



# ConneCT Public Dashboard January 2017



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## Self Service

<b>Pre-Screening</b>	<b>180,111</b>	Screenings completed since implementation 2.1% growth from previous month
<b>Online Applications</b>	<b>164,670</b>	Applications submitted since soft launch 10/13 3.0% growth from previous month
<b>Online Changes</b>	<b>30,079</b>	Changes submitted since inception 01/13/15 5.6% growth from previous month
<b>Online Renewals</b>	<b>13,895</b>	Renewals submitted since inception 11/20/15 9.4% growth from previous month
<b>MyAccount</b>	<b>189,103</b>	Online client accounts created since implementation 07/08/13 1.9% growth from previous month
<b>Client Info Line (IVR)</b>	<b>234,692</b>	Client accounts created over the phone since implementation 07/08/13 1.5% growth from previous month

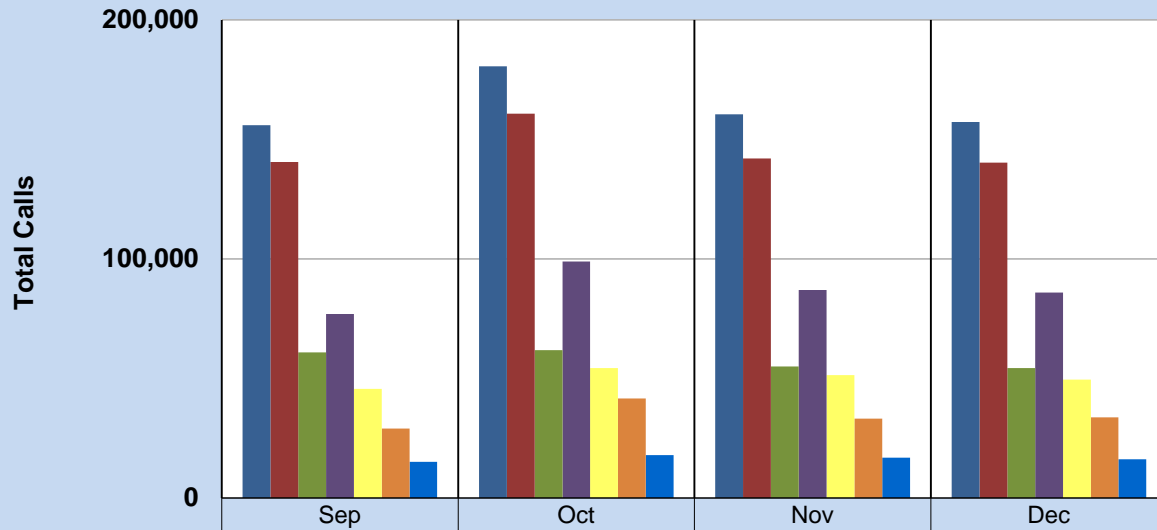
## DSS Processing & Outcomes

<b>DSS Work Items</b>	<b>16,129,899</b>	<b>Total Documents Scanned since implementation: 16,129,899</b>				
			Sep-16	Oct-16	Nov-16	Dec-16
		Incoming	326,828	352,962	349,844	349,375
		Processed	345,814	346,147	348,001	317,217
<b>Service Centers</b>	<b>23,535</b>		Sep-16	Oct-16	Nov-16	Dec-16
		Walk-Ins	31,627	23,303	23,110	23,535
<b>Benefits Centers</b>	<b>49,495</b>		Sep-16	Oct-16	Nov-16	Dec-16
		Calls Resolved By IVR	60,854	61,811	55,043	54,360
		Average Wait Time (mins)	26	32	27	29
	<b>1,907,983</b>	Calls Serviced	45,664	54,383	51,330	49,495
<b>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,907,983</b>						



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**Client Information Line:  
September 2016 - December 2016**



