



DSS Public Dashboard November 2022



DSS Public Dashboard October 2022

Self Service

538,458

MyAccounts

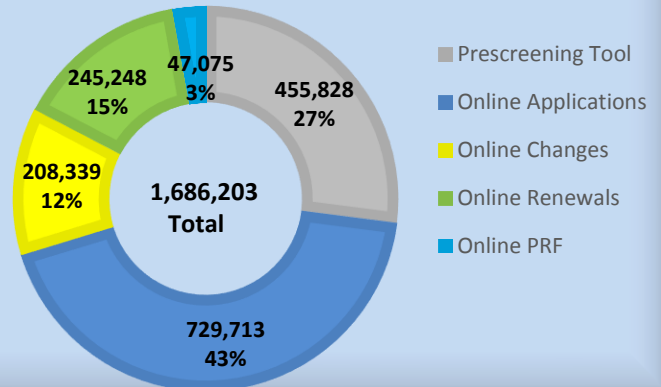
Client accounts created online since implementation 2013

394,039

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

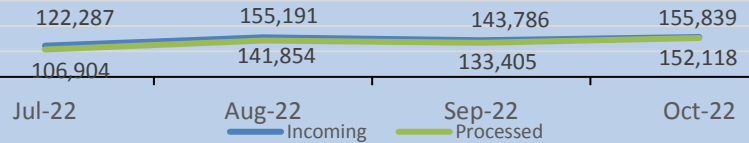


DSS Processing & Outcomes

DSS Work- Flow

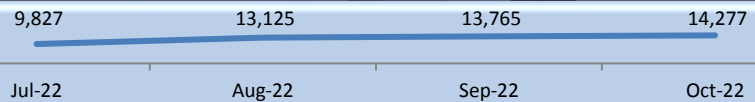
36,789,931 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

