DSS Public Dashboard
October 2021

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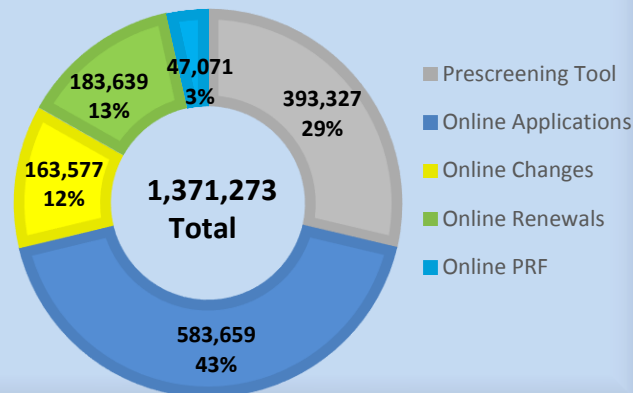
Self Service

431,915
MyAccounts

Client accounts created online since implementation 2013

368,885
Secure PINs

Client accounts created over the phone since implementation 2013
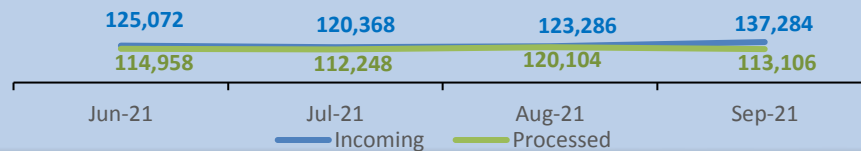
MYACCOUNT ACTIVITY

1,371,273 Total

- 47,071 — 3%
- 183,639 — 13%
- 163,577 — 12%
- 393,327 — 29%
- 583,659 — 43%

Legend:
- Prescreening Tool
- Online Applications
- Online Changes
- Online Renewals
- Online PRF

DSS Processing & Outcomes

DSS Work-Flow

35,658,547 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Jun-21	Jul-21	Aug-21	Sep-21
Incoming	125,072	120,368	123,286	137,284
Processed	114,958	112,248	120,104	113,106

Service Centers

State-Wide Total Walk-Ins

Jun-21	Jul-21	Aug-21	Sep-21
7,570	8,465	8,845	9,188
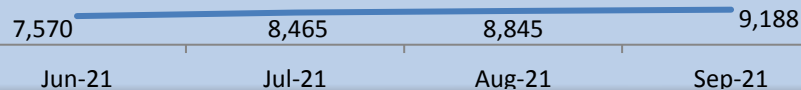
Benefits Center

4,258,662 *Total Calls Serviced*

	Jun-21	Jul-21	Aug-21	Sep-21
Calls Resolved By IVR	42,173	46,638	60,056	70,039
Average Wait Time (mins)	8	16	13	21
Calls Serviced	47,325	48,110	51,342	46,094

