



DSS Public Dashboard September 2019



DSS Public Dashboard – September - 2019

Self Service

321,970

MyAccounts

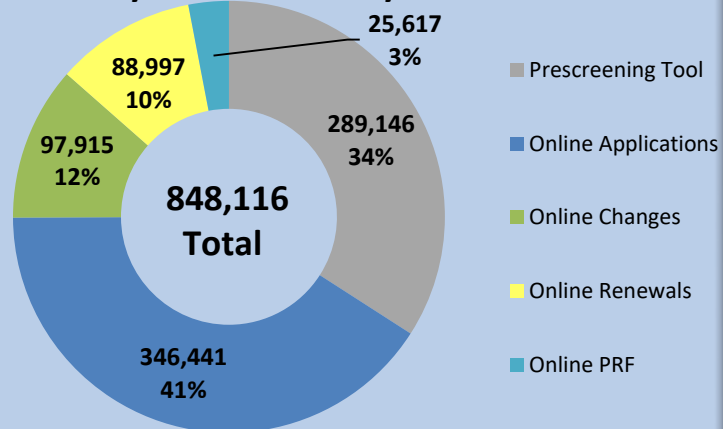
Client accounts created over the phone since implementation 2013

324,092

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

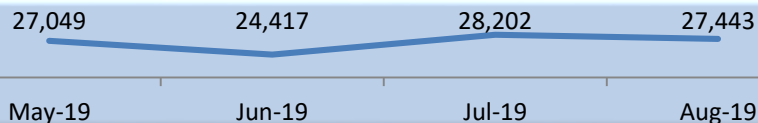
28,093,317
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