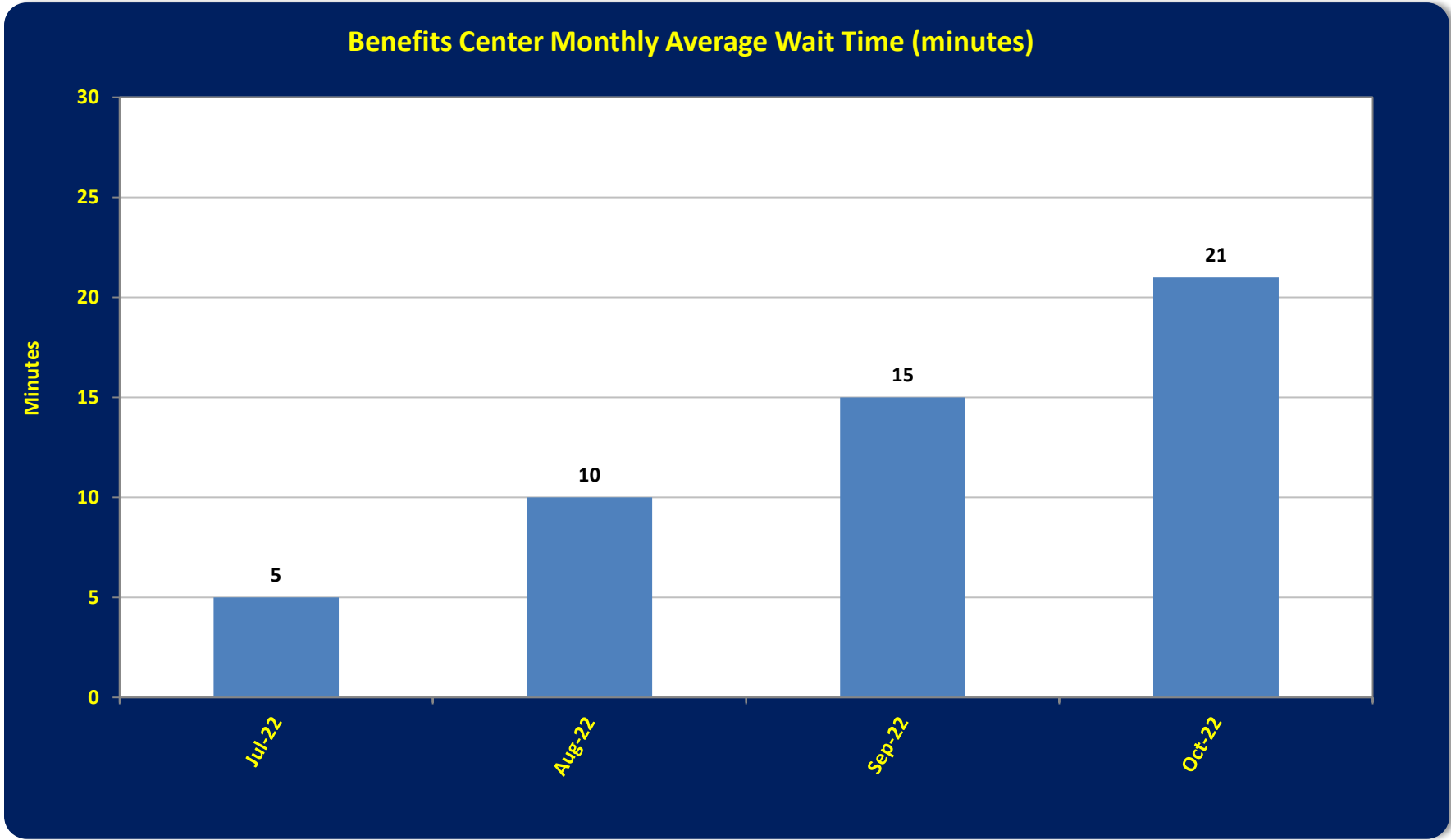


Benefits Center

5,135,105 Total Calls Serviced

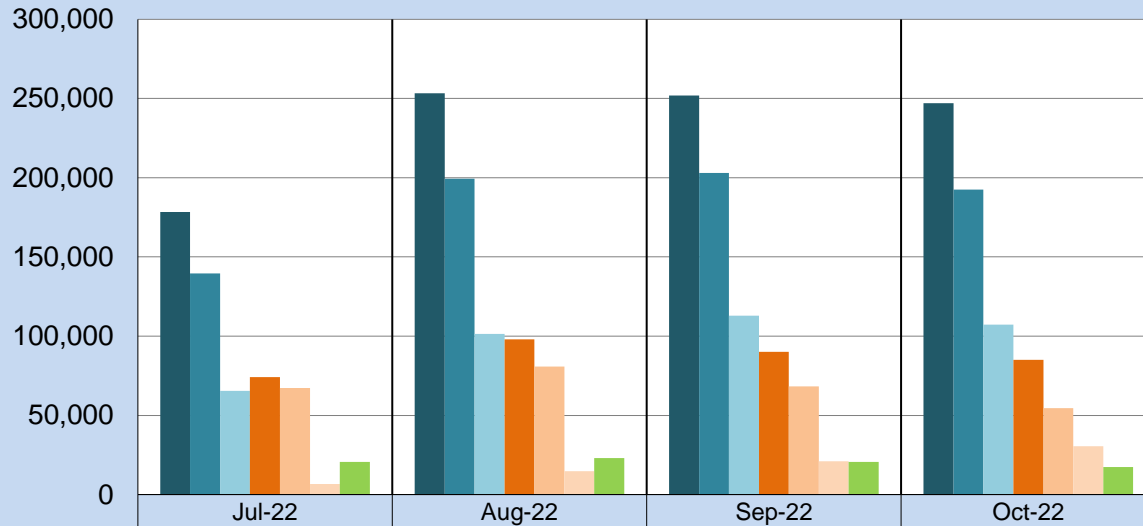
	Jul-22	Aug-22	Sep-22	Oct-22
Calls Resolved By IVR	65,579	101,402	112,852	107,250
Average Wait Time (mins)	5	10	15	21
Calls Serviced	67,301	80,927	69,151	54,631

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Client Info Line July 2022 - October 2022



