



DSS Public Dashboard September 2020



DSS Public Dashboard – September 2020

Self Service

375,892

MyAccounts

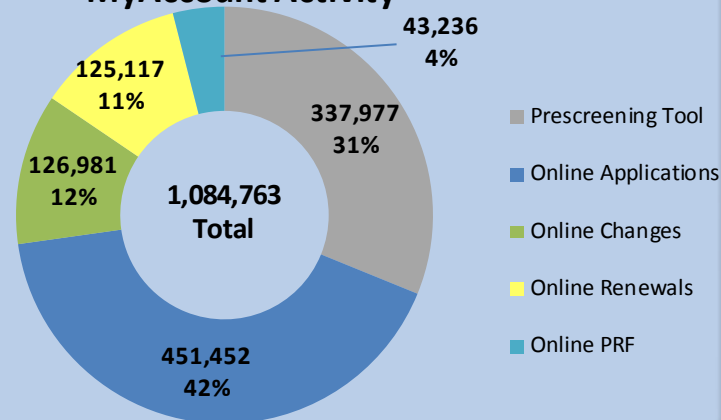
Client accounts created over the phone since implementation 2013

348,833

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

32,176,137 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

The Department of Social Services suspended in-person visits to our field offices on 3-16-20. This was done as a protective measure for customers and staff. Before this we were averaging 25,582 walk-ins a month

