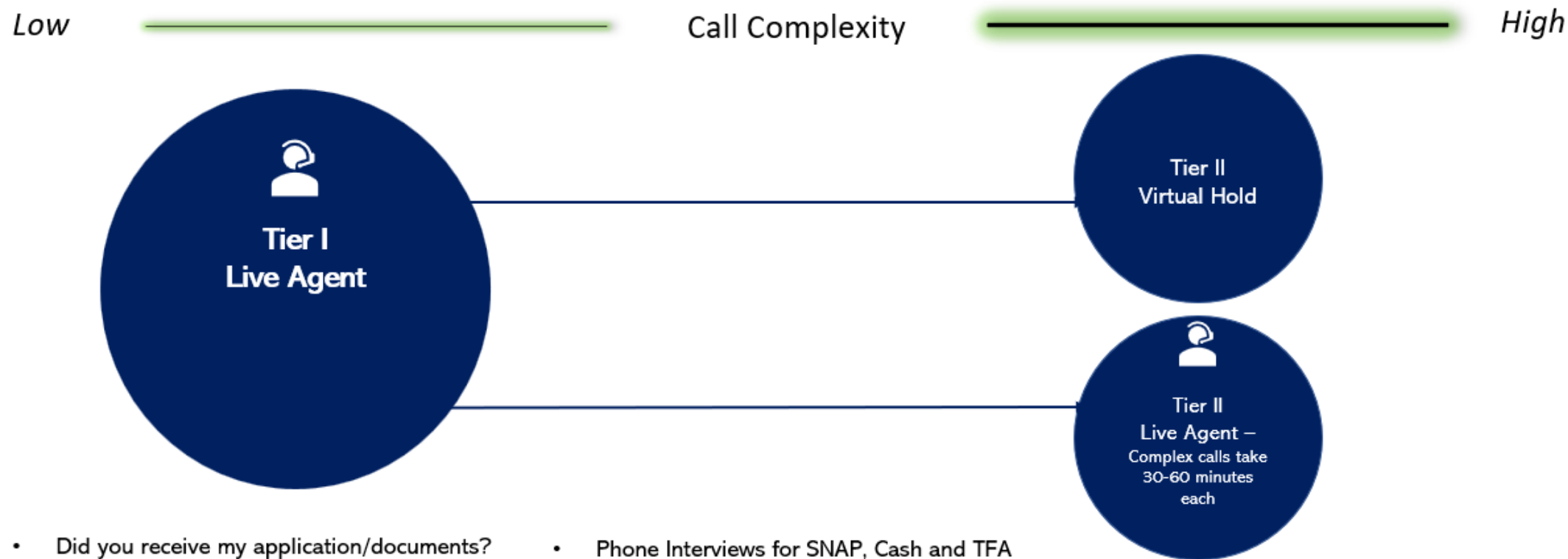


DSS Eligibility Operations Call Volume + Wait Time Data

10.8.2025

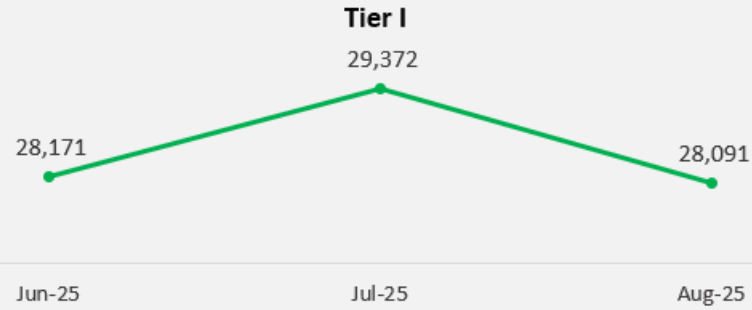
In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and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



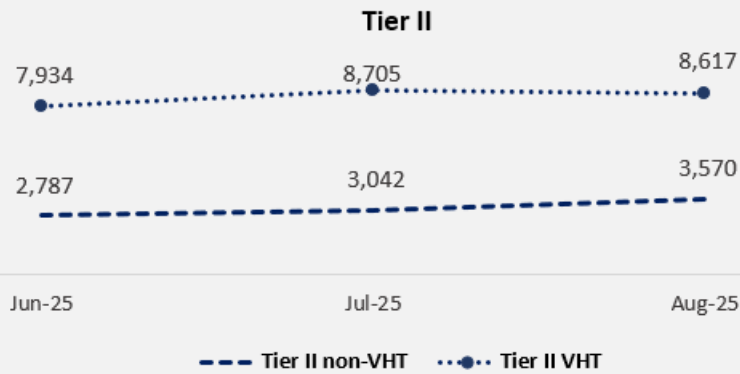
- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.

