



DSS Public Dashboard February 2022



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Self Service

499,291

MyAccounts

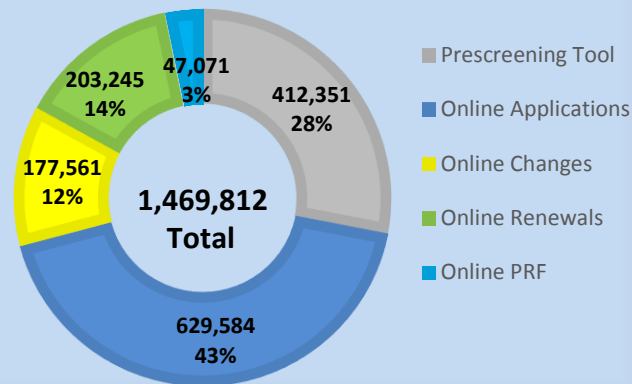
Client accounts created online since implementation 2013

373,946

Secure PINs

Client accounts created over the phone since implementation 2013

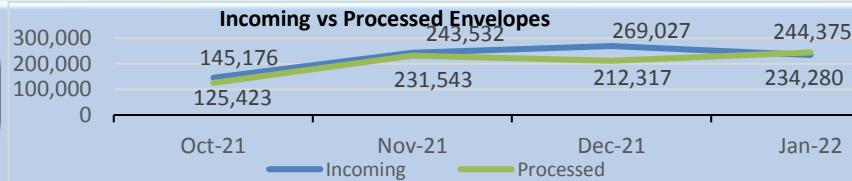
MYACCOUNT ACTIVITY



DSS Processing & Outcomes

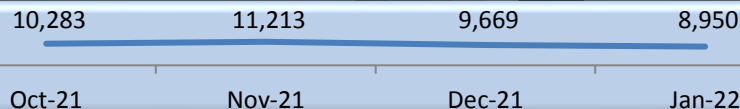
DSS Work- Flow

