



DSS Public Dashboard February 2021



DSS Public Dashboard – February 2021

Self Service

403,397

MyAccounts

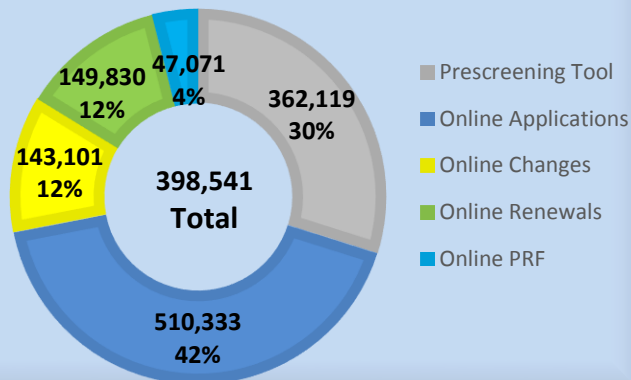
Client accounts created over the phone since implementation 2013

359,133

Secure PINs

Online accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

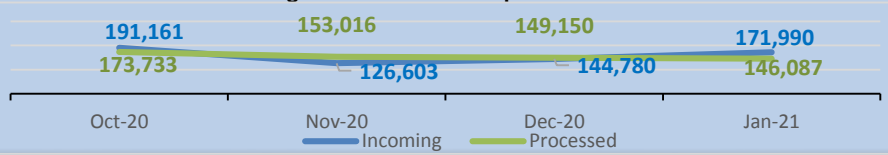


DSS Processing & Outcomes

DSS Work Flow

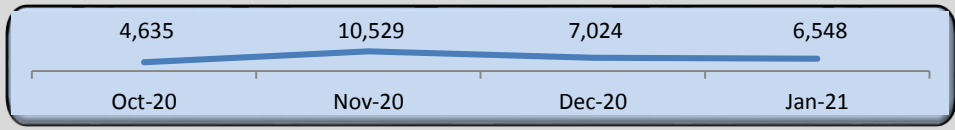
33,469,196 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

3,891,873 Total Calls Serviced

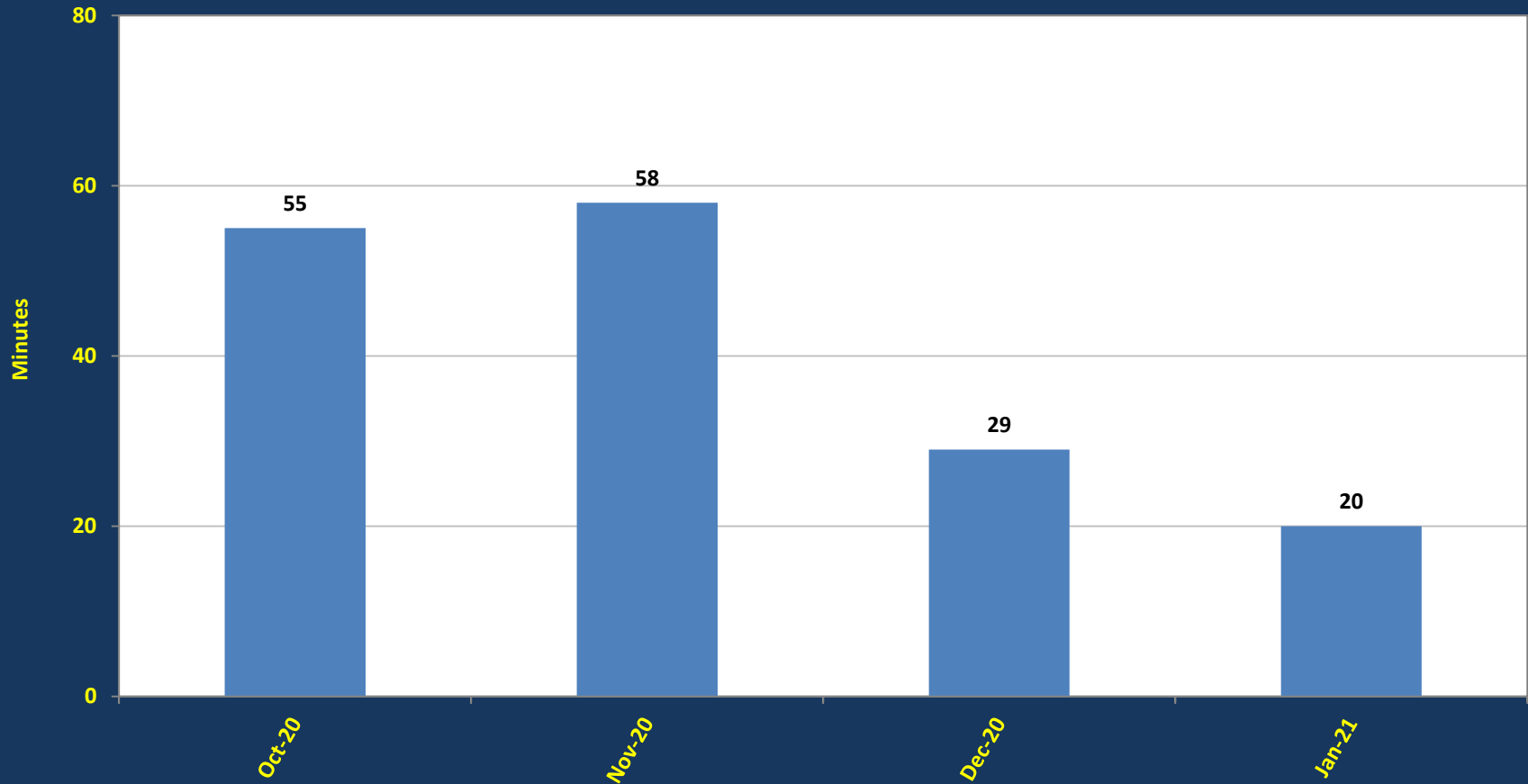
	Oct-20	Nov-20	Dec-20	Jan-21
Calls Resolved By IVR	50,574	67,136	81,380	52,567
Average Wait Time (mins)	55	58	29	20
Calls Serviced	50,055	42,915	47,036	45,373

