



ConneCT Public Dashboard
April 2016



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Self Service

Pre-Screening	148,421	Screenings completed since implementation 2.0% growth from previous month
Online Applications	120,474	Applications submitted since soft launch 10/13 3.9% growth from previous month
Online Changes	18,217	Changes submitted since inception 01/13/15 6.2% growth from previous month
Online Renewals	4,009	Renewals submitted since inception 11/20/15 37.7% growth from previous month
MyAccount	159,657	Online client accounts created since implementation 07/08/13 1.9% growth from previous month
Client Info Line (IVR)	206,712	Client accounts created over the phone since implementation 07/08/13 1.2% growth from previous month

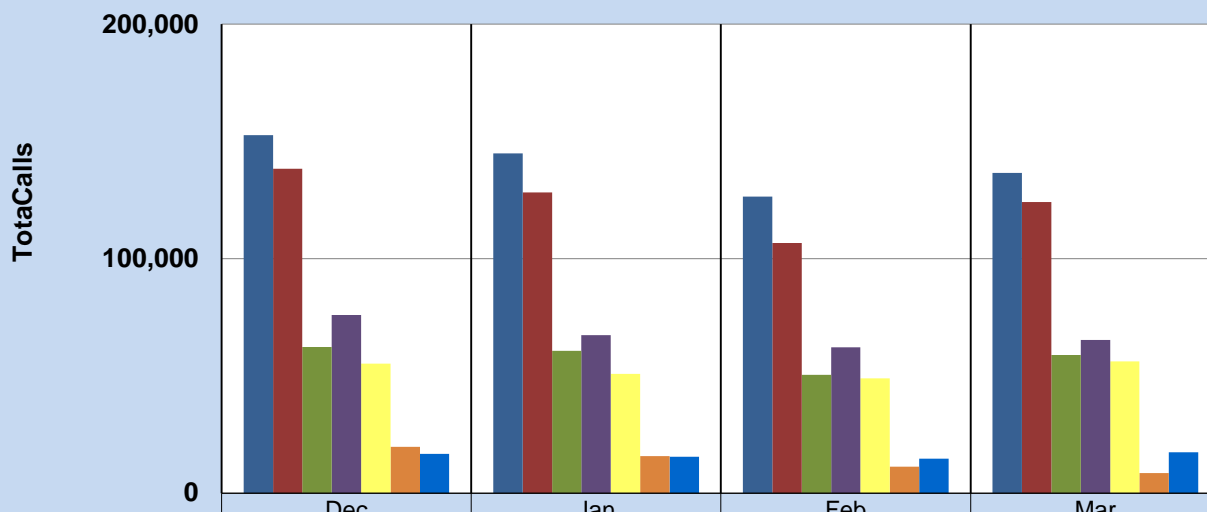
DSS Processing & Outcomes

DSS Work Items	12,975,173	Total Documents Scanned since implementation: 12,975,173				
			Dec-15	Jan-16	Feb-16	Mar-16
		Incoming	389,101	380,649	330,496	395,542
		Processed	401,909	372,692	347,750	381,268
Service Centers	39,736		Dec-15	Jan-16	Feb-16	Mar-16
		Walk-Ins	38,744	39,401	35,302	39,736
Benefits Centers	56,169		Dec-15	Jan-16	Feb-16	Mar-16
		Calls Resolved By IVR	62,375	60,715	50,447	58,865
		Average Wait Time (mins)	15	13	9	6
	1,429,707	Calls Serviced	55,187	50,843	49,011	56,169
Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,429,707						



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**Client Information Line:
December 2015 - March 2016**



