



DSS Public Dashboard September 2023



DSS Public Dashboard September 2023

Self Service

581,266

MyAccounts

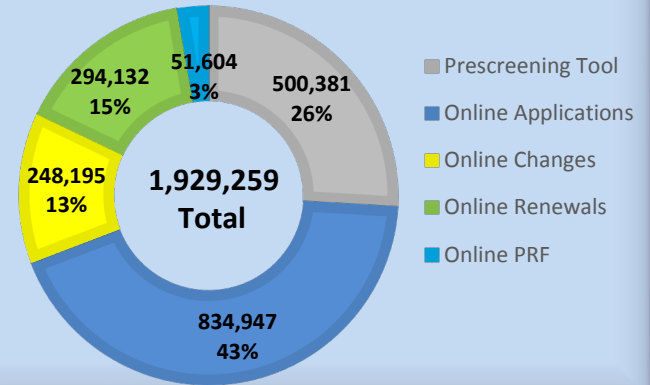
Client accounts created online since implementation 2013

417,855

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY



DSS Processing & Outcomes

DSS Work- Flow

40,066,269 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Center

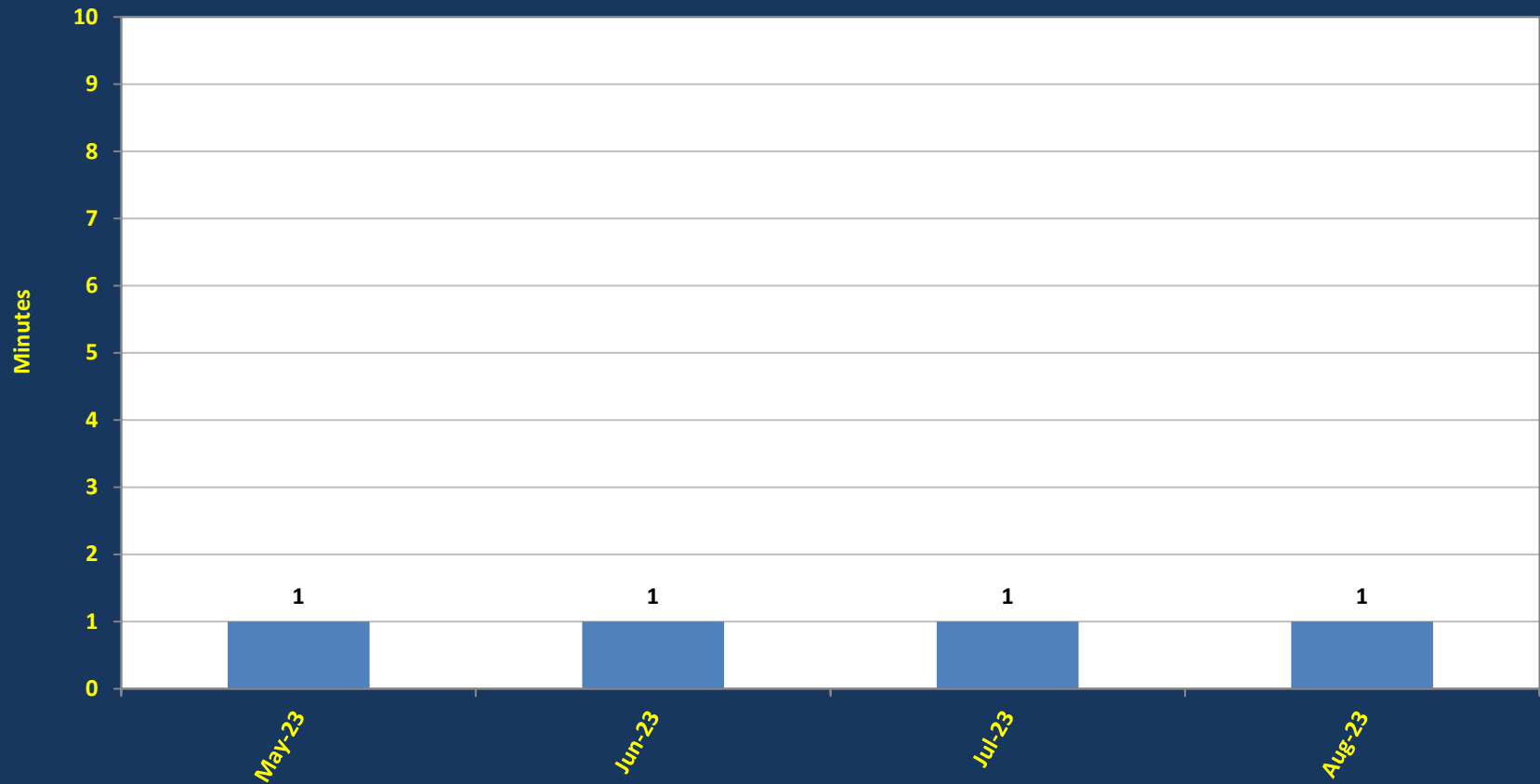
5,702,841 Total Calls Serviced

	May-23	Jun-23	Jul-23	Aug-23
Calls Resolved By IVR	53,792	63,841	65,644	63,469
Average Wait Time (mins)	1	1	1	2
Calls Serviced	53,032	62,604	63,783	73,136



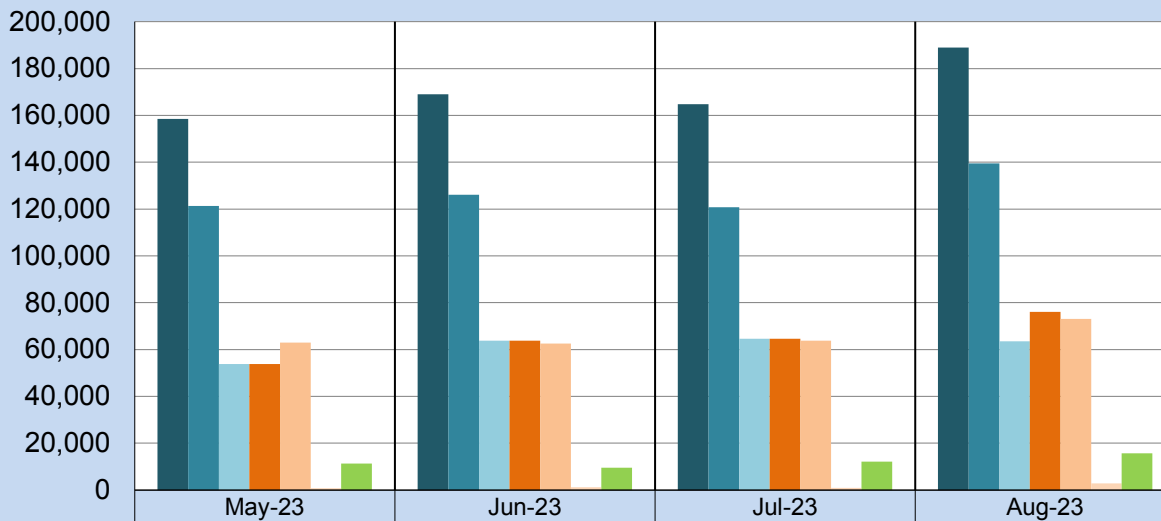
DSS Public Dashboard – September 2023

Benefits Center Monthly Average Wait Time (minutes)



