

March 2025



## ConneCT



Client accounts  
created **online**  
in March

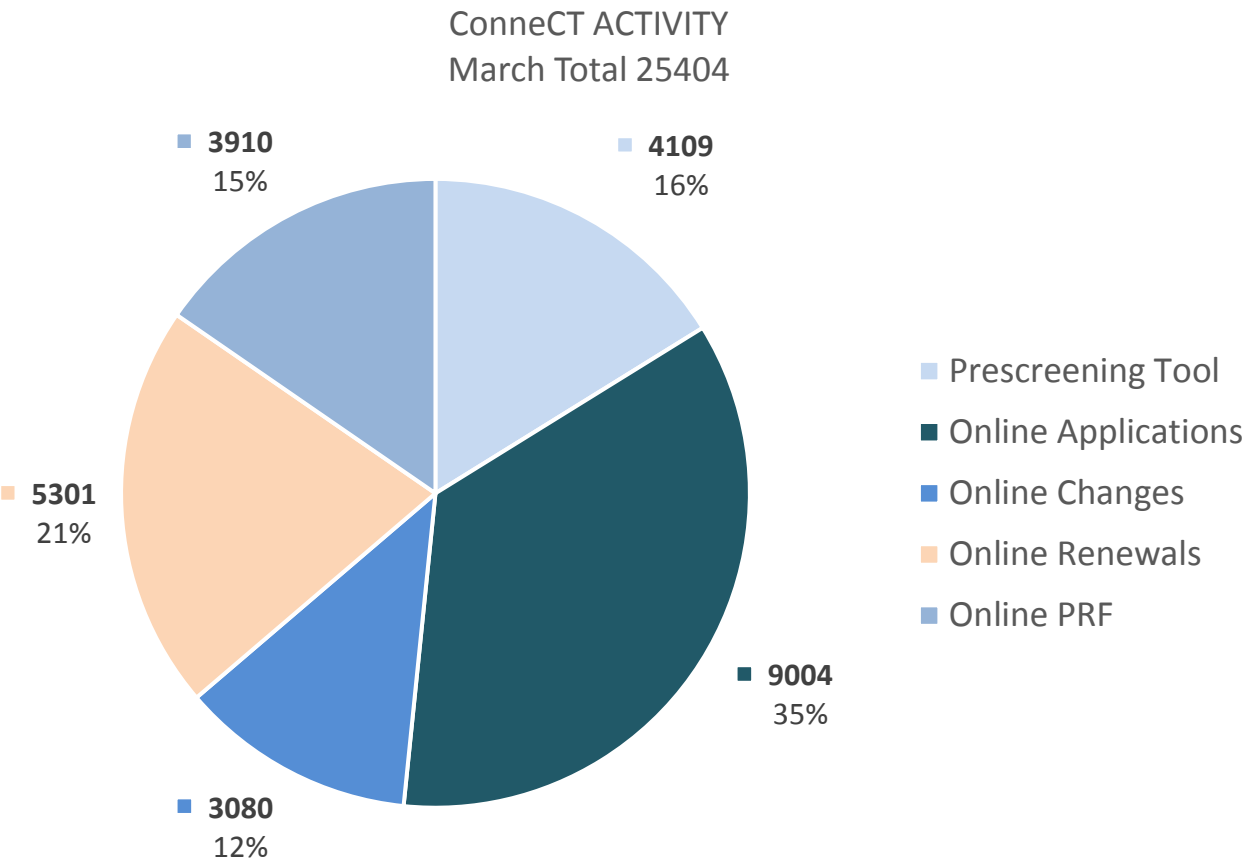
## Secure PINs



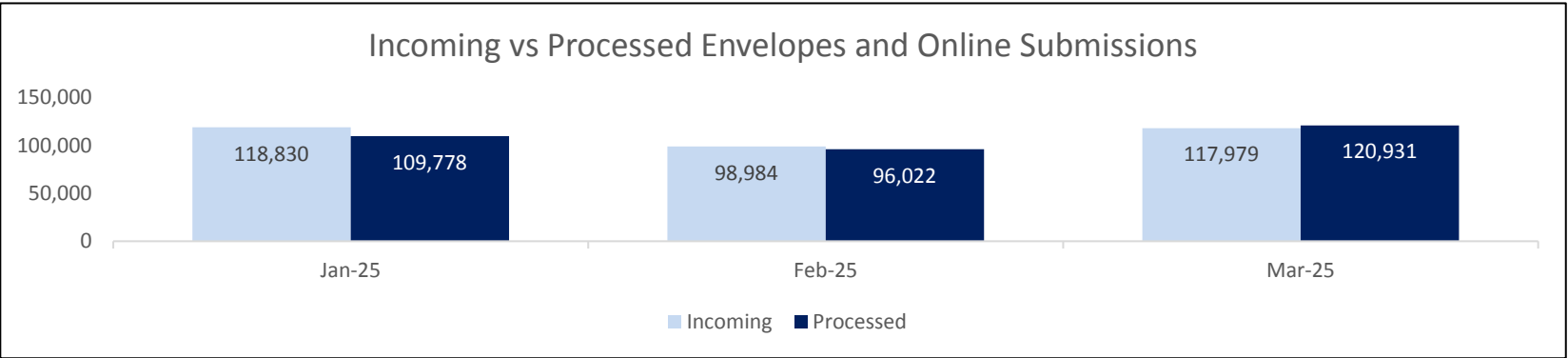
log-in pins used on  
the DSS 1.855 line  
in March

ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

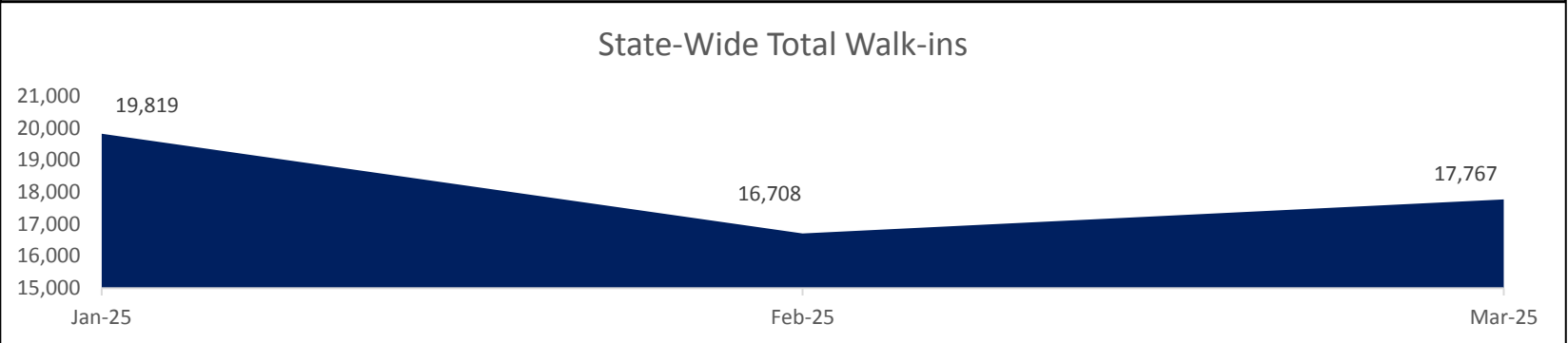
DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.



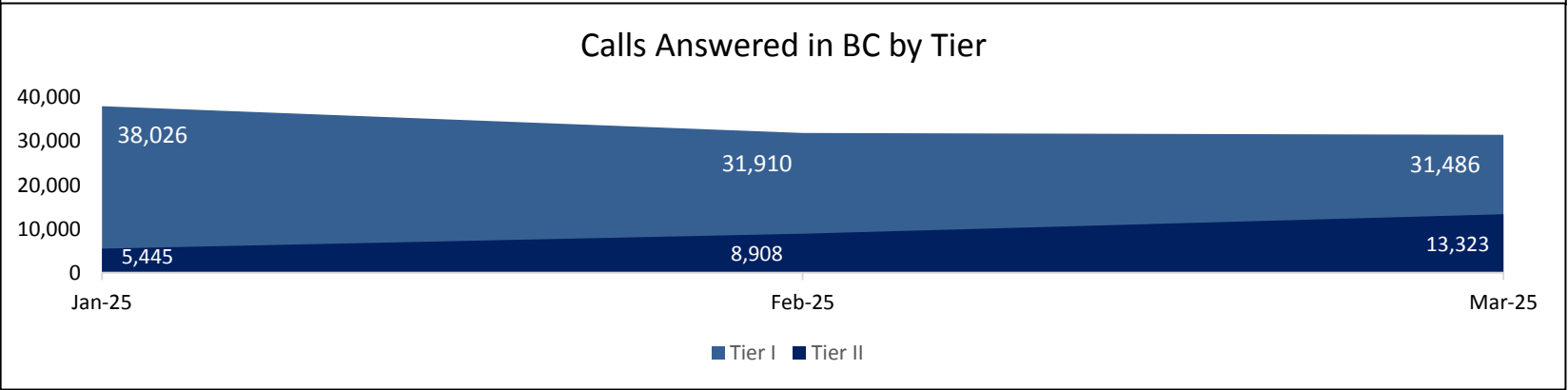
Applications,  
Renewals,  
Changes, and  
Documents  
Submitted



