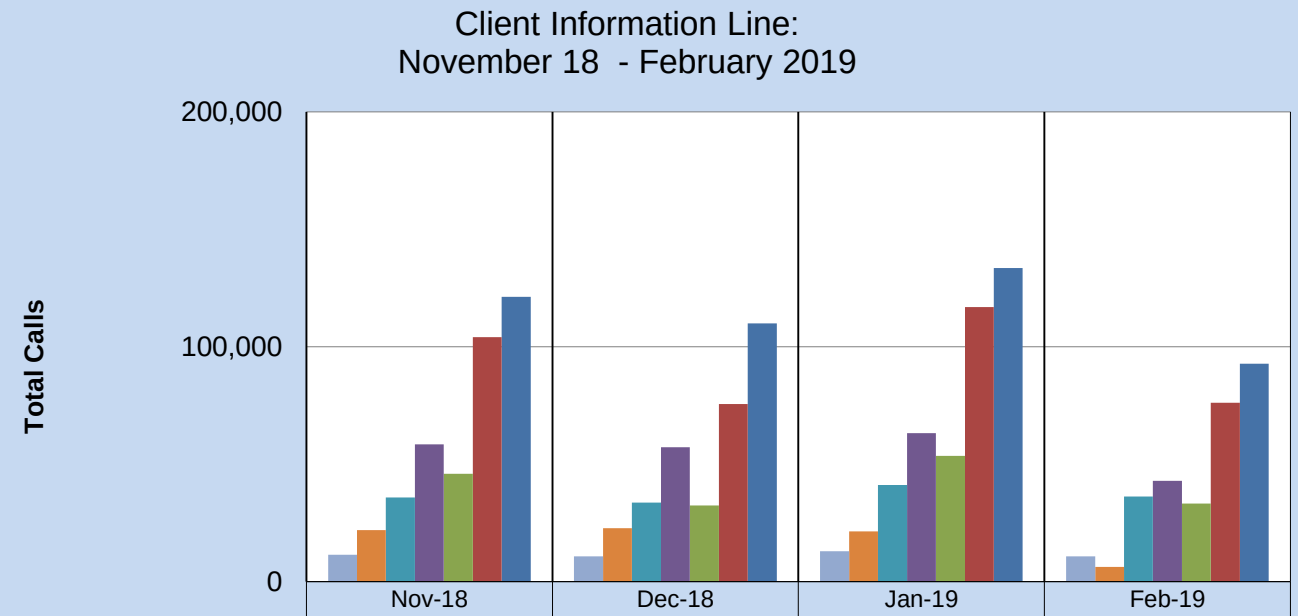
Connecticut Department of Social Services

Caring for Connecticut

DSS Public Dashboard
March 2019

DSS Public Dashboard – March 2019



	Nov-18	Dec-18	Jan-19	Feb-19
Total Calls to the IVR (24 hour period)	121,293	109,915	133,537	92,787
Total Calls to the IVR (Business hours)	104,173	75,682	116,867	76,237
Total Calls Resolved by the IVR	45,895	32,488	53,559	33,341
Total Calls Transferred to the BC	58,455	57,208	63,307	42,898
Total Calls Answered in the BC	35,876	33,708	41,250	36,329
Calls Abandoned in BC Queue After Threshold	21,992	22,805	21,461	6,341
Interviews Conducted	11,479	10,824	13,004	10,830

Note: calls abandoned after threshold exclude calls abandoned with in the first 20 seconds (i.e., less than 20 (seconds)

