



DSS Public Dashboard September 2022



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Self Service

523,575

MyAccounts

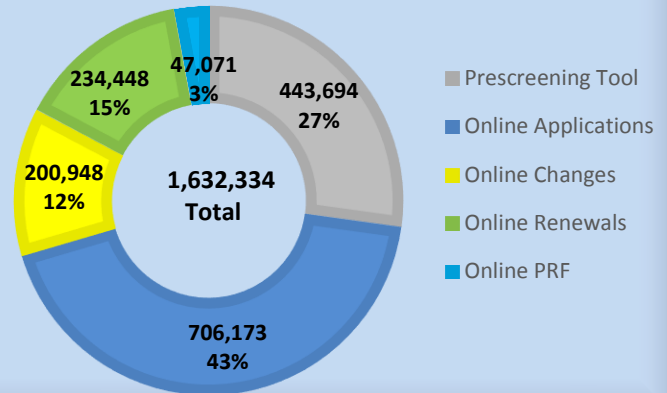
Client accounts created online since implementation 2013

385,855

Secure PINs

Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

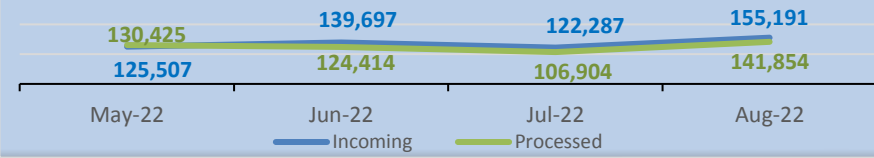


DSS Processing & Outcomes

DSS Work- Flow

