

DSS Call Centers

Children's Division and Family Support Division

Transforming Citizen Expectations

The Missouri Department of Social Services (DSS) has the largest call center presence in State of Missouri Government, which includes the Family Support Division (FSD) Call Center, supporting public assistance programs (food stamps, cash assistance, health care, temporary assistance and child care subsidy) and the Children's Division, Child Abuse/Neglect Hotline which is the only 24/7 citizen reporting call center in Missouri.

Real-Time Dashboards

As a result of high call volumes and/or to increase awareness of child safety, DSS implemented recommendations from the Task Force for Call Center Transformation including a Chatbot, Real-Time Dashboards, and Citizen Focused response strategies.

During COVID-19 (March – June 2020) and through improved technologies and using data informed strategies, the FSD Call Center handled about 24,000 calls per week and consistently continued to meet the needs of our most vulnerable citizens in this unprecedented time.

DSS Live Dashboard

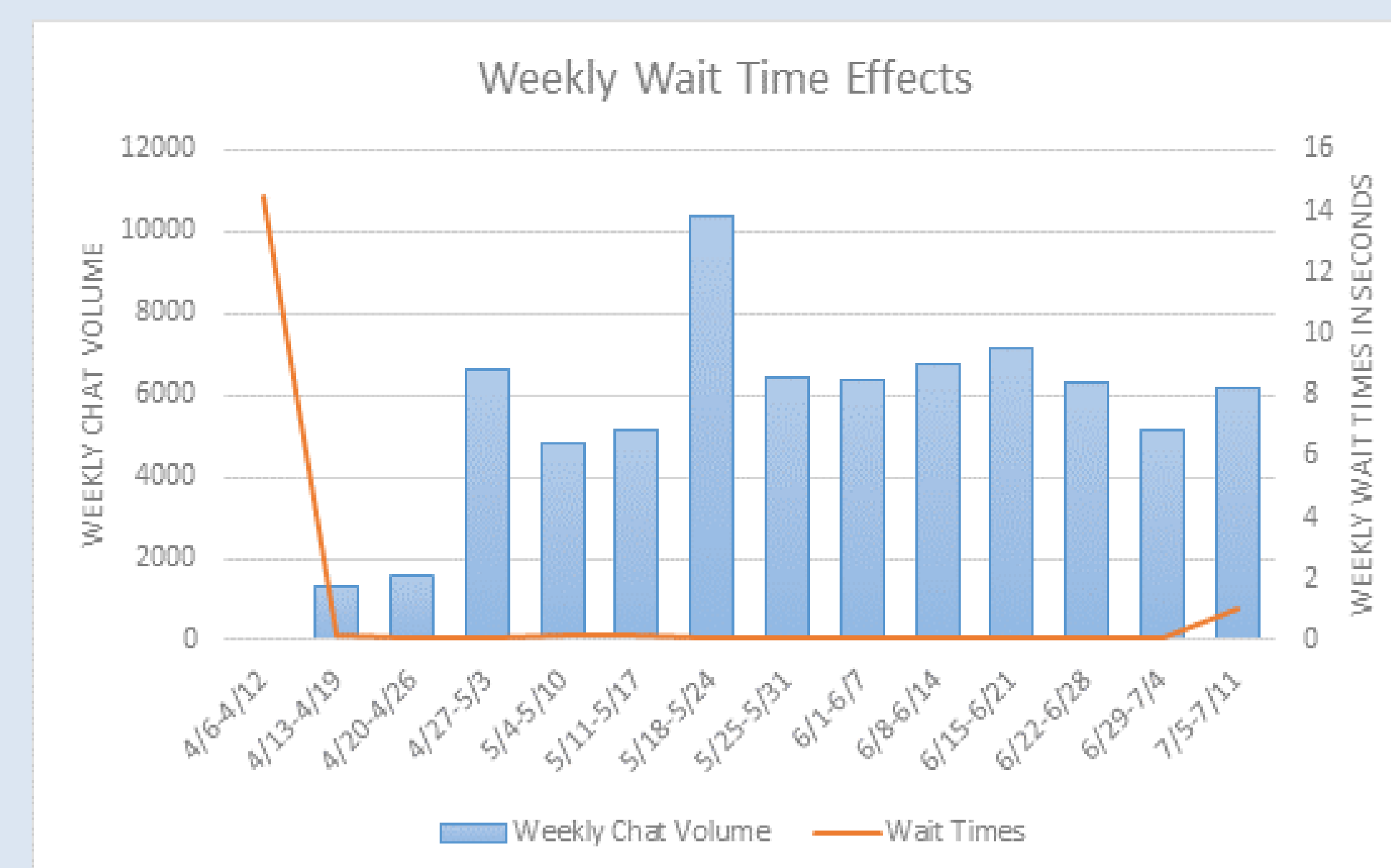
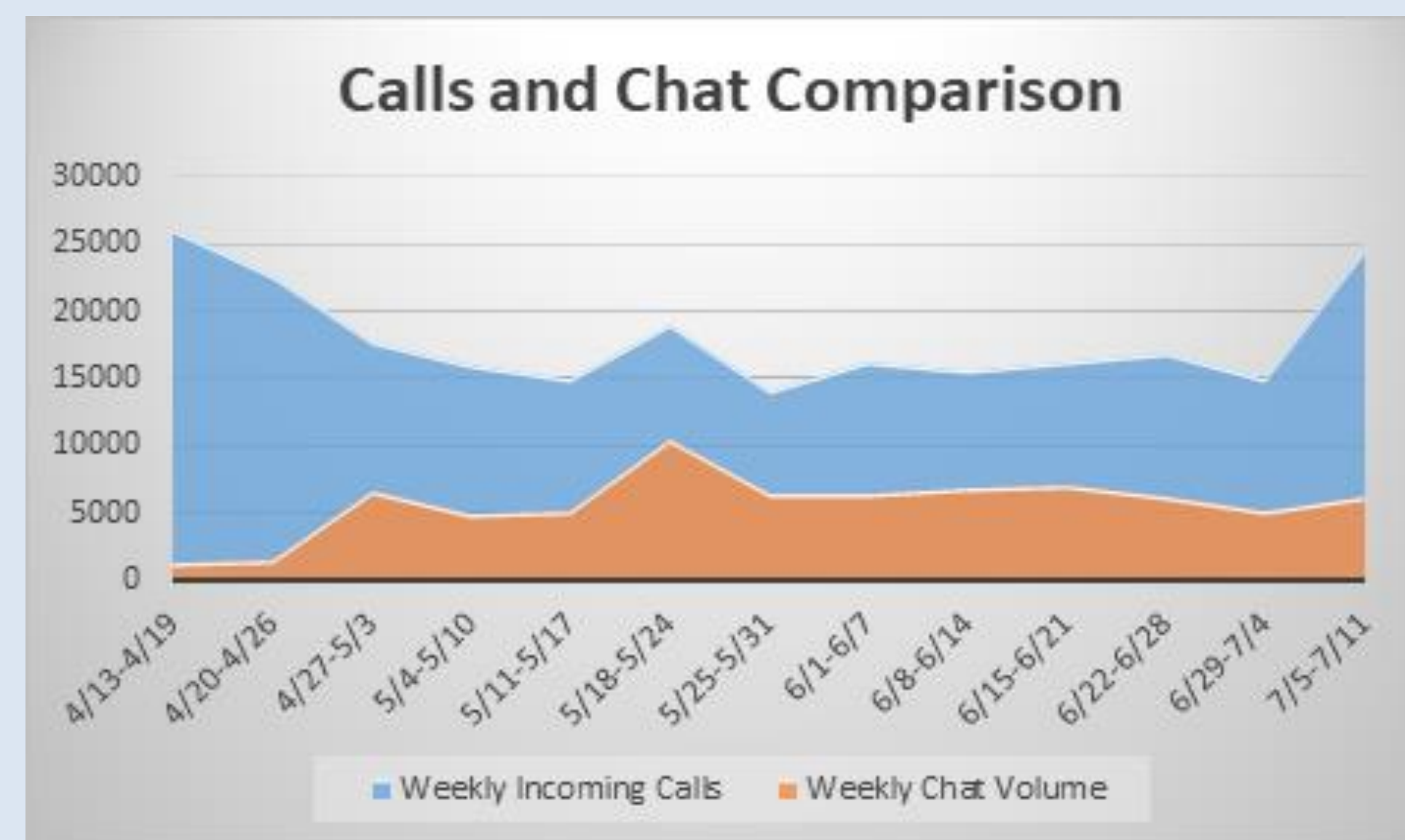
Call Type Today RealTime Report