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

Data as of February 28, 2019

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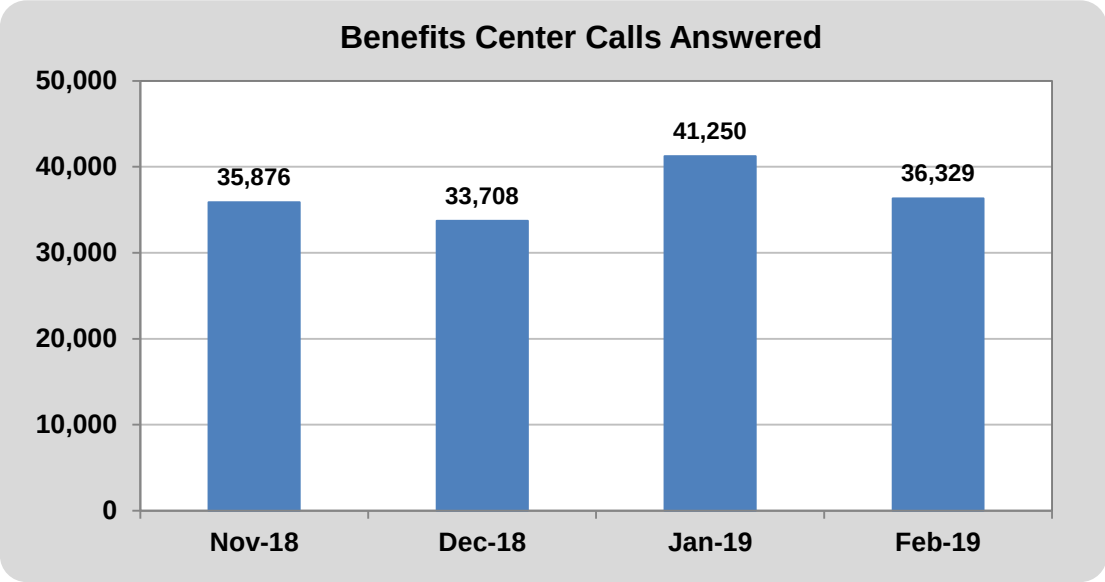
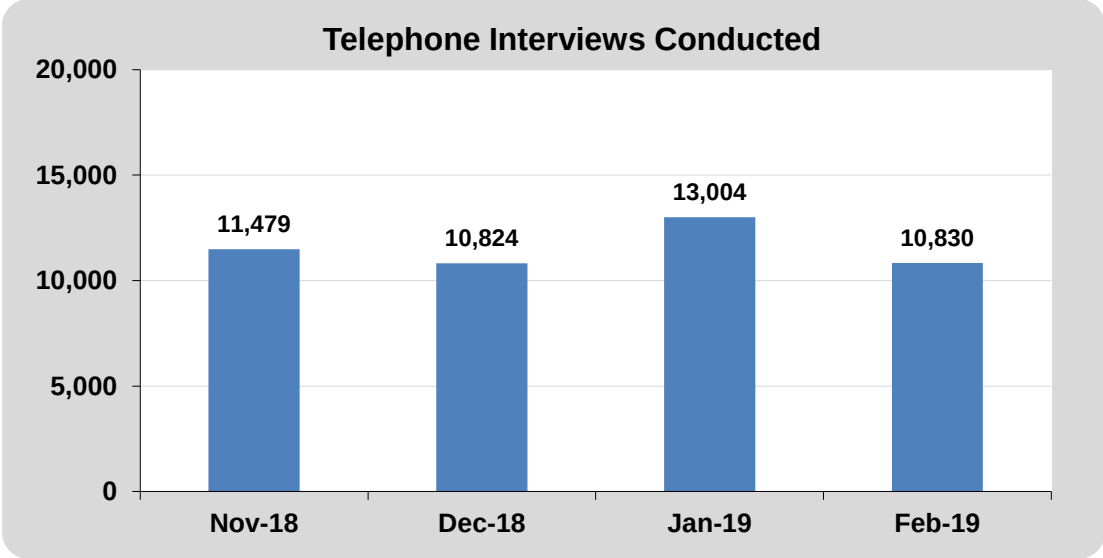


- Calls answered by worker across all DSS programs, including medical, SNAP (Food Stamps), cash assistance