In-person  
Visits

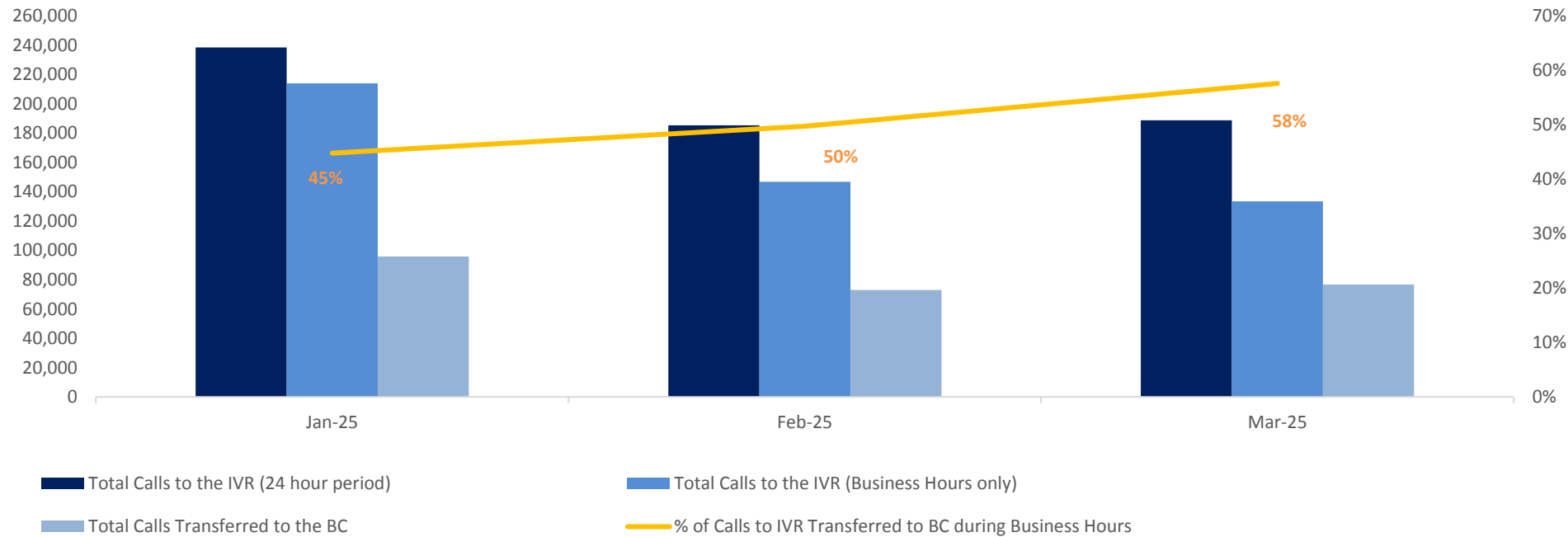


Calls  
Answered



During the period of November 2024 through February 2025, DSS modified its Tiered Model approach to answering client calls. DSS will be using Eligibility staff to answer incoming calls and complete the client’s tasks to the fullest extent while on the call. Currently, most requests are being addressed directly in Tier I in the present model instead of being transferred over to Tier II. However, some requests are still being transferred over to specialist staff much like in the previous model. DSS will resume a hybrid Tiered model in the middle of February.

