



**ConneCT Public Dashboard  
December 2015**



# ConneCT Public Dashboard – December 2015

## Self Service

<b>Pre-Screening</b>	<b>133,544</b>	<i>Screenings completed since implementation 2.9% growth from previous month</i>																							
<b>Online Applications</b>	<b>102,150</b>	<i>Applications submitted since soft launch 10/13 4.6% growth from previous month</i>																							
<b>MyAccount</b>	<b>145,674</b>	<i>Online client accounts created since implementation 07/08/13 2.3% growth from previous month</i>																							
<b>Client Information Line (IVR)</b>	<b>194,631</b>	<i>Client accounts created over the phone since implementation 07/08/13 1.7% growth from previous month</i>																							
<b>ConneCT Online Status</b>	<b>96%</b>	<table border="1"> <thead> <tr> <th></th> <th>Aug-15</th> <th>Sep-15</th> <th>Oct-15</th> <th>Nov-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>97%</td> <td>100%</td> <td>98%</td> <td>99%</td> </tr> <tr> <td>Full Days Available</td> <td>96%</td> <td>100%</td> <td>98%</td> <td>96%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>12</td> <td>0</td> <td>16</td> <td>8</td> </tr> </tbody> </table>					Aug-15	Sep-15	Oct-15	Nov-15	Total Hours Available	97%	100%	98%	99%	Full Days Available	96%	100%	98%	96%	Total Hours Interruption	12	0	16	8
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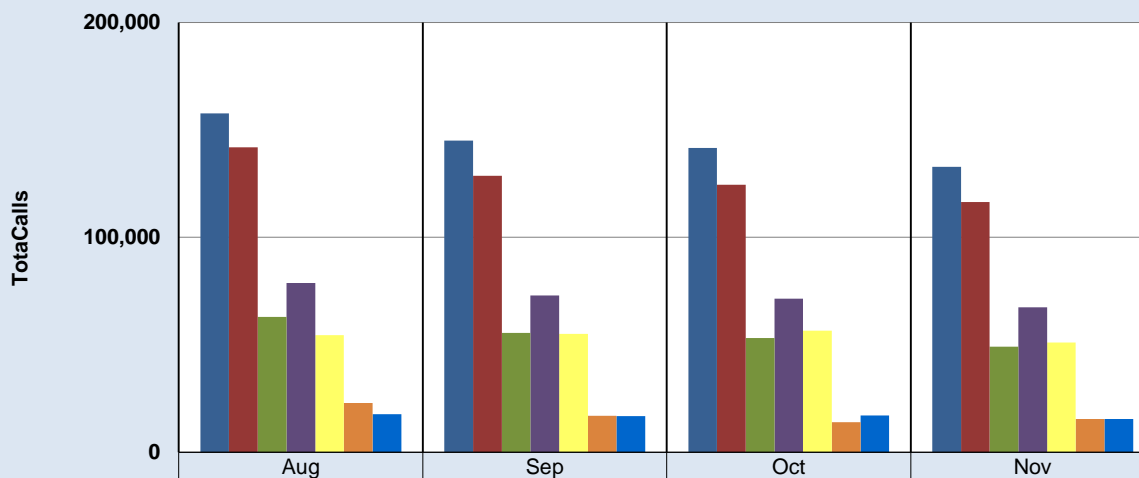
## DSS Processing & Outcomes

<b>DSS Work Items</b>	<b>11,479,385</b>	<b>Total Documents Scanned since implementation: 11,479,385</b>				
			Aug-15	Sep-15	Oct-15	Nov-15
		Incoming	401,643	405,894	380,797	353,435
	Processed	418,505	387,262	399,167	355,725	
<b>Service Centers</b>	<b>36,545</b>		Aug-15	Sep-15	Oct-15	Nov-15
		Walk-ins	42,464	42,357	42,157	36,545
<b>Benefits Centers</b>	<b>51,024</b>		Aug-15	Sep-15	Oct-15	Nov-15
		Calls Resolved By IVR	62,945	55,499	53,069	49,108
		Average Wait Time (mins)	22	12	9	11
	<b>1,218,497</b>	Calls Serviced	54,508	55,102	56,494	51,024
<b>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,218,497</b>						



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Client Information Line:  
August - November 2015