- Calls answered to conduct a requested phone interview

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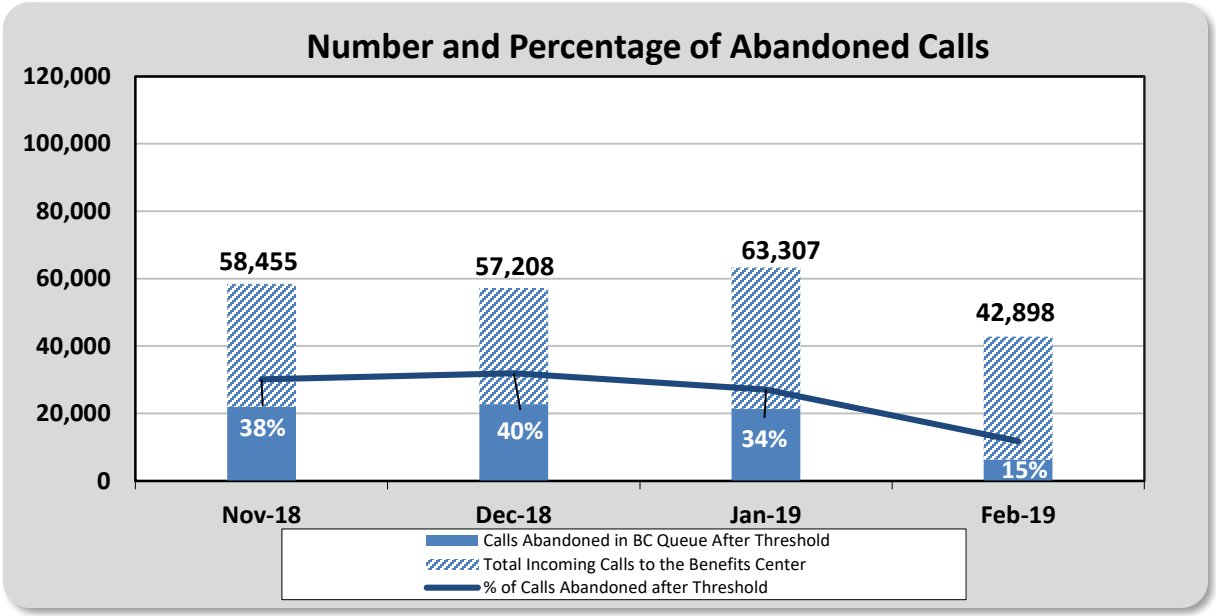
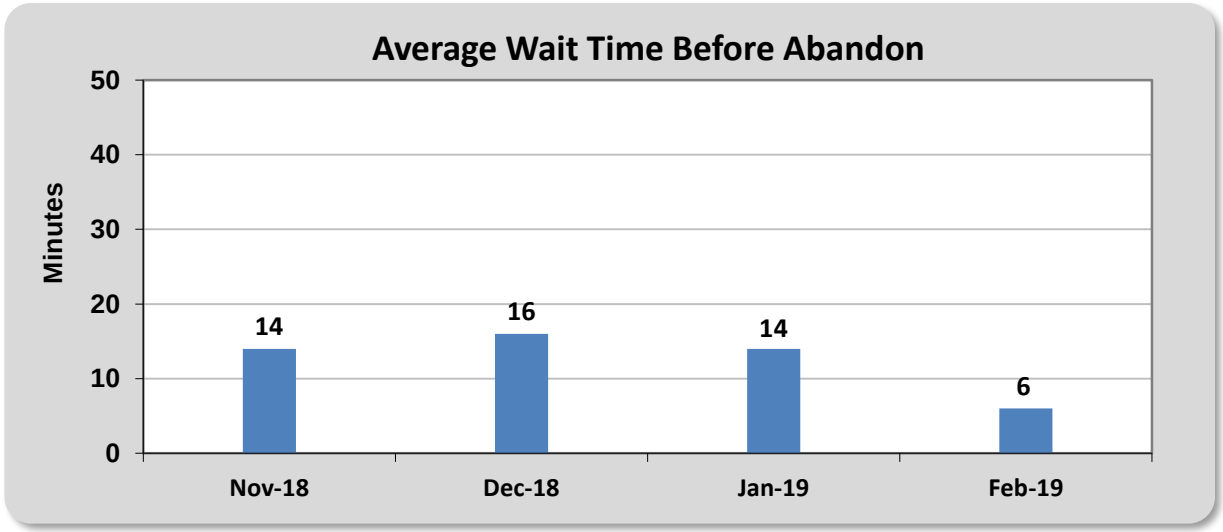