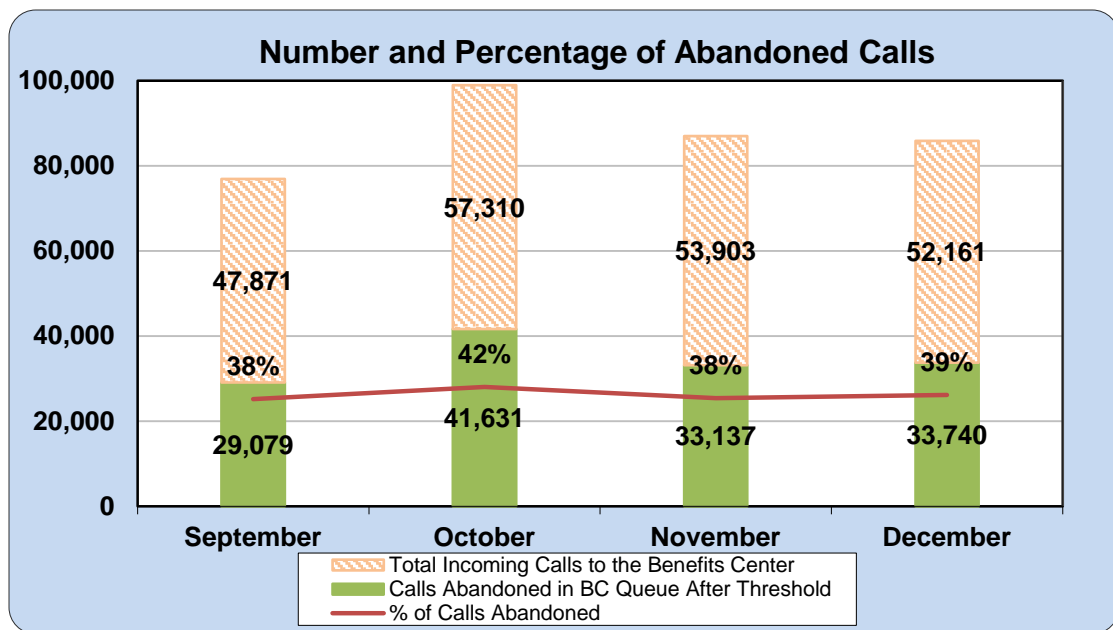
	Sep	Oct	Nov	Dec
■ Interviews Conducted	15,159	17,889	16,819	16,198
■ Calls Abandoned in BC Queue After Threshold	29,079	41,631	33,137	33,740
■ Total Calls Answered in the BC	45,664	54,383	51,330	49,495
■ Total Calls Transferred to the BC	76,950	98,941	87,040	85,901
■ *Total Calls Resolved by the IVR	60,854	61,811	55,043	54,360
■ *Total Calls to the IVR (Business hours)	140,491	160,740	142,084	140,261
■ *Total Calls to the IVR (24 hours period)	155,903	180,525	160,523	157,303

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

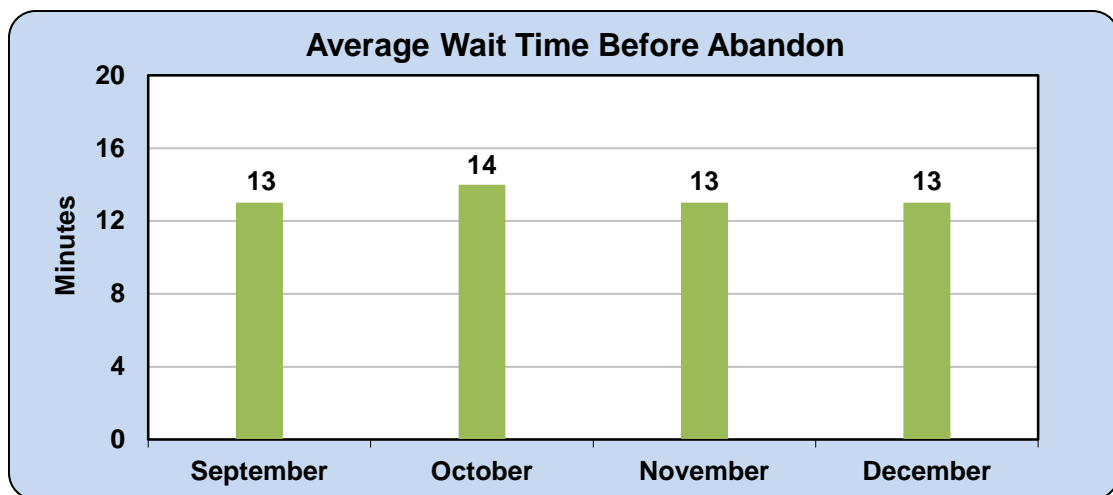
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