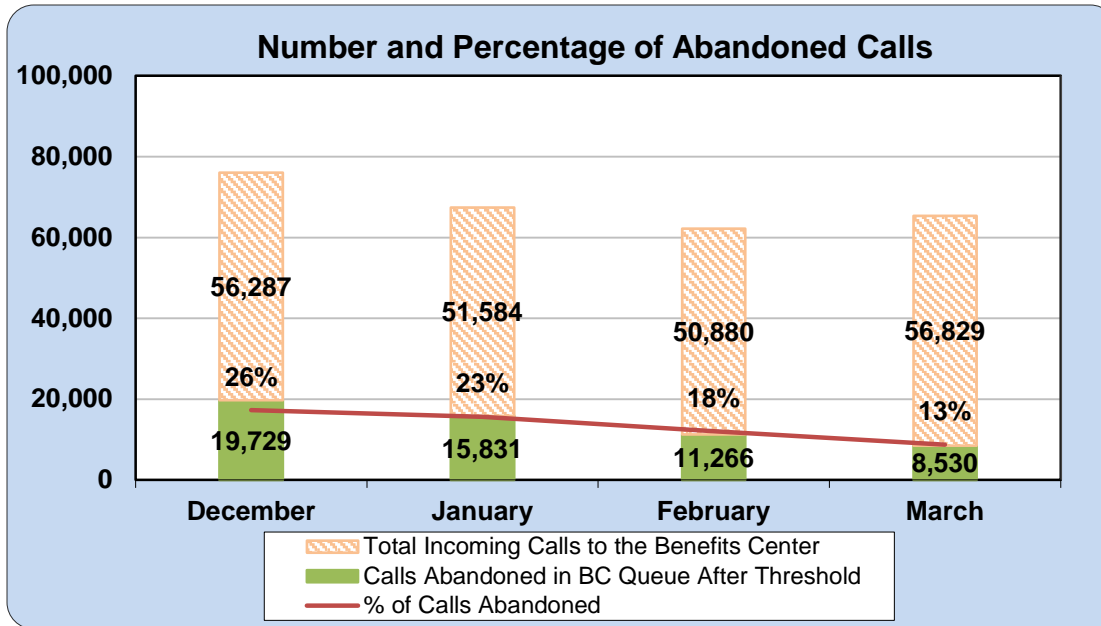
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

■ Interviews Conducted	16,698	15,560	14,676	17,357
■ Calls Abandoned in BC Queue After Threshold	19,729	15,831	11,266	8,530
■ Total Calls Answered in the BC	55,187	50,843	49,011	56,169
■ Total Calls Transferred to the BC	76,016	67,415	62,146	65,359
■ *Total Calls Resolved by the IVR	62,375	60,715	50,447	58,865
■ *Total Calls to the IVR (Business hours)	138,337	128,213	106,616	124,202
■ *Total Calls to the IVR (24 hours period)	152,617	144,912	126,404	136,608

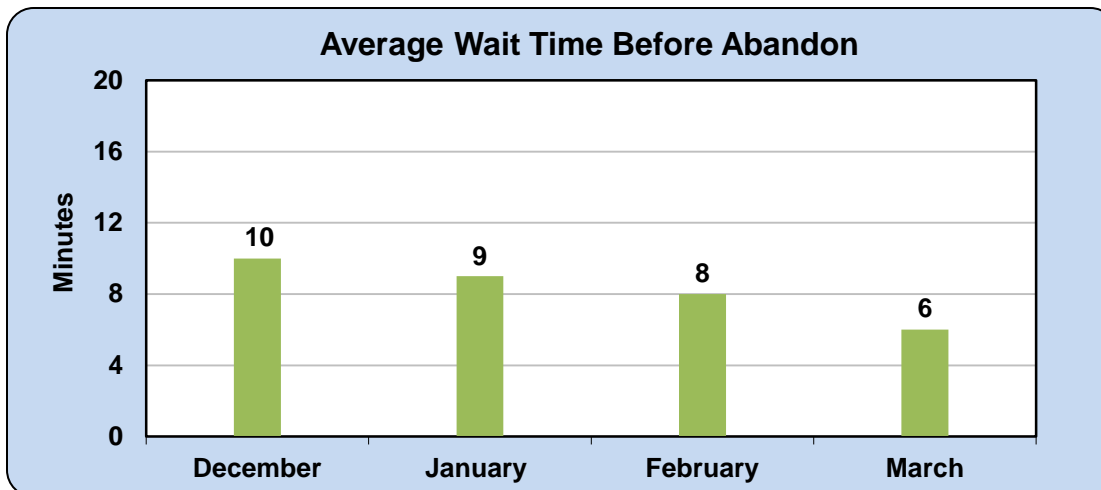
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