## Client Info Line Jan 2025- Mar 2025



Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

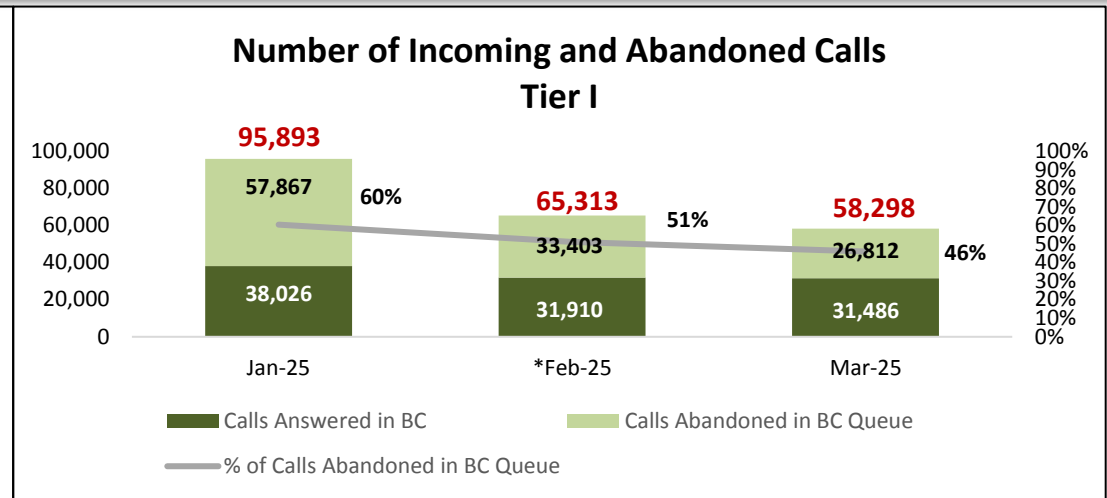
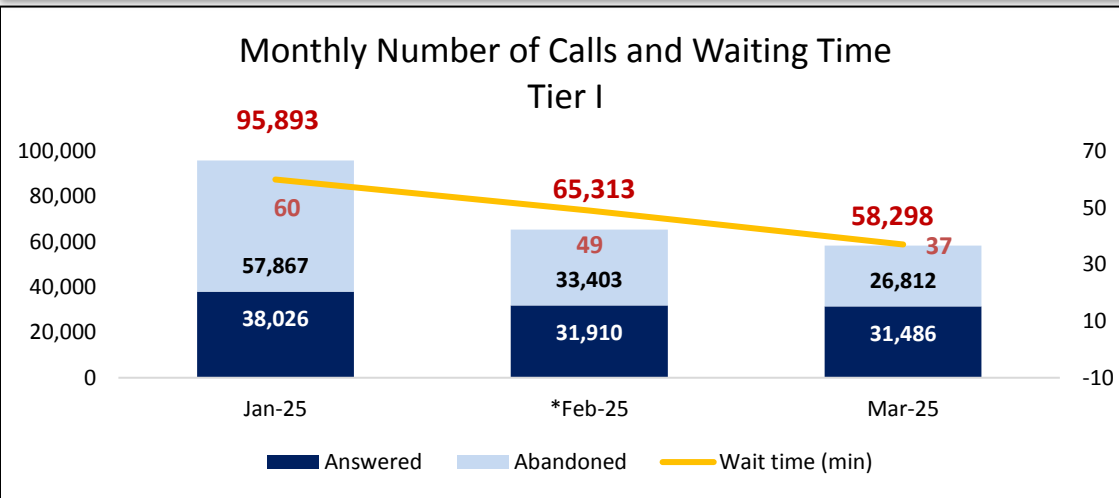
Benefits Center (BC) – not a traditional Call Center:

- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

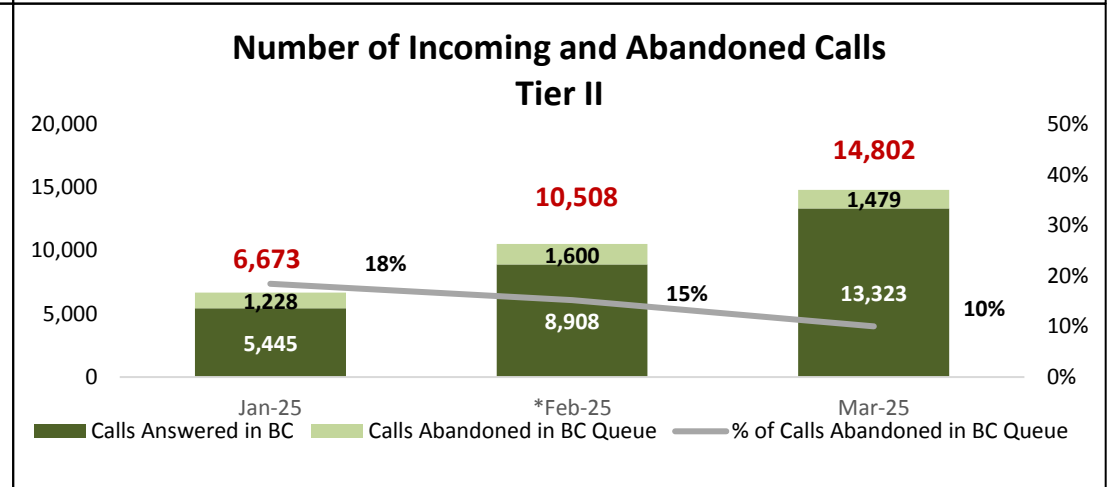
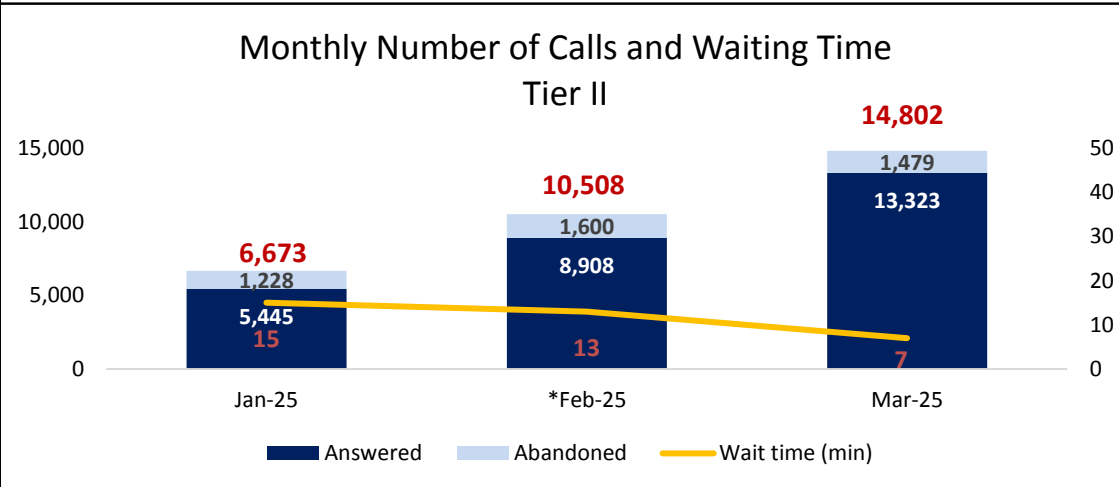
Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

|   | Jan-25  | Feb-25   | Mar-25   |
|---|---------|----------|----------|
| Total Calls to the IVR (24-hour period)                   | 238,486 | 185,360  | 188,683  |
| Total Calls to the IVR (Business Hours only)              | 214,008 | *146,860 | *133,427 |
| Total Calls Transferred to the BC                         | 95,829  | 73,053   | 76,838   |
| % of Calls to IVR Transferred to BC during Business Hours | 45%     | *50%     | *58%     |

\* The IVR server was out of sync with the time server during February and March leading to an underestimation in the number of Business Hour calls. This led to an elevated percentage of calls transferred to BC during business hours.



February 3, 2025, DSS Tier I team started to take Tier I calls. This reverted back to the similar process used prior to December 2024. With this team answering phones calls the clients are now being scheduled appointment via Virtual Hold Technology (VHT) allowing the client to have a pre-determined time for a call back. By scheduling the appointments, it has increased the call volume for our Tier II team.