Data as of September 30, 2021
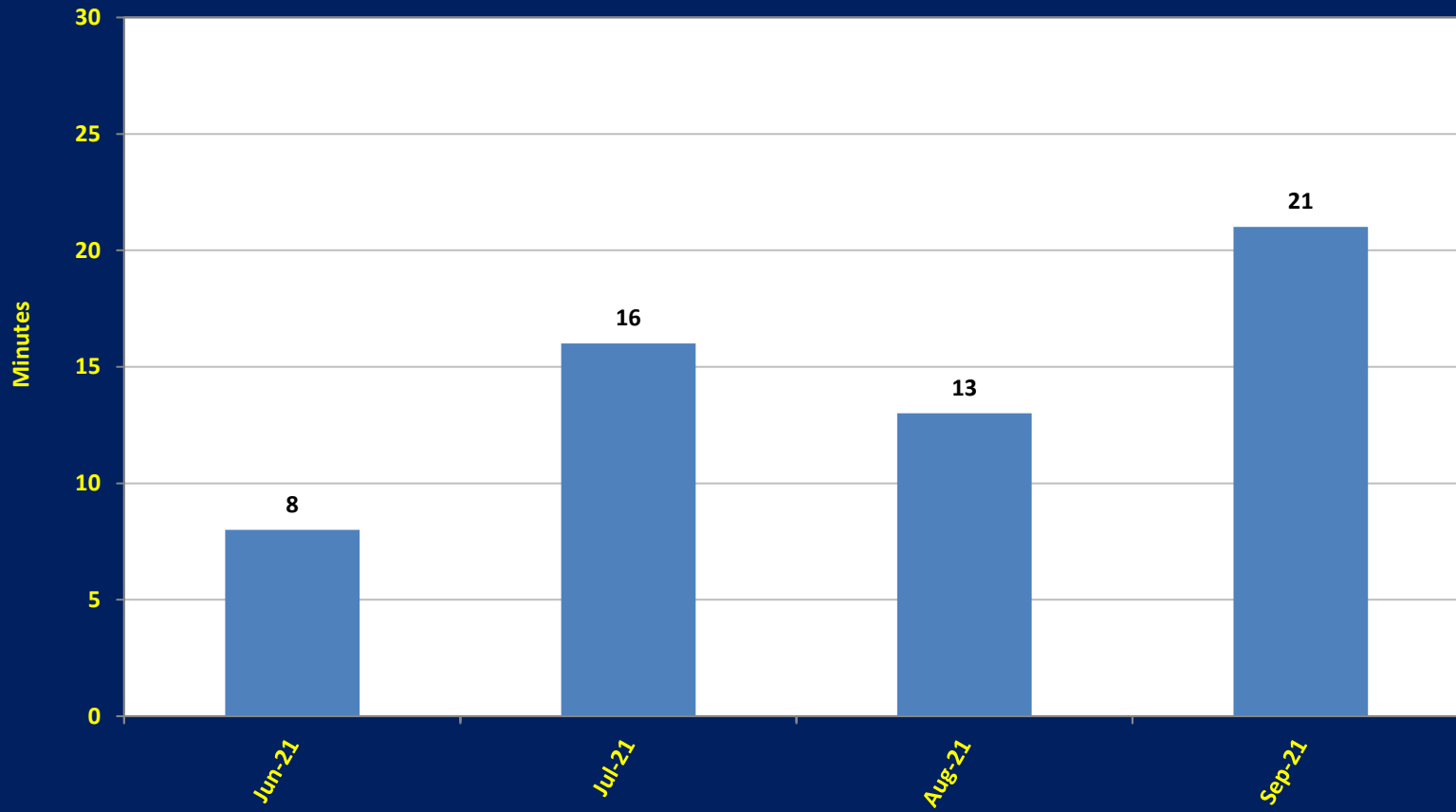
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Client Info Line
June 2021 - September 2021

	Jun-21	Jul-21	Aug-21	Sep-21
Total Calls to the IVR (24 hour period)	141,686	127,570	163,057	181,483
Total Calls to the IVR (Business hours)	91,004	96,889	127,032	135,789
Total Calls Resolved by the IVR	42,173	46,638	60,058	70,039
Total Calls Transferred to the BC	55,279	66,361	66,974	65,730
Total Calls Answered in the BC	47,325	48,110	51,342	46,094
Calls Abandoned in BC Queue After Threshold	7,954	18,234	15,632	19,640
Interviews Conducted	13,979	12,090	12,301	12,346

- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance
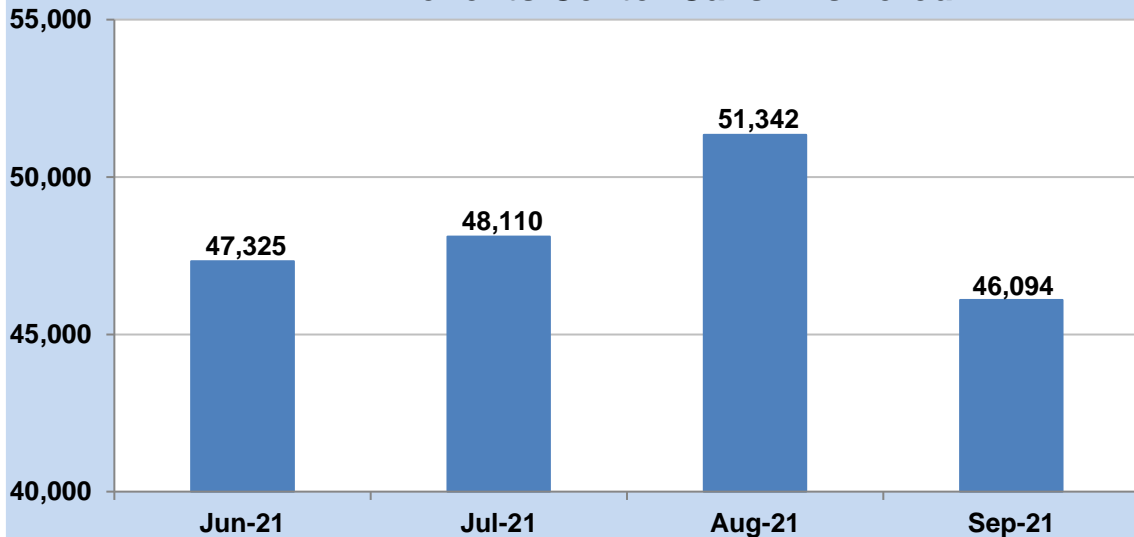
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