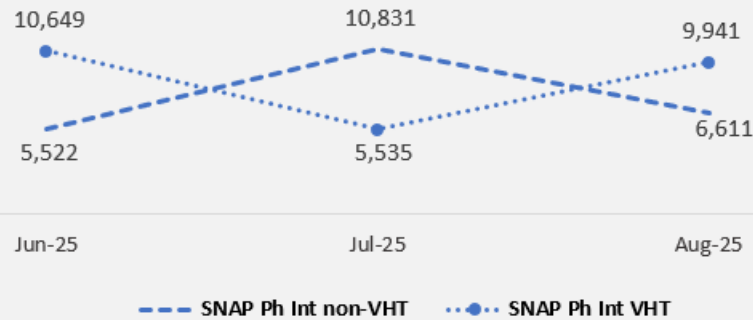
Calls Answered (ACD Calls) by Month, Tier and Mode (VHT and Non-VHT)



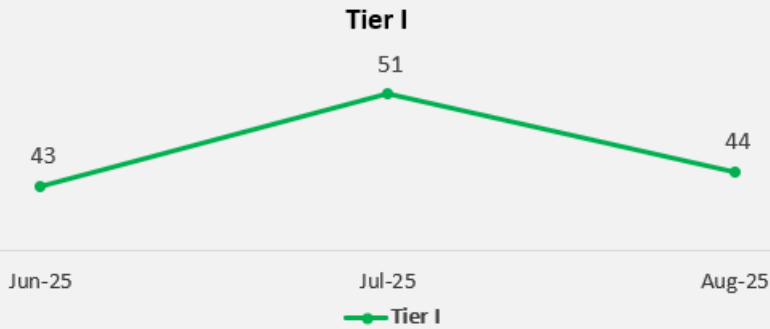
Note: VHT (Virtual Hold Technology) option not offered for Tier I Calls



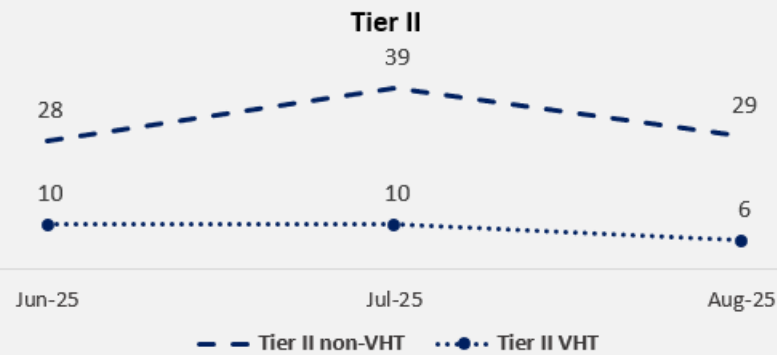
SNAP Ph Interviews



Average Wait Times (minutes) by Month, Tier and Mode (VHT and Non-VHT)