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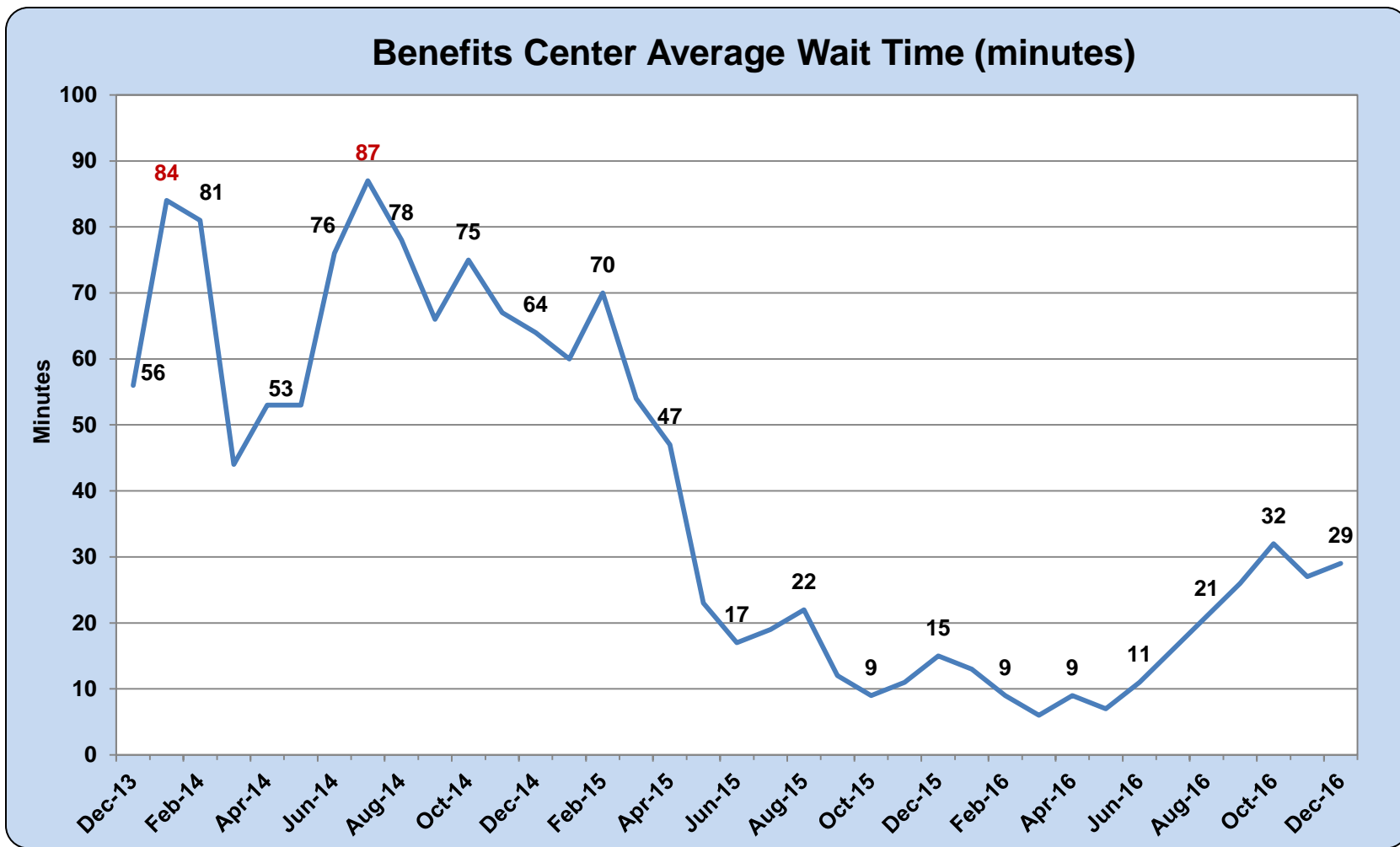


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 Average Monthly Wait Times: Past 3 Years





**Thank You**