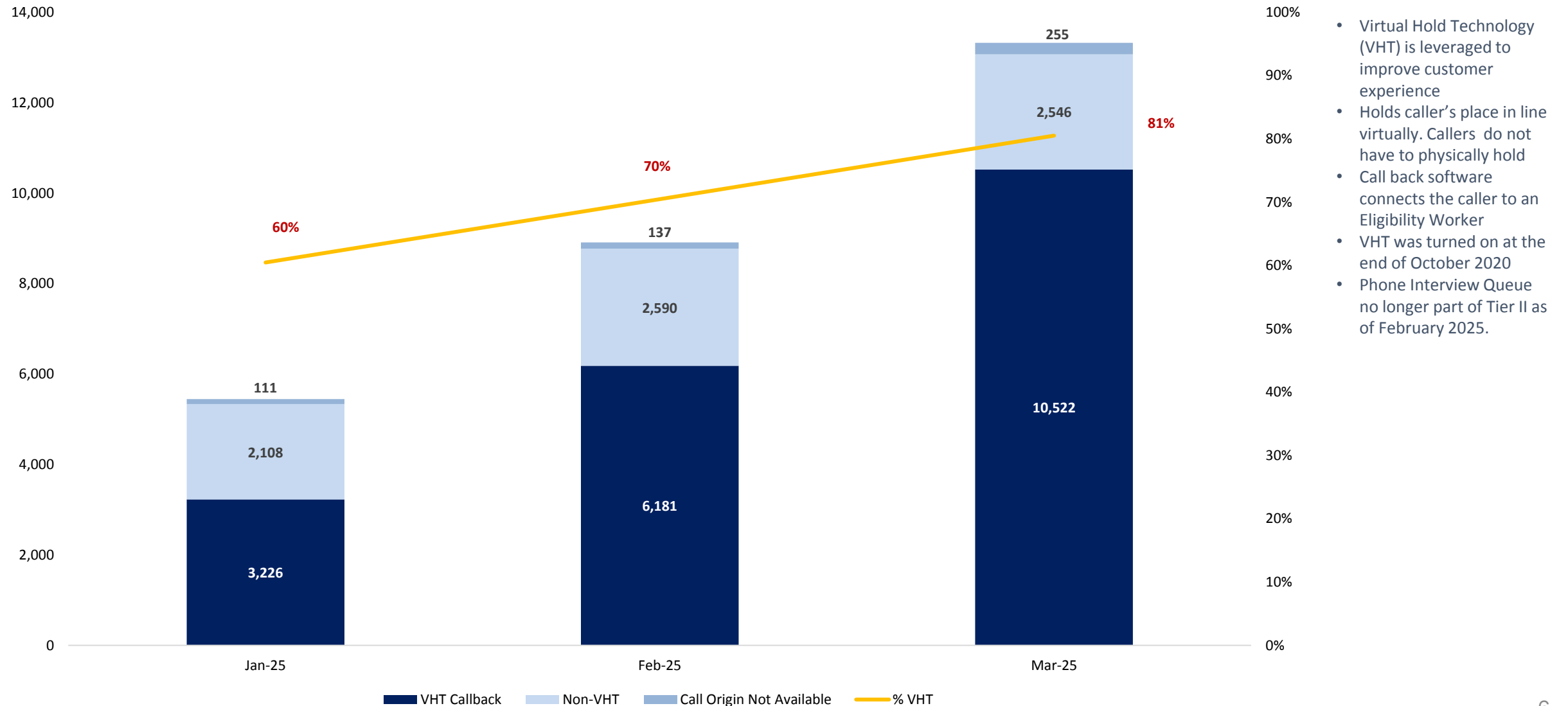


Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

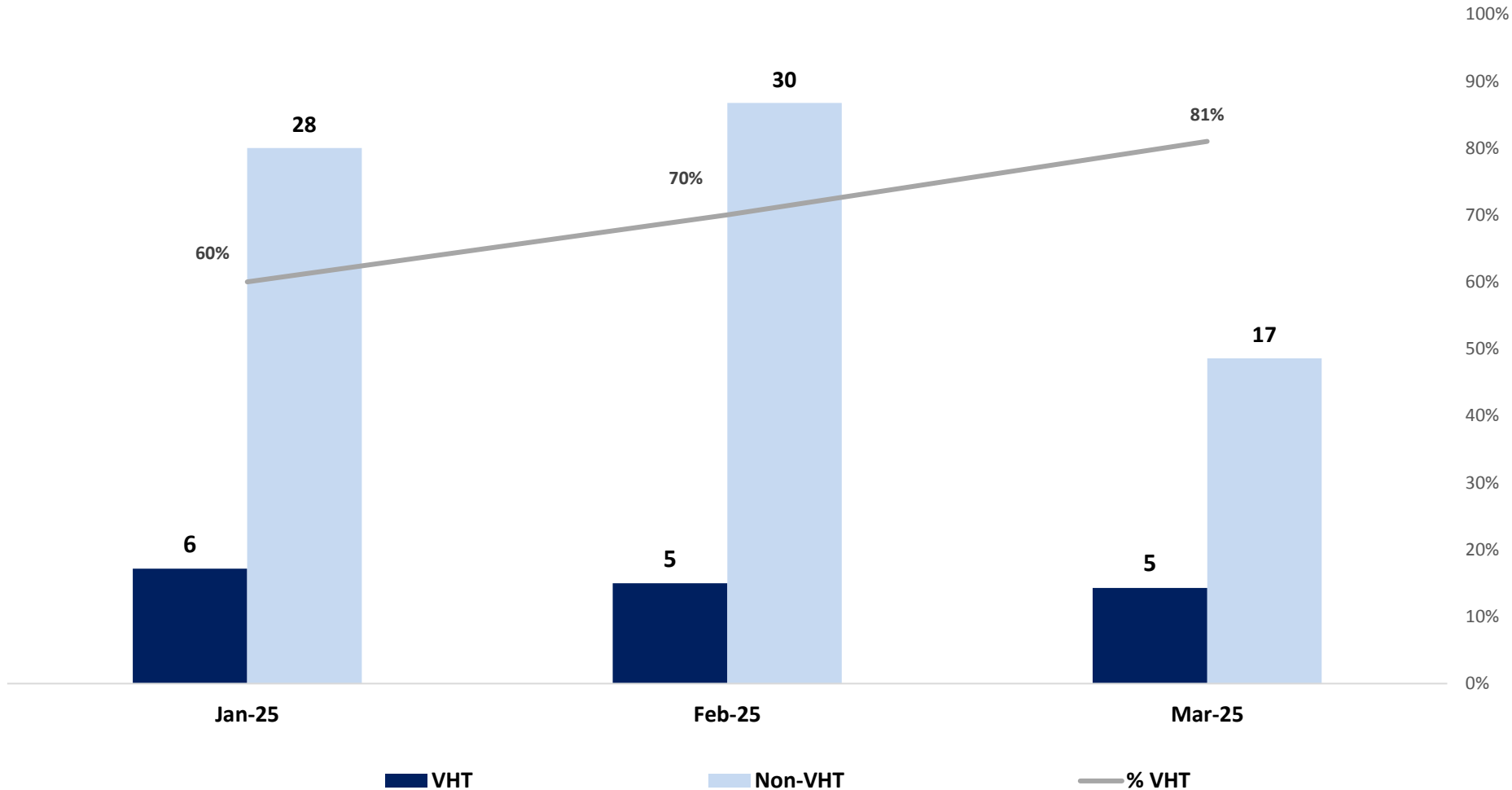
|                                     | Jan-25 | Feb-25 | Mar-25 |
|-------------------------------------|--------|--------|--------|
| Tier I Calls Answered in the BC     | 38,026 | 31,910 | 31,486 |
| Tier I Calls Abandoned in BC Queue  | 57,867 | 33,403 | 26,812 |
| Tier II Calls Answered in the BC    | 5,445  | 8,908  | 13,323 |