*Offices are open for pick-up and drop-off of applications/forms on-site; general information; questions & answers; and picking up of EBT cards & income verifications



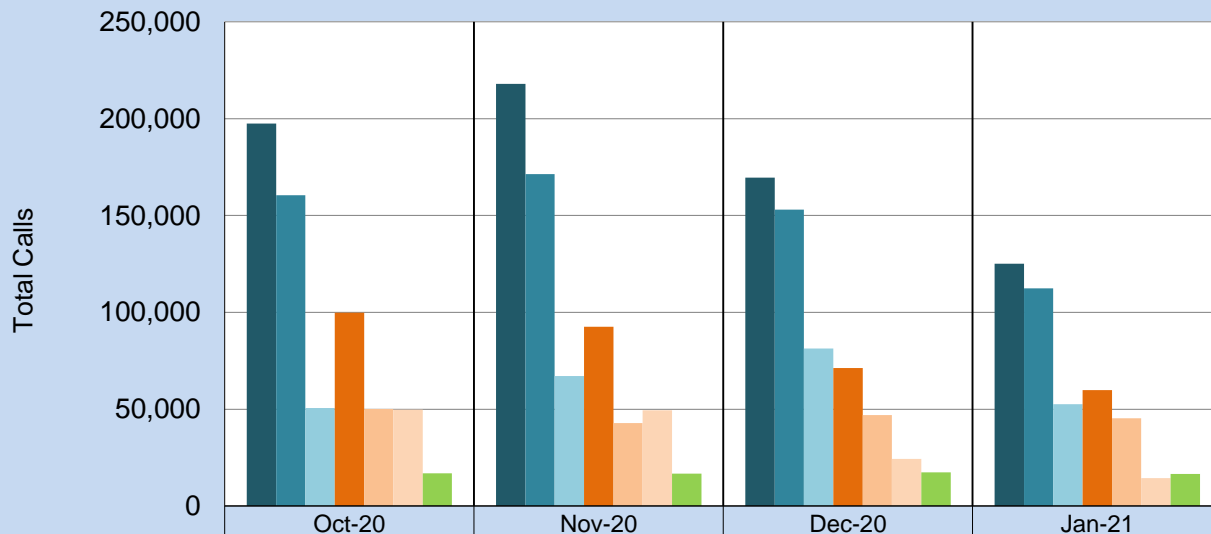
DSS Public Dashboard – February 2021

Benefits Center Monthly Average Wait Time (minutes)



