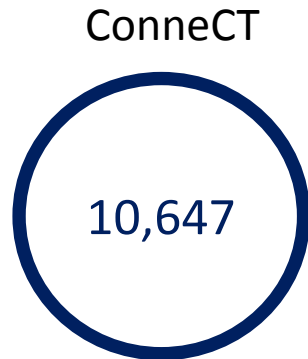# DSS Eligibility Operations (EO) Public Dashboard

August 2024

DSS EO Public Dashboard August 2024
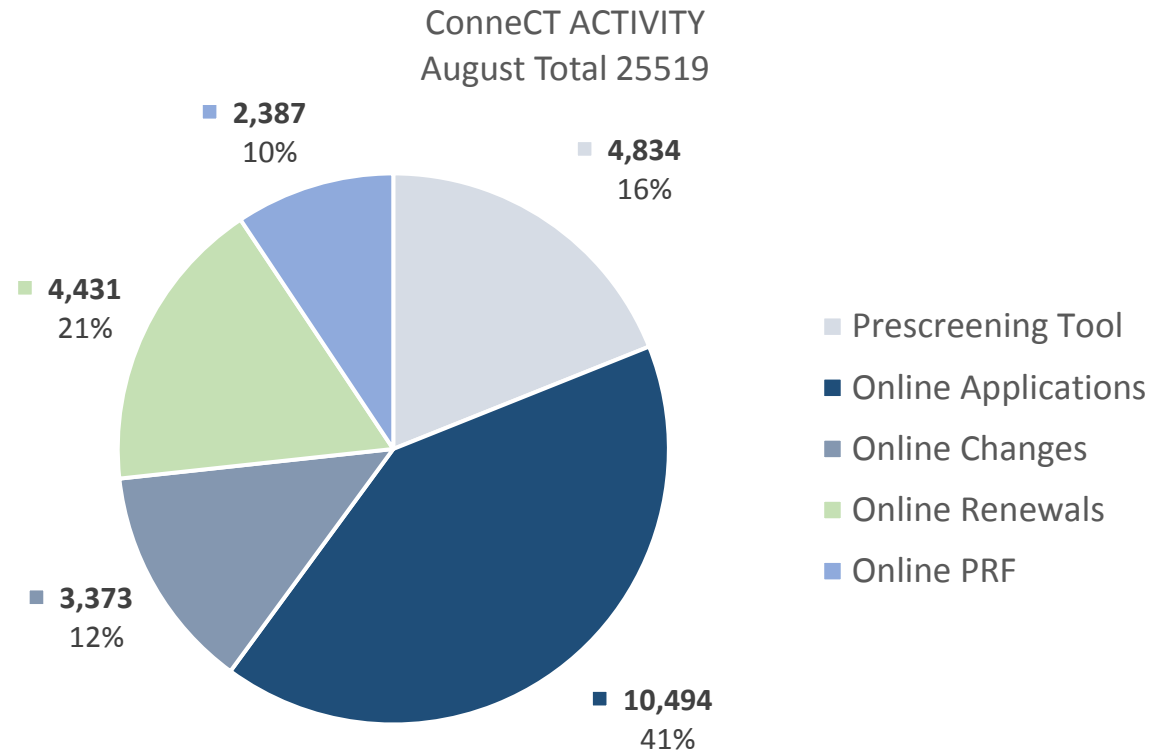# Self Service Metrics