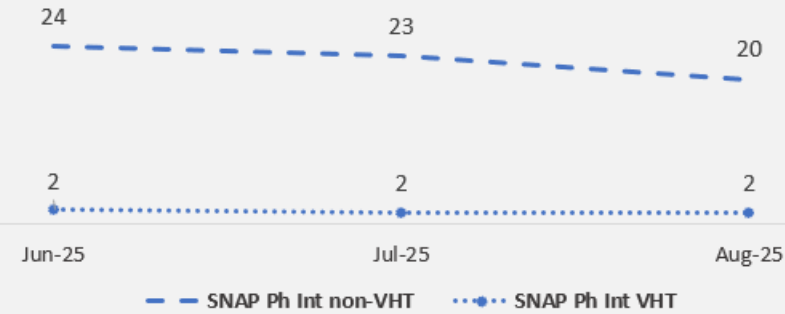


Note: VHT (Virtual Hold Technology) option not offered for Tier I Calls



Note: VHT (Virtual Hold Technology) option not offered for Tier I Calls

SNAP Ph Interviews



Wait time reported exclude wait time for CONA (Call Origin Not Available) calls

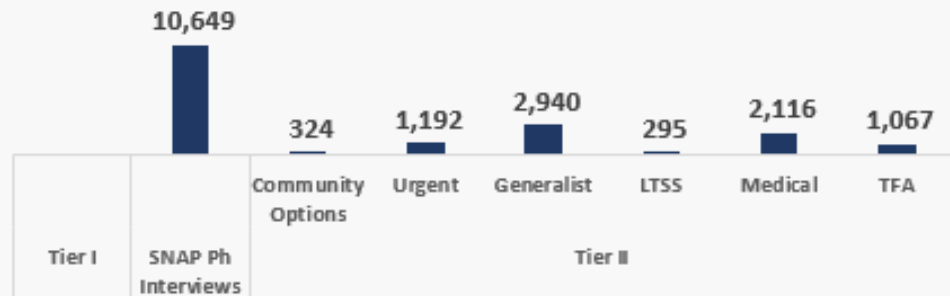
VHT is a system designed to allow clients the opportunity to make an appointment to receive a call back.
Non-VHT represents clients that opted to wait on hold for an available agent.

DSS Benefit Centers Call Data - June 2025

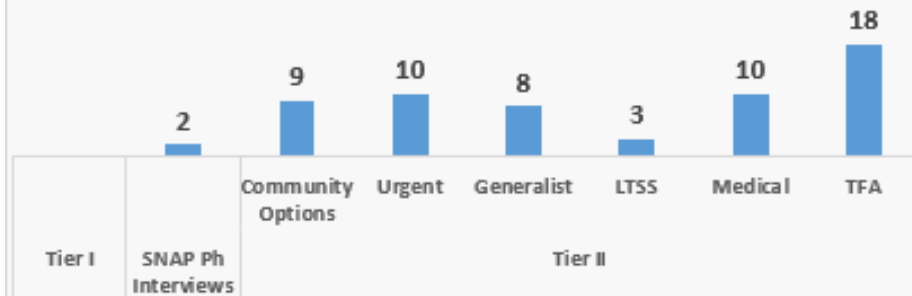
Total Number of Calls Answered in Tier I - **28,171**
 Total Number of Calls Answered in Tier II - **10,721**
 Total Number of Calls in SNAP Ph Interviews - **16,171**

CALLBACKS (VHT - VIRTUAL HOLD TECHNOLOGY)

Number of Calls Answered by Queue

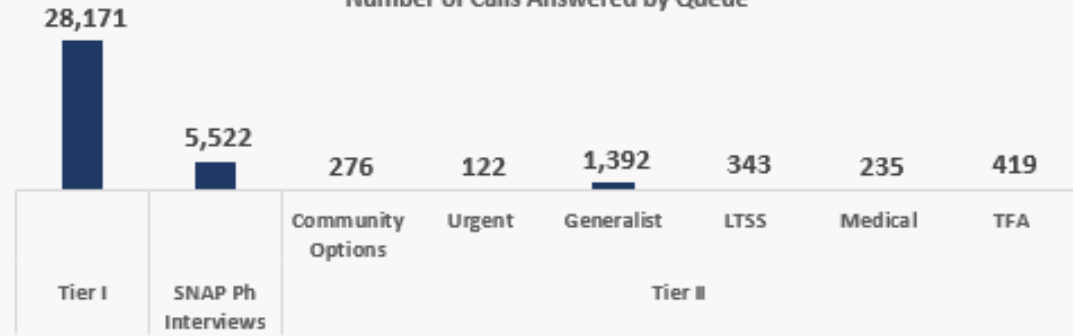


Average Wait Times (minutes) by Queue

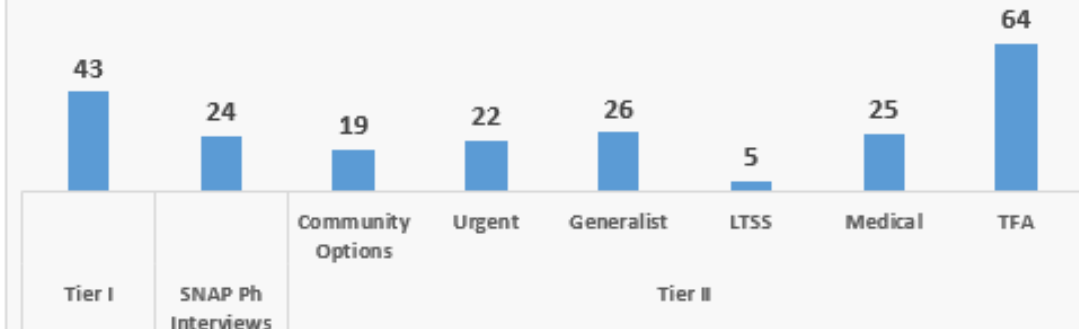


CALLS HOLDING IN QUEUE (Non-VHT)

