ConneCT Public Dashboard
September 2015
### ConneCT Public Dashboard – September 2015

#### Self Service

- **Pre-Screening**: 123,251
  - Screenings completed since implementation
  - 3.4% growth from previous month
- **Online Applications**: 88,000
  - Applications submitted since soft launch 10/13
  - 6.0% growth from previous month
- **MyAccount**: 136,580
  - Online client accounts created since implementation 07/08/13
  - 2.8% growth from previous month
- **Client Information Line (IVR)**: 185,275
  - Client accounts created over the phone since implementation 07/08/13
  - 2.3% growth from previous month

#### ConneCT Online Status

- **System Up Time (hours)**:
  - May-15: 98%
  - Jun-15: 98%
  - Jul-15: 99%
  - Aug-15: 97%
- **System Up Time (full days)**:
  - May-15: 98%
  - Jun-15: 99%
  - Jul-15: 98%
  - Aug-15: 96%
- **Total Hours Interruption**:
  - May-15: 8
  - Jun-15: 9
  - Jul-15: 2
  - Aug-15: 12

- **97%**

#### DSS Work Items

- **Total Documents Scanned since implementation**: 10,339,259

#### DSS Processing & Outcomes

- **Incoming**: 378,418
  - May-15
  - Jun-15
  - Jul-15
  - Aug-15
- **Processed**: 357,003
  - May-15
  - Jun-15
  - Jul-15
  - Aug-15

- **Walk-Ins**:
  - May-15: 38,500
  - Jun-15: 43,086
  - Jul-15: 44,855
  - Aug-15: 42,464

- **Benefits Centers**

- **Calls Resolved By IVR**:
  - May-15: 49,498
  - Jun-15: 64,756
  - Jul-15: 93,011
  - Aug-15: 62,945
- **Average Wait Time (mins)**:
  - May-15: 23
  - Jun-15: 17
  - Jul-15: 19
  - Aug-15: 22
- **Calls Serviced**:
  - May-15: 45,255
  - Jun-15: 53,193
  - Jul-15: 57,485
  - Aug-15: 54,508

**Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13)**: 1,055,877

Data as of August 31, 2015
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

<table>
<thead>
<tr>
<th></th>
<th>May</th>
<th>Jun</th>
<th>July</th>
<th>Aug</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interviews Conducted</td>
<td>14,619</td>
<td>16,964</td>
<td>18,794</td>
<td>17,617</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue</td>
<td>26,289</td>
<td>24,018</td>
<td>28,433</td>
<td>24,107</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>45,255</td>
<td>53,193</td>
<td>57,485</td>
<td>54,508</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>71,558</td>
<td>77,341</td>
<td>85,941</td>
<td>78,787</td>
</tr>
<tr>
<td>*Total Calls Resolved by the IVR</td>
<td>49,498</td>
<td>64,756</td>
<td>93,011</td>
<td>62,945</td>
</tr>
<tr>
<td>*Total Calls to the IVR (Business hours)</td>
<td>113,690</td>
<td>142,194</td>
<td>178,952</td>
<td>141,895</td>
</tr>
<tr>
<td>*Total Calls to the IVR (24 hours period)</td>
<td>139,092</td>
<td>163,263</td>
<td>180,310</td>
<td>157,785</td>
</tr>
</tbody>
</table>

Total incoming calls were significantly higher in the first week of August than in previous months’ first weeks. For example, the first two days of July had 8,545 incoming calls while August’s first two days had 14,137 incoming calls. That is a 65% increase of incoming calls for August when looking at the first two days of a month.

Additionally, there were several planned outages and residual system issues as the result of the BEST data center move. These occurred towards the end of July and during the first week of the month of August during the dramatic increase of incoming calls.

Full month data for May not available per IVR system connectivity issues on 05/13/15.
Calls that entered the queue to speak to a worker but caller disconnected before worker responded

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 Six Months

Average wait time continues to maintain its lower level since May 2015 with minor variation.
Thank You