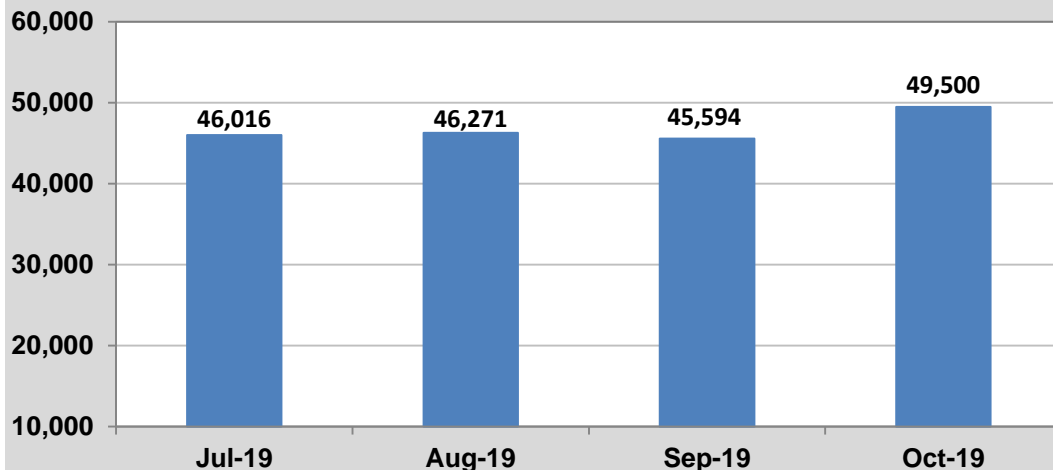
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

■ Total Calls to the IVR (24 hour period)	134,553	126,646	118,626	123,445
■ Total Calls to the IVR (Business hours)	119,762	113,441	105,258	108,470
■ Total Calls Resolved by the IVR	47,409	45,648	42,558	45,209
■ Total Calls Transferred to the BC	72,355	67,792	62,700	62,702
■ Total Calls Answered in the BC	46,016	46,271	45,594	49,500
■ Calls Abandoned in BC Queue After Threshold	25,111	20,695	16,625	12,782
■ Interviews Conducted	15,246	14,893	14,804	15,341



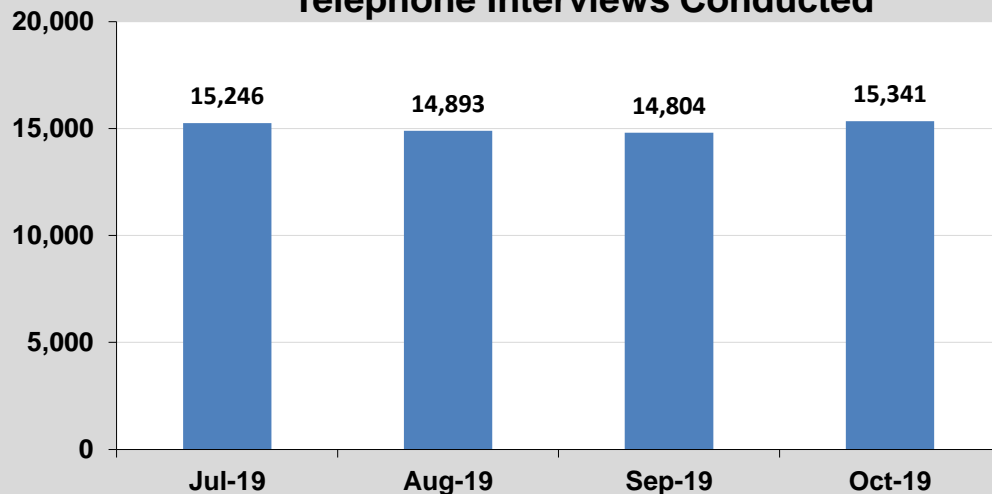
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For 2019 DSS is answering an average of 45,483 calls per month