33,995,525 Total Documents Scanned



Service Centers

State-Wide Total Walk-Ins



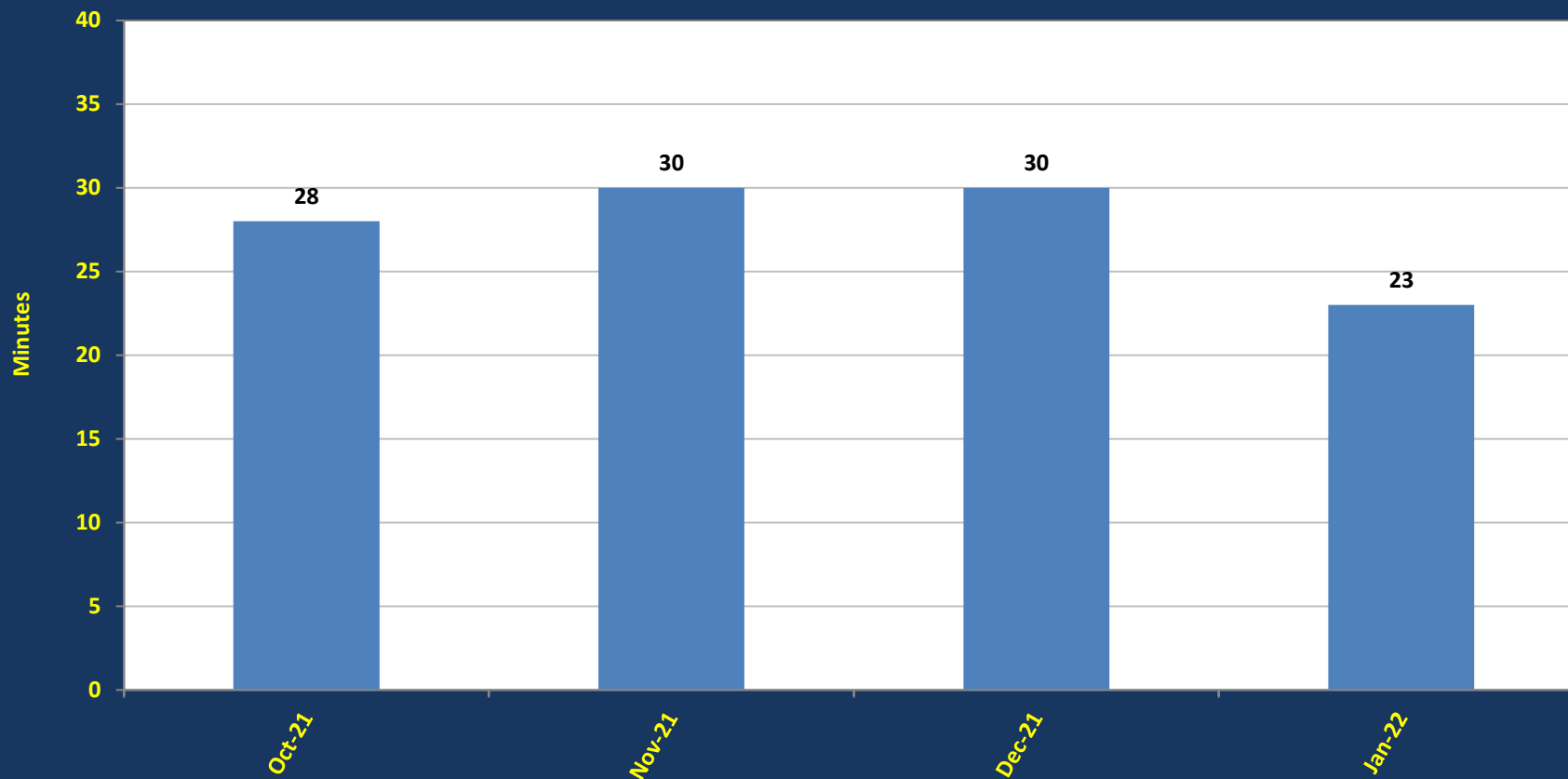
Benefits Center

4,552,151 Total Calls Serviced

	Oct-21	Nov-21	Dec-21	Jan-22
Calls Resolved By IVR	69,095	86,331	68,442	67,996
Average Wait Time (mins)	28	30	30	23
Calls Serviced	48,022	50,801	45,967	51,931

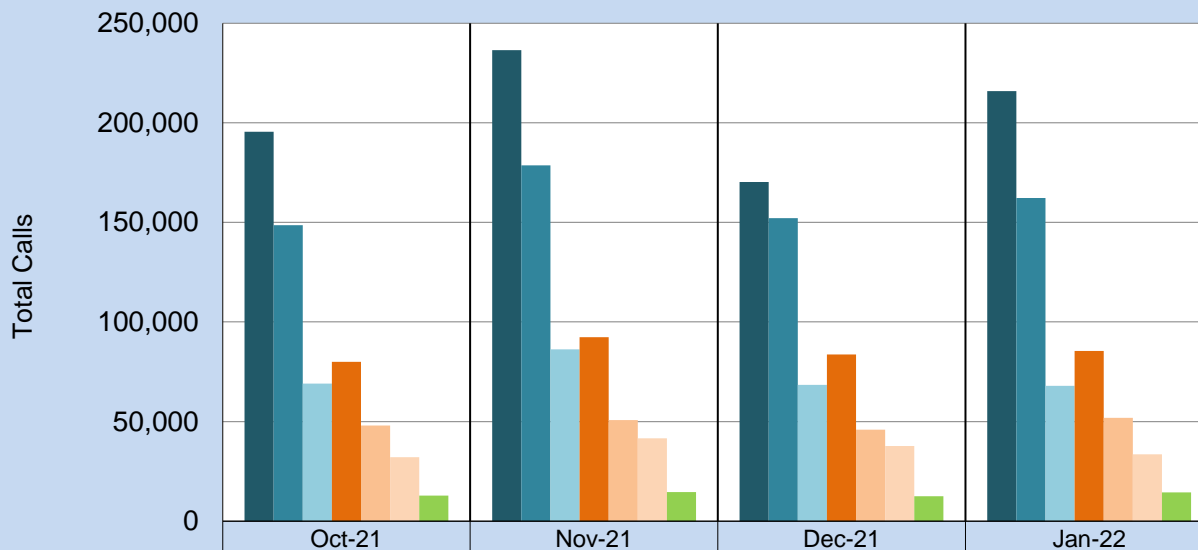
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
October 2020 - January 2022**



