

SNAP Application and Call Center Metrics	May-24	Jun-24
SNAP Application Rejections		
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)*		
Count	11,405	8,980
% of all applications rejected	51.12%	48.09%
SNAP Applications rejected ONLY for Failure to Complete the Interview		
Count	9,875	7,688
% of all applications rejected	44.26%	41.17%
Tier 1 Metrics		
Average Wait Time (h:mm:ss)	1:19:16	1:15:07
Lowest Daily Avg Wait Time	1:00:30	0:50:47
Highest Daily Average Wait Time	1:28:40	1:39:44
Min Wait Time	0:00:00.049	0:00:00.091
Max Wait Time	6:04:29	6:03:52
Queue Deflections**	39,321	30,950
Count of Customer Disconnects (Abandoned Calls)**	31,358	30,999
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42
Tier 3 Metrics		
Average Wait Time (hh:mm:ss)	0:35:01	0:37:23
Lowest Daily Avg Wait Time	0:29:56	0:23:24
Highest Daily Average Wait Time	0:43:05	0:51:22
Min Wait Time	0:00:00.053	0:00:00.047
Max Wait Time	3:28:51	5:12:17
Queue Deflections**	42,057	49,920
Count of Customer Disconnects (Abandoned Calls)**	20,482	19,637
Avg Time Until Customer Disconnect	0:25:10	0:29:04
Accommodation Requests***		

* SNAP Applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview) regardless of whether there were additional reasons the application would be rejected.

** A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available. DSS's Office of Civil Rights reports that during the month of May 2024, there was a request for a reader to assist a visually impaired individual during an administrative hearing, but the hearing was for a non-SNAP program.

Call Deflections/Redirections by Date

Date	Tier 1 Deflections	Tier 3 Deflections
6/1/2024	0	0
6/2/2024	0	0
6/3/2024	3376	2241
6/4/2024	2081	1360
6/5/2024	1080	1330
6/6/2024	1689	2302
6/7/2024	2046	3070
6/8/2024	0	0
6/9/2024	0	0
6/10/2024	2229	4005
6/11/2024	1786	3023
6/12/2024	1517	2272
6/13/2024	1047	3023
6/14/2024	1308	3501
6/15/2024	0	0
6/16/2024	0	0
6/17/2024	2218	2524
6/18/2024	1209	2236
6/19/2024	0	0
6/20/2024	1846	3907
6/21/2024	647	2358
6/22/2024	0	0
6/23/2024	0	0
6/24/2024	1570	4347
6/25/2024	1796	3145
6/26/2024	1751	2267
6/27/2024	531	817
6/28/2024	1223	2192
6/29/2024	0	0
6/30/2024	0	0