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Benefits Center Calls Answered

Month	Calls Answered
Jun-21	47,325
Jul-21	48,110
Aug-21	51,342
Sep-21	46,094

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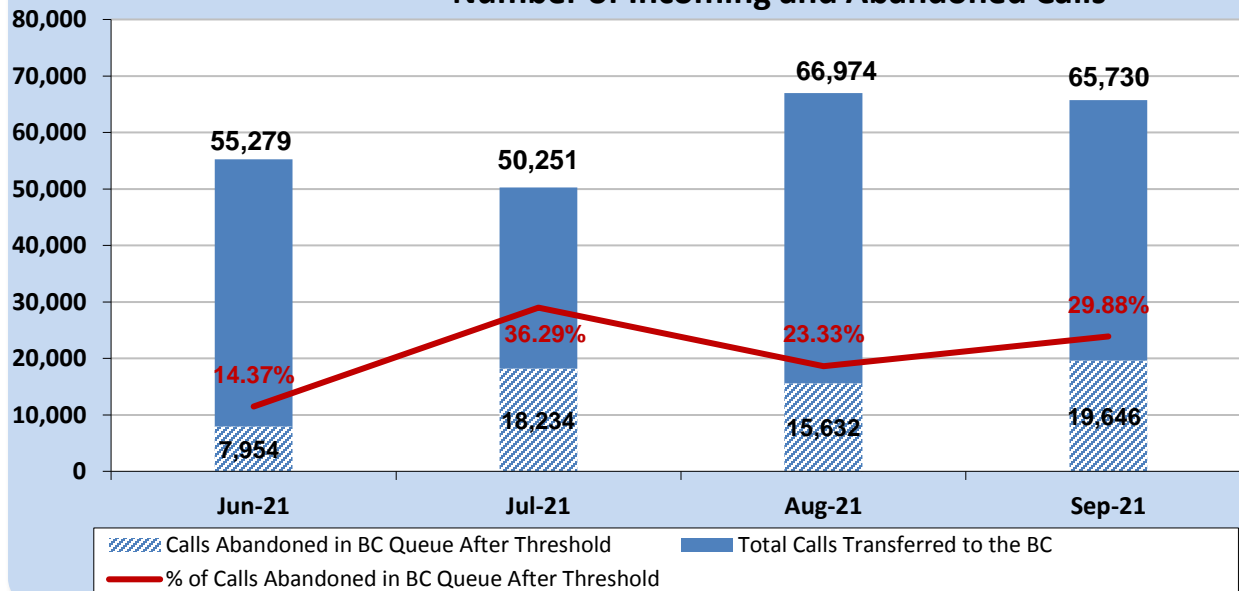
Telephone Interviews Conducted

Month	Interviews
Jun-21	13,979
Jul-21	12,090
Aug-21	12,301
Sep-21	12,346

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

Data as of September 30, 2021
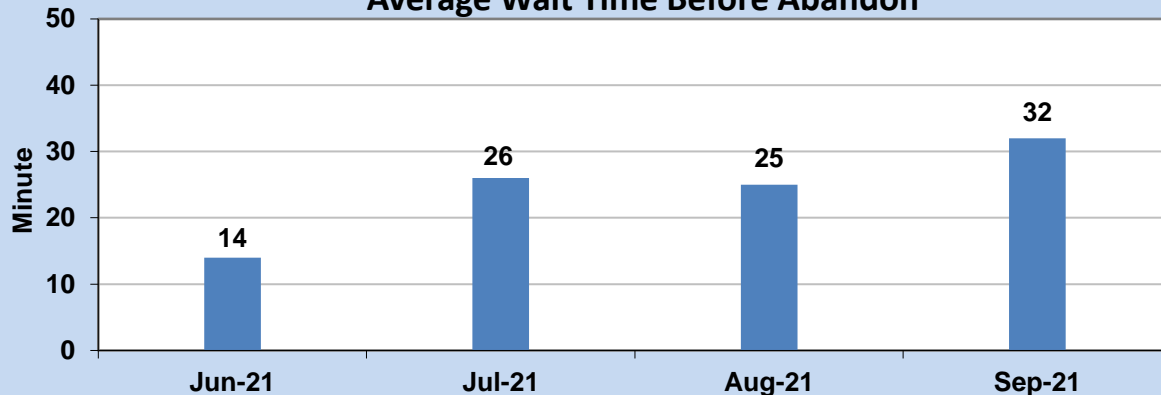
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Number of Incoming and Abandoned Calls