Telephone Interviews Conducted

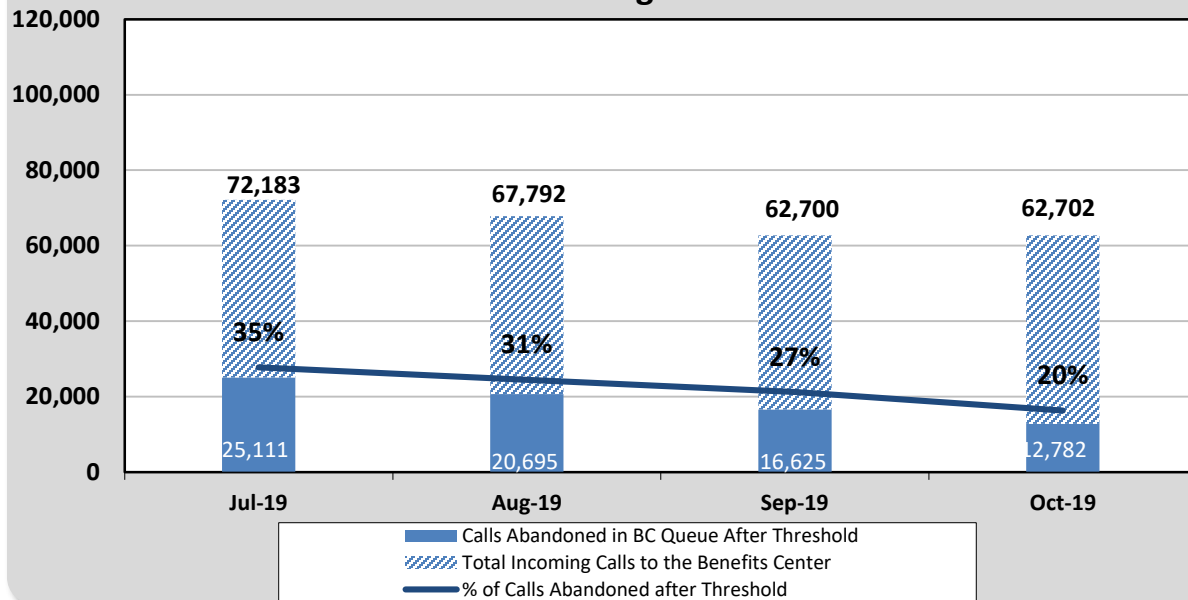


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For 2019 DSS is averaging 14,308 telephone interviews per month



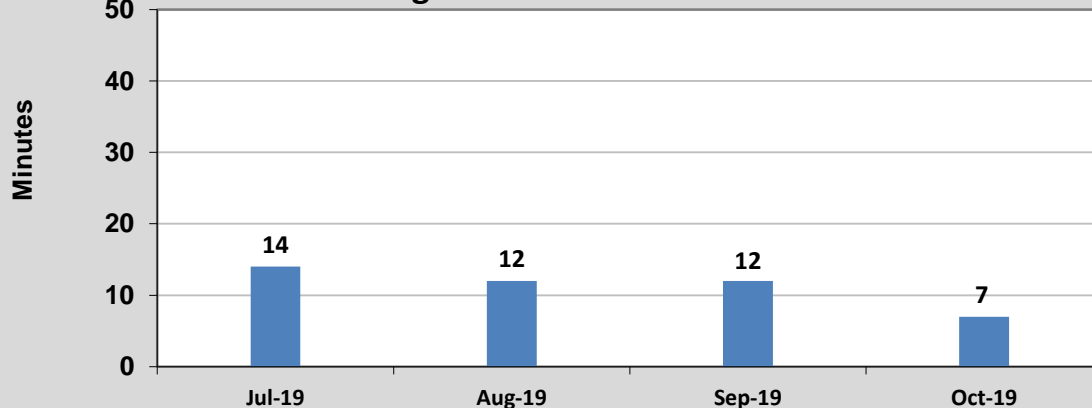
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Number of Incoming and Abandoned Calls



- 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
- A comparison to 2018 shows an average wait time before abandoned of 28, 26, 20, and 17 minutes for July through October 2018, respectively.



Thank You