DSS Public Dashboard – February 2021

**Client Info Line
October 2020 - January 2021**



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

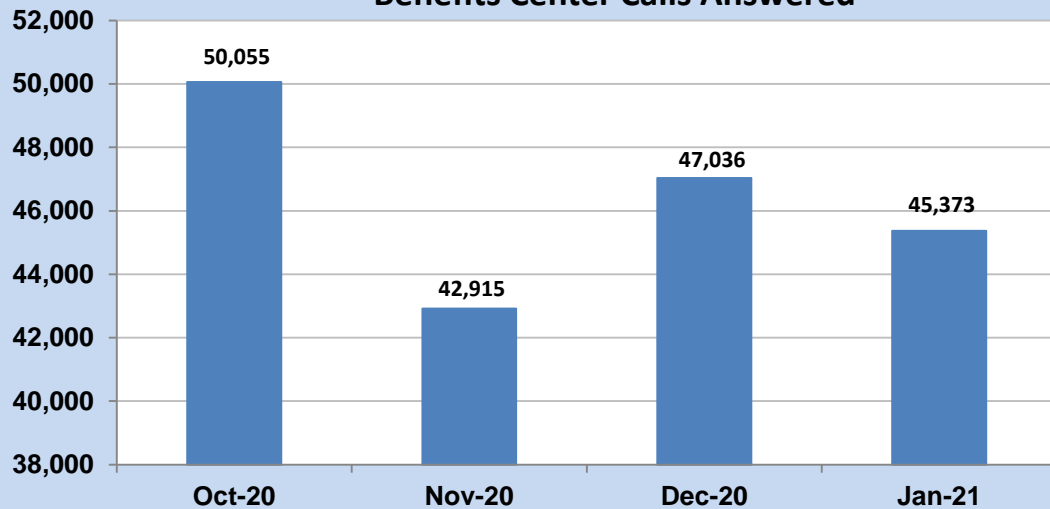
■ Total Calls to the IVR (24 hour period)	197,447	217,958	169,567	125,135
■ Total Calls to the IVR (Business hours)	160,503	171,341	153,068	112,423
■ Total Calls Resolved by the IVR	50,574	67,136	81,380	52,567
■ Total Calls Transferred to the BC	99,787	92,536	71,309	59,856
■ Total Calls Answered in the BC	50,055	42,915	47,036	45,373
■ Calls Abandoned in BC Queue After Threshold	49,711	49,529	24,373	14,482
■ Interviews Conducted	16,966	16,689	17,474	16,541