Legend:
- Calls Abandoned in BC Queue After Threshold
- Total Calls Transferred to the BC
- % of Calls Abandoned in BC Queue After Threshold

Values:
- Jun-21: 55,279 / 7,954 / 14.37%
- Jul-21: 50,251 / 18,234 / 36.29%
- Aug-21: 66,974 / 15,632 / 23.33%
- Sep-21: 65,730 / 19,646 / 29.88%

- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)
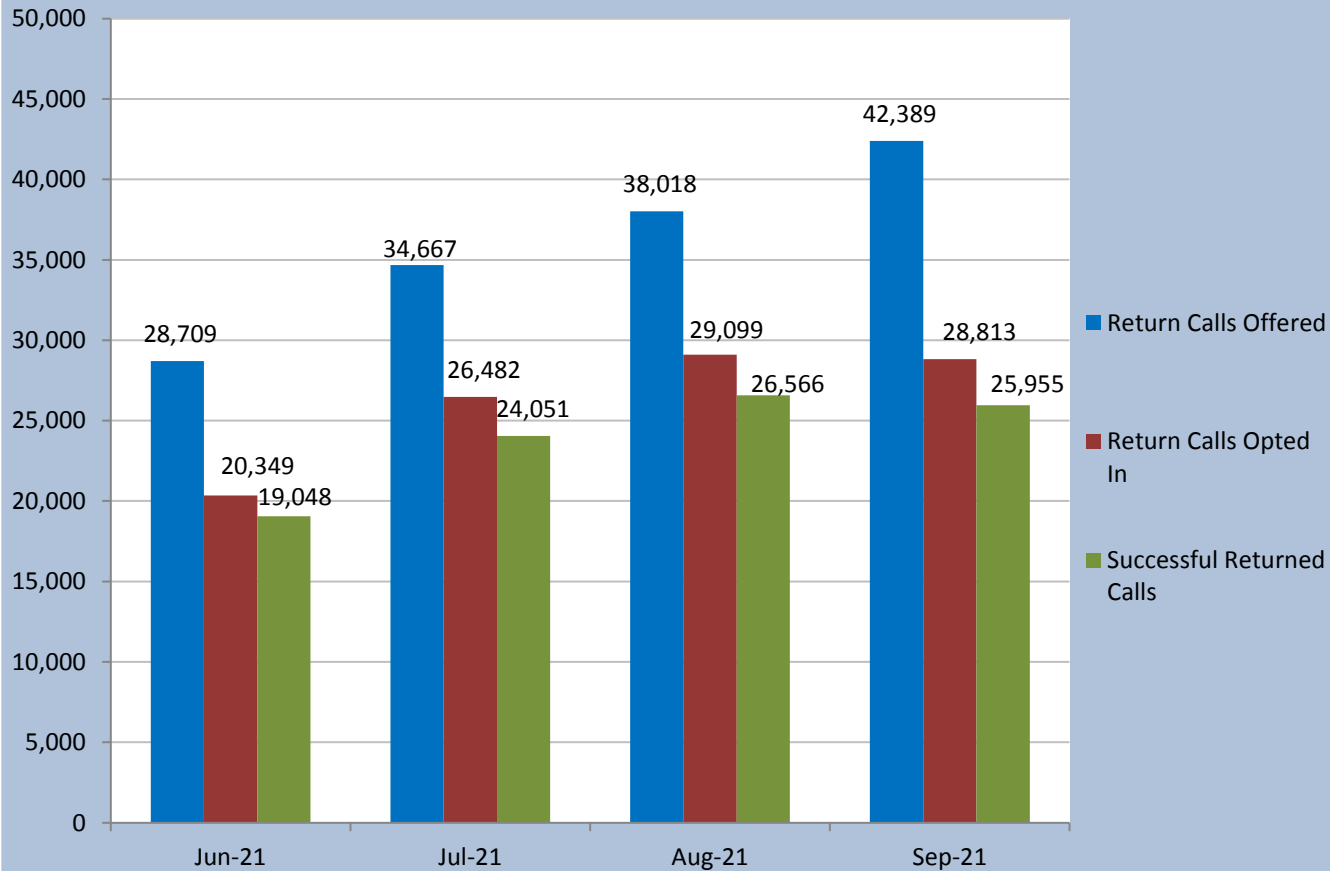
Average Wait Time Before Abandon

- Jun-21: 14
- Jul-21: 26
- Aug-21: 25
- Sep-21: 32

(Minute)

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

Data as of September 30, 2021

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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

Data as of September 30, 2021

Thank You