



DSS Public Dashboard September 2021



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Self Service

428,046

MyAccounts

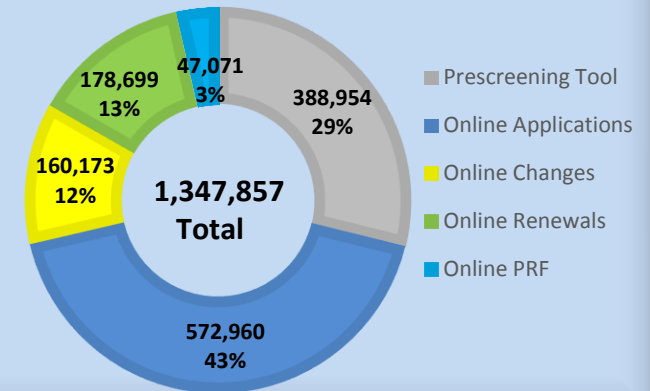
Client accounts created online since implementation 2013

367,726

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

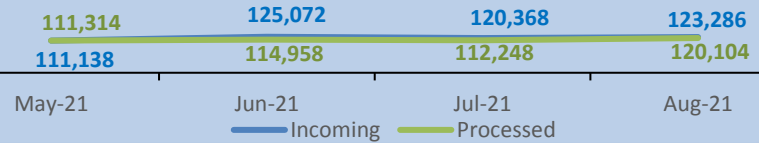


DSS Processing & Outcomes

DSS Work- Flow

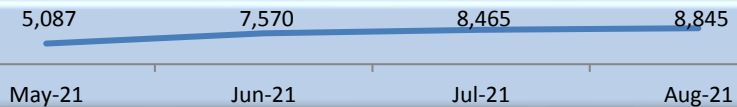
35,378,959 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Center

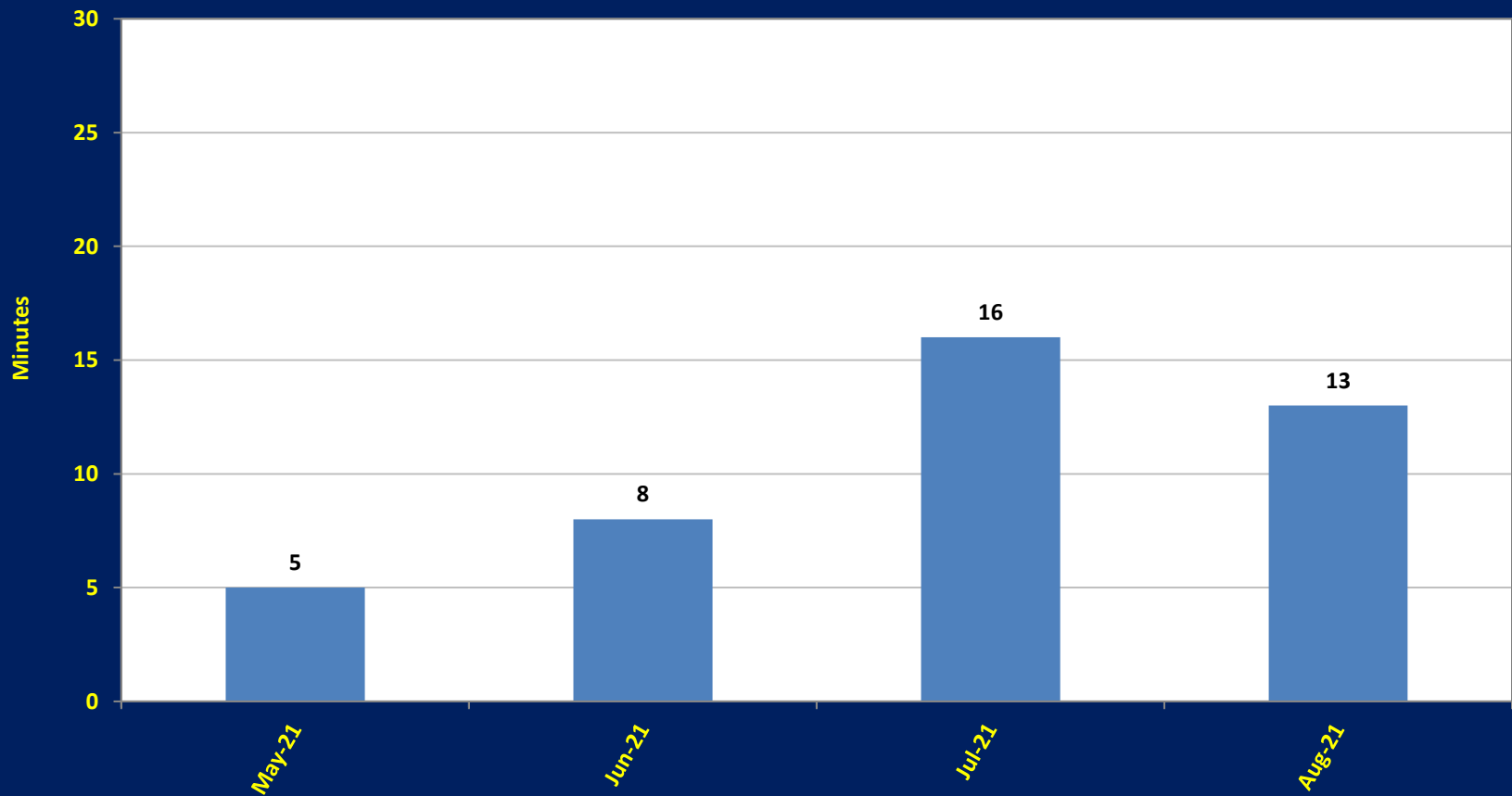
4,212,568 Total Calls Serviced

	May-21	Jun-21	Jul-21	Aug-21
Calls Resolved By IVR	38,864	42,173	46,638	60,056
Average Wait Time (mins)	5	8	16	13
Calls Serviced	40,887	47,325	48,110	51,342



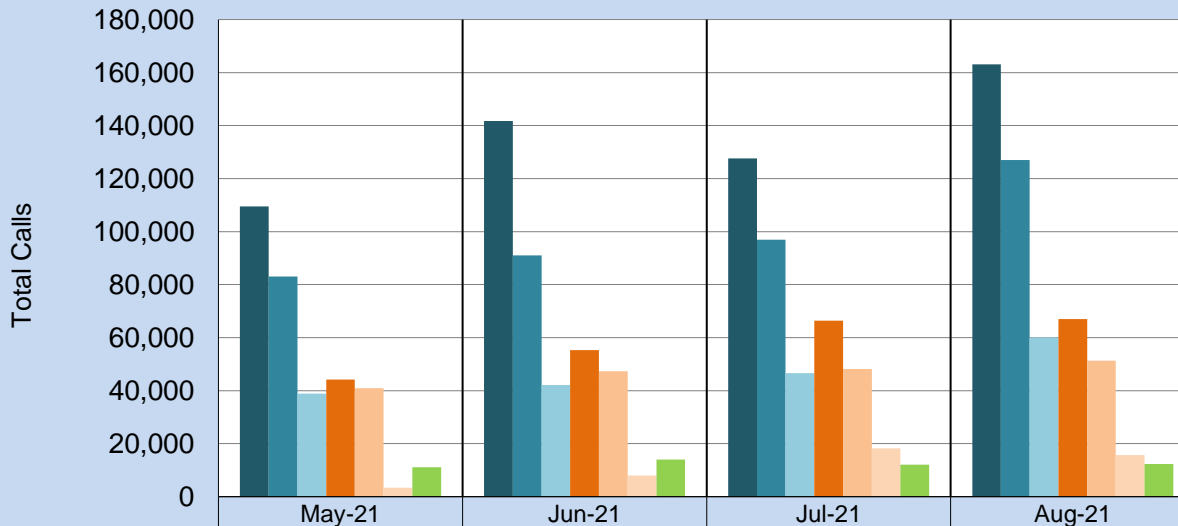
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Benefits Center Monthly Average Wait Time (minutes)



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**Client Info Line
May 2021 - August 2021**



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

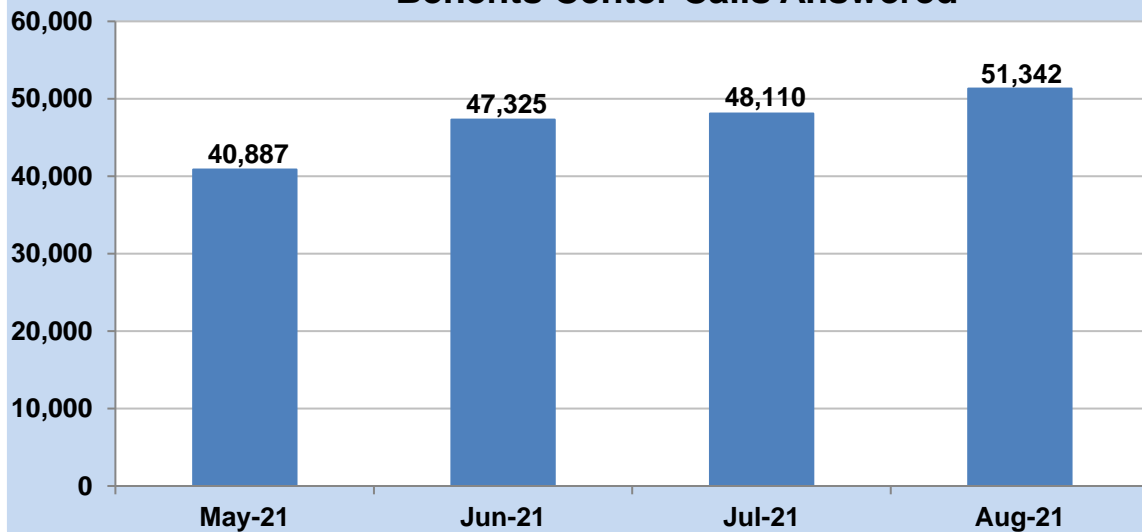
■ Total Calls to the IVR (24 hour period)	109,496	141,686	127,570	163,057
■ Total Calls to the IVR (Business hours)	83,037	91,004	96,889	127,032
■ Total Calls Resolved by the IVR	38,864	42,173	46,638	60,058
■ Total Calls Transferred to the BC	44,173	55,279	66,361	66,974
■ Total Calls Answered in the BC	40,887	47,325	48,110	51,342
■ Calls Abandoned in BC Queue After Threshold	3,396	7,954	18,234	15,632
■ Interviews Conducted	11,111	13,979	12,090	12,301

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

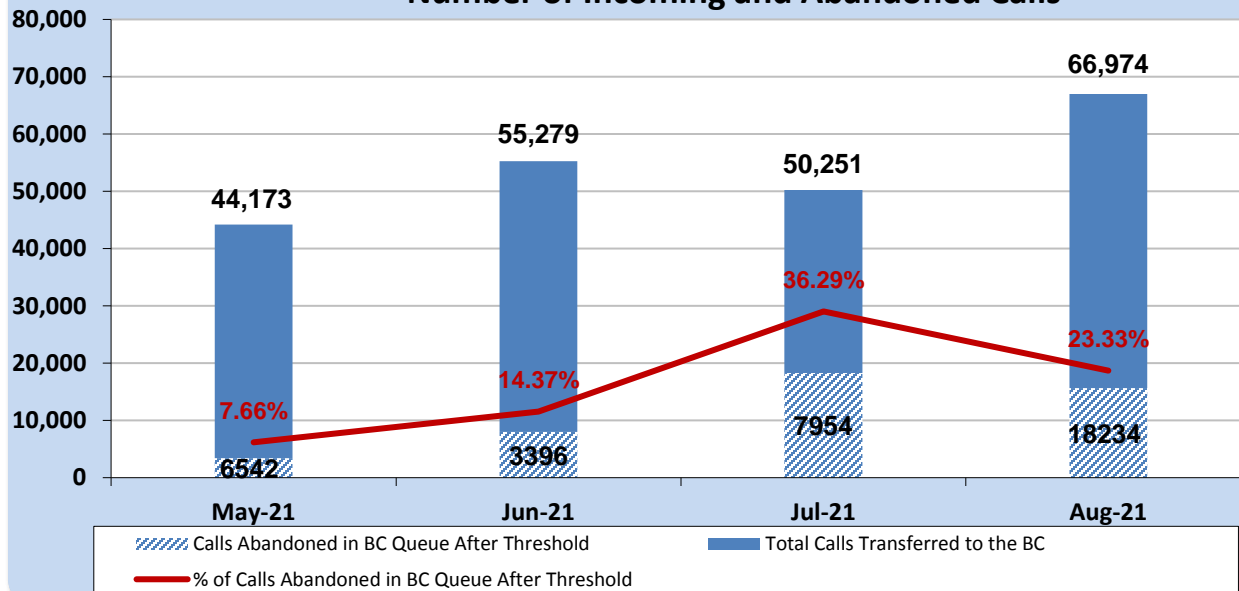


- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month



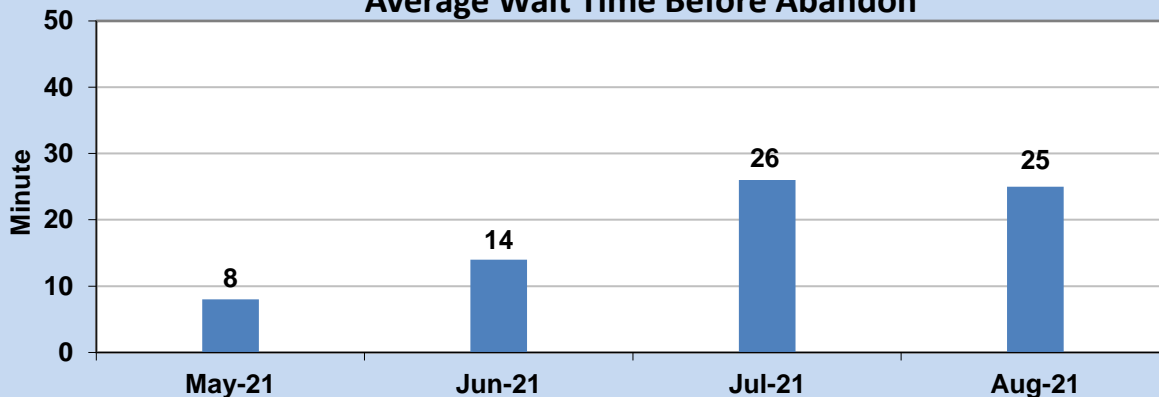
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