36,128,111 Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins

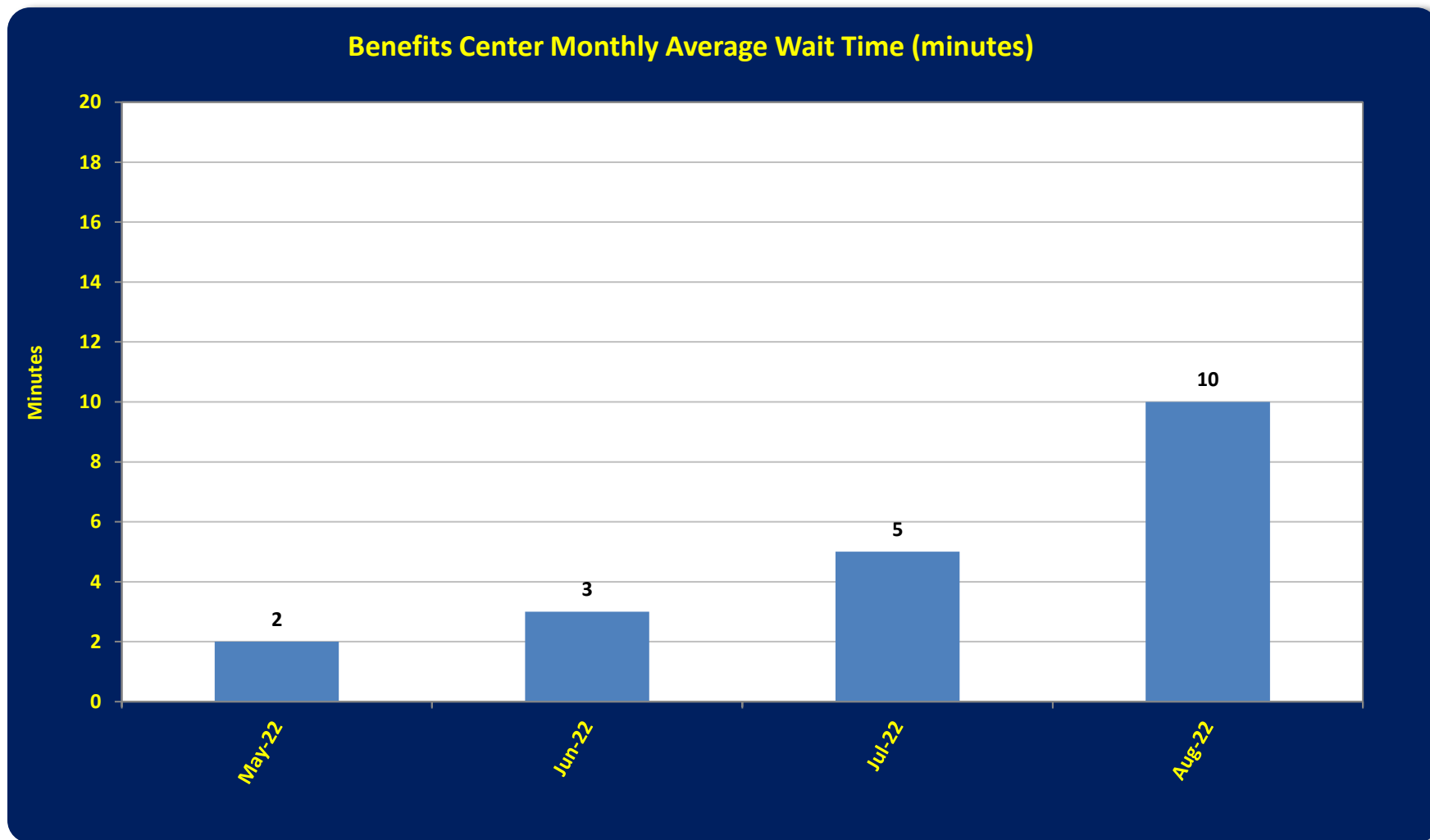


Benefits Center

5,011,323 Total Calls Serviced

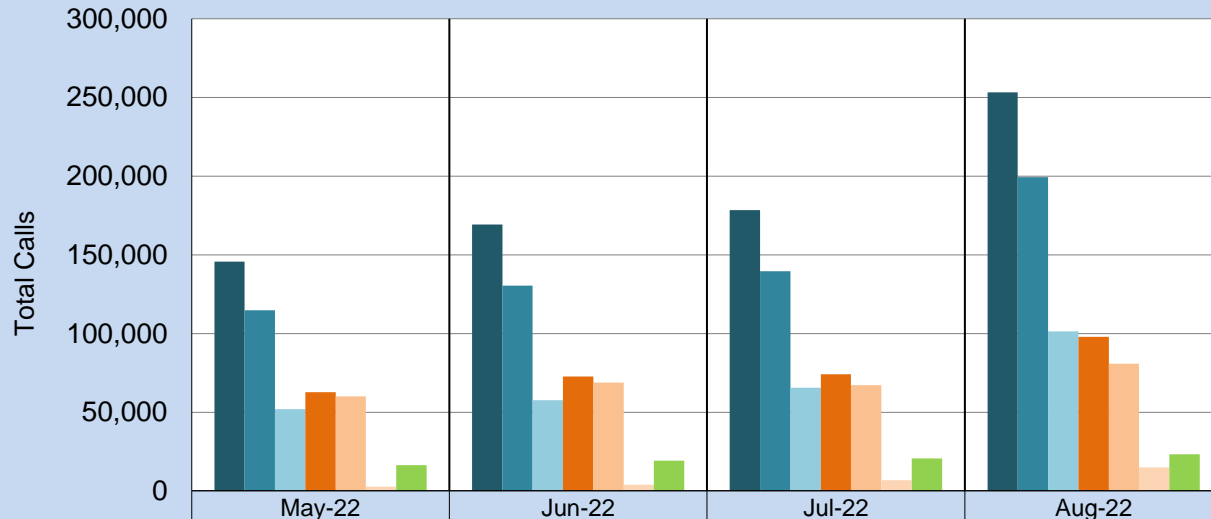
	May-22	Jun-22	Jul-22	Aug-22
Calls Resolved By IVR	51,980	57,735	65,579	101,402
Average Wait Time (mins)	2	3	5	10
Calls Serviced	60,078	68,846	67,301	80,927

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Client Info Line May 2022 - August 2022