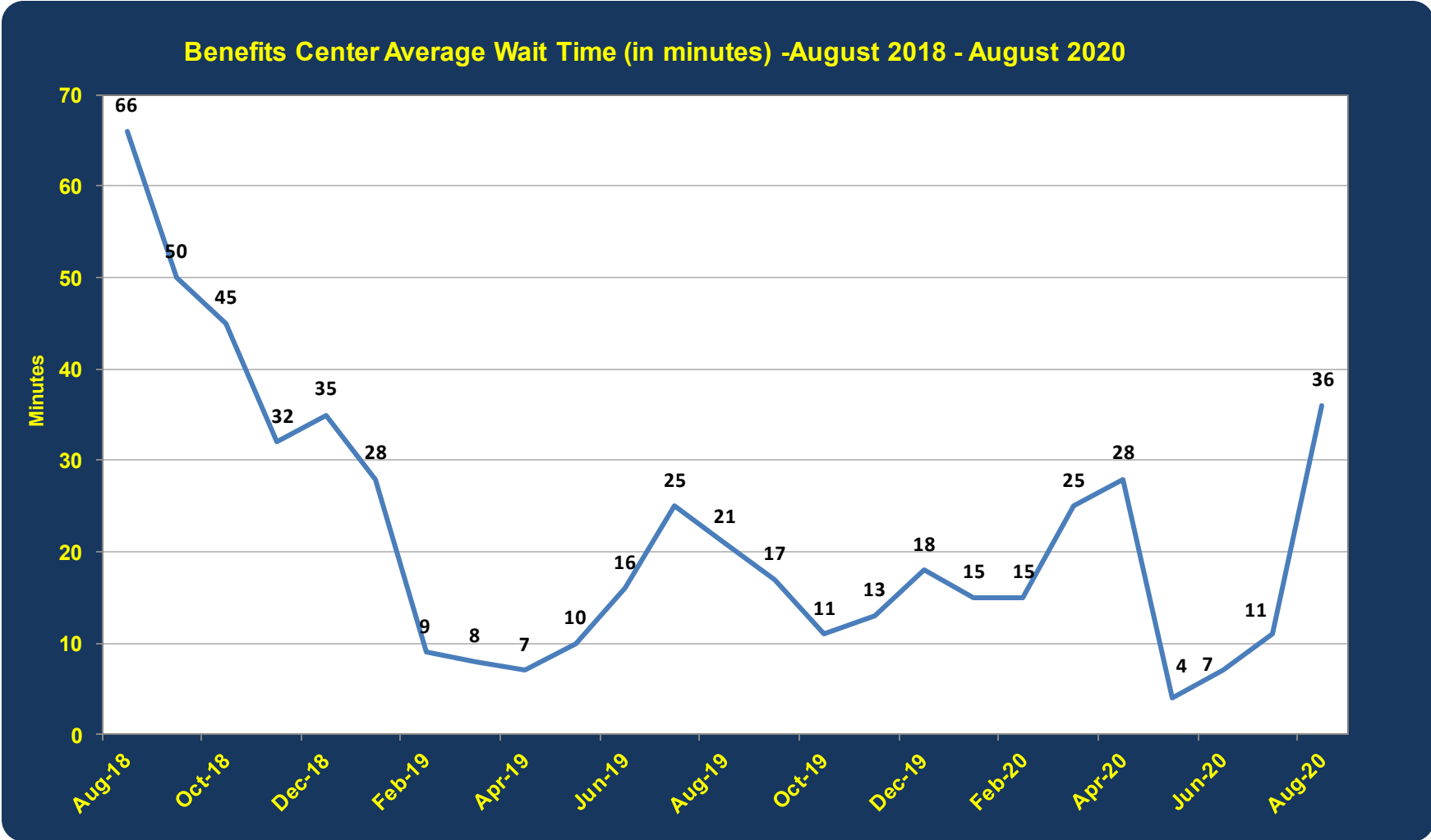
Benefits Center

3,604,901 Total Calls Serviced

	May-20	Jun-20	Jul-20	Aug-20
Calls Resolved By IVR	49,799	70,009	51,240	82,735
Average Wait Time (mins)	4	7	11	36
Calls Serviced	40,510	48,682	55,327	59,998



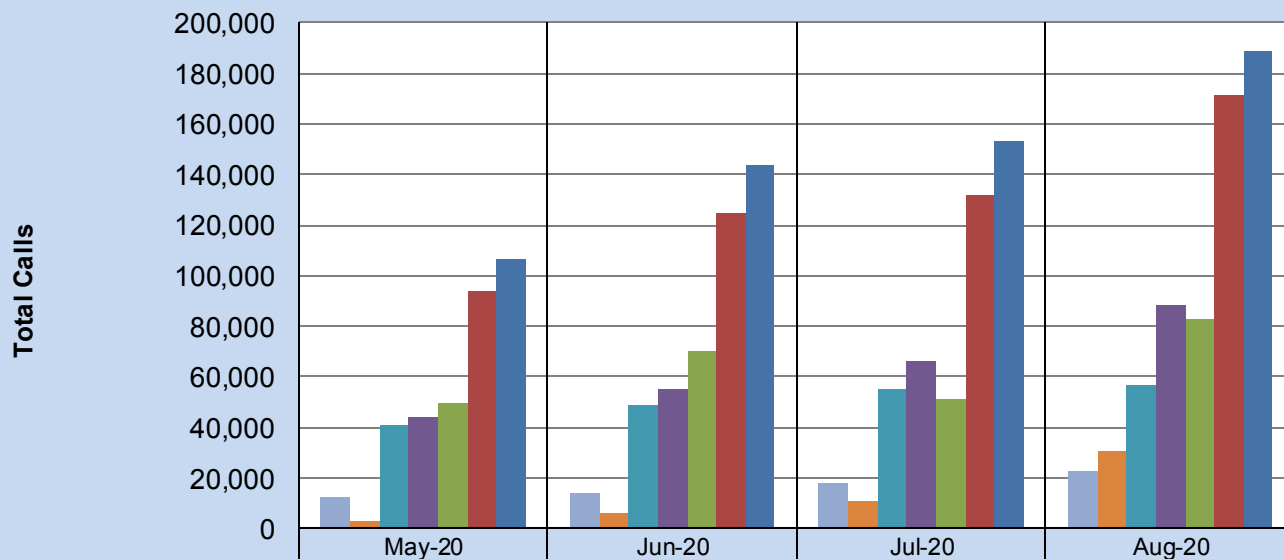
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Data as of August 31 2020.

