DSS Public Dashboard
April 2023

ConneCT

DSS Public Dashboard April 2023
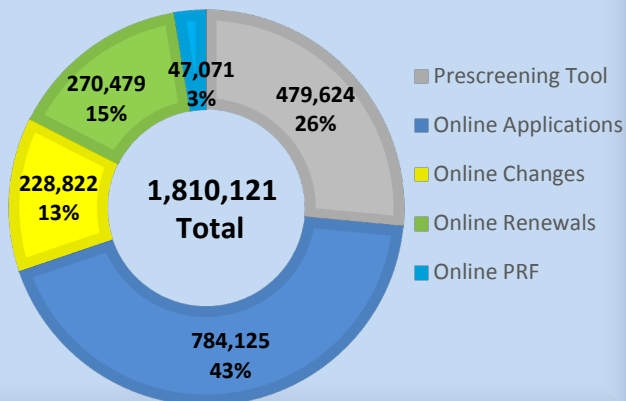
Self Service

561,221
MyAccounts

Client accounts created online since implementation 2013

408,163
Secure PINs

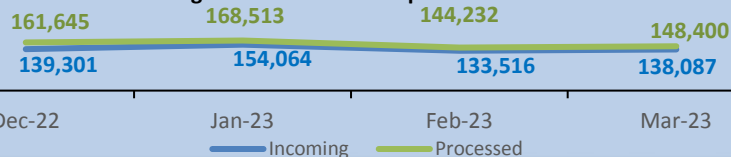Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

1,810,121 Total

- 479,624 — 26% — Prescreening Tool
- 784,125 — 43% — Online Applications
- 228,822 — 13% — Online Changes
- 270,479 — 15% — Online Renewals
- 47,071 — 3% — Online PRF

DSS Processing & Outcomes

DSS Work-Flow

38,409,793 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Dec-22	Jan-23	Feb-23	Mar-23
Processed	161,645	168,513	144,232	148,400
Incoming	139,301	154,064	133,516	138,087

Service Centers

State-Wide Total Walk-Ins

Dec-22	Jan-23	Feb-23	Mar-23
16,856	19,177	15,386	17,968
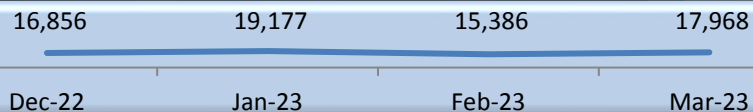
Benefits Center

5,397,885 *Total Calls Serviced*

	Dec-22	Jan-23	Feb-23	Mar-23
Calls Resolved By IVR	111,391	113,705	87,158	84,467
Average Wait Time (mins)	23	19	17	9
Calls Serviced	47,275	54,275	42,904	67,981

Data as of March 31, 2023

DSS Public Dashboard – April 2023

Benefits Center Monthly Average Wait Time (minutes)