ConneCT

10,647

Client accounts created **online** in August

Secure PINs

6,109

log-in pins used on the DSS 1.855 line in August

ConneCT ACTIVITY
August Total 25519

- **2,387** 10%
- **4,834** 16%
- **4,431** 21%
- **3,373** 12%
- **10,494** 41%

Legend:
- ▪ Prescreening Tool
- ▪ Online Applications
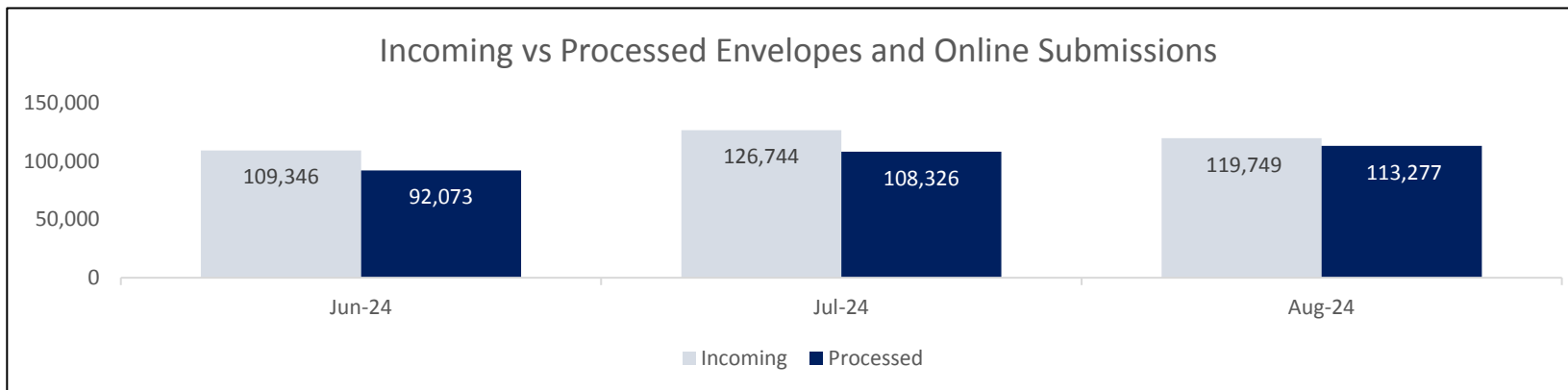- ▪ Online Changes
- ▪ Online Renewals
- ▪ Online PRF

ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.
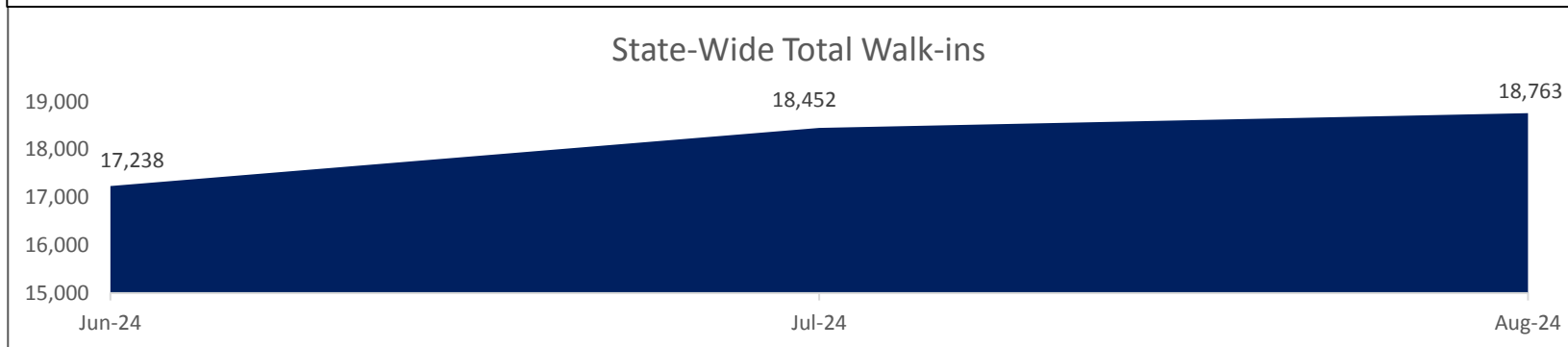
DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.
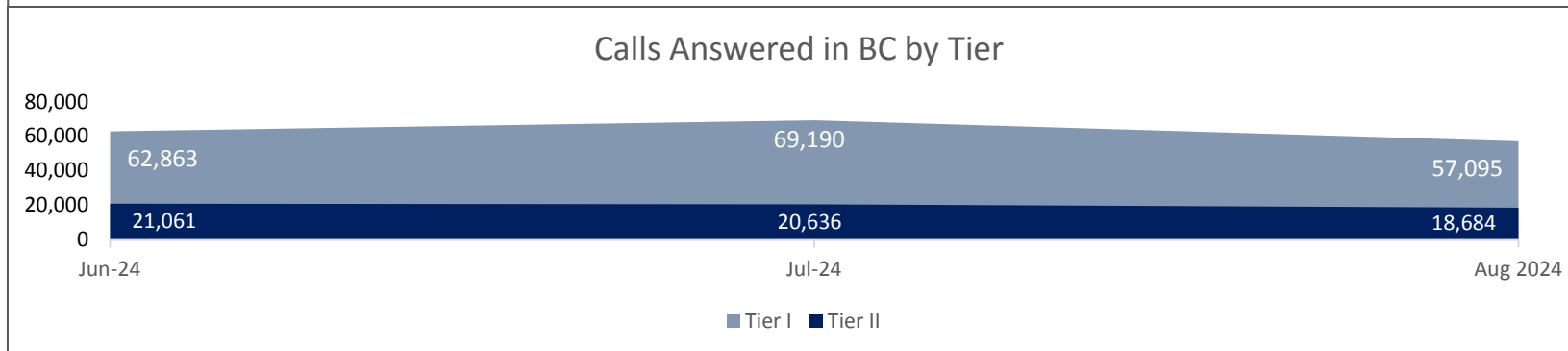
DSS EO Public Dashboard August 2024