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



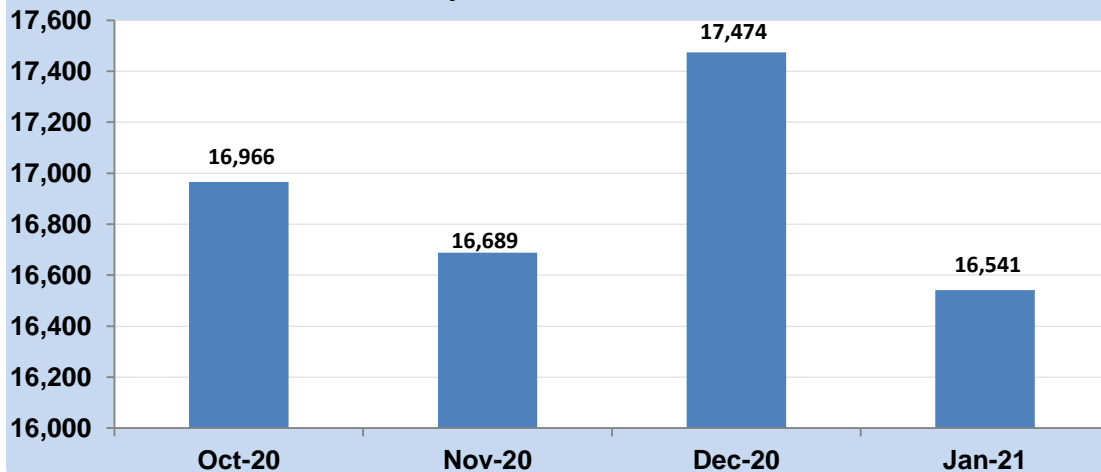
DSS Public Dashboard – February 2021

Benefits Center Calls Answered



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

Telephone Interviews Conducted

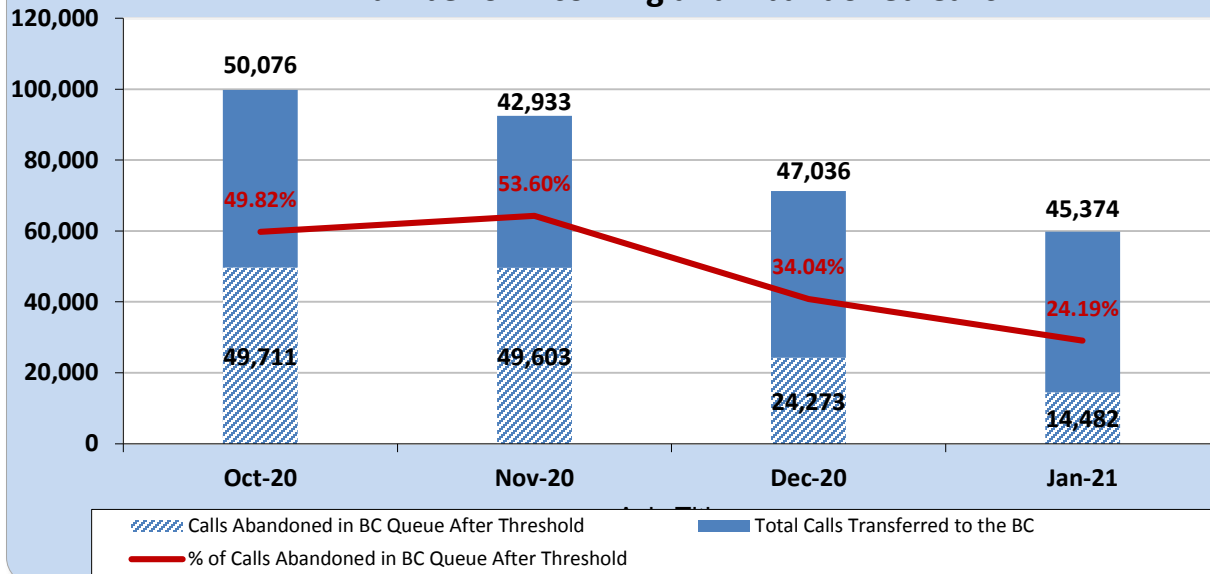


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