| Tier II Calls Abandoned in BC Queue | 1,228  | 1,600  | 1,479  |

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.

Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II



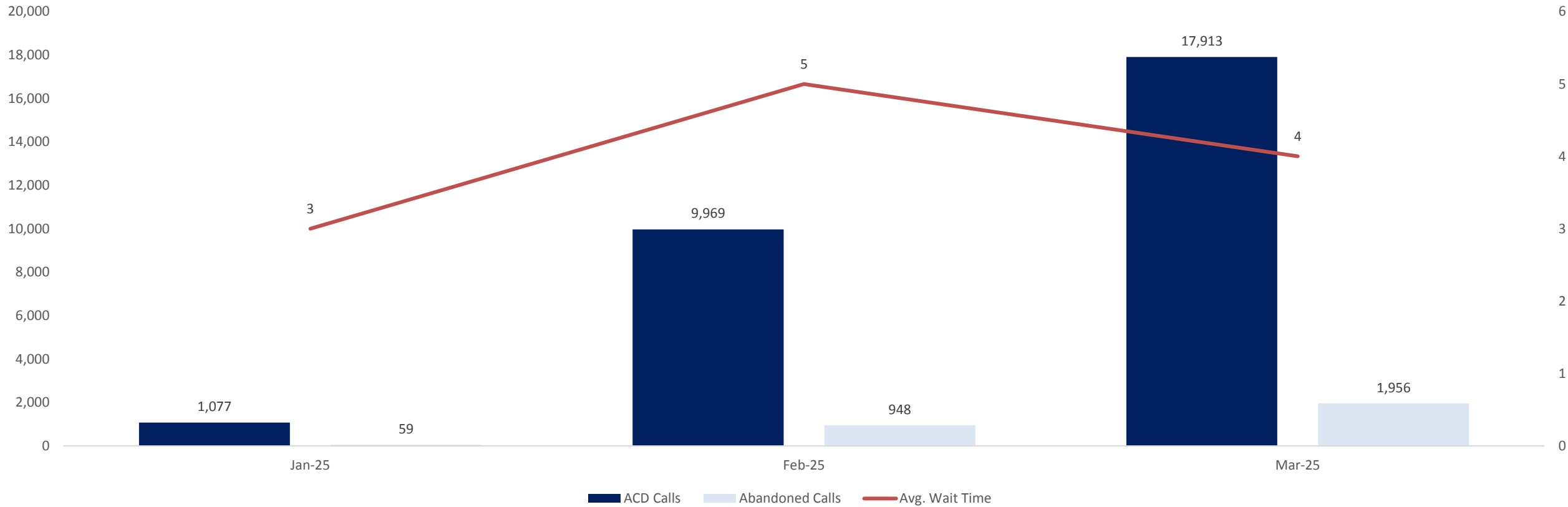
Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)



Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

Wait Times displayed do not include wait times from CONA(Call Origin Not Available) calls.