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

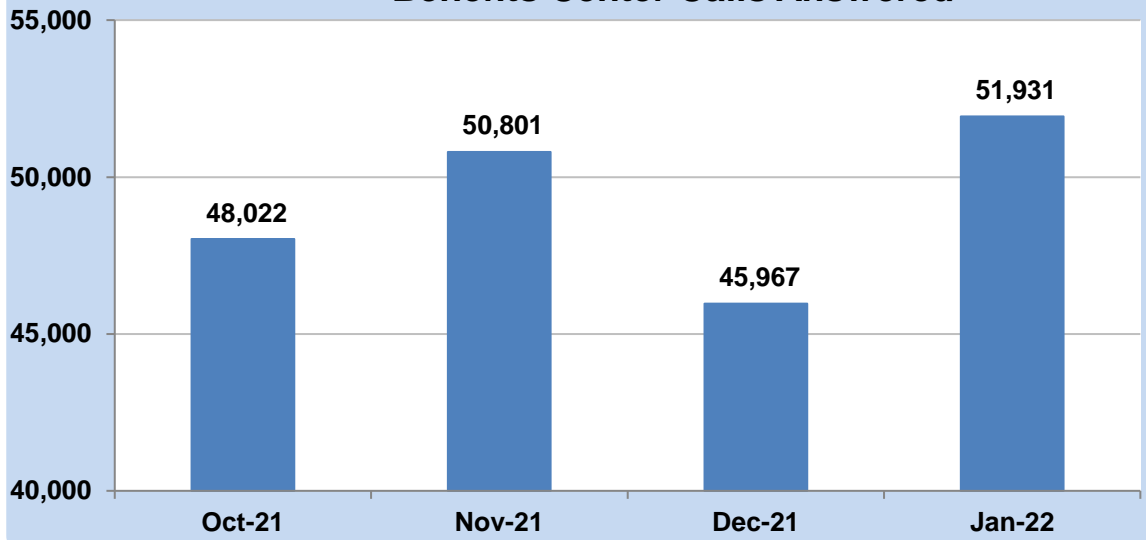
■ Total Calls to the IVR (24 hour period)	195,473	236,458	170,348	215,988
■ Total Calls to the IVR (Business hours)	148,556	178,710	152,113	162,243
■ Total Calls Resolved by the IVR	69,095	86,331	68,442	67,996
■ Total Calls Transferred to the BC	80,068	92,365	83,673	85,486
■ Total Calls Answered in the BC	48,022	50,801	45,967	51,931
■ Calls Abandoned in BC Queue After Threshold	32,039	41,564	37,706	33,544
■ Interviews Conducted	12,851	14,645	12,498	14,496

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



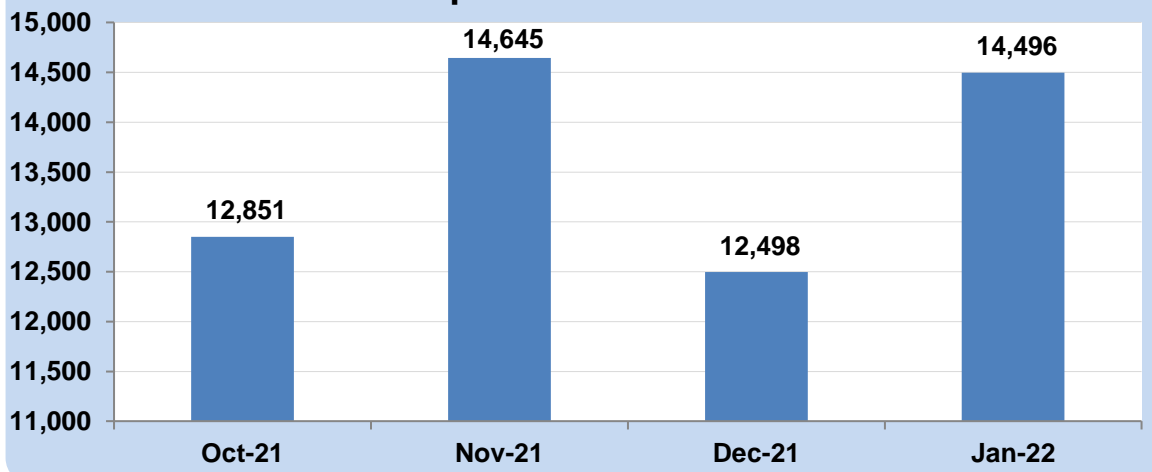
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Benefits Center Calls Answered



