



DSS Public Dashboard October 2023



DSS Public Dashboard October 2023

Self Service

585,734

MyAccounts

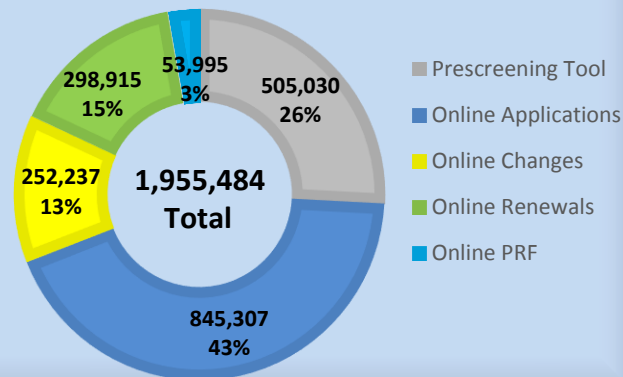
Client accounts created online since implementation 2013

419,842

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

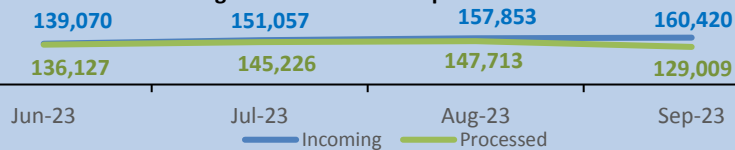


DSS Processing & Outcomes

DSS Work- Flow

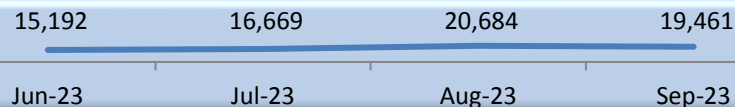
40,416,551 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Center

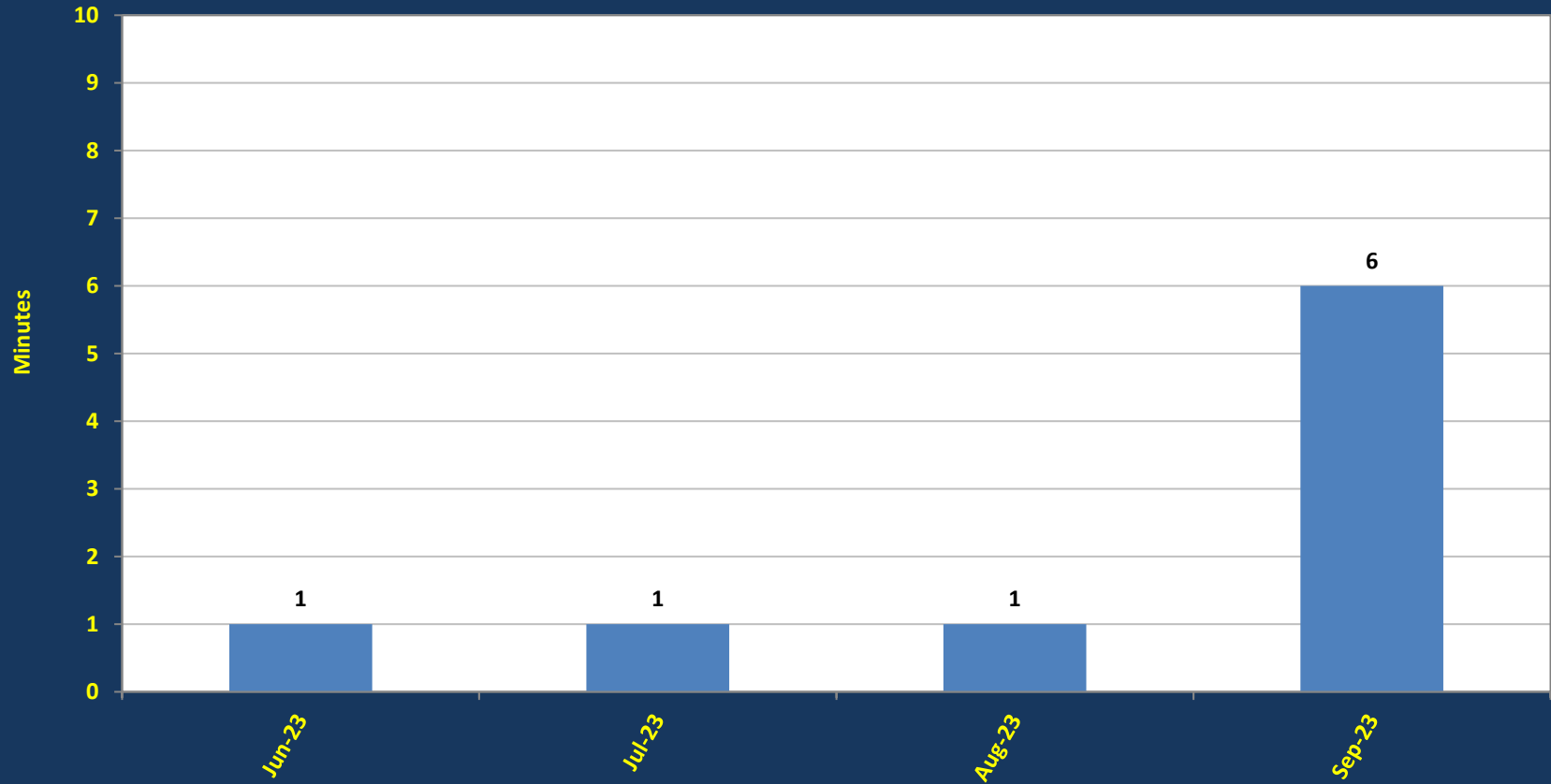
5,775,018 Total Calls Serviced

| | Jun-23 | Jul-23 | Aug-23 | Sep-23 |
|--------------------------|--------|--------|--------|---------|
| Calls Resolved By IVR | 63,841 | 65,644 | 63,469 | 135,660 |
| Average Wait Time (mins) | 1 | 1 | 2 | 6 |
| Calls Serviced | 62,604 | 63,783 | 73,136 | 72,177 |



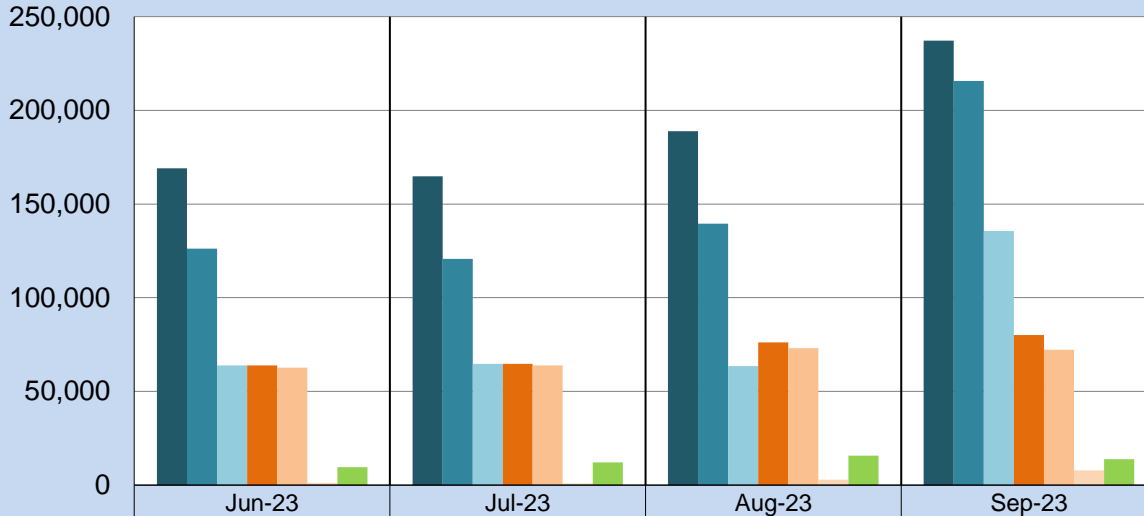
DSS Public Dashboard – October 2023

Benefits Center Monthly Average Wait Time (minutes)



DSS Public Dashboard – October 2023

**Client Info Line
June 2023 - September 2023**



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

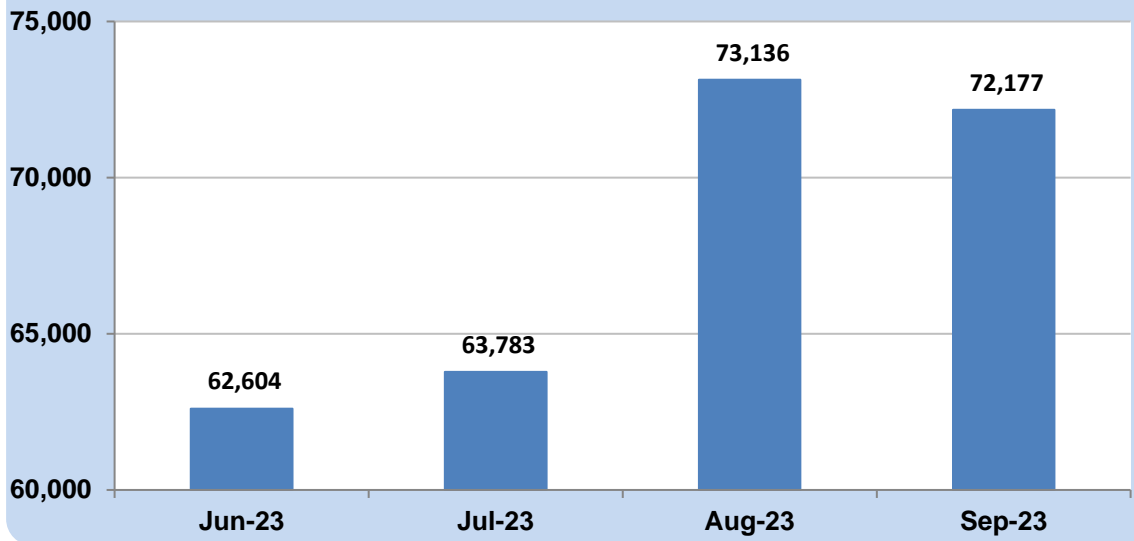
| | | | | |
|---|---------|---------|---------|---------|
| ■ Total Calls to the IVR (24 hour period) | 169,044 | 164,815 | 188,961 | 237,136 |
| ■ Total Calls to the IVR (Business hours) | 126,151 | 120,743 | 139,437 | 215,707 |
| ■ Total Calls Resolved by the IVR | 63,841 | 64,644 | 63,469 | 135,660 |
| ■ Total Calls Transferred to the BC | 63,841 | 64,644 | 76,089 | 80,047 |
| ■ Total Calls Answered in the BC | 62,604 | 63,783 | 73,136 | 72,177 |
| ■ Calls Abandoned in BC Queue After Threshold | 1,237 | 867 | 2,819 | 7,870 |
| ■ Interviews Conducted | 9,586 | 12,079 | 15,756 | 13,746 |

