



**DSS Public Dashboard  
May 2018**



# DSS Public Dashboard – May 2018

## Self Service

**258,471**

MyAccounts

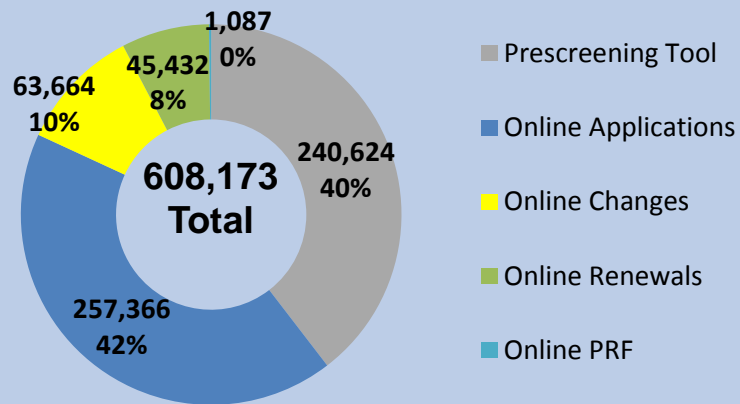
Client accounts created over the phone since implementation 2013

**288,711**

Secure PINs

Online accounts created over the phone since implementation 2013

## MyAccount Activity

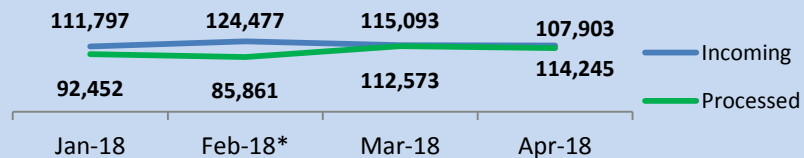


## DSS Processing & Outcomes

DSS Work Flow

**21,622,420**  
Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

**State-Wide Total Walk-Ins**



Benefits Centers

**2,491,140**  
Total Calls Serviced

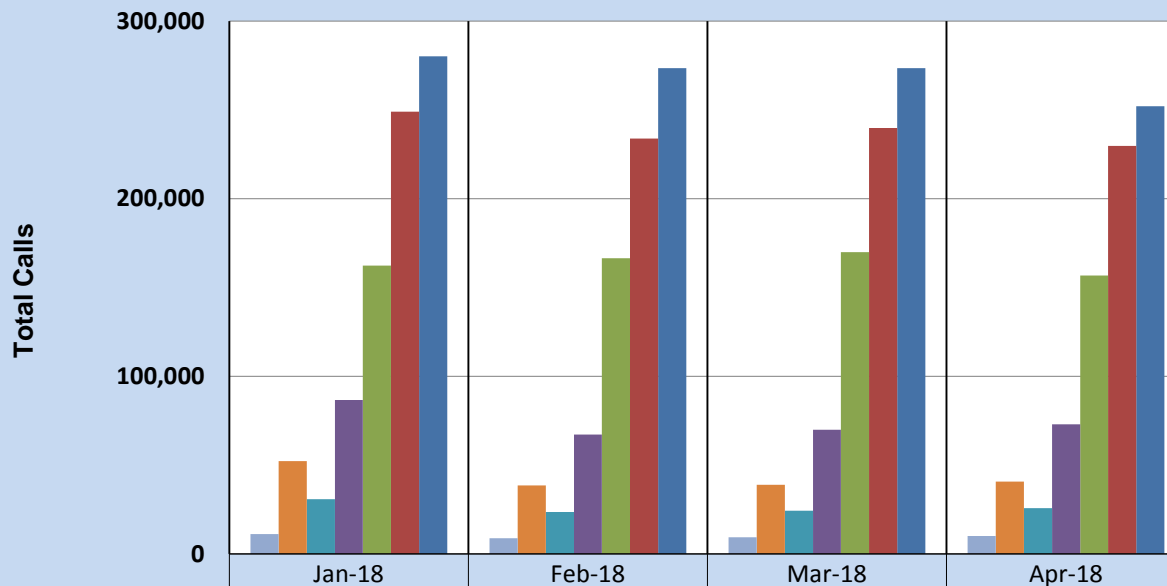
	Jan-18	Feb-18	Mar-18	Apr-18
Calls Resolved By IVR	162,238	166,510	169,953	156,721
Average Wait Time (mins)	100	106	107	105
Calls Serviced	30,813	23,659	24,327	25,860