Month	Wait Time (minutes)
Dec-22	23
Jan-23	19
Feb-23	17
Mar-23	9

Data as of March 31, 2023
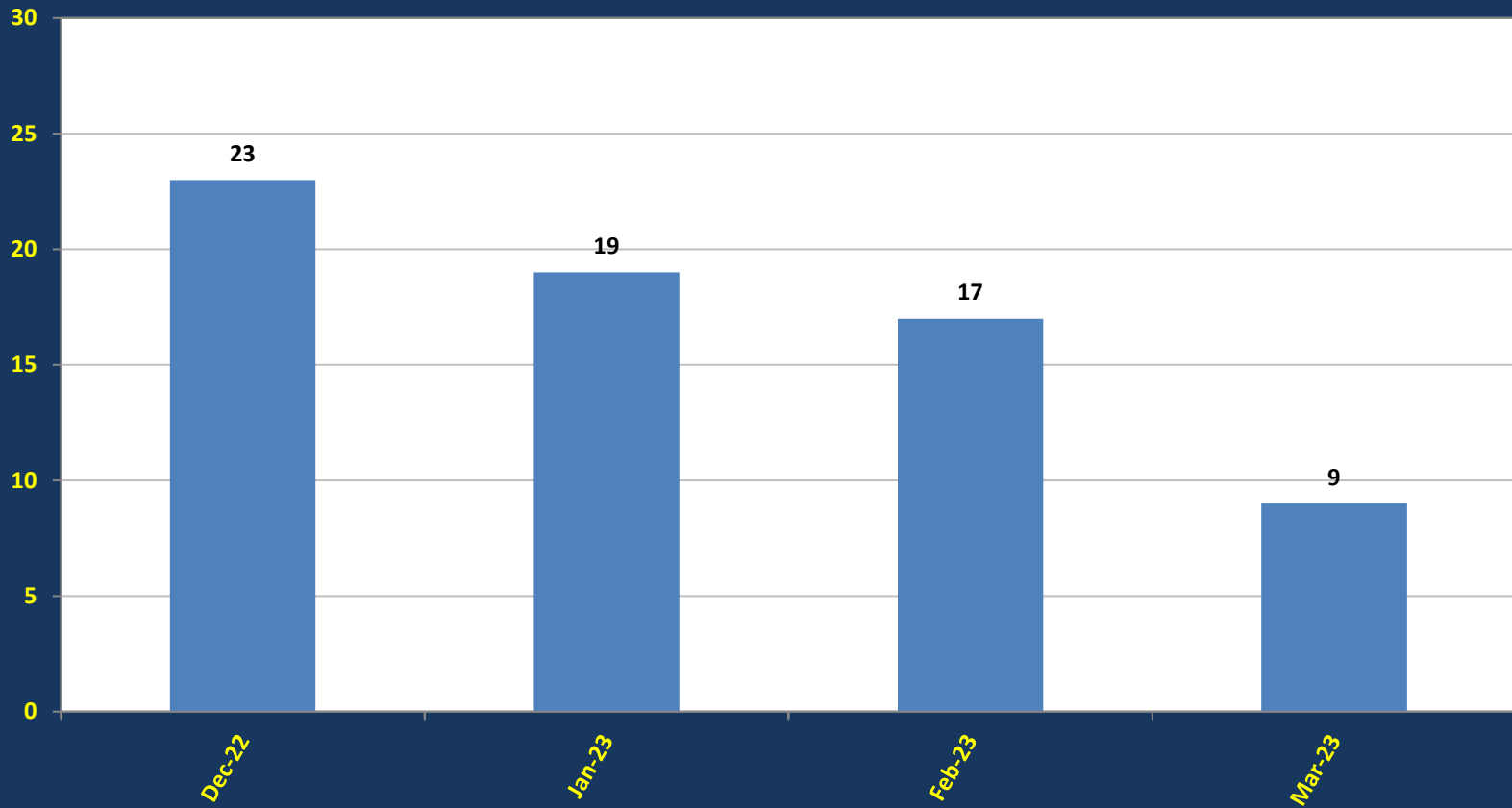
DSS Public Dashboard – April 2023

Client Info Line
December 2022 - March 2023

|	Dec-22	Jan-23	Feb-23	Mar-23
■ Total Calls to the IVR (24 hour period)	239,570	284,637	221,630	218,687
■ Total Calls to the IVR (Business hours)	187,245	204,496	156,370	35,229
■ Total Calls Resolved by the IVR	111,391	113,705	87,158	84,467
■ Total Calls Transferred to the BC	75,854	90,791	69,215	81,877
■ Total Calls Answered in the BC	47,275	54,275	42,904	67,981
■ Calls Abandoned in BC Queue After Threshold	28,546	36,460	26,311	13,879
■ Interviews Conducted	13,253	11,799	11,657	17,385

- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

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

DSS Public Dashboard – April 2023
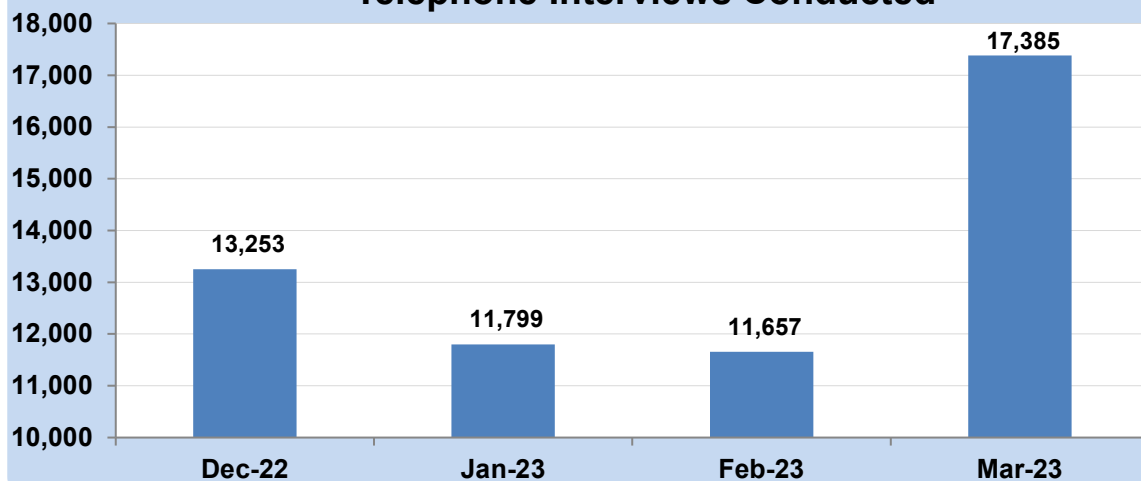
Benefits Center Calls Answered

Month	Calls
Dec-22	47,275
Jan-23	54,275
Feb-23	42,904
Mar-23	67,981
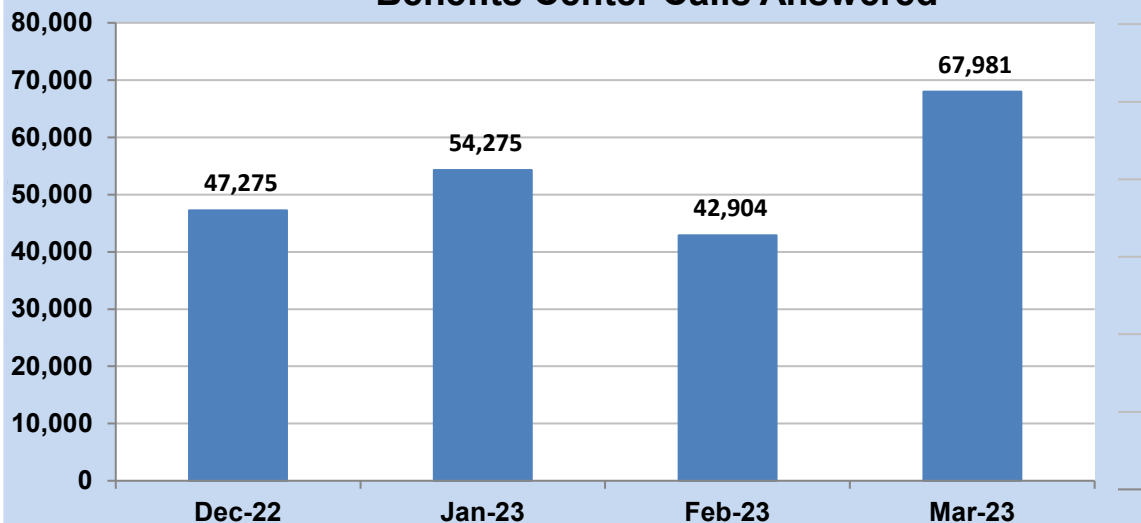
- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