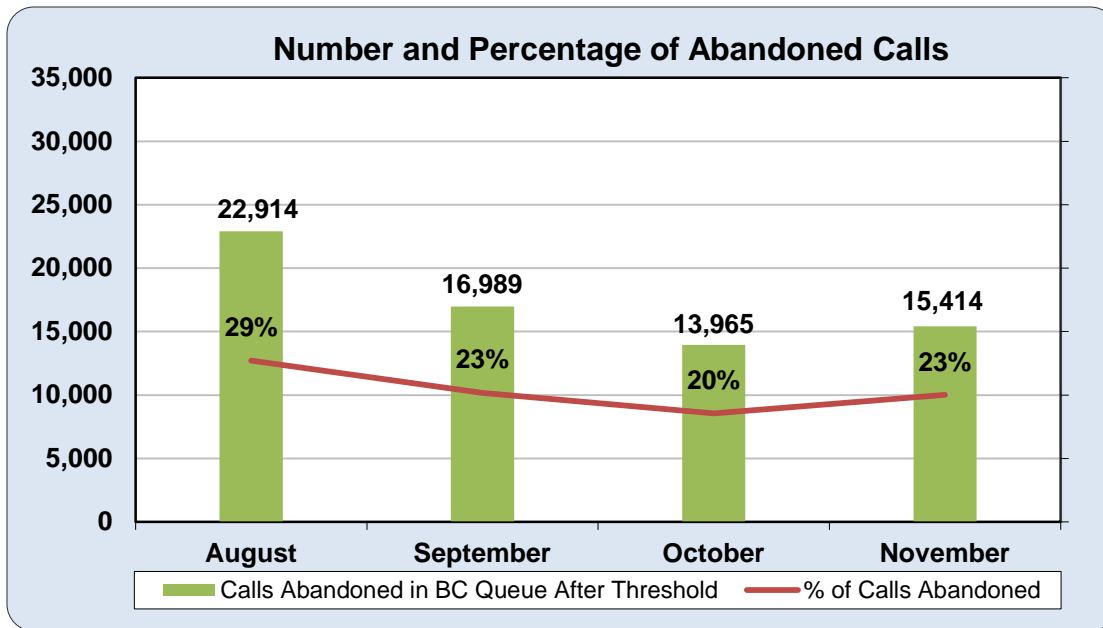
	Aug	Sep	Oct	Nov
Interviews Conducted	17,617	16,776	17,124	15,422
Calls Abandoned in BC Queue After Threshold	22,914	16,989	13,965	15,414
Total Calls Answered in the BC	54,508	55,102	56,494	51,024
Total Calls Transferred to the BC	78,787	73,025	71,443	67,397
*Total Calls Resolved by the IVR	62,945	55,499	53,069	49,108
*Total Calls to the IVR (Business hours)	141,895	128,732	124,508	116,482
*Total Calls to the IVR (24 hours period)	157,785	145,108	141,631	132,884

Note: Calls abandoned after threshold exclude calls abandoned within less than 20 seconds

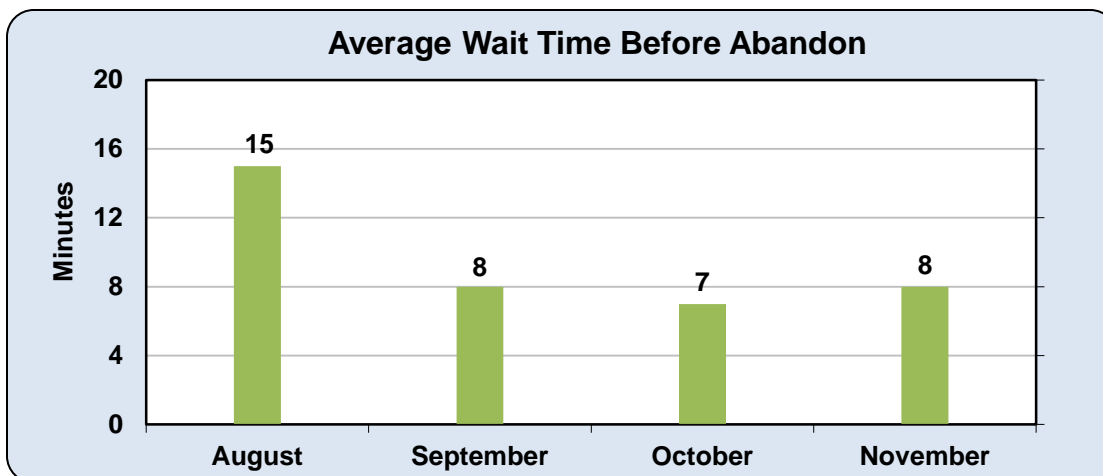
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance



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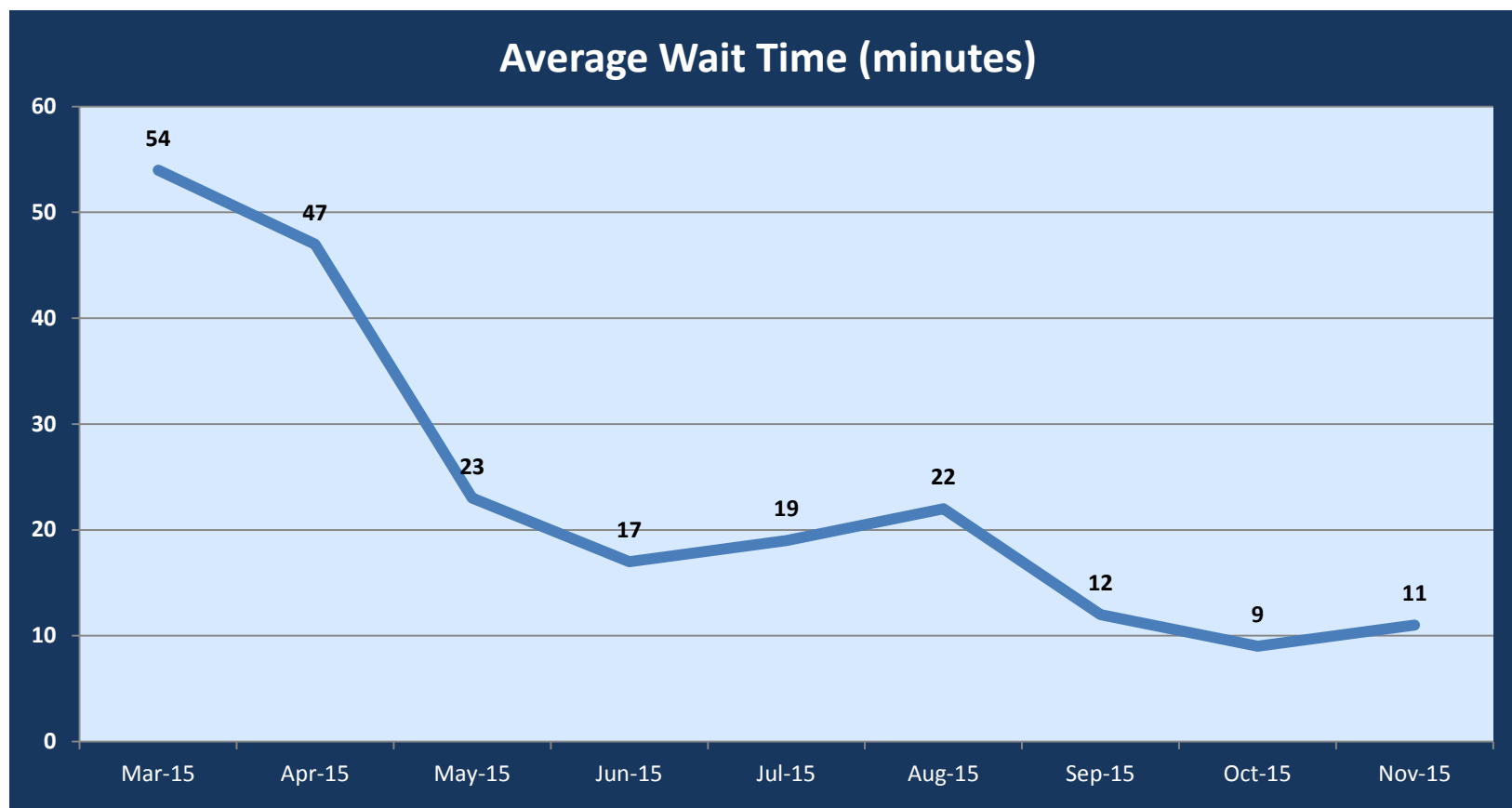


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 Nine Months



- Average wait time continues to maintain its lower level since May 2015 with an additional drop as of September 2015



**Thank You**