



DSS Public Dashboard
June 2018



DSS Public Dashboard – June 2018

Self Service

262,977

MyAccounts

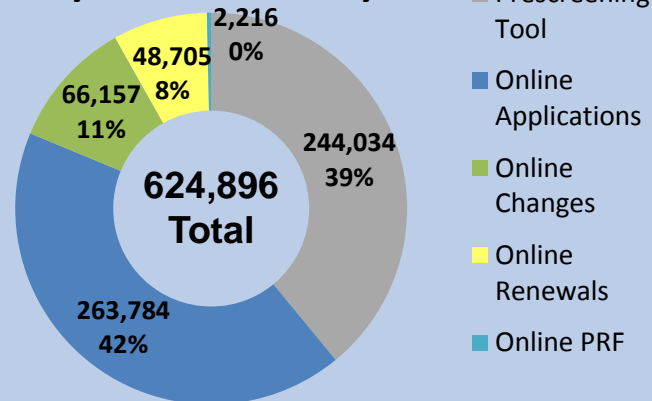
Client accounts created over the phone since implementation 2013

291,498

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

22,061,472

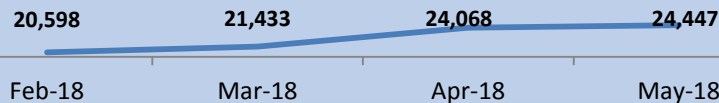
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

2,518,035

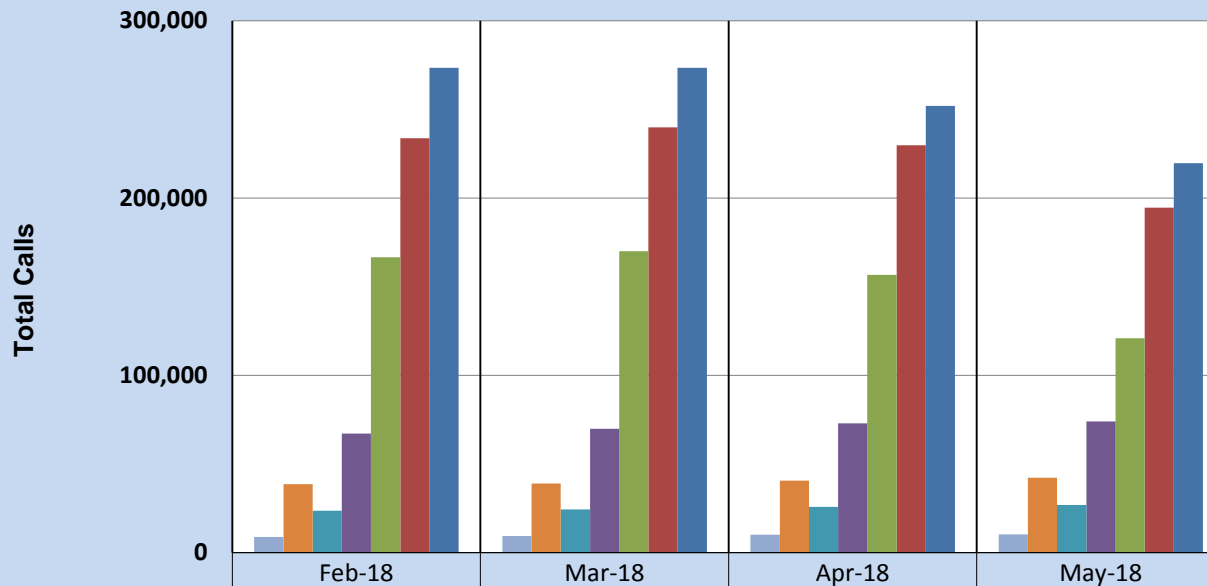
Total Calls Serviced

	Feb-18	Mar-18	Apr-18	May-18
Calls Resolved By IVR	166,510	169,953	156,721	120,920
Average Wait Time (mins)	106	107	105	96
Calls Serviced	23,659	24,327	25,860	26,895



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Client Information Line:
February - May 2018