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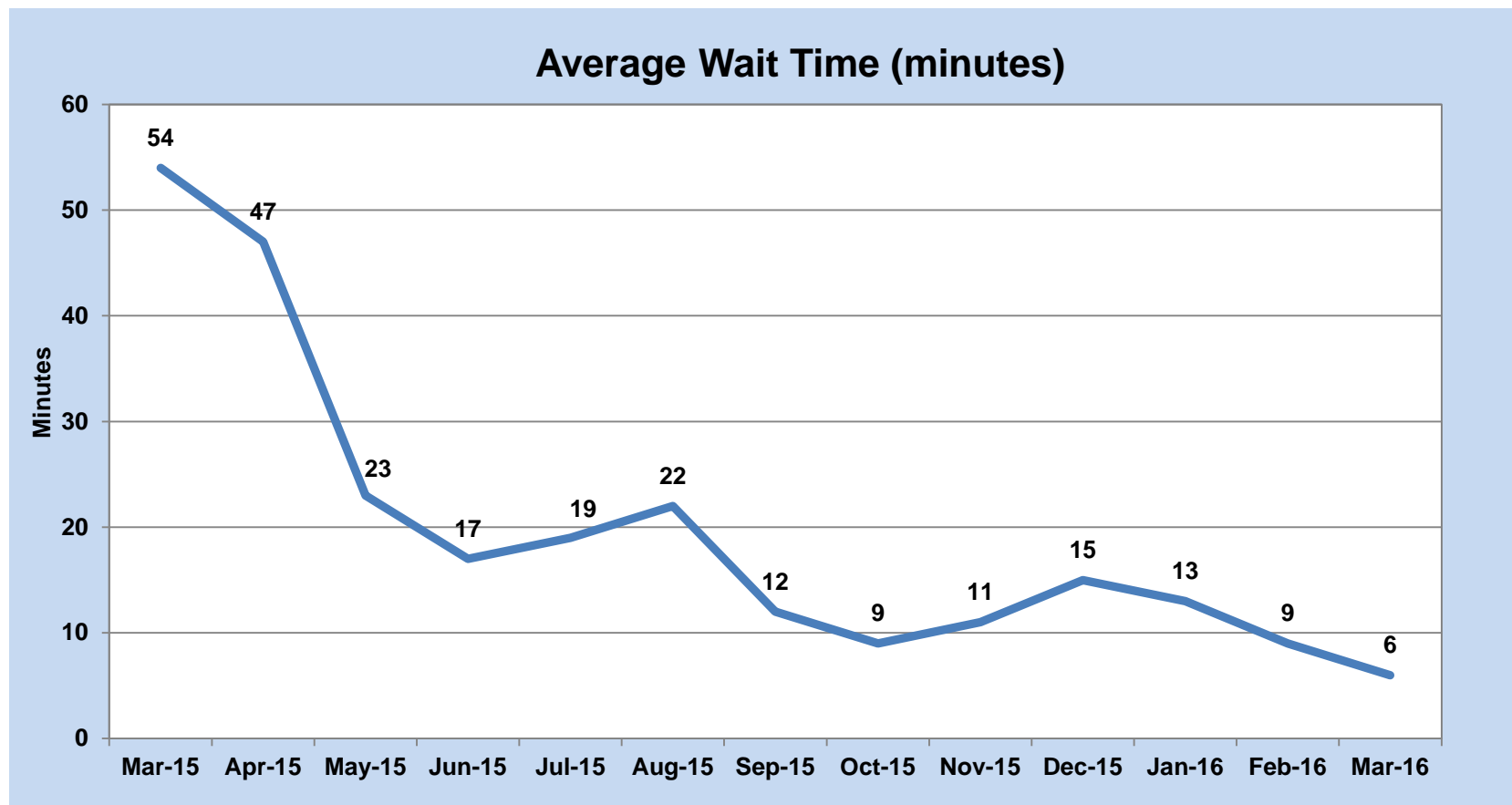


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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

Benefits Center Wait Times: Past 13 Months



- Average wait time continues to maintain its lower level since May 2015



Thank You