Number of Calls Answered by Queue



Average Wait Times (minutes) by Queue



Notes:

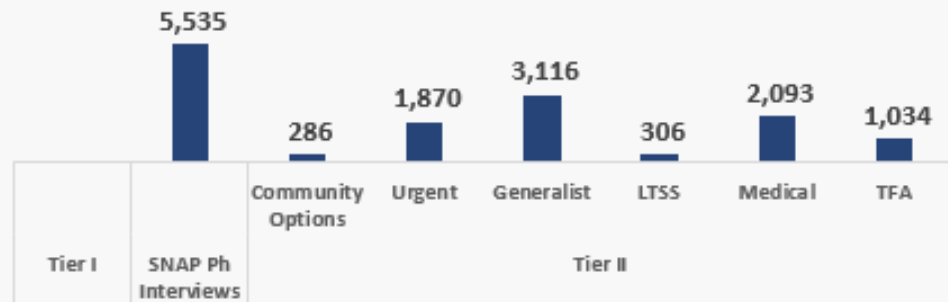
- (1) A new Call flow and VHT Queue model was introduced on 12/21/2023 (SNAP queue) and 1/18/2024 (Medical queue), therefore a strict comparison cannot be made of call volumes and wait times during months before this change with call volumes and wait times during months after this change.
- (2) Calls answered by Tier II are transfers from Tier I to Tier II to speak with eligibility specialists.
- (2) Return Calls (Callbacks & Appointment Calls) or (VHT) feature not offered to Tier I Calls.
- (3) There are 7 queues (Emergency, Generalist, SNAP, Medical, Community Options, LTSS, TFA) in Tier II further split into skillsets and separately for Eng & Spanish queues, comprising a total of 20 queues.
- (4) Redirect On No Answer (RONA) calls, calls unanswered that were sent back in the queue for the next available agent, are not reflected when reporting by VHT/non-VHT features. Tier II had 189 RONA calls, while SNAP Ph Interviews had 93 RONA calls.
- (5) A new service delivery model was implemented on 2/18/2025. Under this model, calls to the Phone Interview queue are answered directly by a separate line: SNAP Phone Interviews, without going to Tier I first. Prior to this date, Phone Interview calls were answered in Tier II in the SNAP queue along with Changes/PRF calls, and that is where they are counted until 2/18. The Phone Interview calls answered after 2/18 are counted, separately, in the new SNAP Ph Intrv category. Calls answered by Changes/PRFs queue are now directed to the Generalist queue and are still counted in Tier II.

DSS Benefit Centers Call Data - July 2025

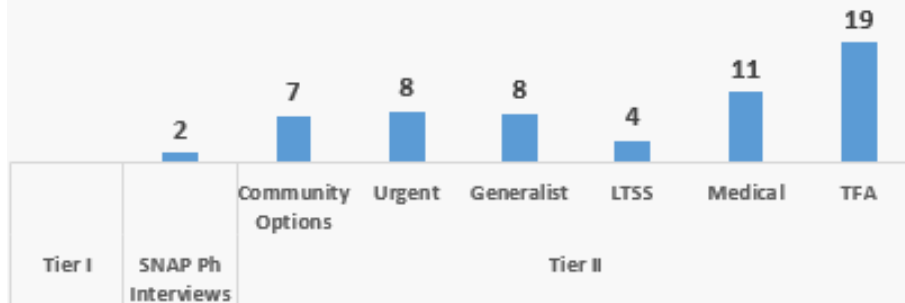
Total Number of Calls Answered in Tier I - **29,372**
 Total Number of Calls Answered in Tier II - **11,747**
 Total Number of Calls in SNAP Ph Interviews - **16,366**

CALLBACKS (VHT - VIRTUAL HOLD TECHNOLOGY)