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

Telephone Interviews Conducted

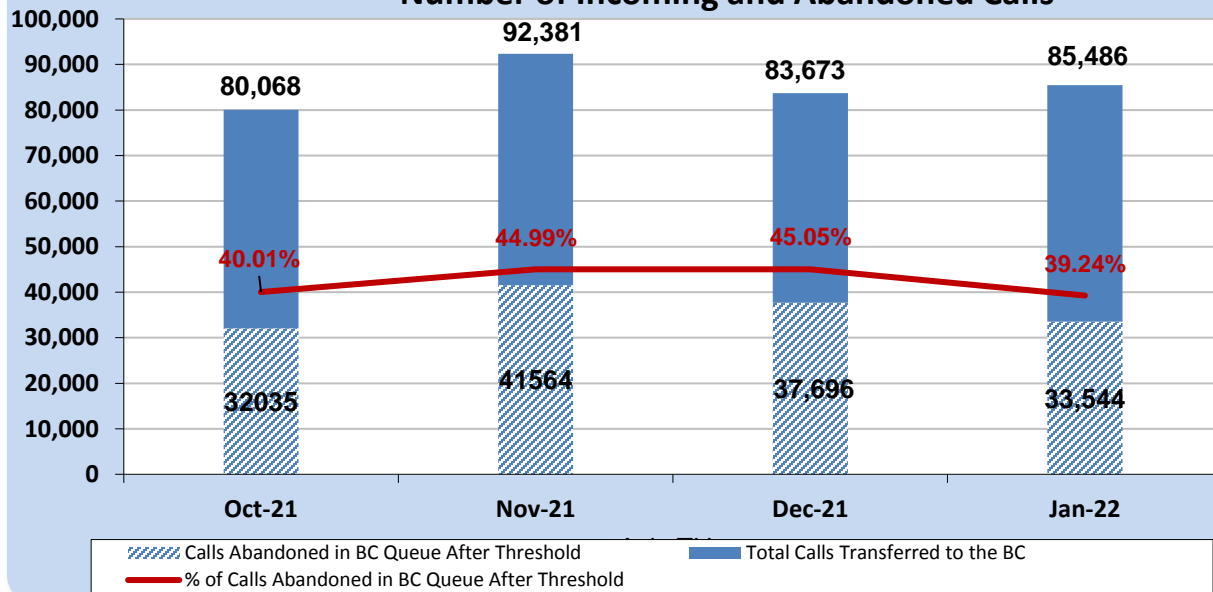


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



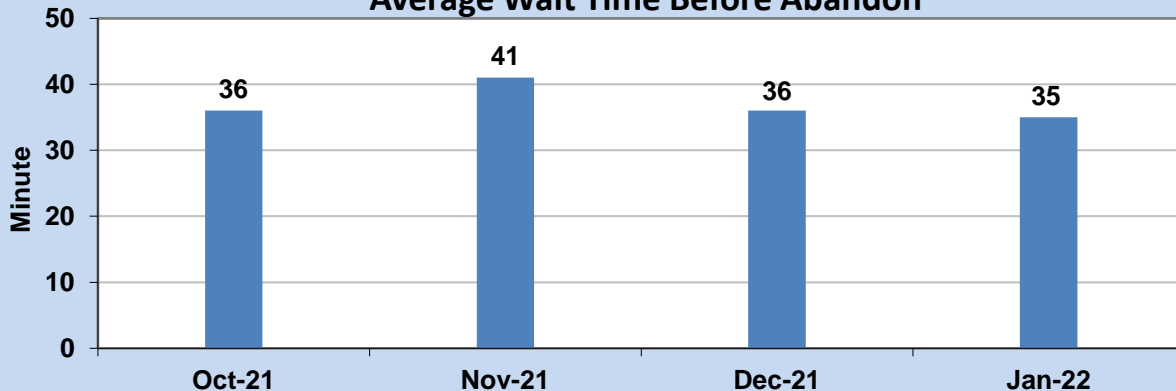
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