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

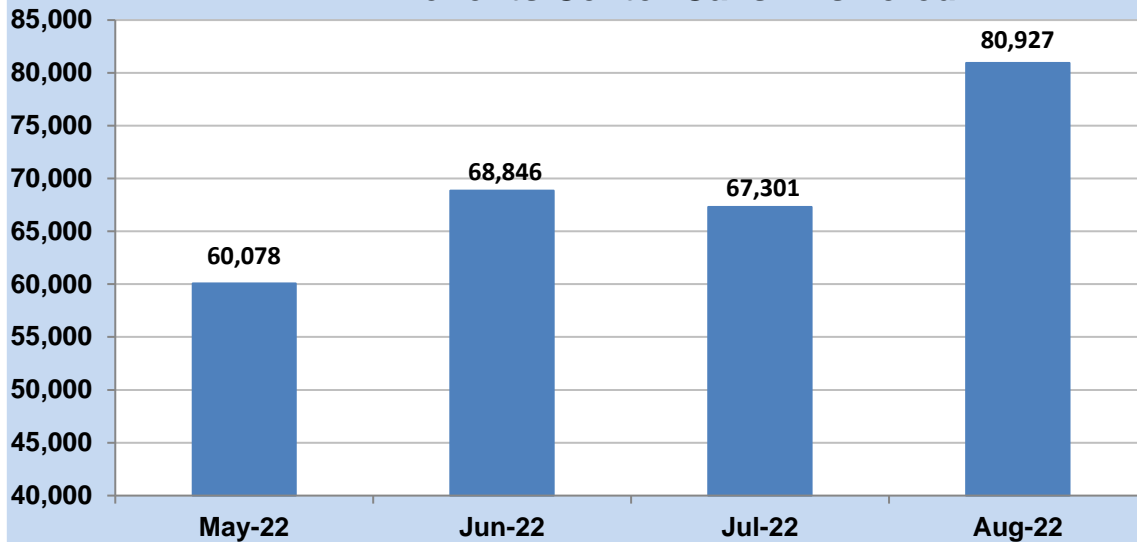
	May-22	Jun-22	Jul-22	Aug-22
Total Calls to the IVR (24 hour period)	145,650	169,231	178,454	253,294
Total Calls to the IVR (Business hours)	114,780	130,517	139,692	199,334
Total Calls Resolved by the IVR	51,980	57,735	65,579	101,402
Total Calls Transferred to the BC	62,800	72,782	74,113	97,932
Total Calls Answered in the BC	60,078	68,846	67,301	80,927
Calls Abandoned in BC Queue After Threshold	2,720	3,941	6,847	14,893
Interviews Conducted	16,330	19,225	20,590	23,201

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



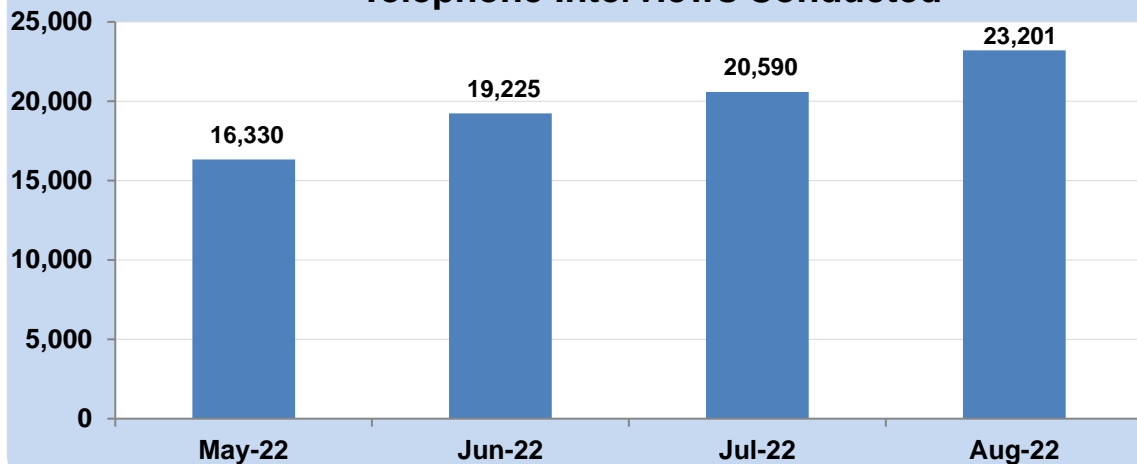
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Benefits Center Calls Answered