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

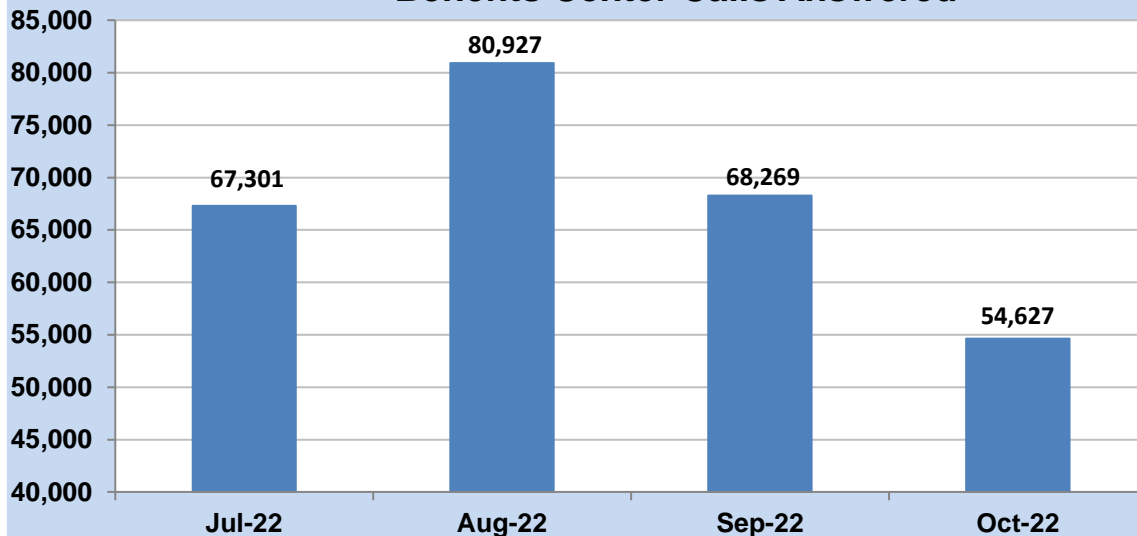
■ Total Calls to the IVR (24 hour period)	178,454	253,294	251,854	247,027
■ Total Calls to the IVR (Business hours)	139,692	199,334	202,950	192,438
■ Total Calls Resolved by the IVR	65,579	101,402	112,852	107,250
■ Total Calls Transferred to the BC	74,113	97,932	90,098	85,188
■ Total Calls Answered in the BC	67,301	80,927	68,269	54,627
■ Calls Abandoned in BC Queue After Threshold	6,847	14,893	21,026	30,662
■ Interviews Conducted	20,590	23,201	20,584	17,380

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



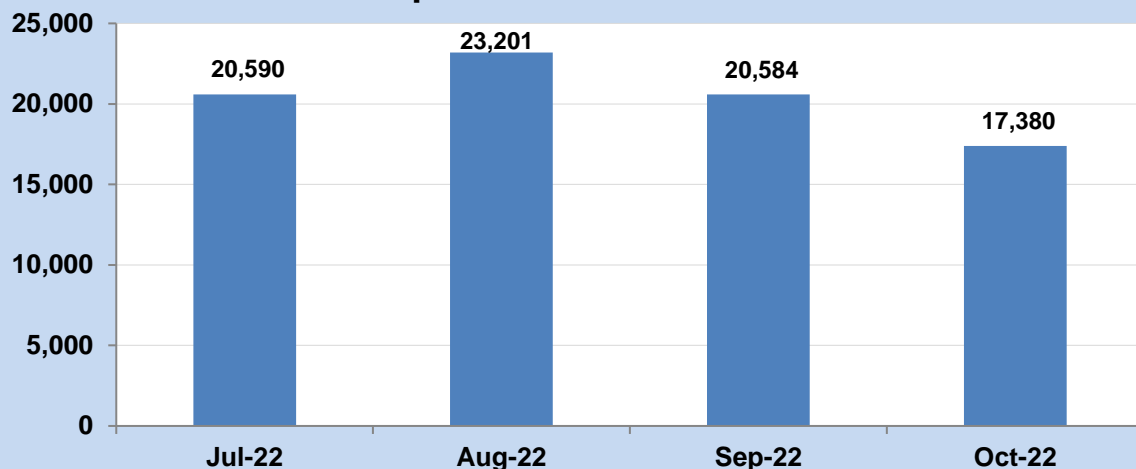
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