DSS Public Dashboard – September 2023

Client Info Line May 2023 - August 2023



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

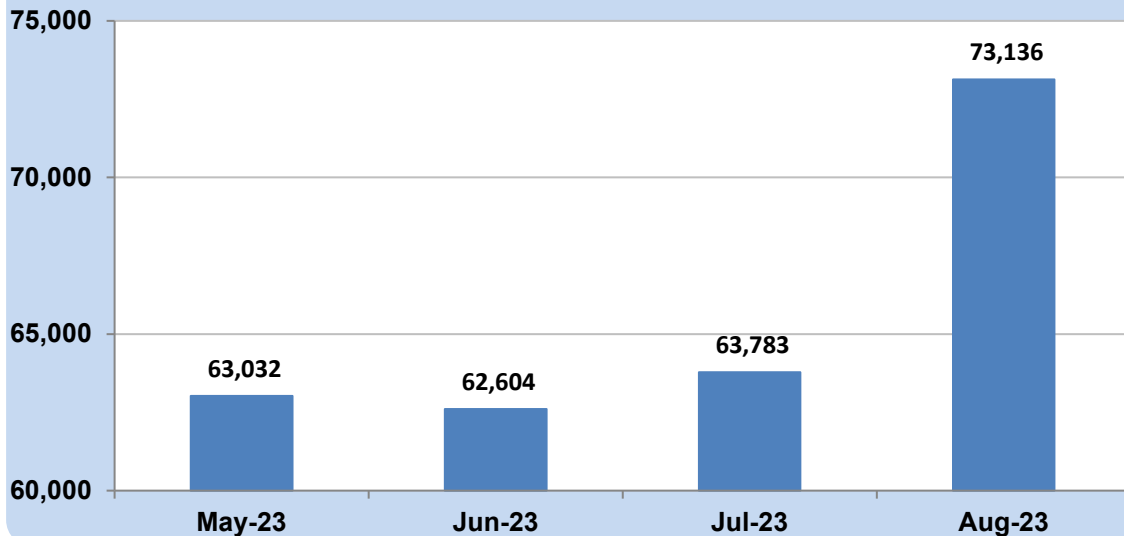
	May-23	Jun-23	Jul-23	Aug-23
Total Calls to the IVR (24 hour period)	158,449	169,044	164,815	188,961
Total Calls to the IVR (Business hours)	121,328	126,151	120,743	139,437
Total Calls Resolved by the IVR	53,792	63,841	64,644	63,469
Total Calls Transferred to the BC	53,792	63,841	64,644	76,089
Total Calls Answered in the BC	63,032	62,604	63,783	73,136
Calls Abandoned in BC Queue After Threshold	760	1,237	867	2,819
Interviews Conducted	11,367	9,586	12,079	15,756