Call Type Name	Active Calls	Calls Waiting	Oldest Call Waiting	Avg Speed Of Ans	Total Ahan Calls Today	Avg Ahan Time	Handled Calls	Avg Handled Time
USS_FSD_Tier_1_queue	241	109	00:26:40	00:14:02	336	00:11:37	2111	00:12:30
USS_FSD_Tier_3_queue	130	35	00:19:24	00:11:57	61	00:11:55	854	00:20:05
USS_FSD_Tier_5_q	38	0	00:00:00	00:03:49	9	00:03:37	173	00:21:24
	409	144	00:26:40		406		3138	

Report3

Call Type Name	Average Wait Time	Tasks		Aban	Deflected Calls	%Ahan	Avg Ahan Delay	MaxCallWaitTime	HandleTime
		Offered	Handled						
DSS_FSD_Tier_1_queue	00:12:13	2551	1899	317	0	14.00%	00:11:49	00:32:49	394:43:44
DSS_FSD_Tier_3_queue	00:11:57	1004	790	60	0	6.96%	00:11:55	00:25:54	419:24:45
DSS_FSD_Tier_5_q	00:00:47	184	164	9	0	5.14%	00:03:37	00:04:58	59:36:49

Chatbot



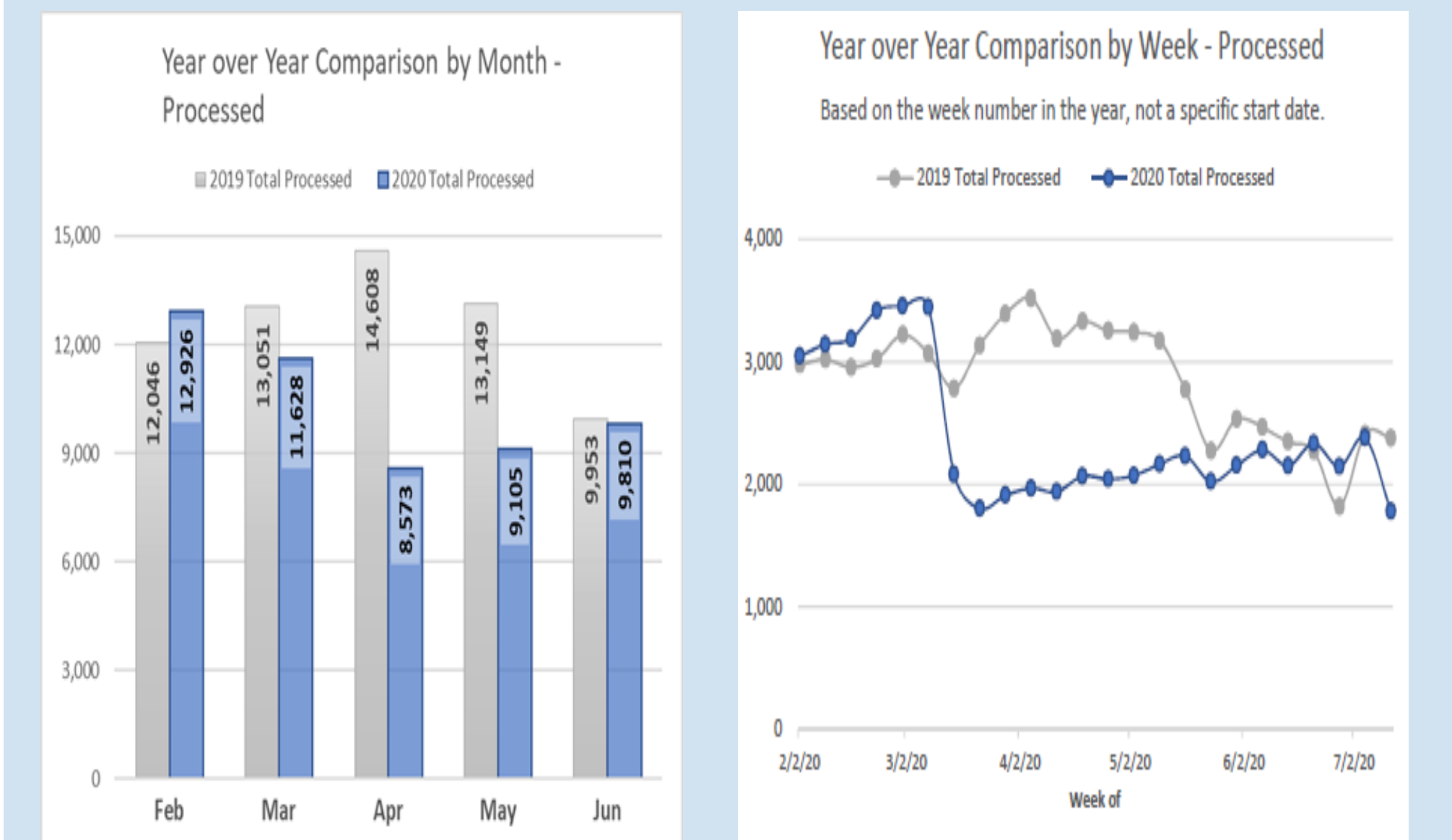
- DSS launched the FSD Chabot April 13, 2020
- Provides program information for Income Maintenance and Child Support programs
- Consistent accuracy rate increase (April 70%, May 78%, June 82%)
- 60,602 chats answered since implementation

Have questions?
Chat about COVID-19

<https://dss.mo.gov>

Focusing on Missouri Citizens

Press Release on March 25, 2020 brought public awareness to the approximately 50% decrease in calls beginning in March 2020 to the Child Abuse/ Neglect Call Center Hotline.



COVID-19 contributed to the decreased visibility of Missouri's children and added growing concern if children were at risk of abuse/neglect. CD deployed the department's first every interactive Tableau dashboard.