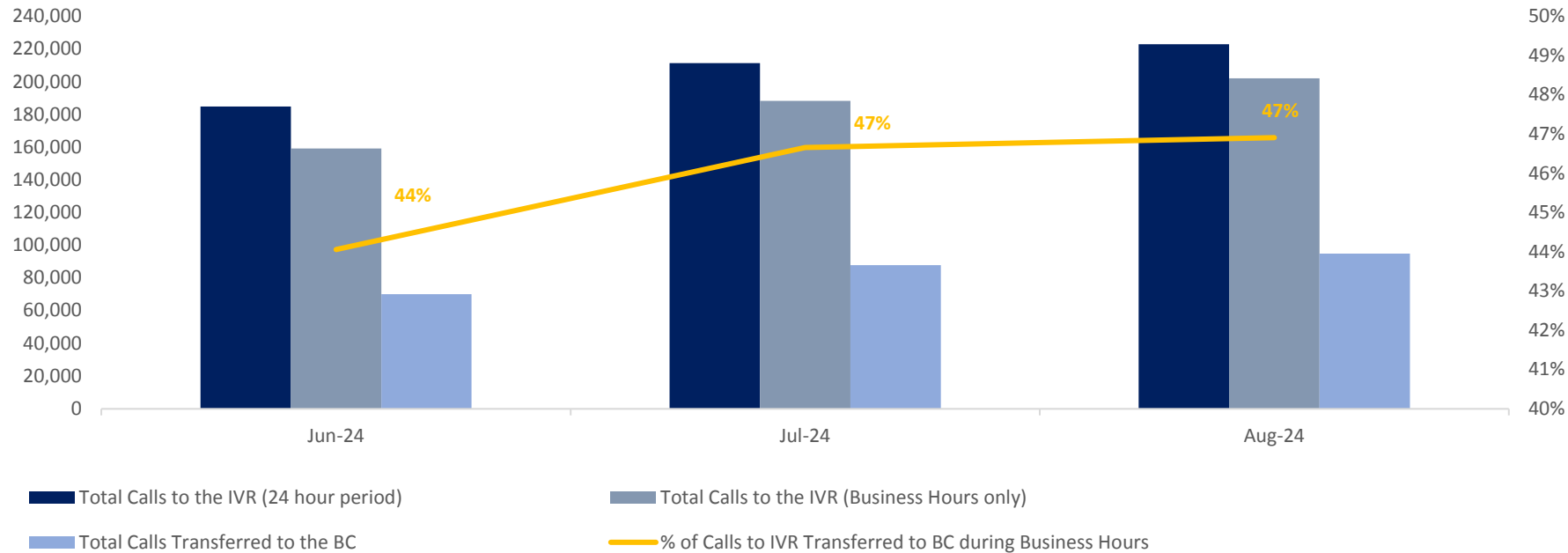**Applications, Renewals, Changes, and Documents Submitted**