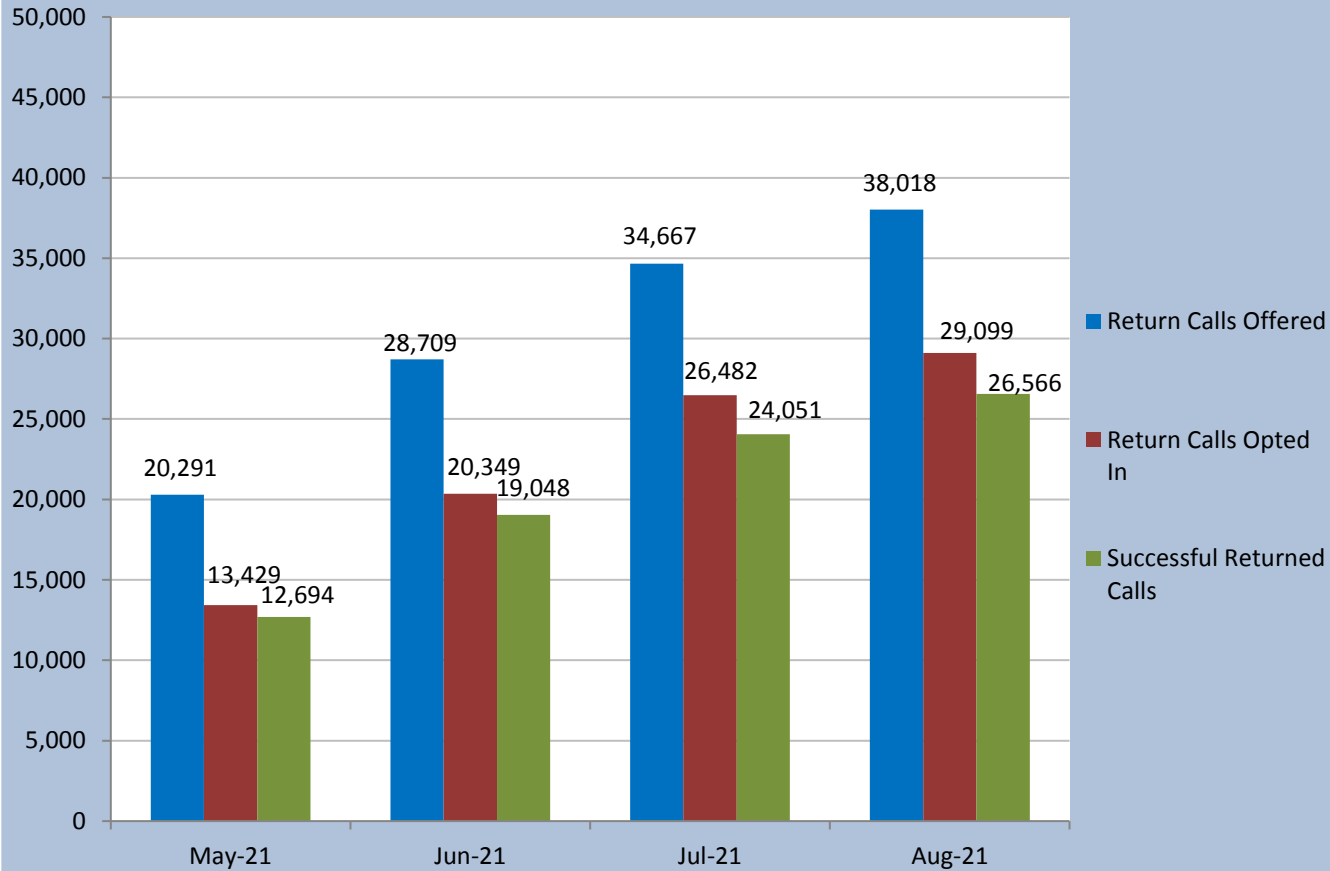


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hung up.



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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