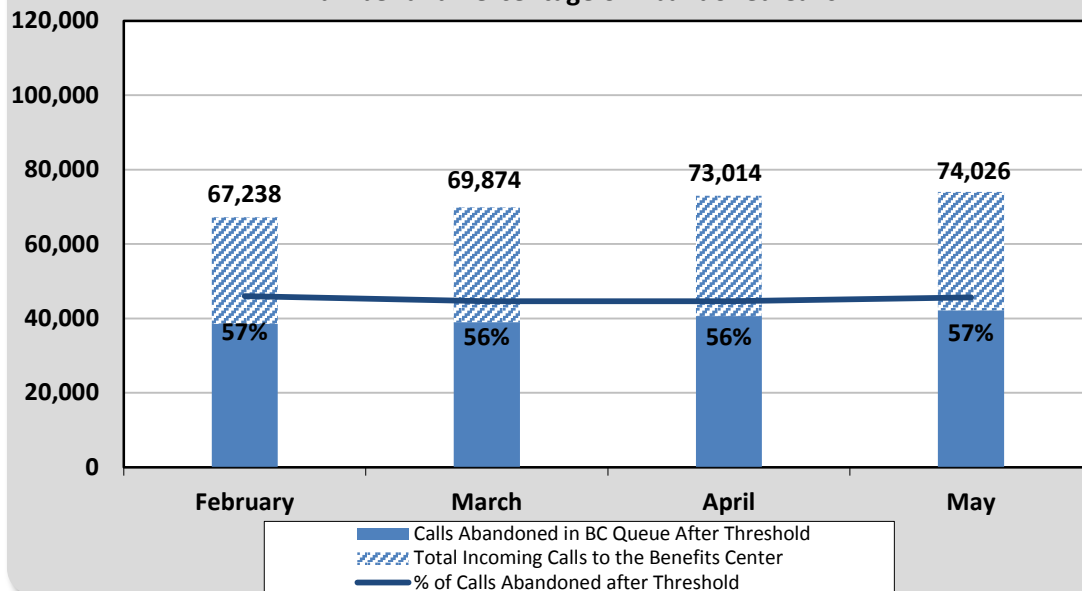
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

	Feb-18	Mar-18	Apr-18	May-18
Total Calls to the IVR (24 hours period)	273,385	273,476	251,958	219,586
Total Calls to the IVR (Business hours)	233,747	239,827	229,731	194,502
Total Calls Resolved by the IVR	166,510	169,953	156,721	120,920
Total Calls Transferred to the BC	67,238	69,874	73,014	74,026
Total Calls Answered in the BC	23,659	24,327	25,860	26,895
Calls Abandoned in BC Queue After Threshold	38,639	38,991	40,708	42,245
Interviews Conducted	8,900	9,336	10,075	10,277

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

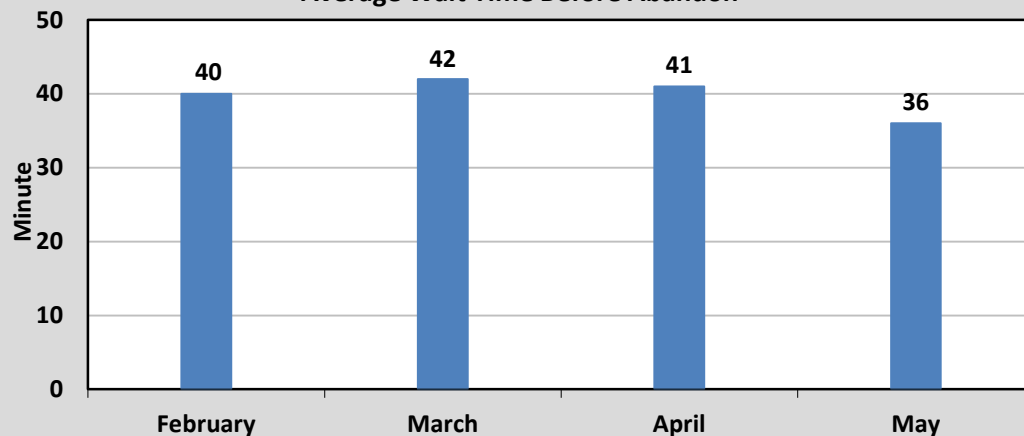
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Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded



Thank You