



DSS Public Dashboard July 2021



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Self Service

420,771

MyAccounts

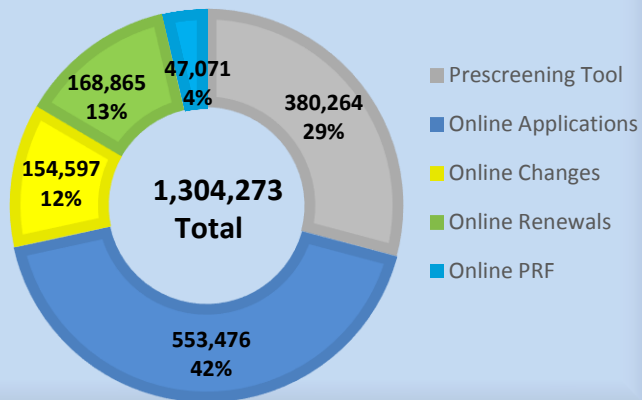
Client accounts created online since implementation 2013

365,063

Secure PINs

Client accounts created over the phone since implementation 2013

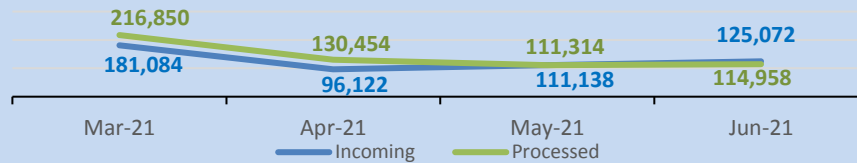
MYACCOUNT ACTIVITY



DSS Processing & Outcomes

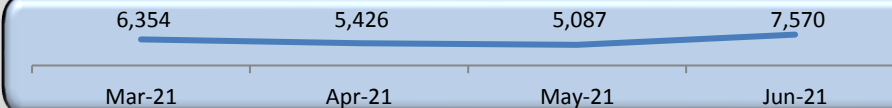
DSS Work Flow

34,829,450 Total Documents Scanned



Service Centers

State-Wide Total Walk-Ins *



Benefits Center

4,113,116 Total Calls Serviced

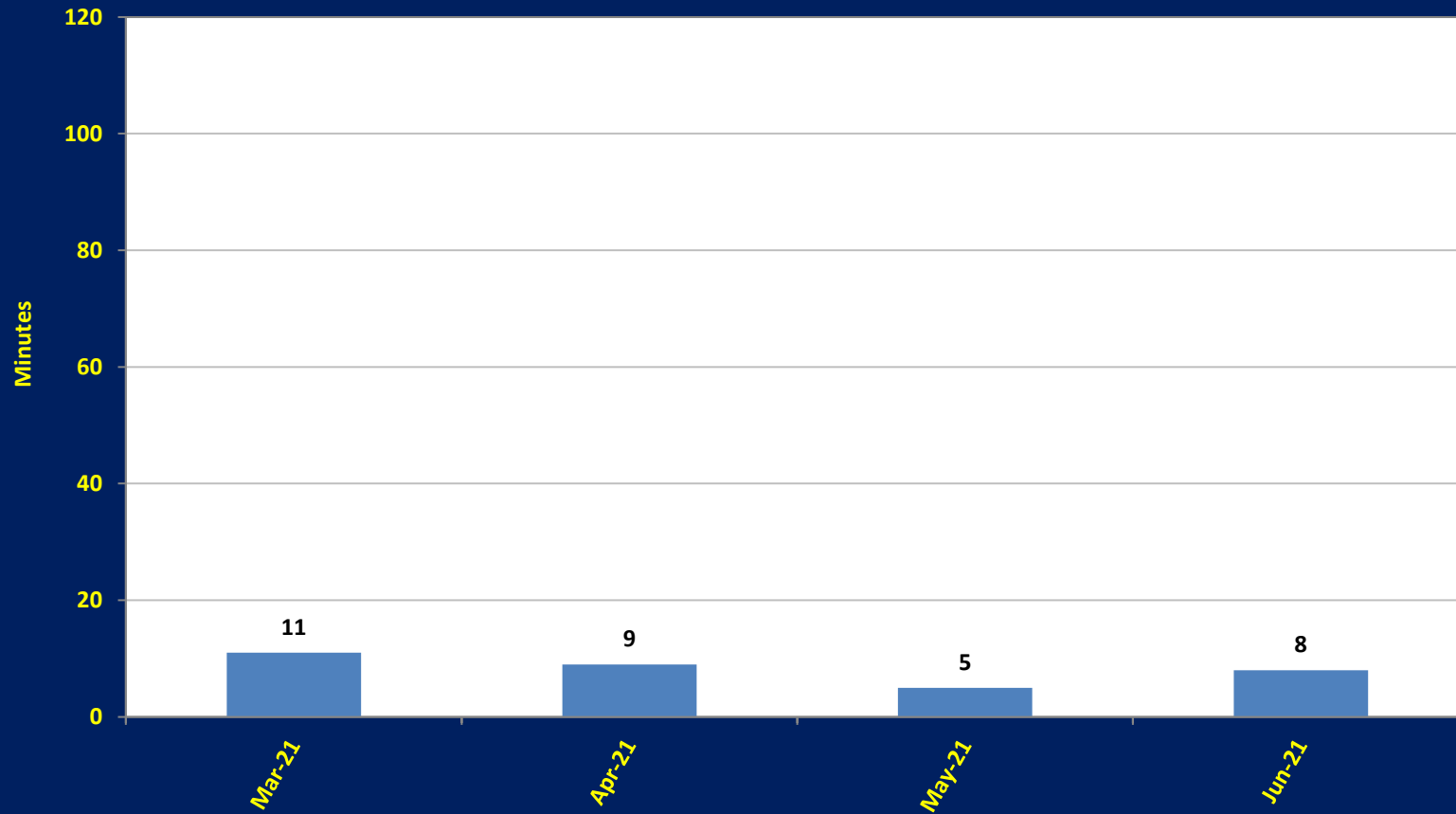
	Mar-21	Apr-21	May-21	Jun-21
Calls Resolved By IVR	47,950	51,721	38,864	42,173
Average Wait Time (mins)	11	9	5	8
Calls Serviced	47,572	42,870	40,887	47,325