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



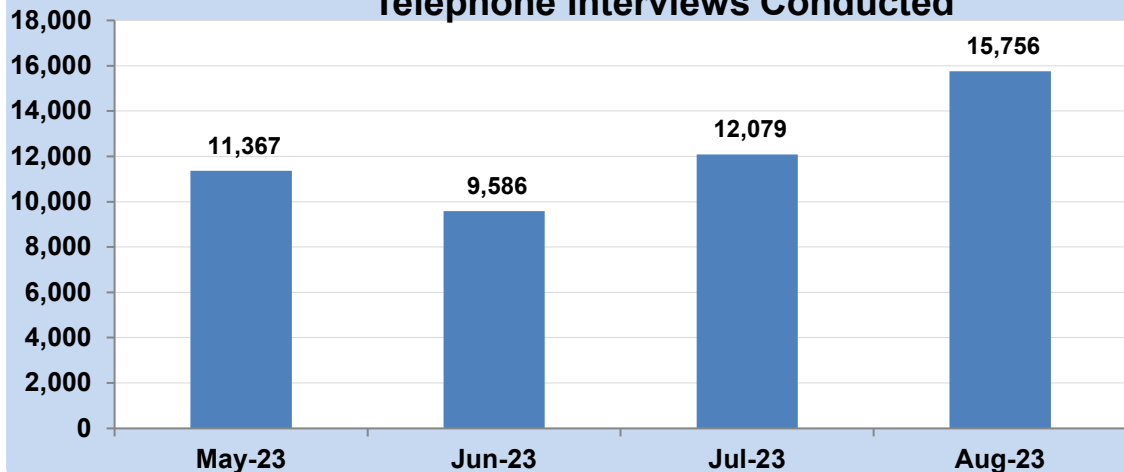
DSS Public Dashboard – September 2023

Benefits Center Calls Answered



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

Telephone Interviews Conducted

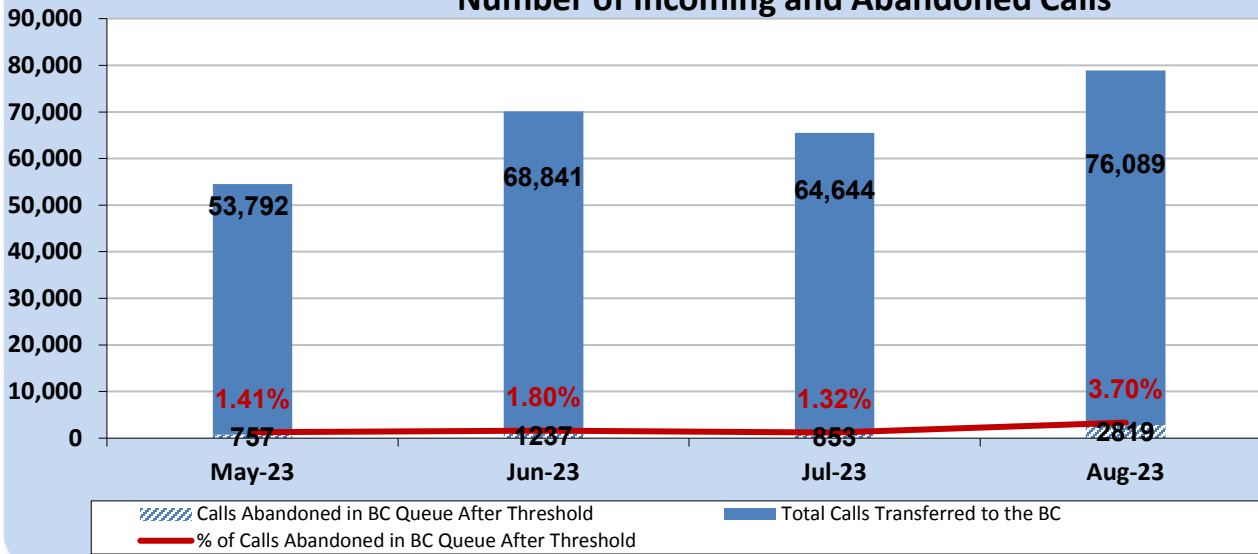


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



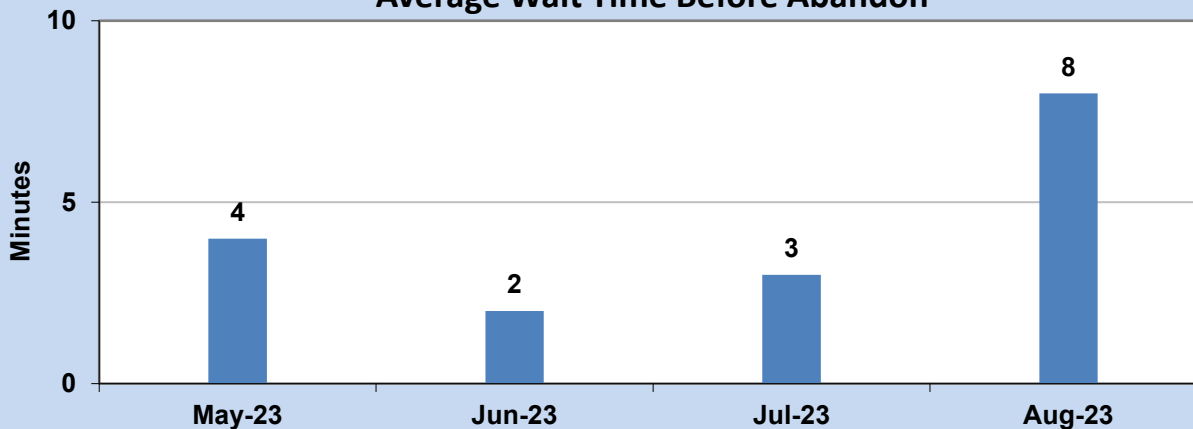
DSS Public Dashboard – September 2023

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.



Thank You