Telephone Interviews Conducted

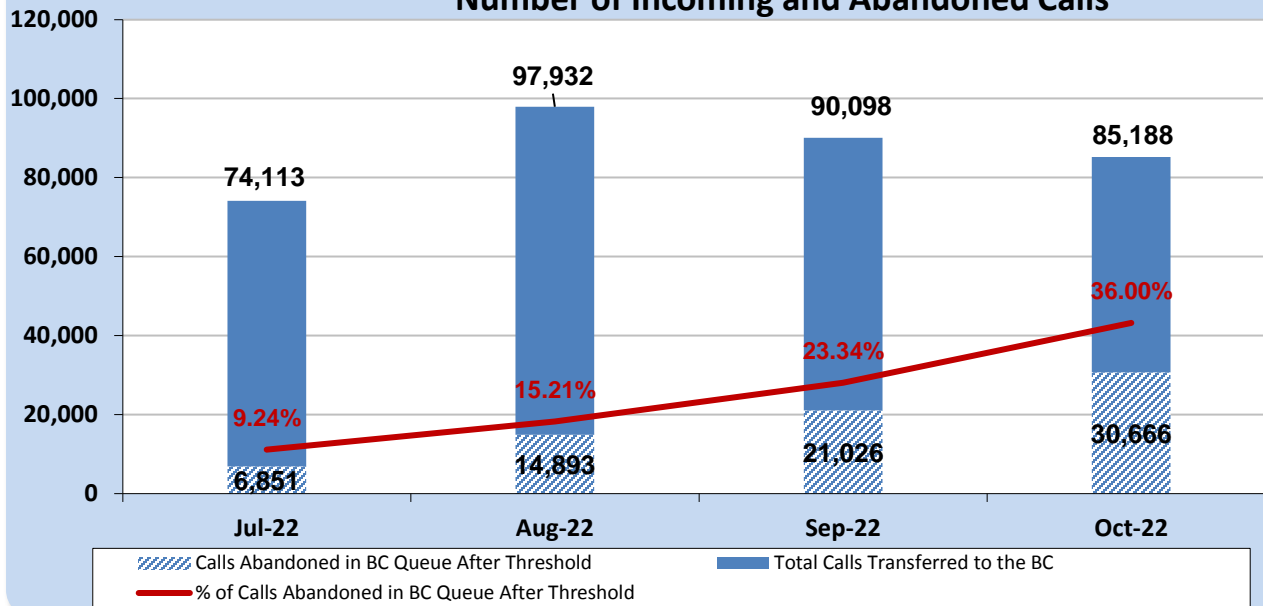


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



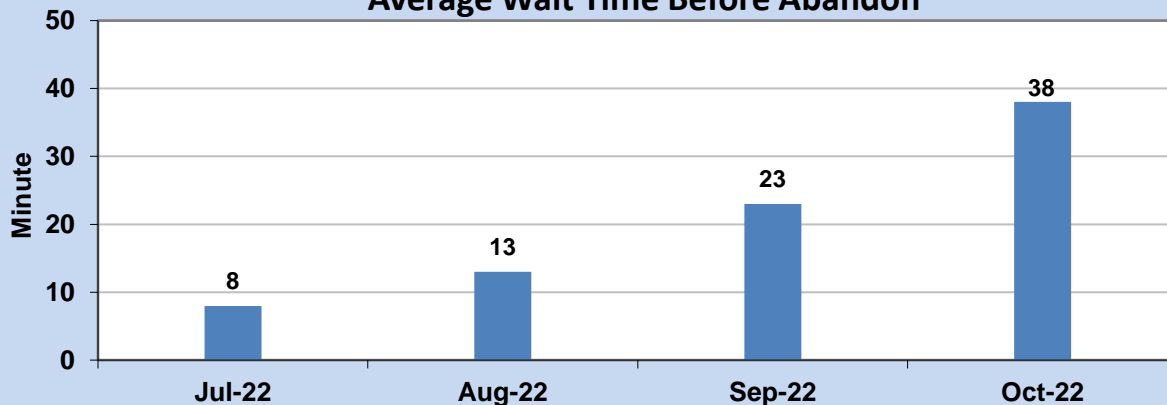
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