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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

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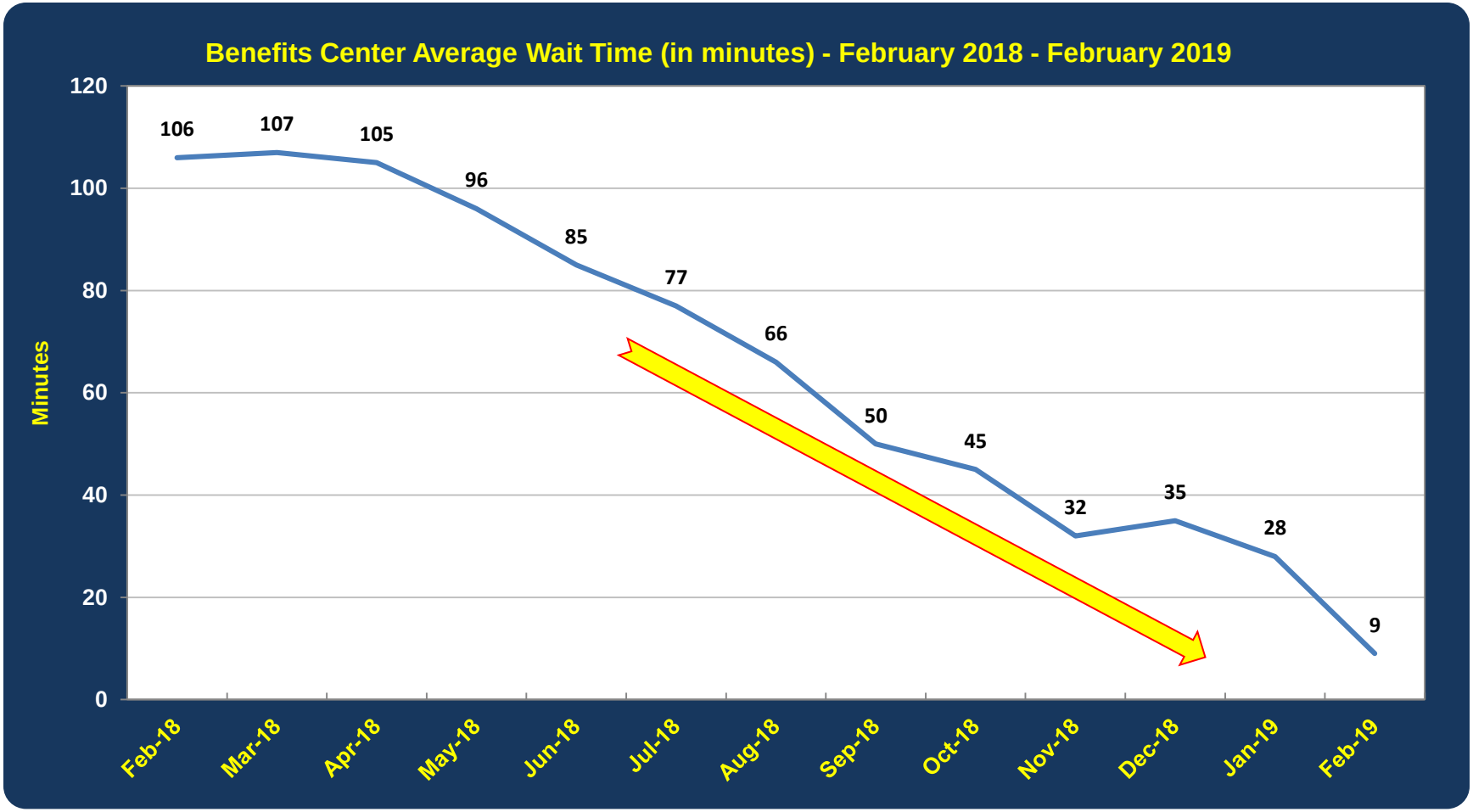

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Thank You