*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



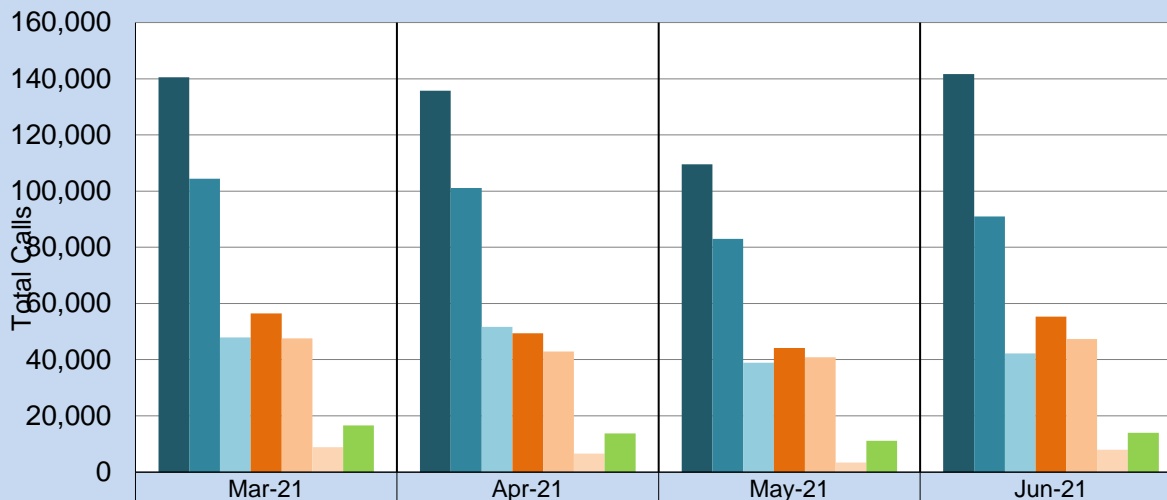
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
March 2021 - June 2021**