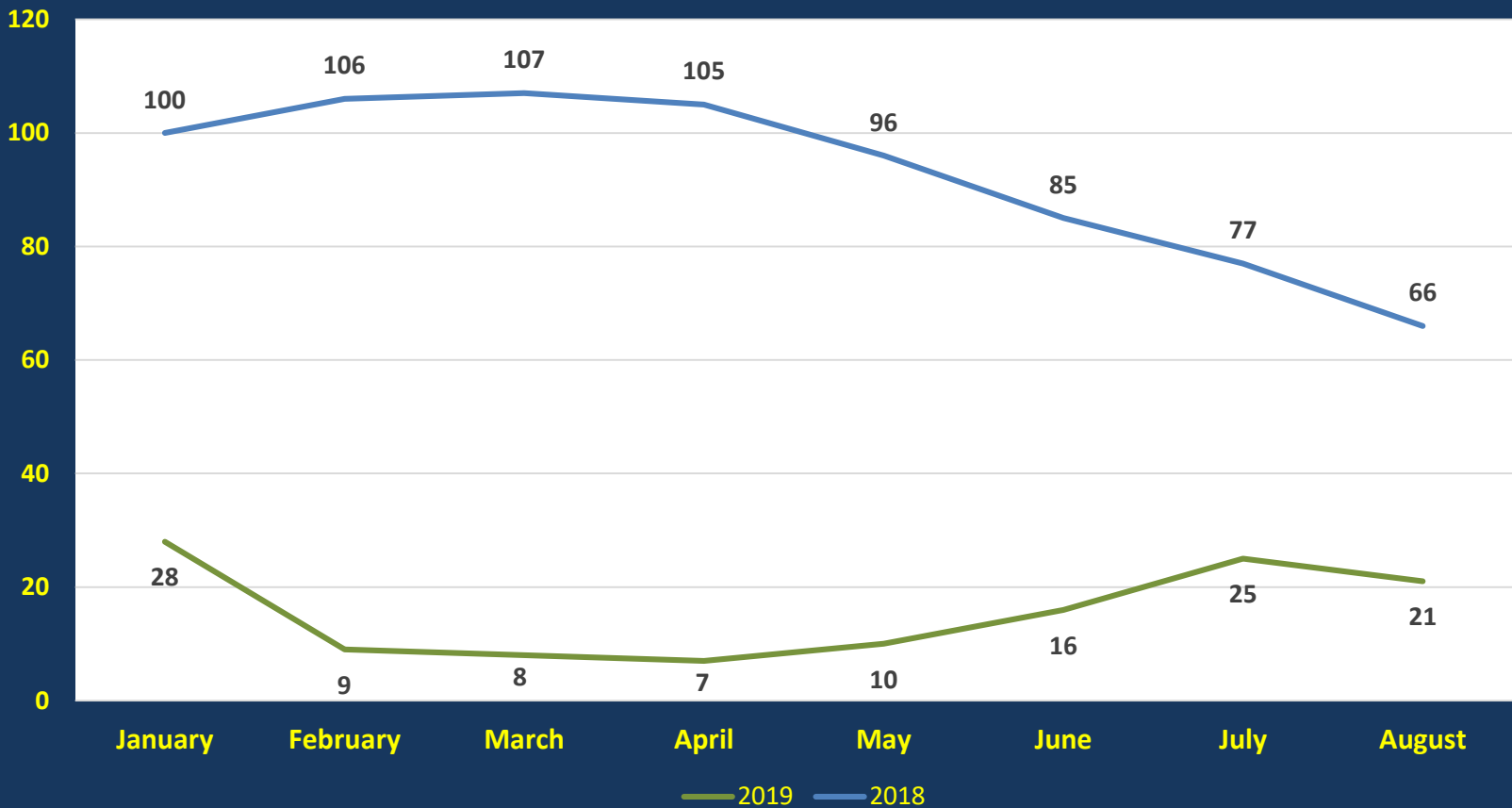
3,107,084
Total Calls Serviced

	May-19	Jun-19	Jul-19	Aug-19
Calls Resolved By IVR	42,005	41,187	47,409	45,648
Average Wait Time (mins)	10	16	25	21
Calls Serviced	50,753	43,957	46,016	46,488



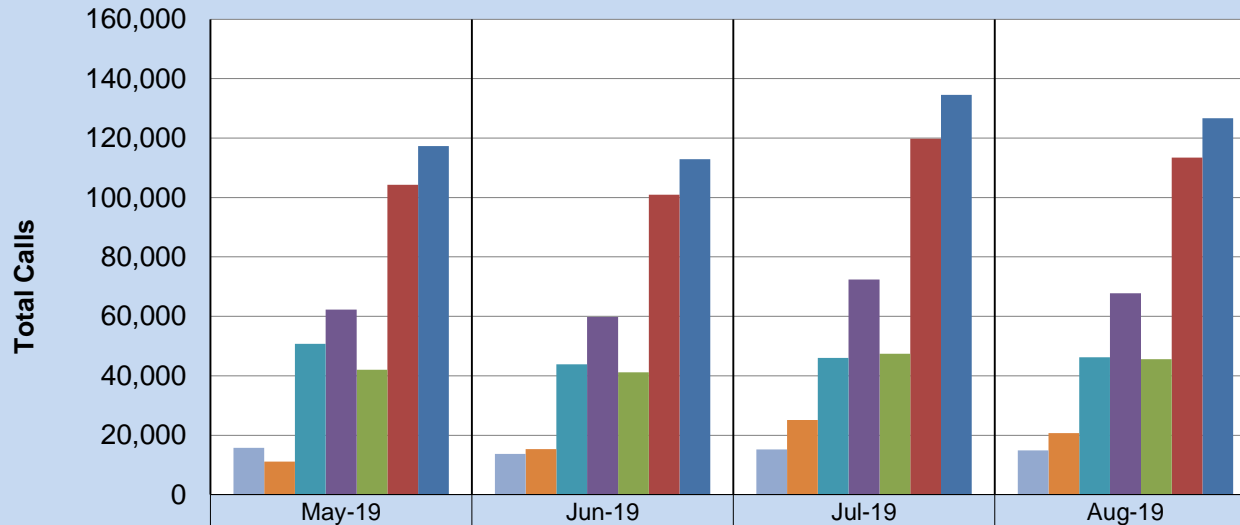
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Benefits Center Average Wait times comparison 2018 vs 2019



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Client Information Line:
May 2019 - August 2019



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

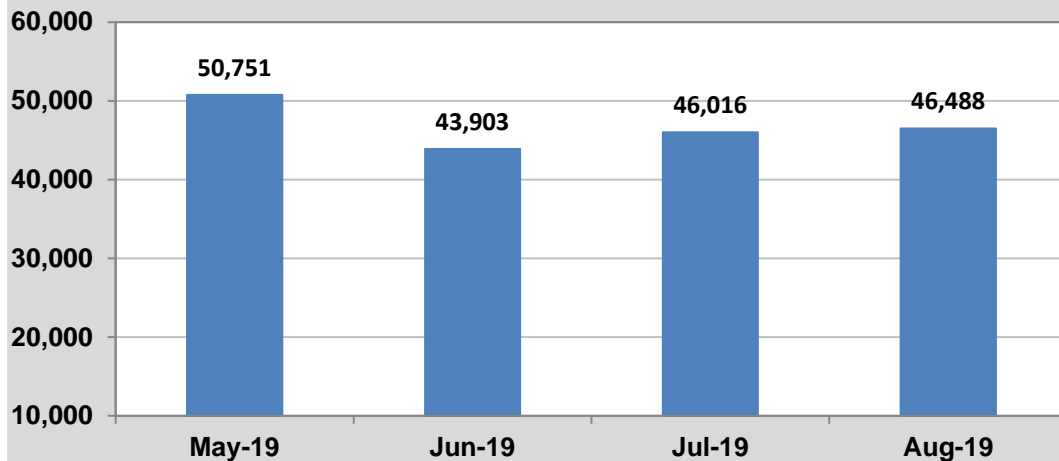
■ Total Calls to the IVR (24 hour period)	117,317	112,847	134,553	126,646
■ Total Calls to the IVR (Business hours)	104,317	100,996	119,762	113,441
■ Total Calls Resolved by the IVR	42,005	41,187	47,409	45,648
■ Total Calls Transferred to the BC	62,311	59,807	72,355	67,792
■ Total Calls Answered in the BC	50,751	43,903	46,016	46,271
■ Calls Abandoned in BC Queue After Threshold	11,141	15,379	25,111	20,695
■ Interviews Conducted	15,727	13,714	15,246	14,893

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



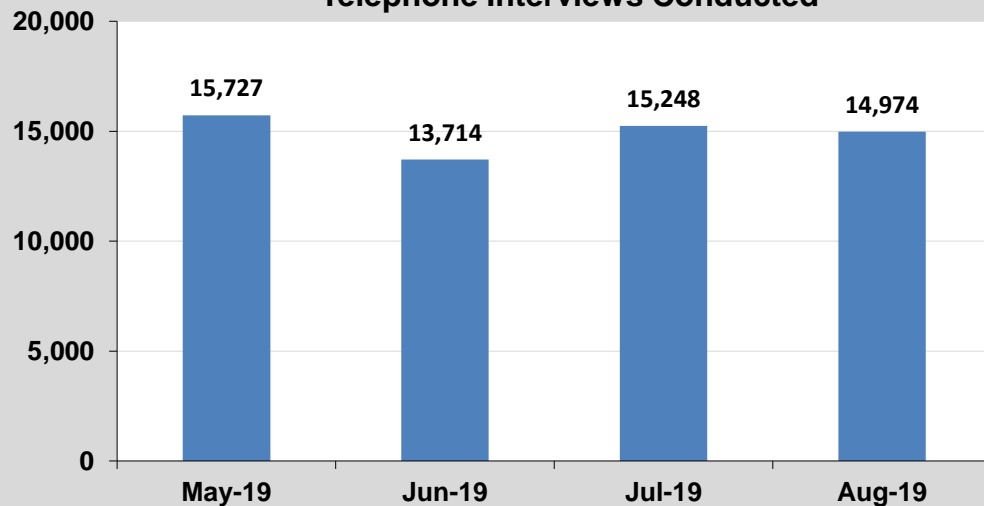
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance
- For 2019 we are answering an average of 44,993 calls each month

Telephone Interviews Conducted

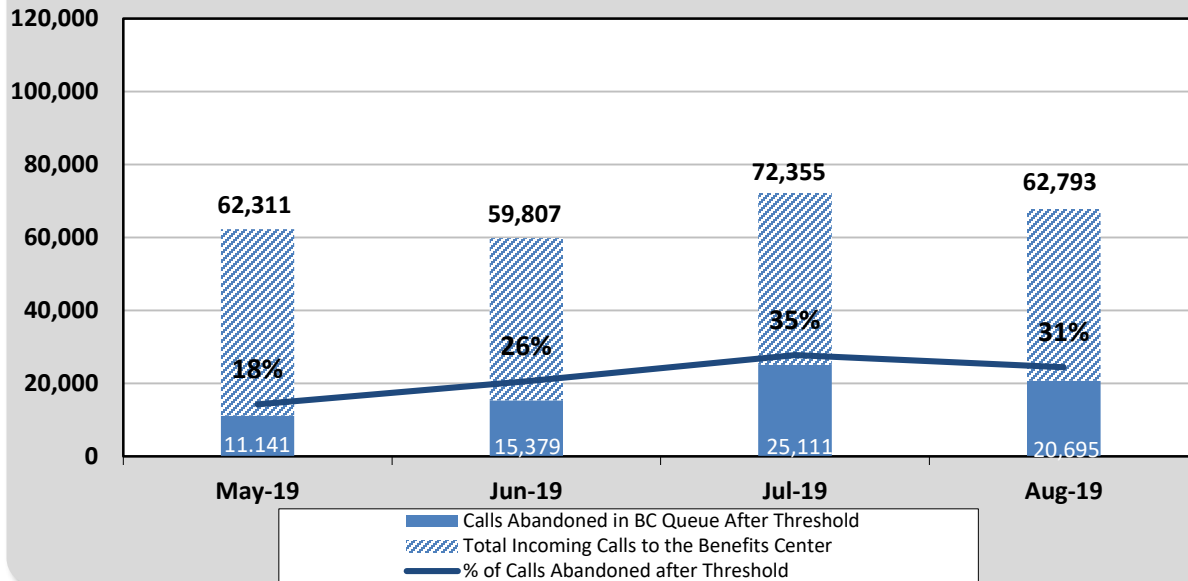


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- For 2019 we are averaging 14,070 telephone interviews per month.



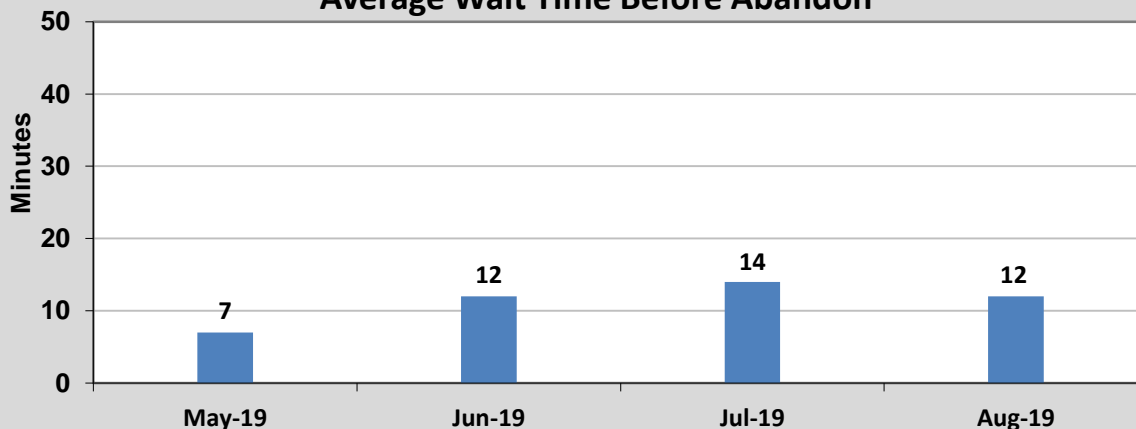
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Number of Incoming and Abandoned Calls



- 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
- Average Wait Time Before Abandon in May 2018 was 36 minutes



Thank You