Incoming vs Processed Envelopes and Online Submissions

	Jun-24	Jul-24	Aug-24
Incoming	109,346	126,744	119,749
Processed	92,073	108,326	113,277

In-person Visits

State-Wide Total Walk-ins

Jun-24	Jul-24	Aug-24
17,238	18,452	18,763

Calls Answered

Calls Answered in BC by Tier

	Jun-24	Jul-24	Aug 2024
Tier I	62,863	69,190	57,095
Tier II	21,061	20,636	18,684

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS EO Public Dashboard – August 2024

Client Info Line
June 2024 - August 2024

Legend:
- Total Calls to the IVR (24 hour period)
- Total Calls to the IVR (Business Hours only)
- Total Calls Transferred to the BC
- % of Calls to IVR Transferred to BC during Business Hours

	Jun-24	Jul-24	Aug-24
Total Calls to the IVR (24 hour period)	184,858	211,358	222,973
Total Calls to the IVR (Business Hours only)	159,216	188,353	202,154
Total Calls Transferred to the BC	70,149	87,877	94,828
% of Calls to IVR Transferred to BC during Business Hours	44%	47%	47%

Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.
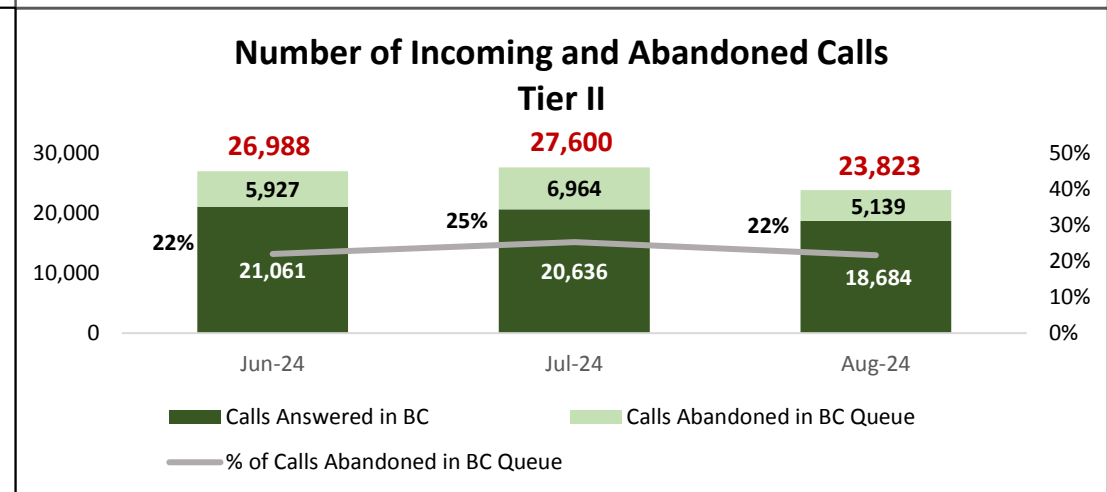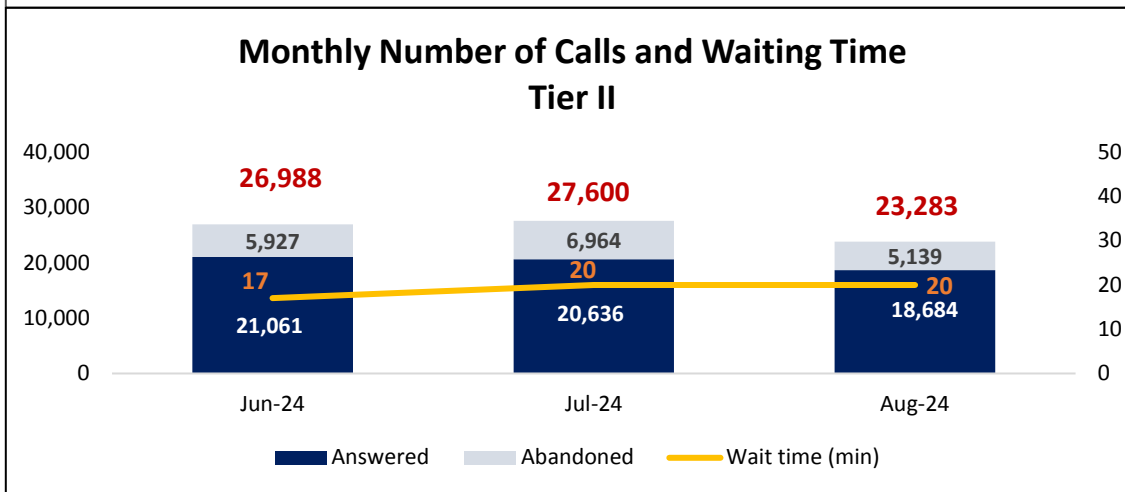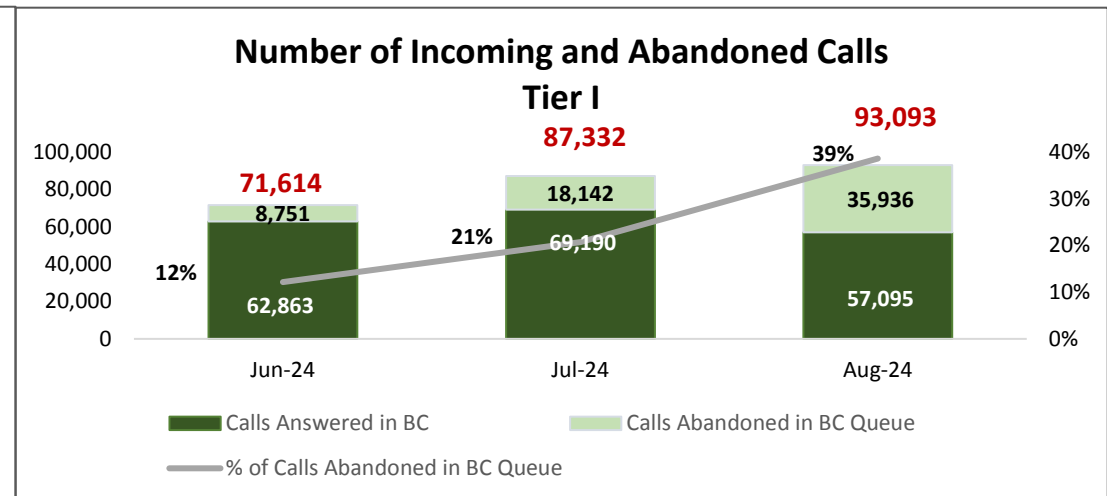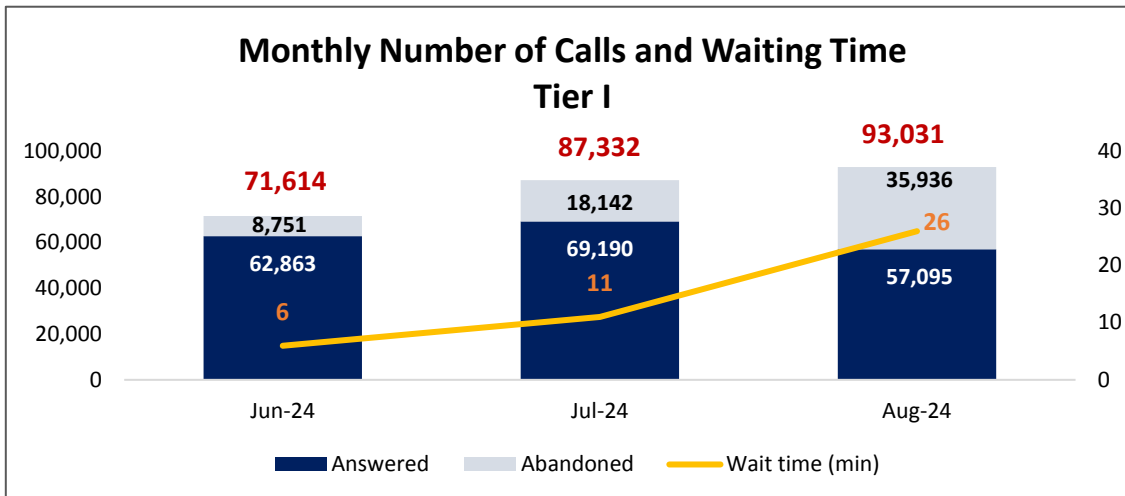
Benefits Center (BC) – not a traditional Call Center:
- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