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Client Information Line:
May 2020 - August 2020



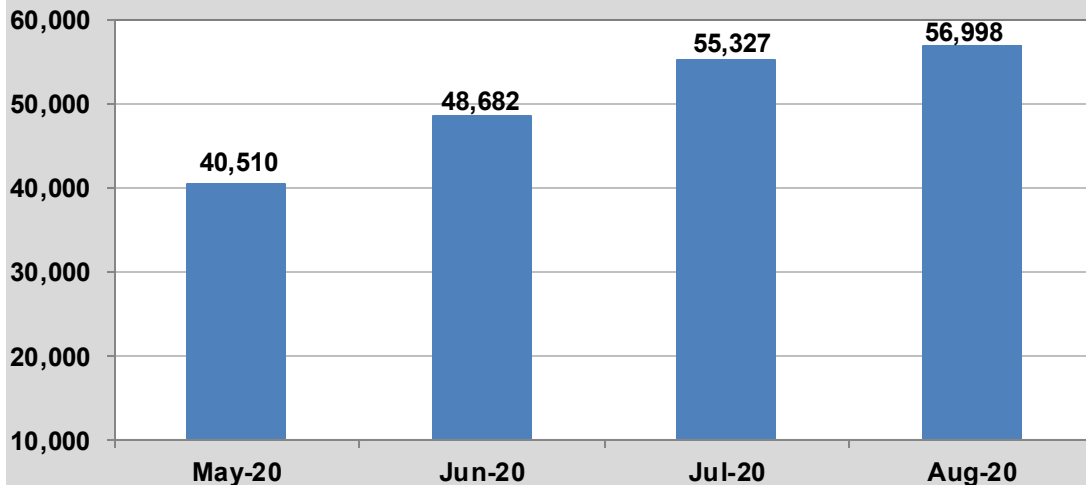
- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

■ Total Calls to the IVR (24 hour period)	106,697	143,683	153,361	188,587
■ Total Calls to the IVR (Business hours)	93,504	125,019	131,584	171,164
■ Total Calls Resolved by the IVR	49,799	70,009	51,240	82,735
■ Total Calls Transferred to the BC	44,027	55,080	66,345	88,519
■ Total Calls Answered in the BC	40,510	48,682	55,327	56,998
■ Calls Abandoned in BC Queue After Threshold	2,733	6,190	10,708	30,863
■ Interviews Conducted	12,499	13,758	17,914	22,745



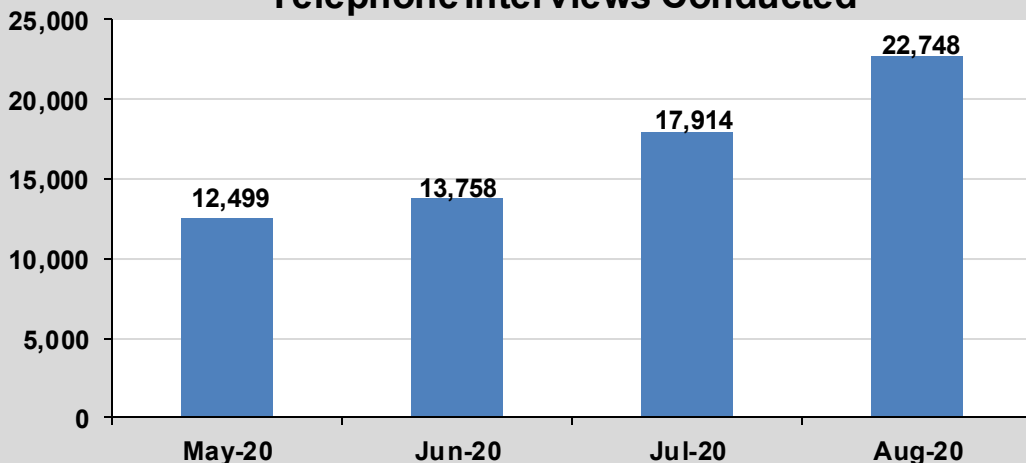
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Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
- For the past 4 months, DSS is answering an average of 50,379 calls per month