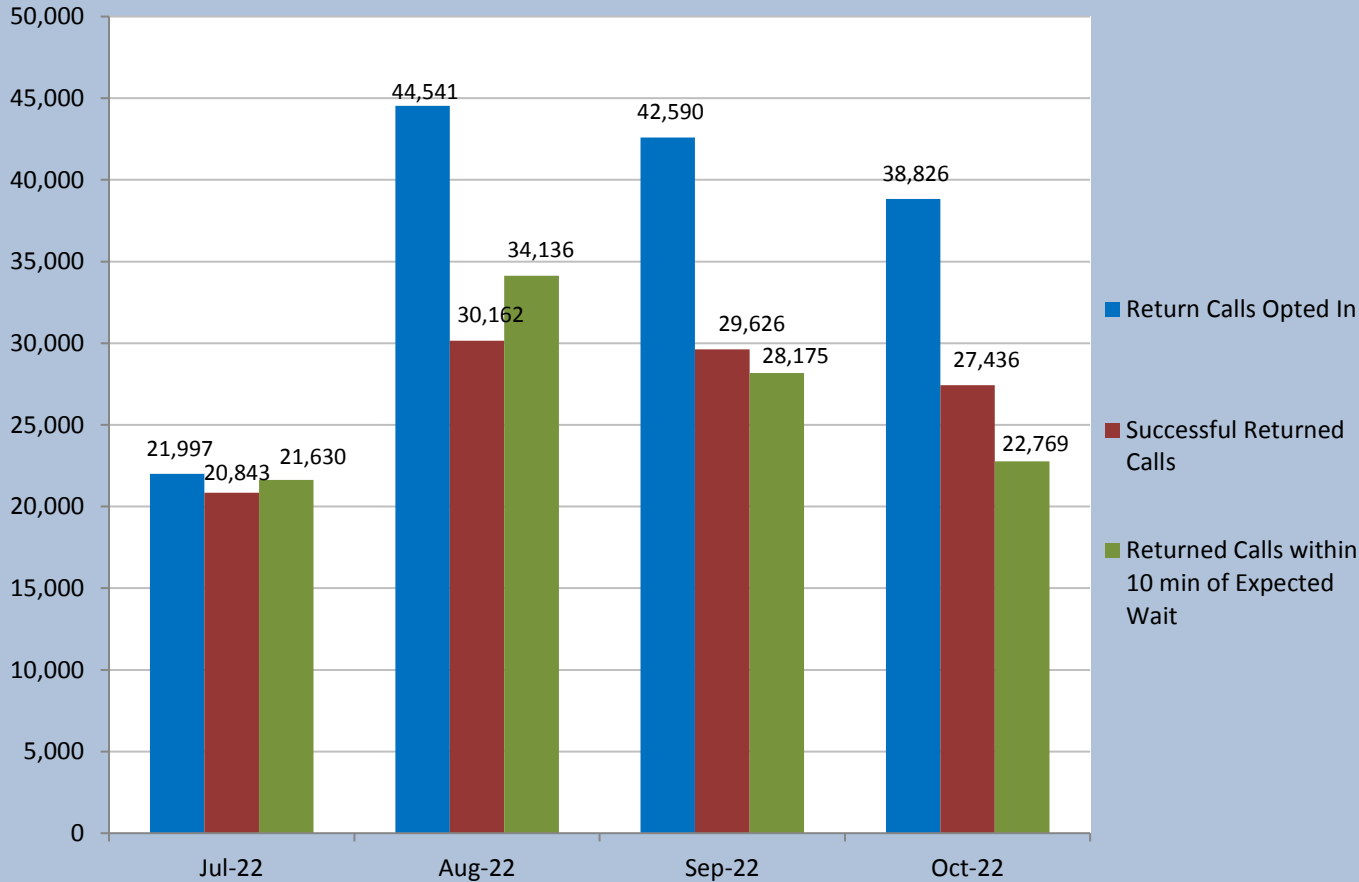


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



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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 2020



Thank You