\* Revised counts of incoming envelopes for February 2018



## DSS Public Dashboard – May 2018

Client Information Line:  
January - April 2018



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

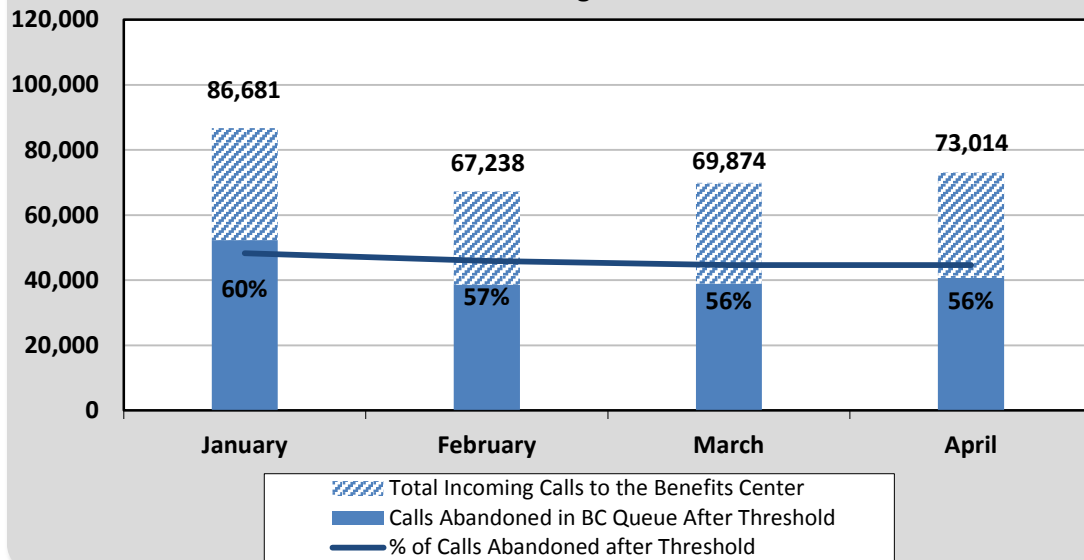
■ Total Calls to the IVR (24 hours period)	280,219	273,385	273,476	251,958
■ Total Calls to the IVR (Business hours)	248,920	233,747	239,827	229,731
■ Total Calls Resolved by the IVR	162,238	166,510	169,953	156,721
■ Total Calls Transferred to the BC	86,681	67,238	69,874	73,014
■ Total Calls Answered in the BC	30,813	23,659	24,327	25,860
■ Calls Abandoned in BC Queue After Threshold	52,284	38,639	38,991	40,708
■ Interviews Conducted	11,248	8,900	9,336	10,075

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



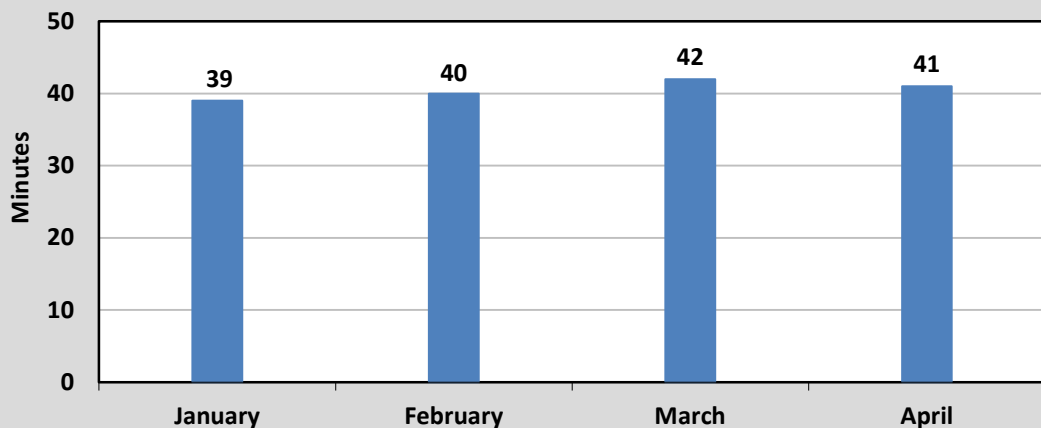
## DSS Public Dashboard – May 2018

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**