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



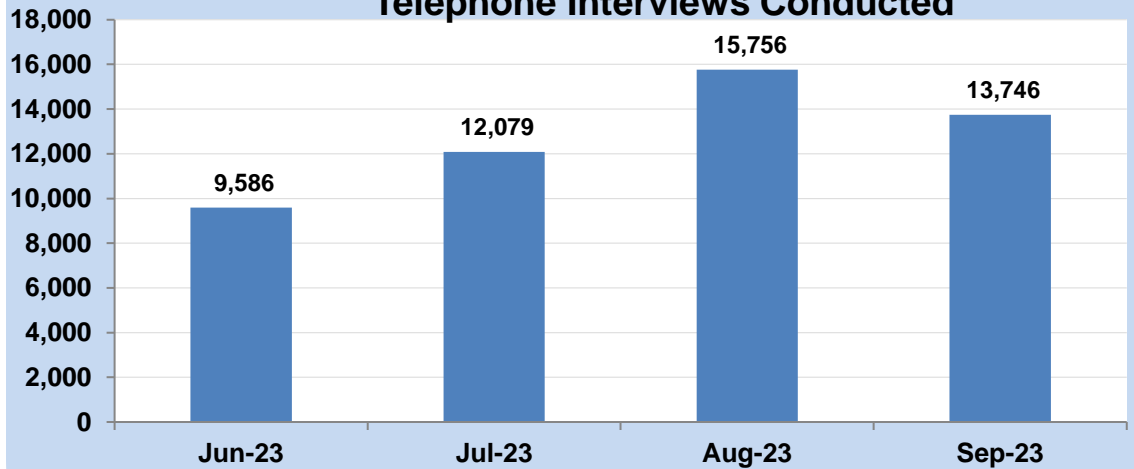
DSS Public Dashboard – October 2023

Benefits Center Calls Answered



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

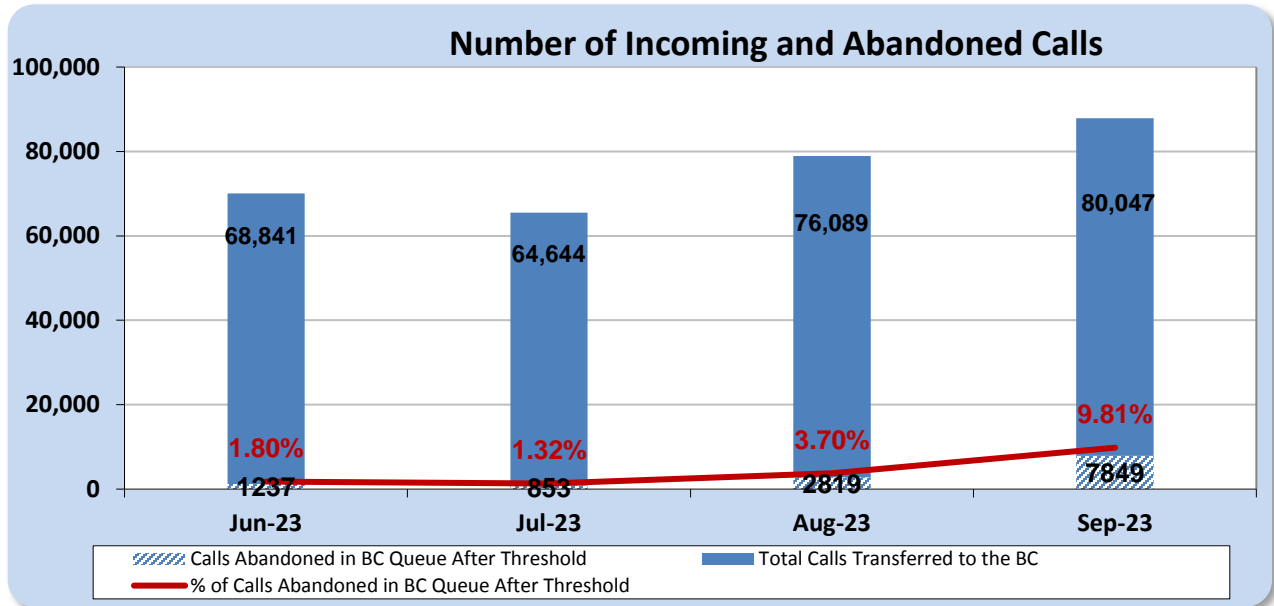
Telephone Interviews Conducted



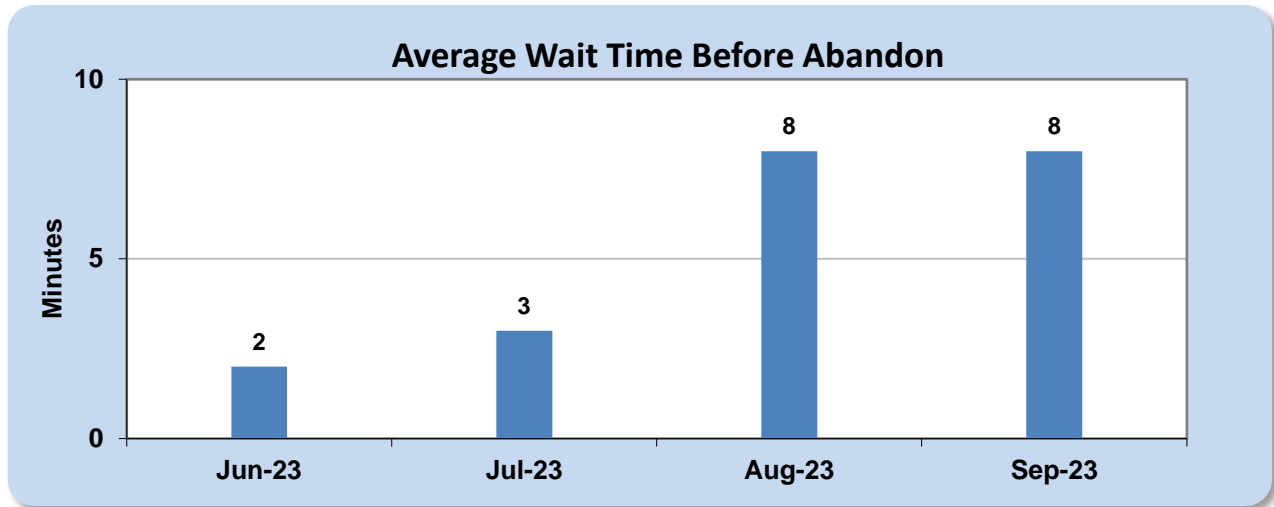
- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



DSS Public Dashboard – October 2023



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



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



Thank You