Telephone Interviews Conducted

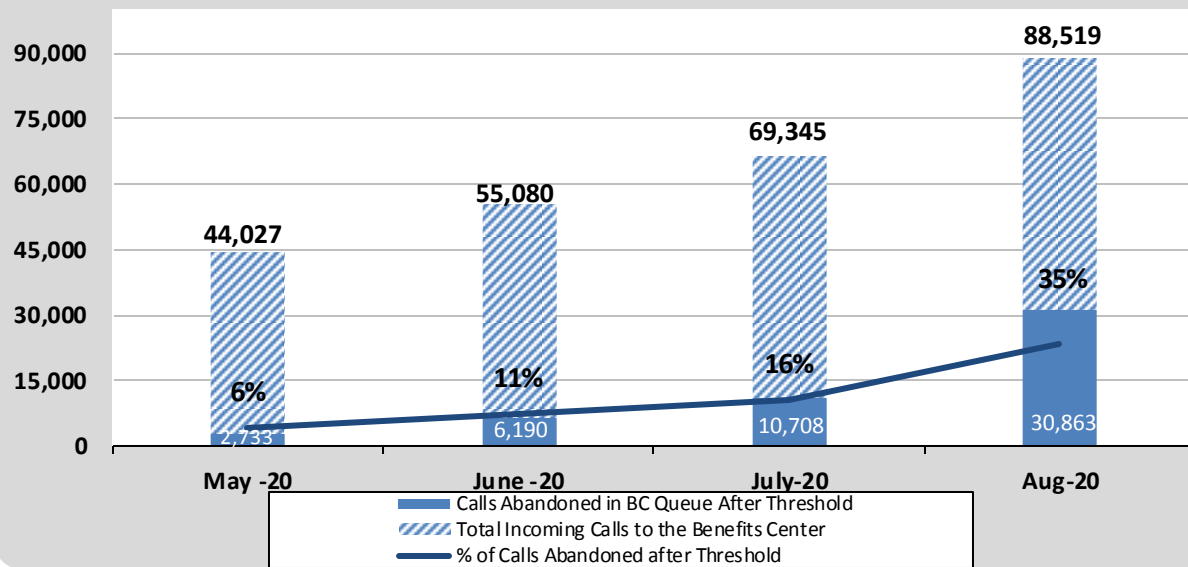


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month
- This year DSS is averaging 15,719 Phone interviews per month.



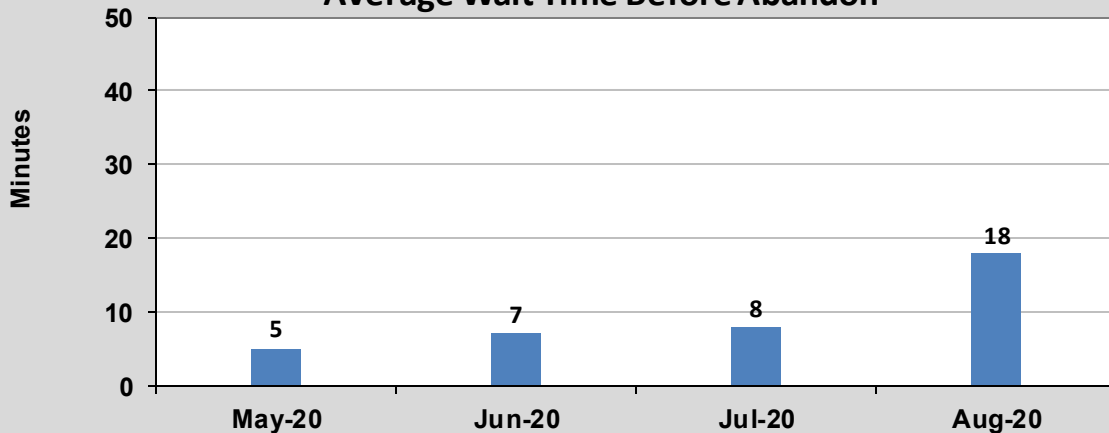
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Number of Incoming and Abandoned Calls



- 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 hung up.



Thank You