Number of Calls Answered by Queue

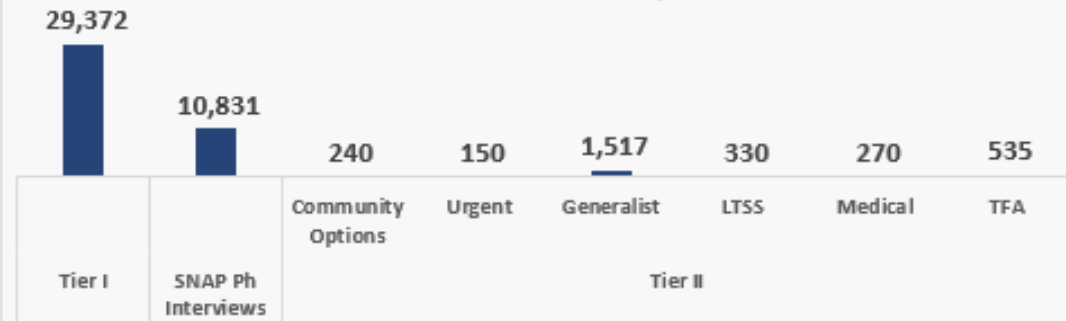


Average Wait Times (minutes) by Queue

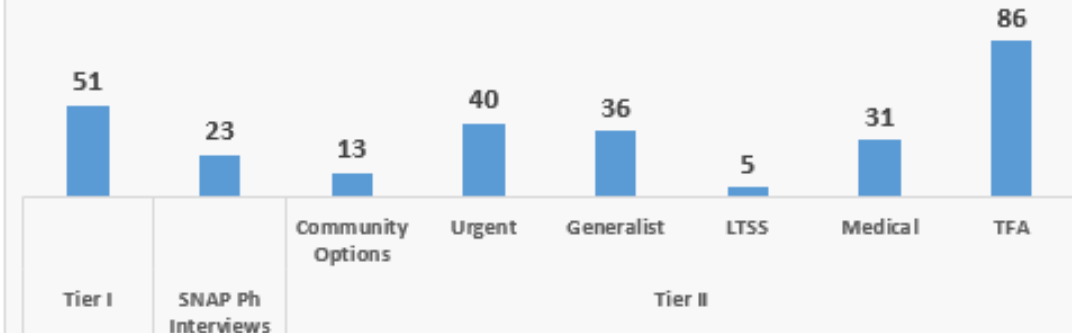


CALLS HOLDING IN QUEUE (Non-VHT)

Number of Calls Answered by Queue



Average Wait Times (minutes) by Queue



Notes:

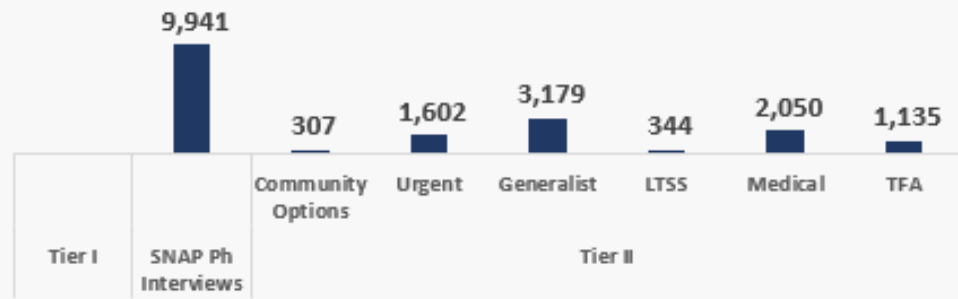
- (1) A new Call flow and VHT Queue model was introduced on 12/21/2023 (SNAP queue) and 1/18/2024 (Medical queue), therefore a strict comparison cannot be made of call volumes and wait times during months before this change with call volumes and wait times during months after this change.
- (2) Calls answered by Tier II are transfers from Tier I to Tier II to speak with eligibility specialists.
- (3) Return Calls (Callbacks & Appointment Calls) or (VHT) feature not offered to Tier I Calls.
- (4) There are 7 queues (Emergency, Generalist, SNAP, Medical, Community Options, LTSS, TFA) in Tier II further split into skillsets and separately for Eng & Spanish queues, comprising a total of 20 queues.
- (5) Redirect On No Answer (RONA) calls, calls unanswered that were sent back in the queue for the next available agent, are not reflected when reporting by VHT/non-VHT features. Tier II had 165 RONA calls, while SNAP Ph Interviews had 114 RONA calls.
- (6) A new service delivery model was implemented on 2/18/2025. Under this model, calls to the Phone Interview queue are answered directly by a separate line: **SNAP Phone Interviews**, without going to Tier I first. Prior to this date, Phone Interview calls were answered in Tier II in the SNAP queue along with Changes/PRF calls, and that is where they are counted until 2/18. The Phone Interview calls answered after 2/18 are counted, separately, in the new SNAP Ph Intrv category. Calls answered by Changes/PRFs queue are now directed to the Generalist queue and are still counted in Tier II.