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

Telephone Interviews Conducted

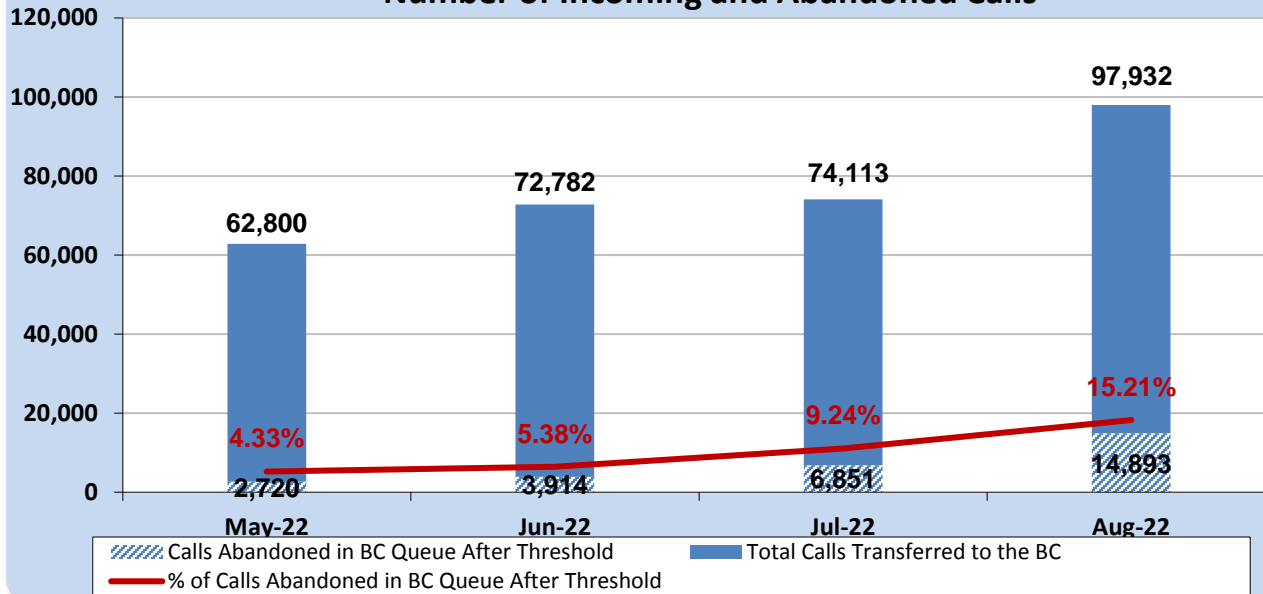


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



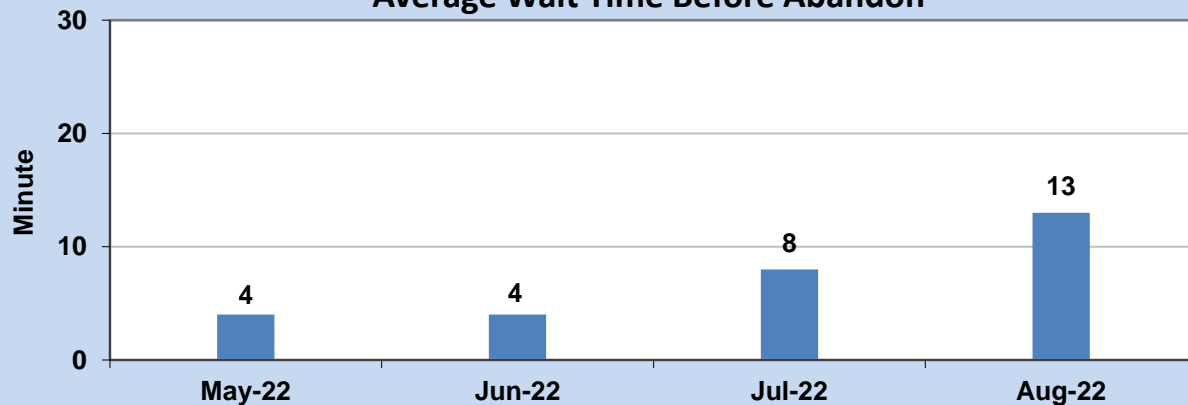
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Number of Incoming and Abandoned Calls