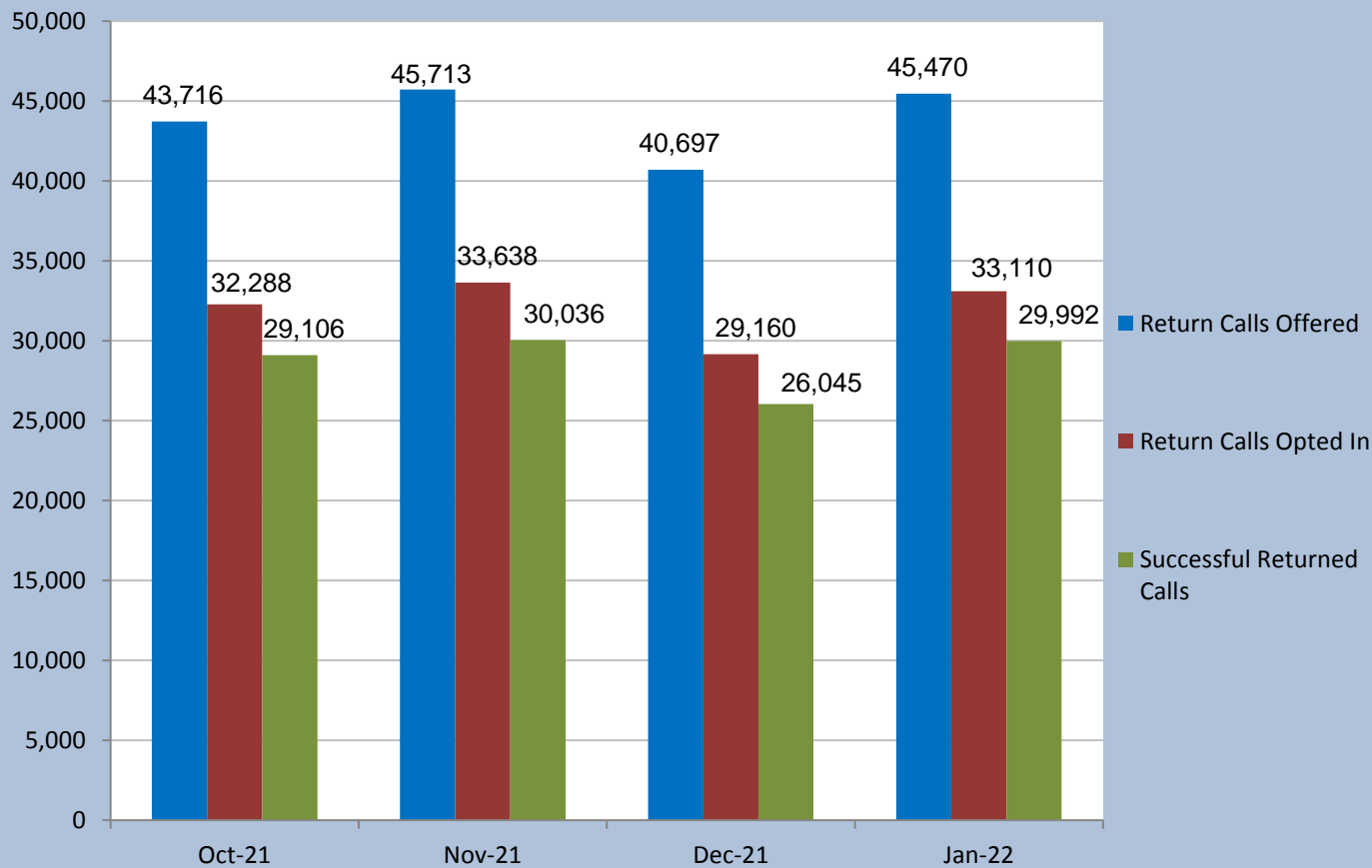


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



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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