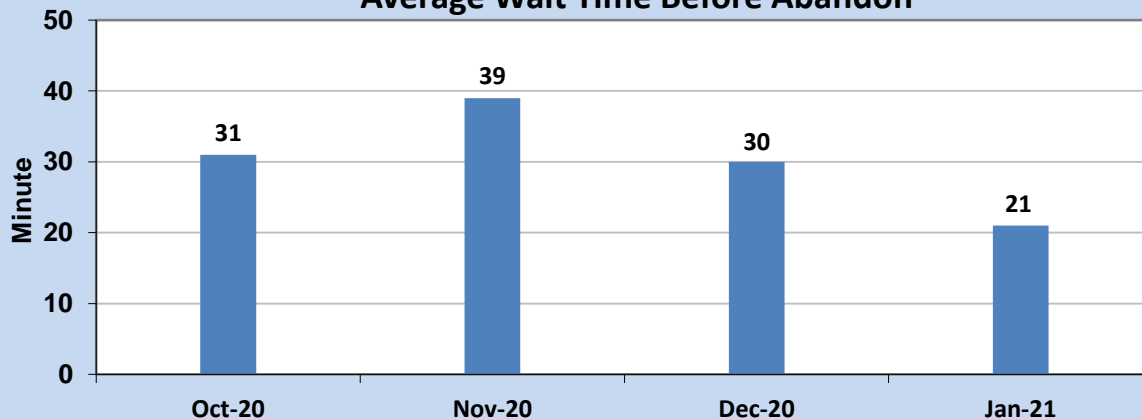
DSS Public Dashboard – February 2021

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

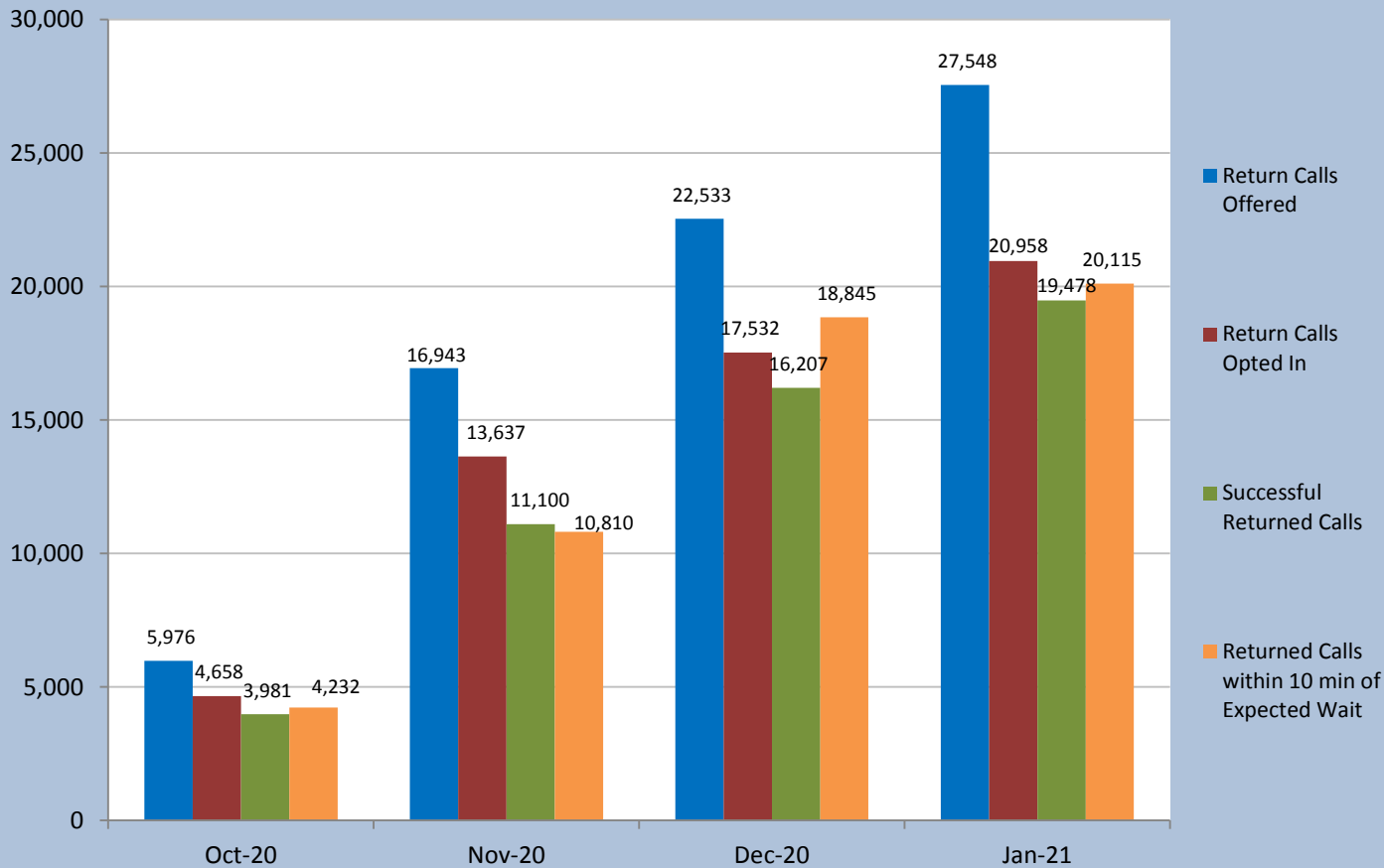


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



DSS Public Dashboard – February 2021

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



Thank You