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

Average Wait Time Before Abandon

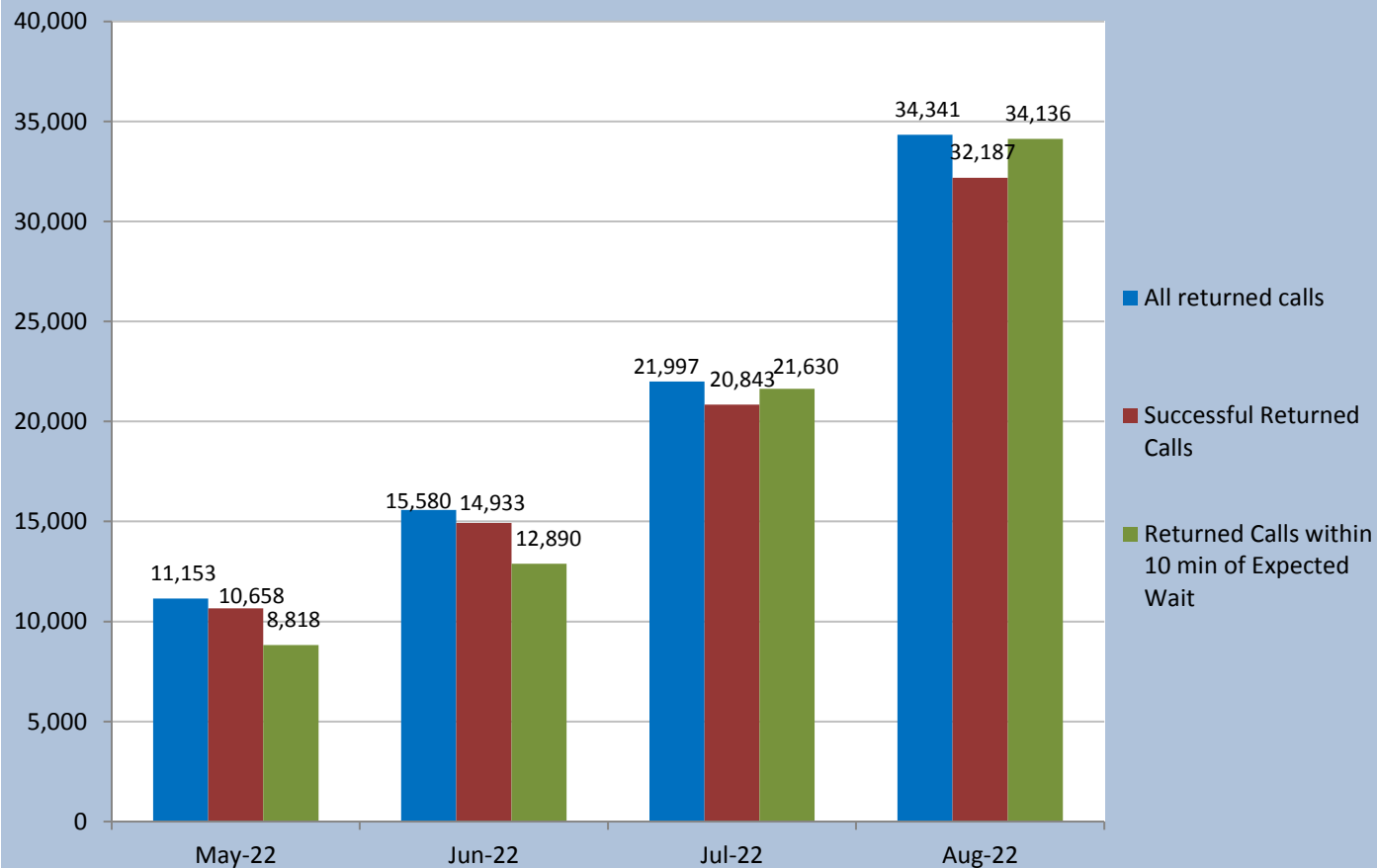


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



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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 2020



Thank You