Telephone Interviews Conducted

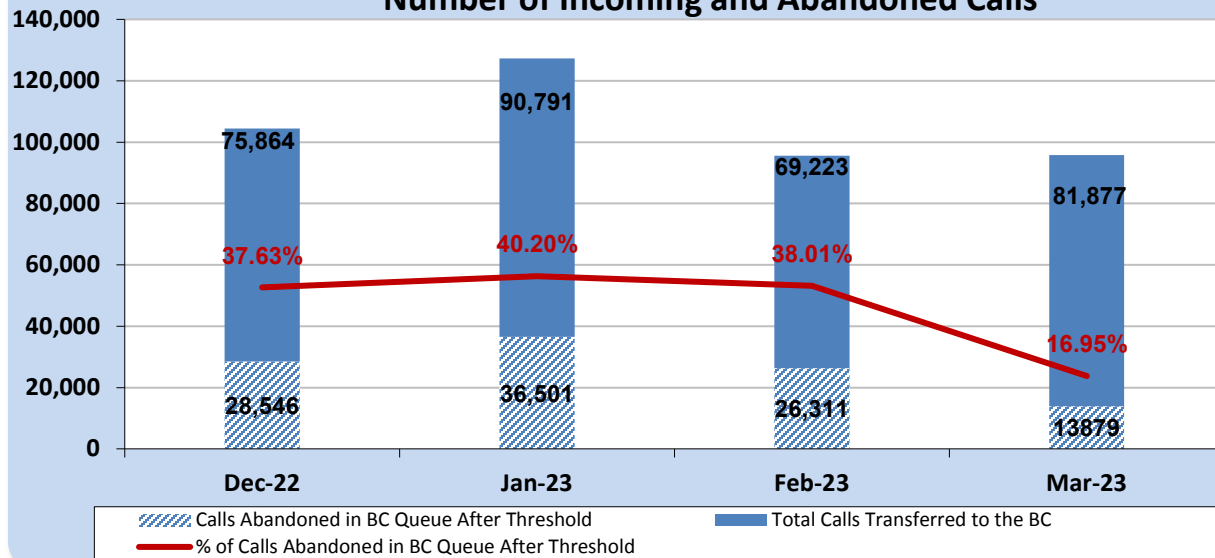| Month	Interviews
Dec-22	13,253
Jan-23	11,799
Feb-23	11,657
Mar-23	17,385

- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month

Data as of March 31, 2023
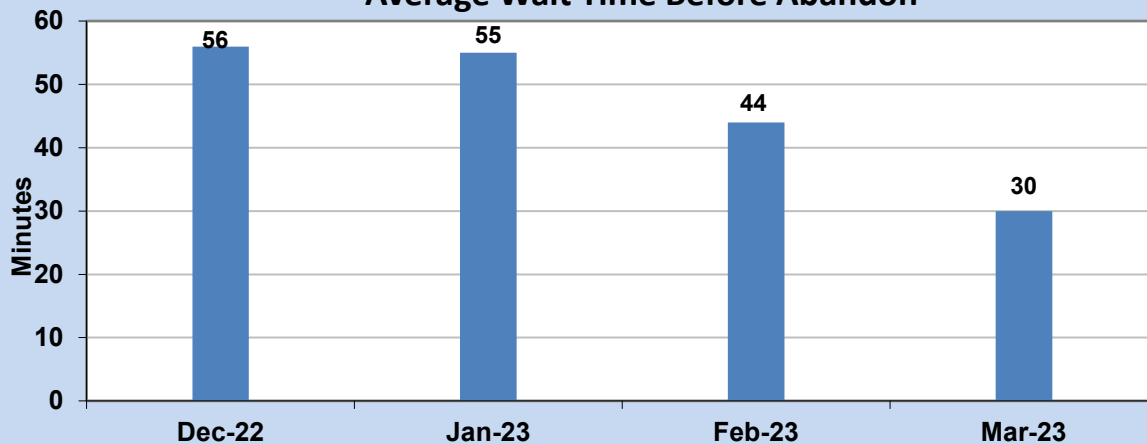
DSS Public Dashboard – April 2023

Number of Incoming and Abandoned Calls

Legend:
- Calls Abandoned in BC Queue After Threshold
- Total Calls Transferred to the BC
- % of Calls Abandoned in BC Queue After Threshold

Data points:
- Dec-22: 75,864 (total above), 28,546 (abandoned), 37.63%
- Jan-23: 90,791 (total above), 36,501 (abandoned), 40.20%
- Feb-23: 69,223 (total above), 26,311 (abandoned), 38.01%
- Mar-23: 81,877 (total above), 13879 (abandoned), 16.95%

- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)
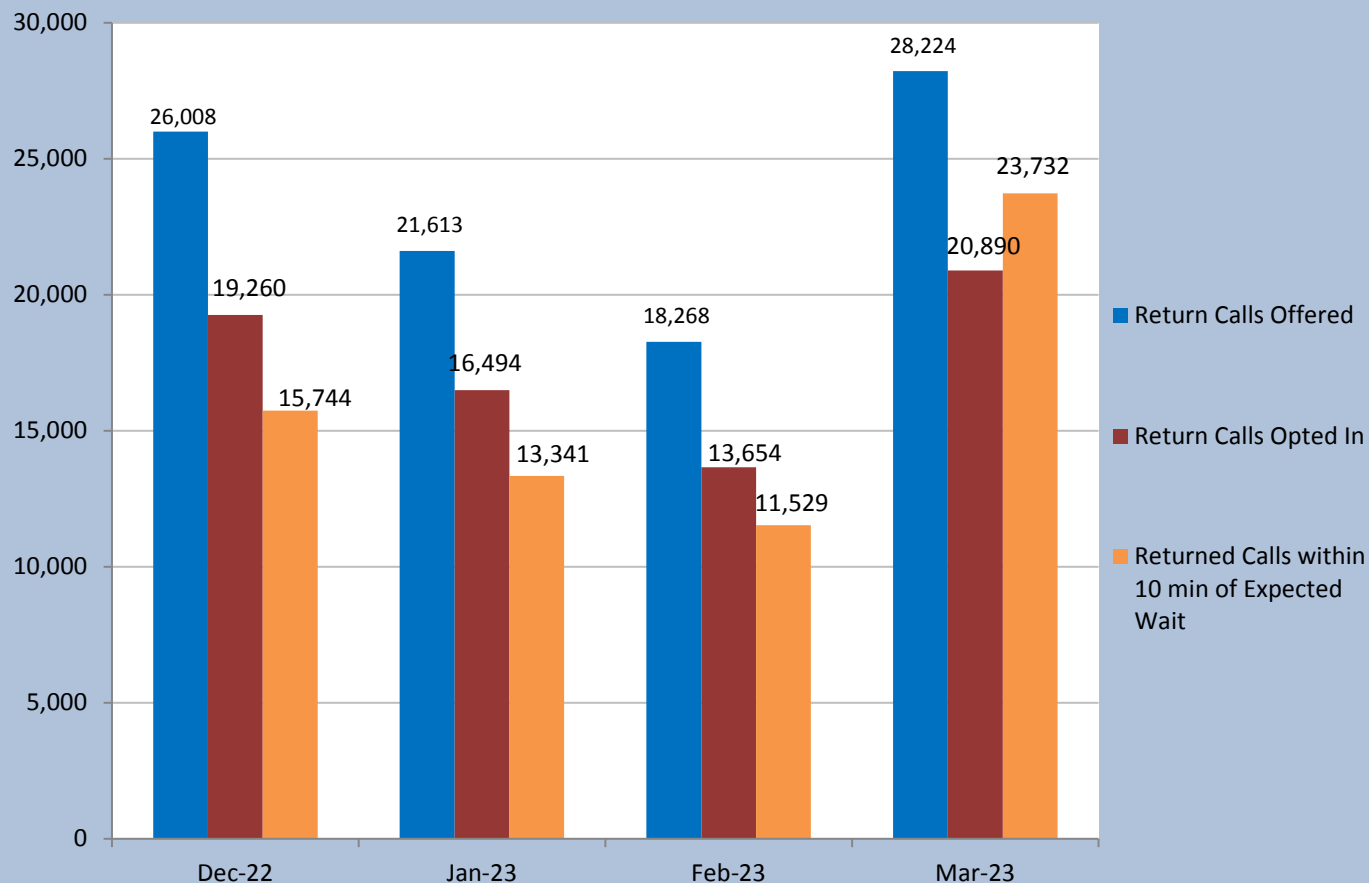
Average Wait Time Before Abandon

Minutes:
- Dec-22: 56
- Jan-23: 55
- Feb-23: 44
- Mar-23: 30

- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.

Data as of March 31, 2023

DSS Public Dashboard – March 2023

VHT Return Calls

Legend:
- Return Calls Offered
- Return Calls Opted In
- Returned Calls within 10 min of Expected Wait

Month	Return Calls Offered	Return Calls Opted In	Returned Calls within 10 min of Expected Wait
Dec-22	26,008	19,260	15,744
Jan-23	21,613	16,494	13,341
Feb-23	18,268	13,654	11,529
Mar-23	28,224	20,890	23,732

- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

Data as of February 28, 2023

Thank You