ConneCT

DSS EO Public Dashboard – August 2024

Monthly Number of Calls and Waiting Time Tier I

Number of Incoming and Abandoned Calls Tier I

Monthly Number of Calls and Waiting Time Tier II

Number of Incoming and Abandoned Calls Tier II

Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

	Jun-24	Jul-24	Aug-24
Tier I Calls Answered in the BC	62,863	69,190	57,095
Tier I Calls Abandoned in BC Queue	8,751	18,142	35,936
Tier II Calls Answered in the BC	21,061	20,636	18,684
Tier II Calls Abandoned in BC Queue	5,927	6,964	5,139

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.

DSS EO Public Dashboard – August 2024

## Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II
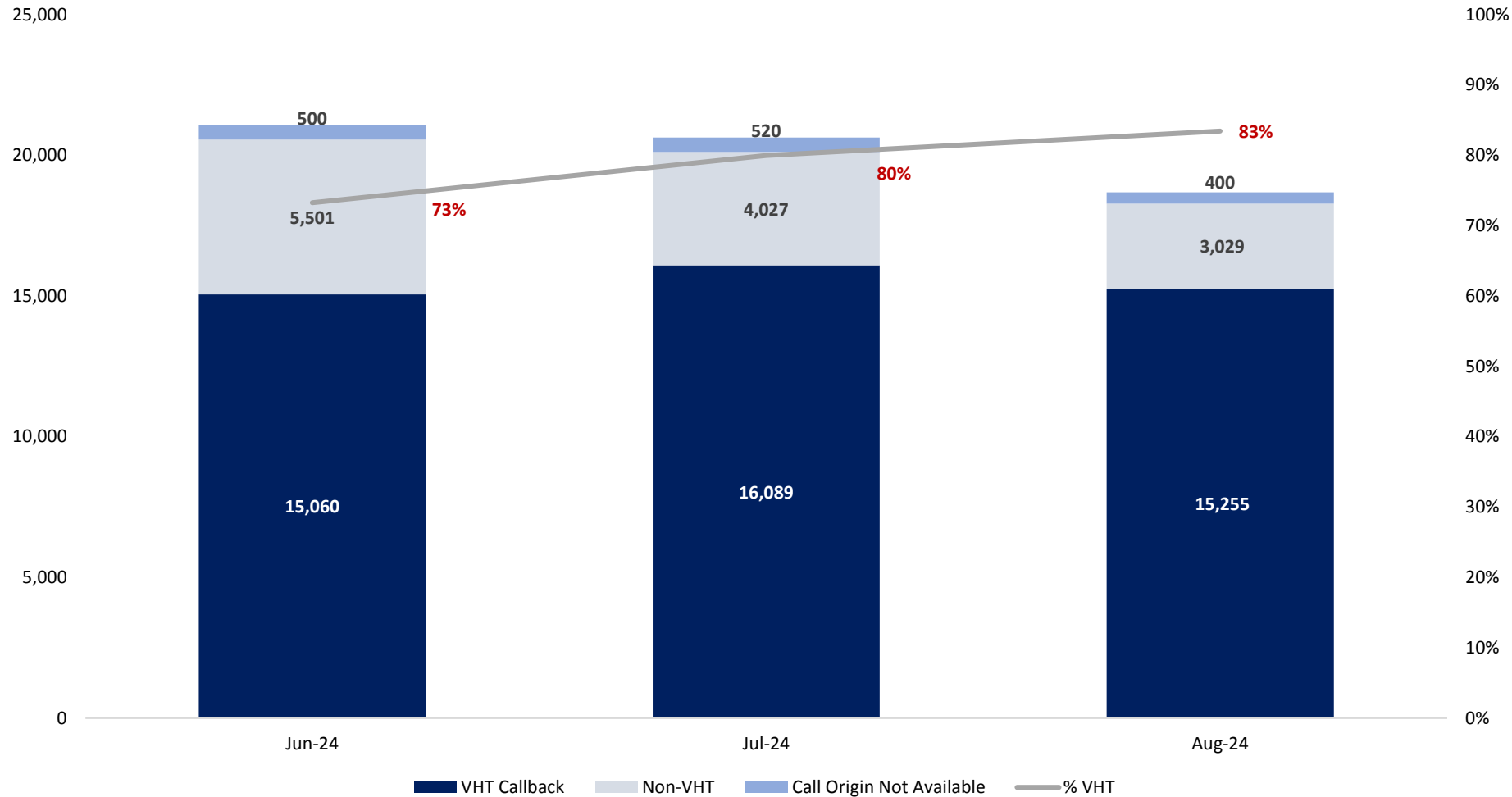
- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