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

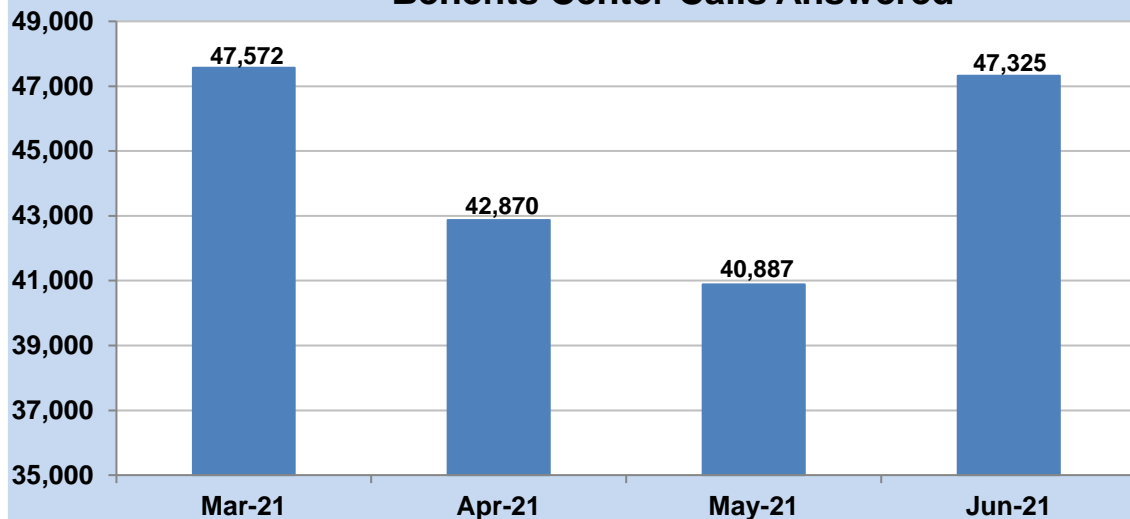
■ Total Calls to the IVR (24 hour period)	140,555	135,739	109,496	141,686
■ Total Calls to the IVR (Business hours)	104,381	101,133	83,037	91,004
■ Total Calls Resolved by the IVR	47,950	51,721	38,864	42,173
■ Total Calls Transferred to the BC	56,431	49,412	44,173	55,279
■ Total Calls Answered in the BC	47,572	42,870	40,887	47,325
■ Calls Abandoned in BC Queue After Threshold	8,887	6,533	3,396	7,954
■ Interviews Conducted	16,621	13,777	11,111	13,979

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

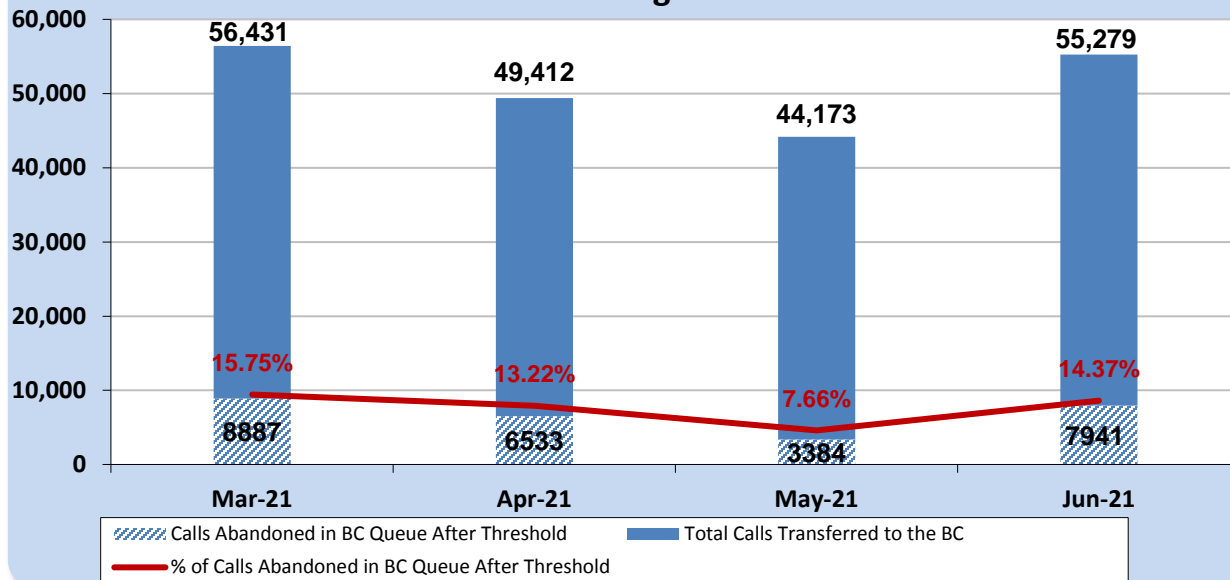


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



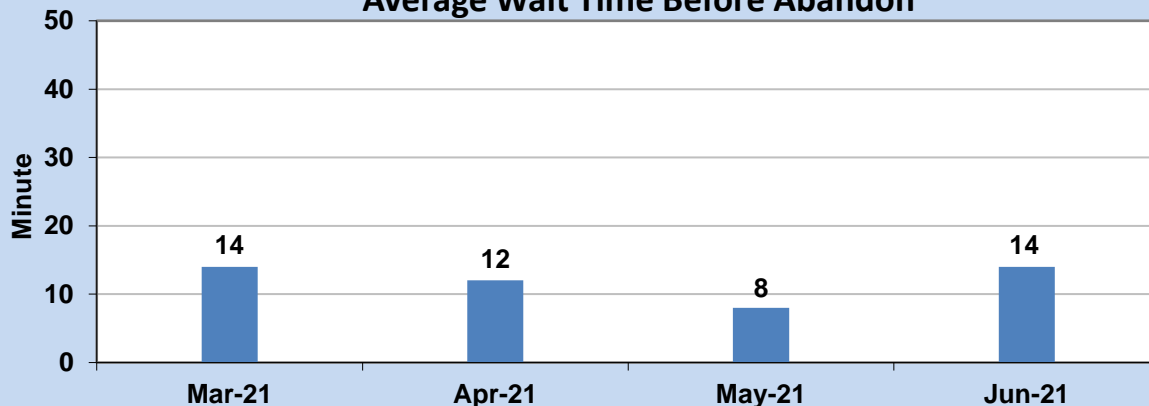
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