DSS Benefit Centers Call Data - August 2025

Total Number of Calls Answered in Tier I - **28,091**
 Total Number of Calls Answered in Tier II - **12,187**
 Total Number of Calls in SNAP Ph Interviews - **16,552**

CALLBACKS (VHT - VIRTUAL HOLD TECHNOLOGY)

Number of Calls Answered by Queue

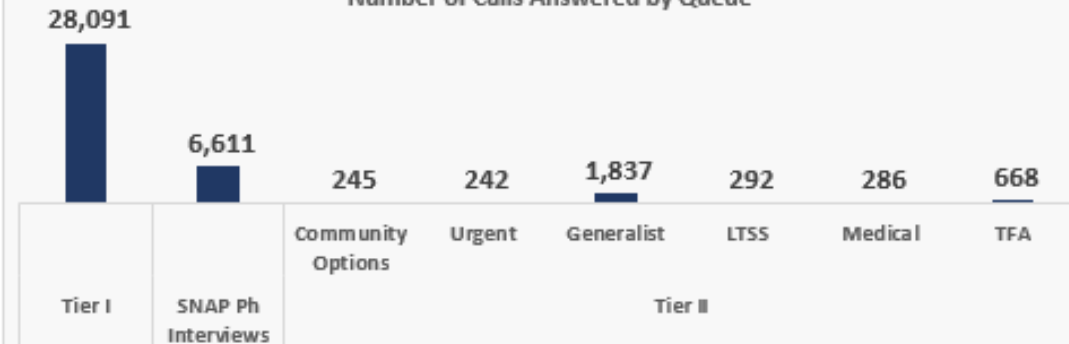


Average Wait Times (minutes) by Queue

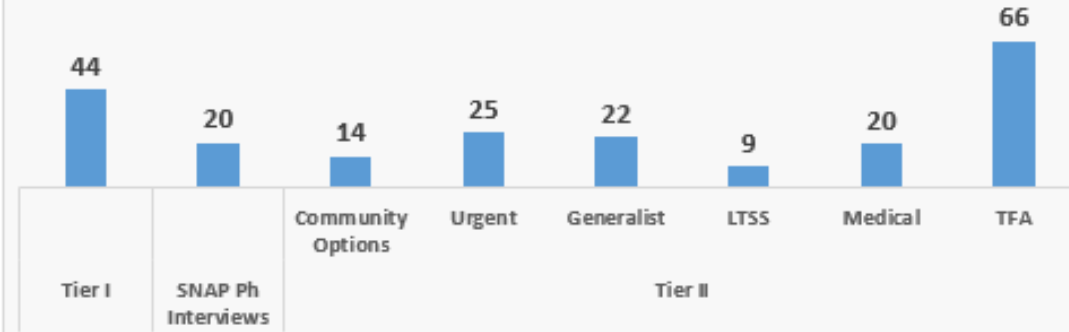


CALLS HOLDING IN QUEUE (Non-VHT)