Call Details for Phone Interview Queue



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

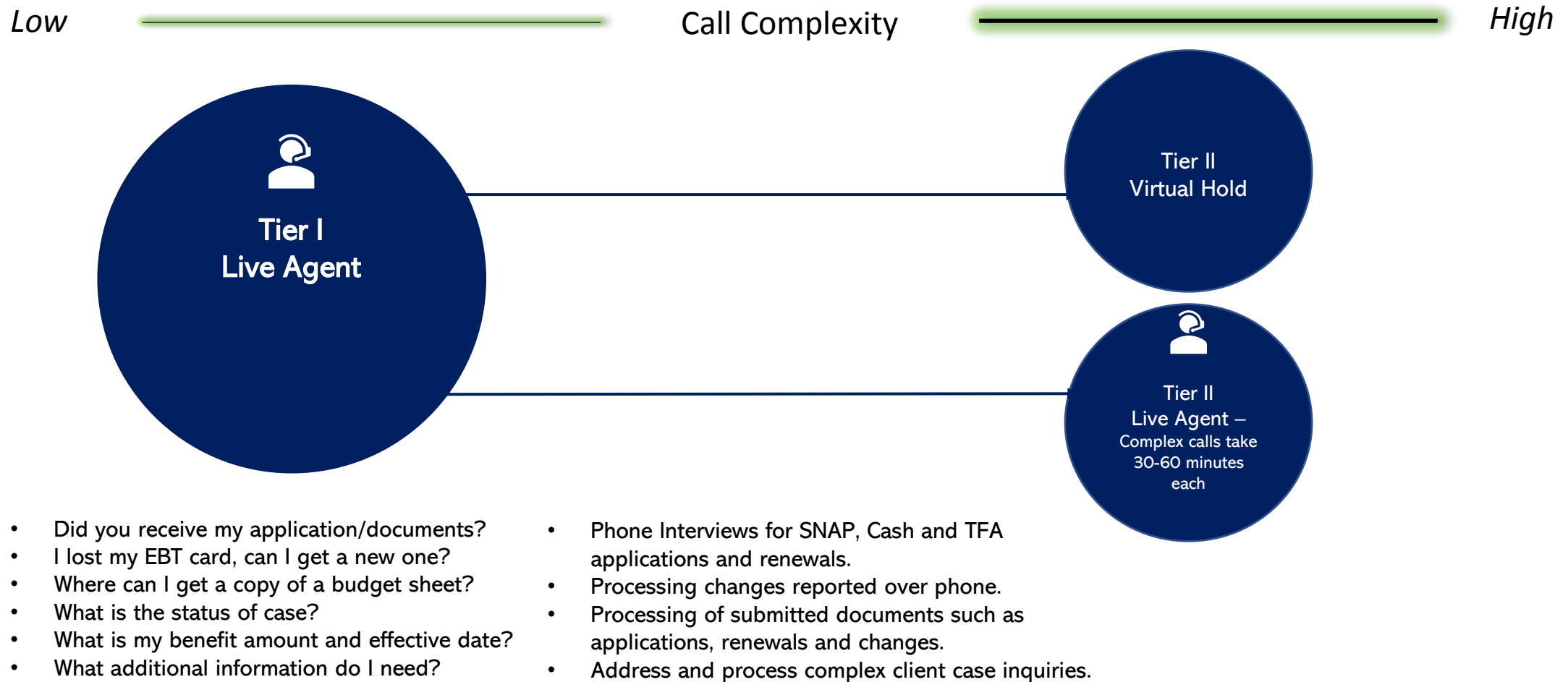
**\*Snap Option 1**

On February 18, 2025, DSS modified its Tiered Model approach for answering client calls. The modification is to allow clients that require the Federally Mandated SNAP Interview to have direct phone contact with Eligibility staff to conduct the interview. The clients now can choose Option 1 in the phone tree to connect to an agent. This reduces the wait time and improves processing time frames.



## **APPENDIX**

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.



**Thank You**