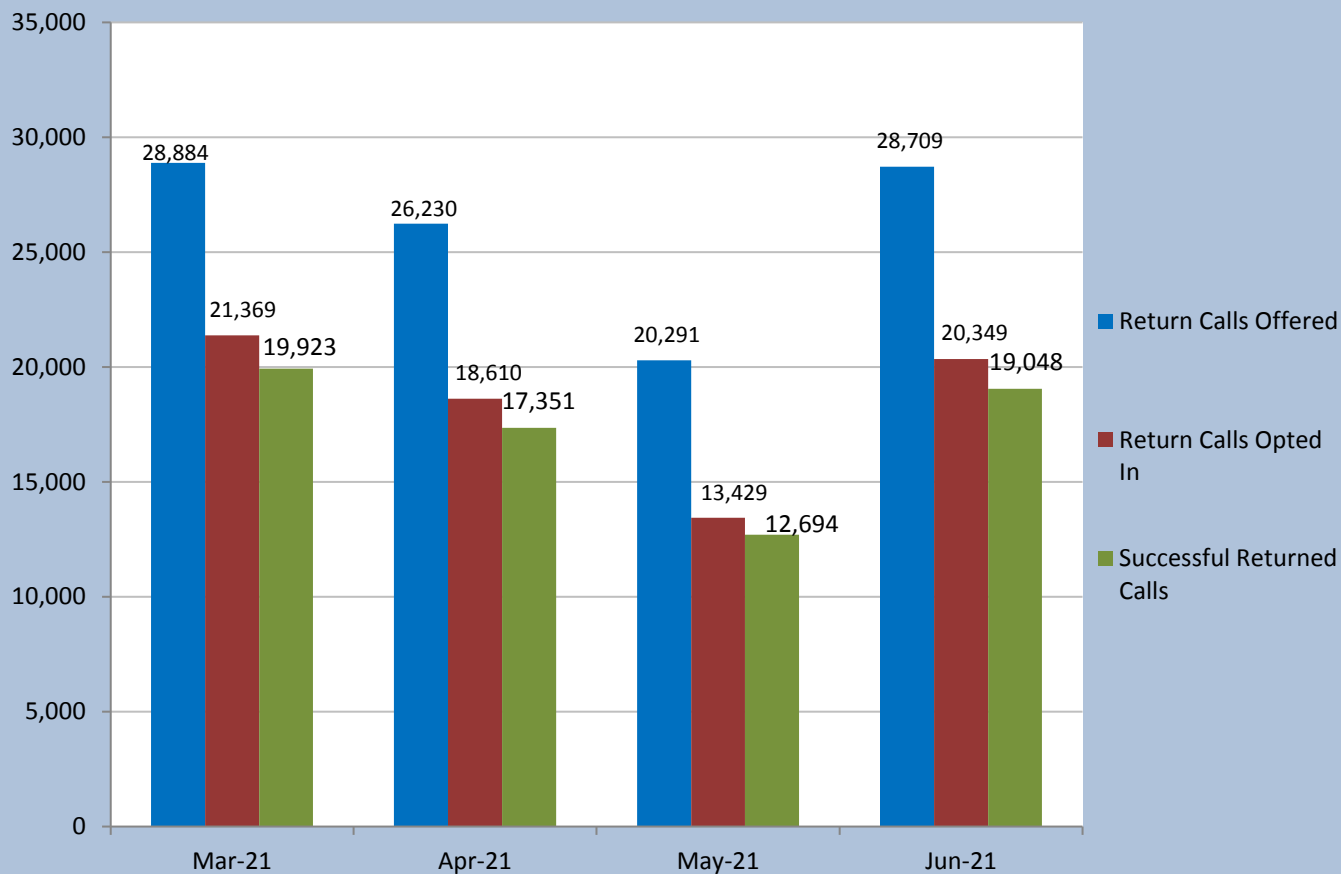


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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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