Number of Calls Answered by Queue

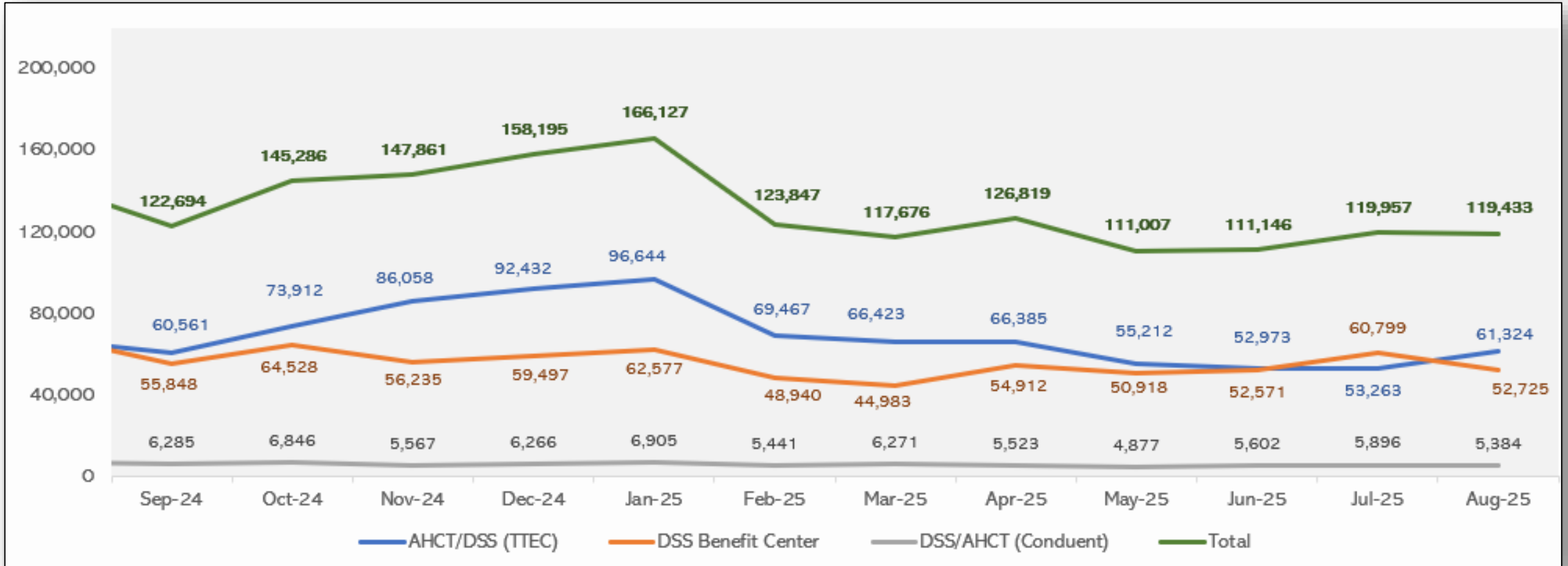


Average Wait Times (minutes) by Queue

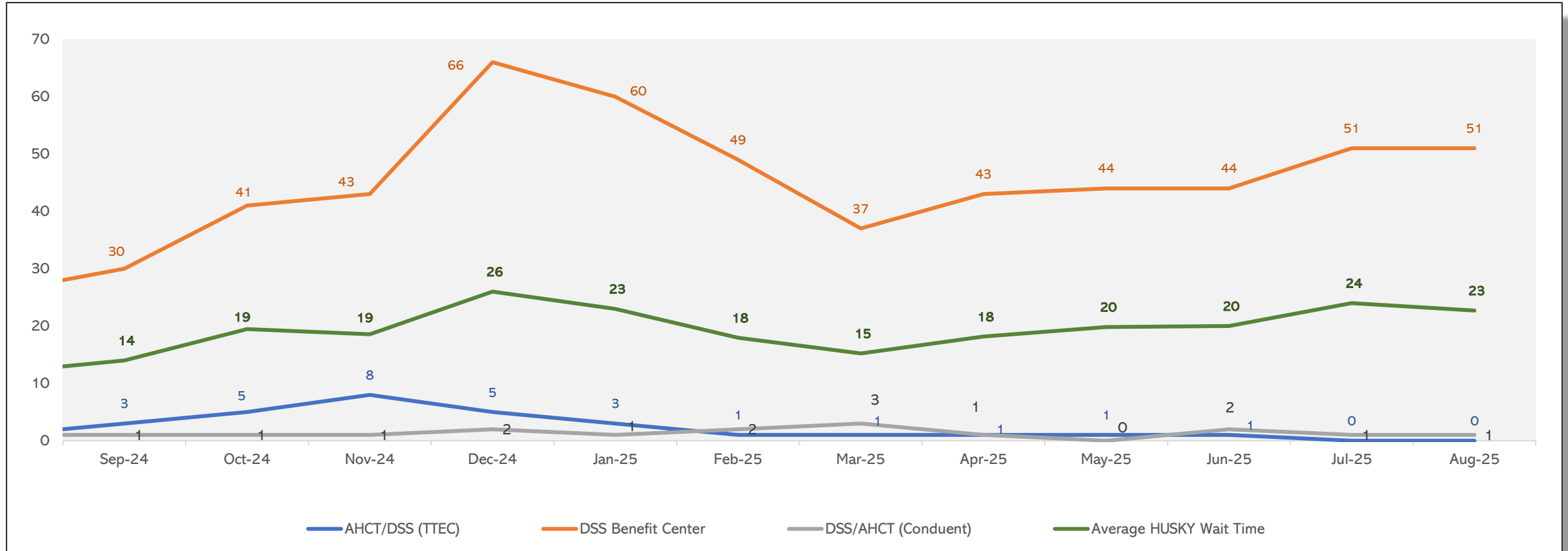


Notes:

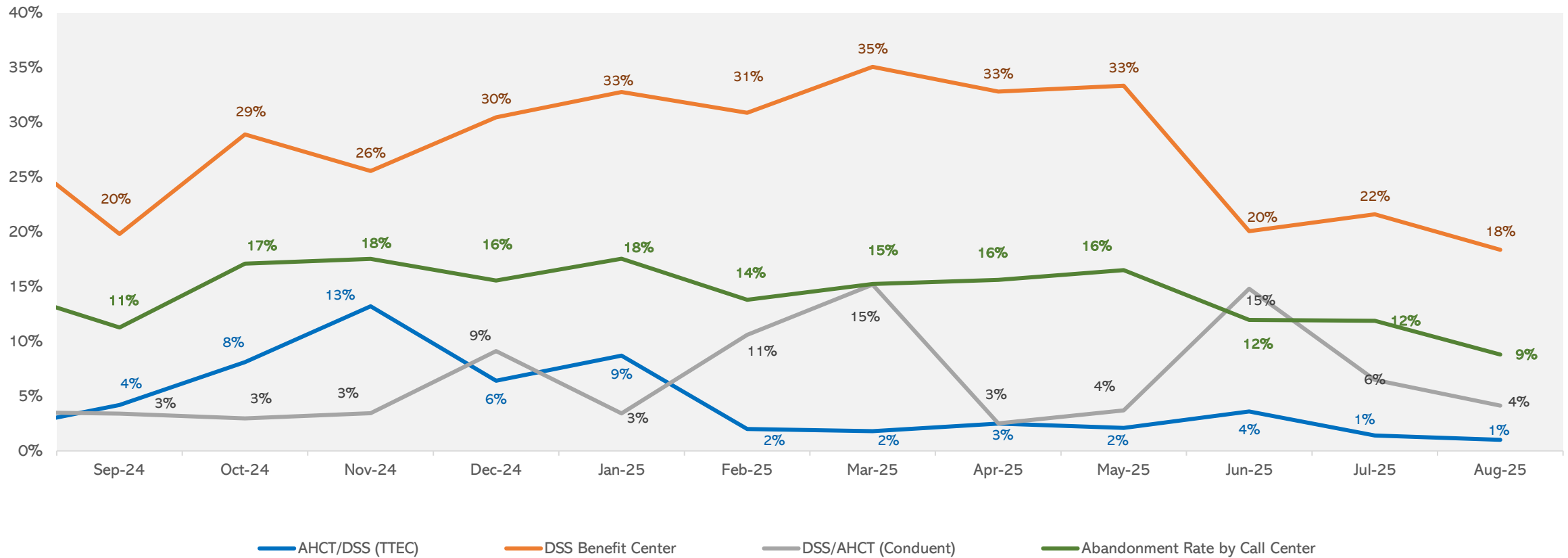
- (1) Calls answered by Tier II are transfers from Tier I to Tier II to speak with eligibility specialists.
- (2) Return Calls (Callbacks & Appointment Calls) or (VHT) feature not offered to Tier I Calls.
- (3) There are 7 queues (Emergency, Generalist, SNAP, Medical, Community Options, LTSS, TFA) in Tier II further split into skillsets and separately for Eng & Spanish queues, comprising a total of 20 queues.
- (4) Redirect On No Answer (RONA) calls, calls unanswered that were send back in the queue for the next available agent, are not reflected when reporting by VHT/non-VHT features. Tier II had 172 RONA calls, while SNAP Ph Interviews had 129 RONA calls.
- (5) A new service delivery model was implemented on 2/18/2025. Under this model, calls to the Phone Interview queue are answered directly by a separate line: **SNAP Phone Interviews**, without going to Tier I first. Prior to this date, Phone Interview calls were answered in Tier II in the SNAP queue along with Changes/PRF calls, and that is where they are counted until 2/18. The Phone Interview calls answered after 2/18 are counted, separately, in the new SNAP Ph Intrv category. Calls answered by Changes/PRFs queue are now directed to the Generalist queue and are still counted in Tier II.



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. The DSS Benefit Center handles 30% of Medicaid/CHIP calls. Total call volume for the Benefit Center in August was 188,304.



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. Wait times are measured from the time a caller selects the option to speak with an agent to the moment the caller is connected to one.



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded.