



# DSS Public Dashboard October 2022



# DSS Public Dashboard October 2022

## Self Service

**532,497**

MyAccounts

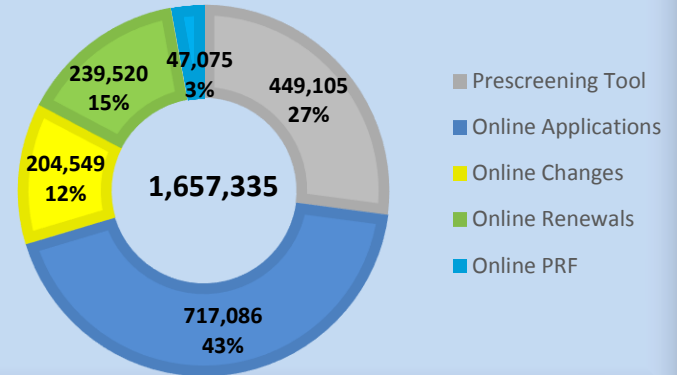
Client accounts created online since implementation 2013

**391,913**

Secure PINs

Client accounts created over the phone since implementation 2013

### MYACCOUNT ACTIVITY

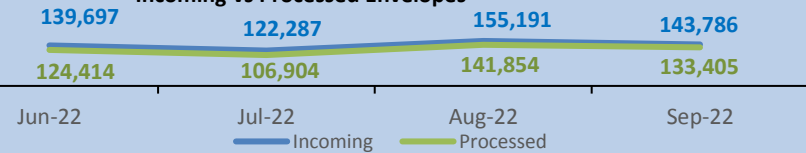


## DSS Processing & Outcomes

DSS Work- Flow

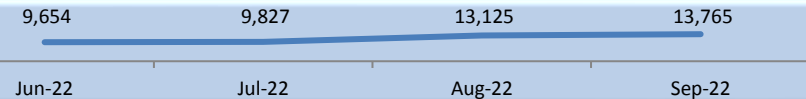
**36,440,402** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

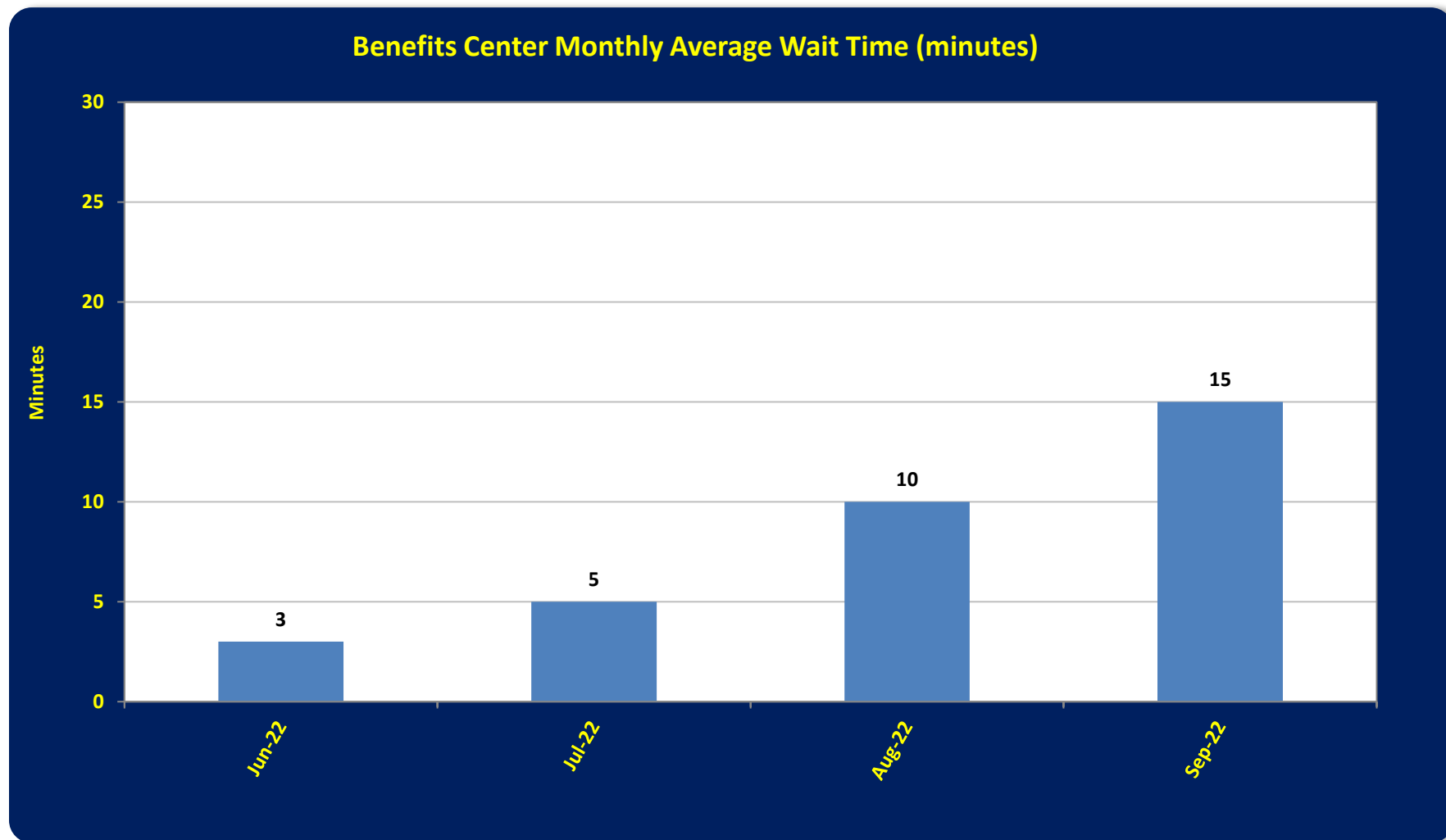


Benefits Center

**5,080,474** Total Calls Serviced

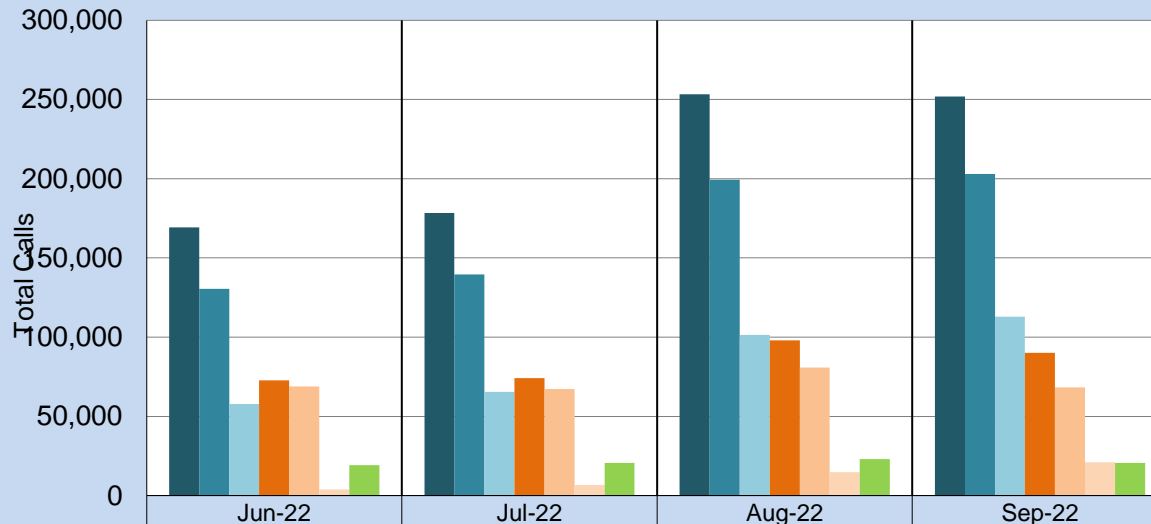
	Jun-22	Jul-22	Aug-22	Sep-22
Calls Resolved By IVR	57,735	65,579	101,402	112,852
Average Wait Time (mins)	3	5	10	15
Calls Serviced	68,846	67,301	80,927	69,151

## DSS Public Dashboard – October 2022



## DSS Public Dashboard – October 2022

### Client Info Line June 2022 - September 2022



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

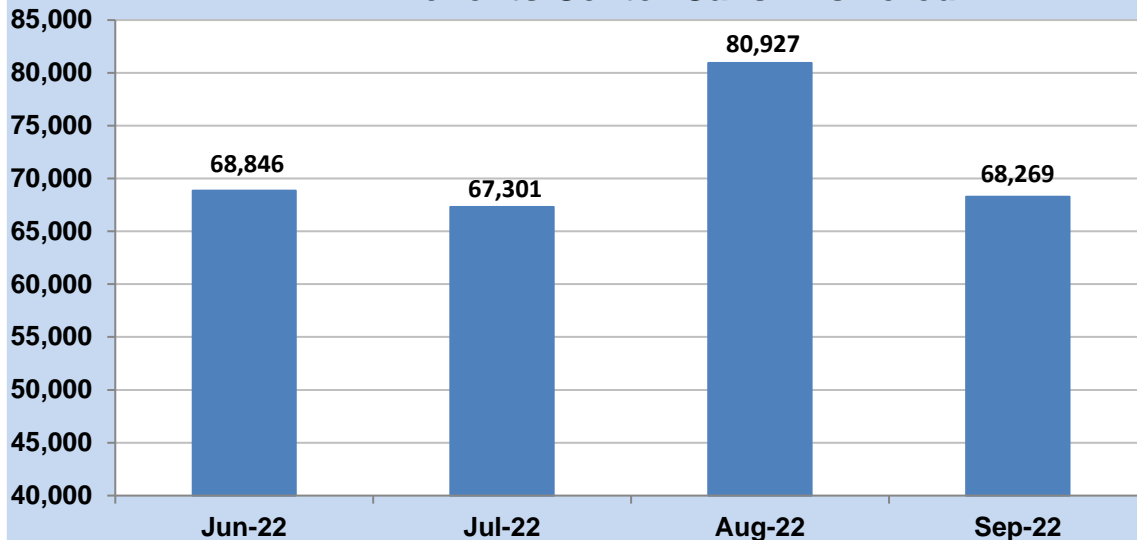
	Jun-22	Jul-22	Aug-22	Sep-22
■ Total Calls to the IVR (24 hour period)	169,231	178,454	253,294	251,854
■ Total Calls to the IVR (Business hours)	130,517	139,692	199,334	202,950
■ Total Calls Resolved by the IVR	57,735	65,579	101,402	112,852
■ Total Calls Transferred to the BC	72,782	74,113	97,932	90,098
■ Total Calls Answered in the BC	68,846	67,301	80,927	68,269
■ Calls Abandoned in BC Queue After Threshold	3,914	6,847	14,893	21,026
■ Interviews Conducted	19,225	20,590	23,201	20,584

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



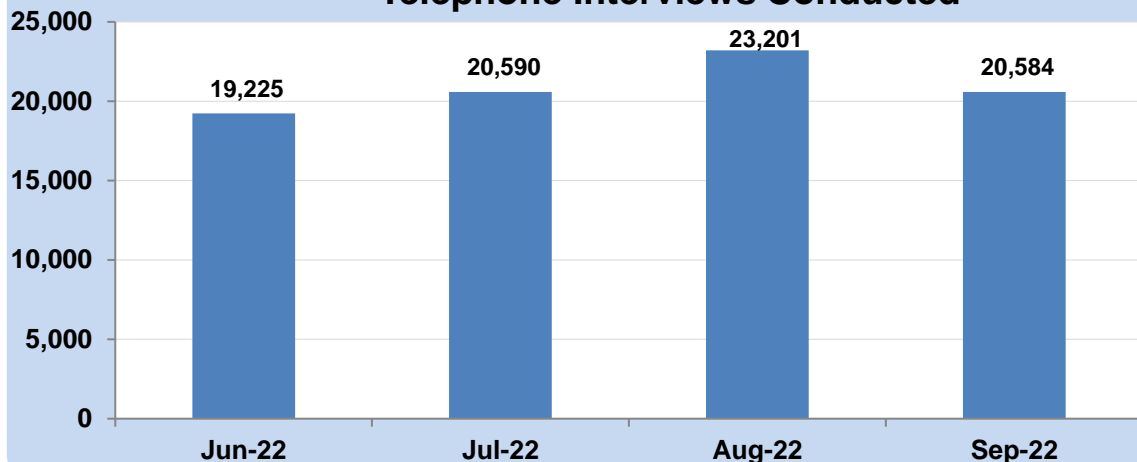
## DSS Public Dashboard – October 2022

**Benefits Center Calls Answered**



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

**Telephone Interviews Conducted**

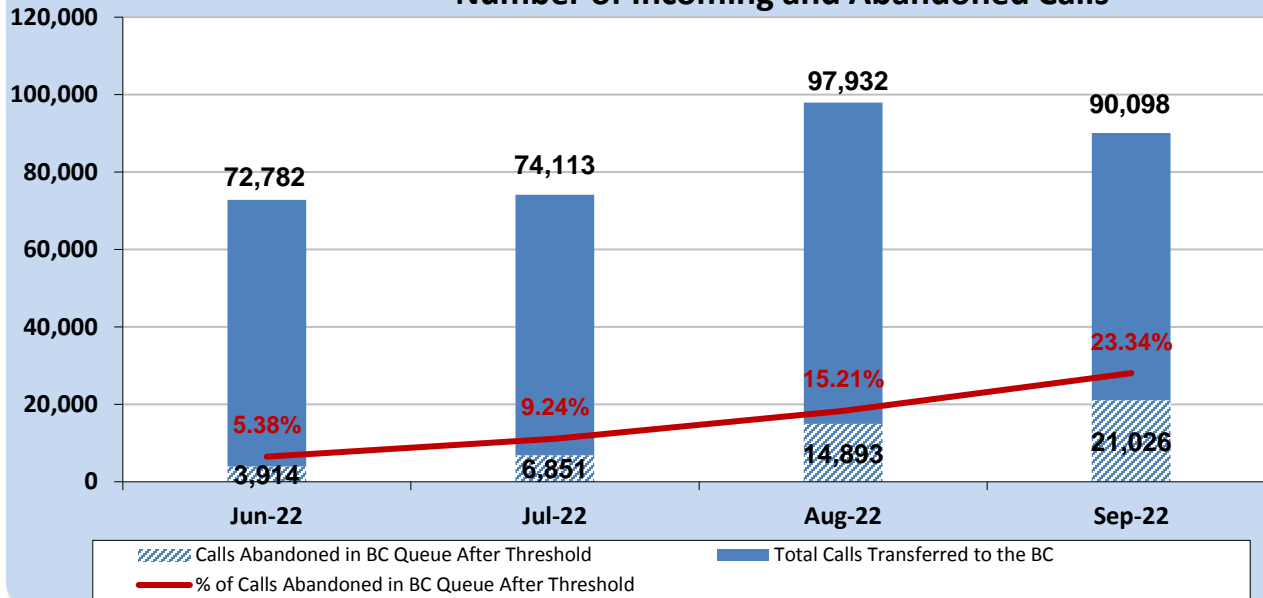


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



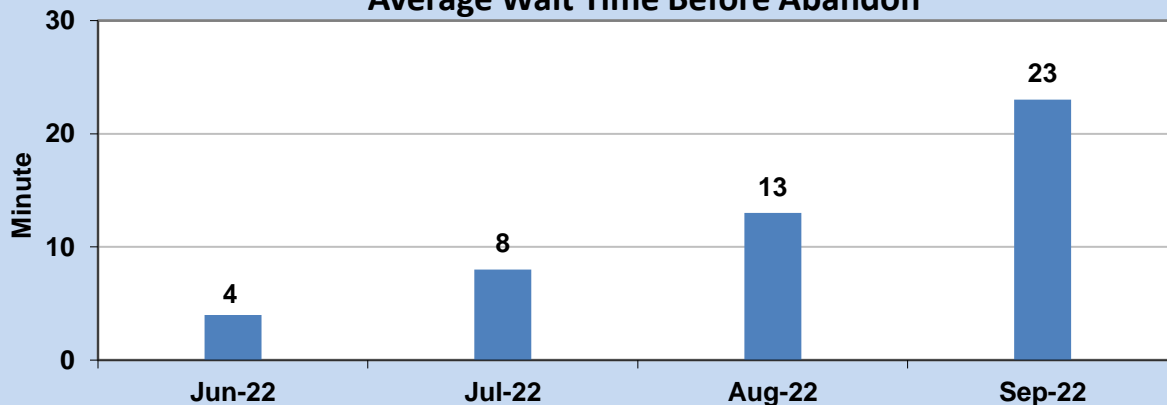
# DSS Public Dashboard – October 2022

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

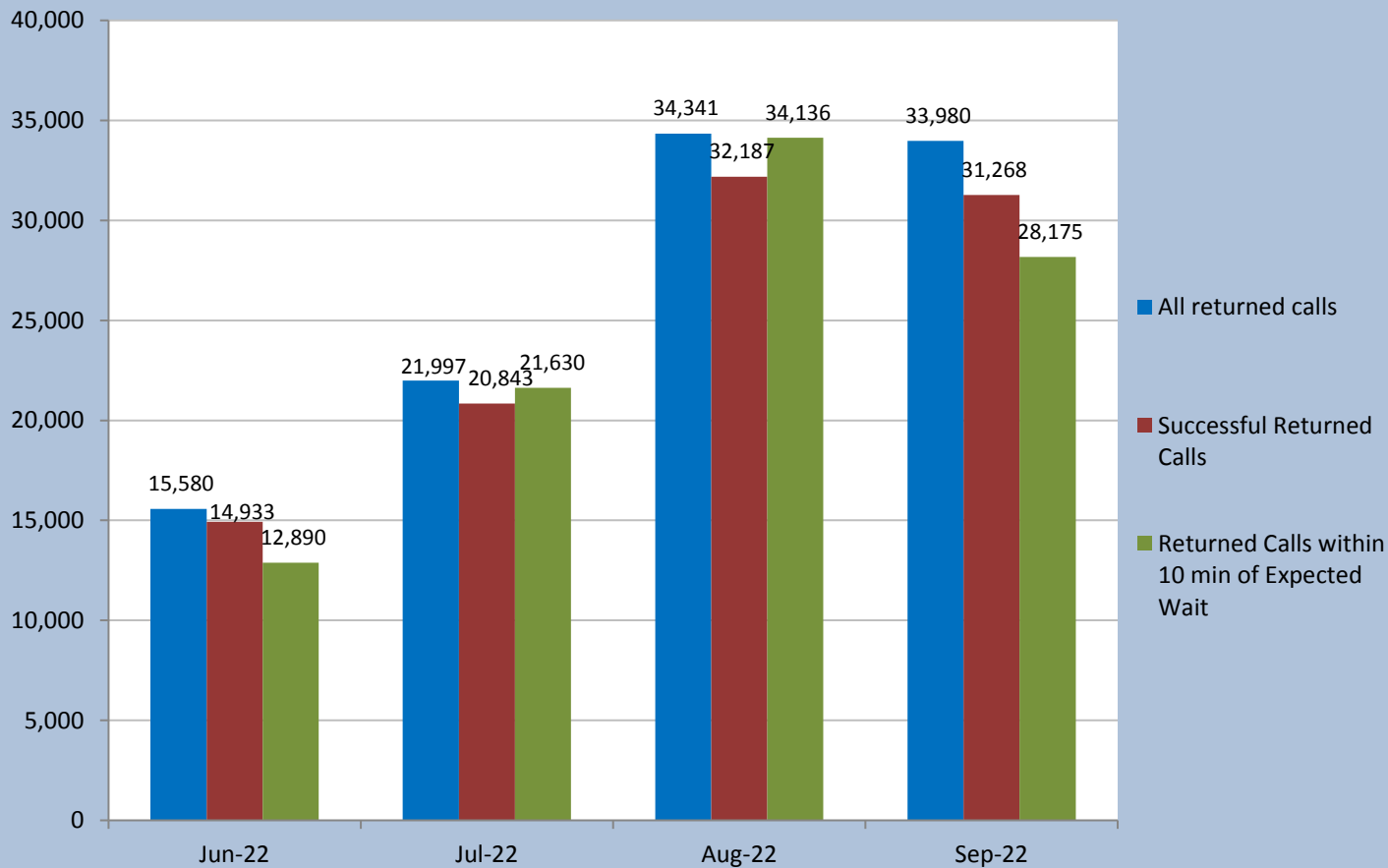


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



## DSS Public Dashboard – October 2022

### 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**