Jun-24
- 500 (Call Origin Not Available)
- 5,501 (Non-VHT)
- 15,060 (VHT Callback)
- 73%

Jul-24
- 520 (Call Origin Not Available)
- 4,027 (Non-VHT)
- 16,089 (VHT Callback)
- 80%

Aug-24
- 400 (Call Origin Not Available)
- 3,029 (Non-VHT)
- 15,255 (VHT Callback)
- 83%

Legend: VHT Callback | Non-VHT | Call Origin Not Available | % VHT

DSS EO Public Dashboard – August 2024

ConneCT

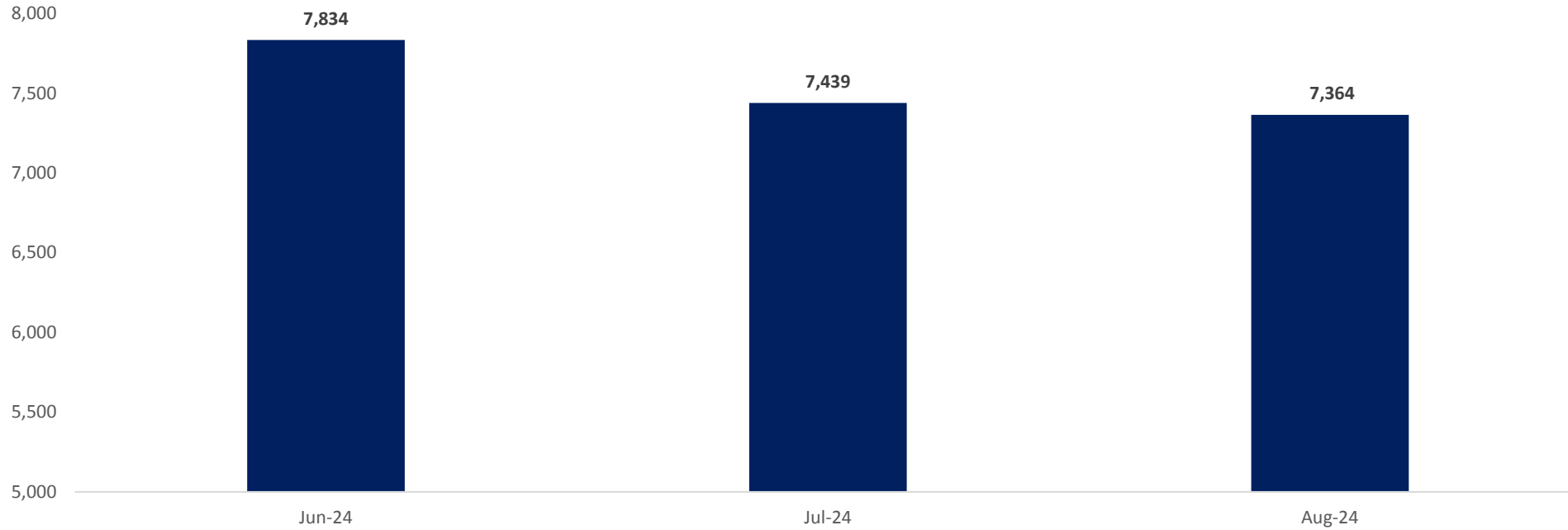**Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)**
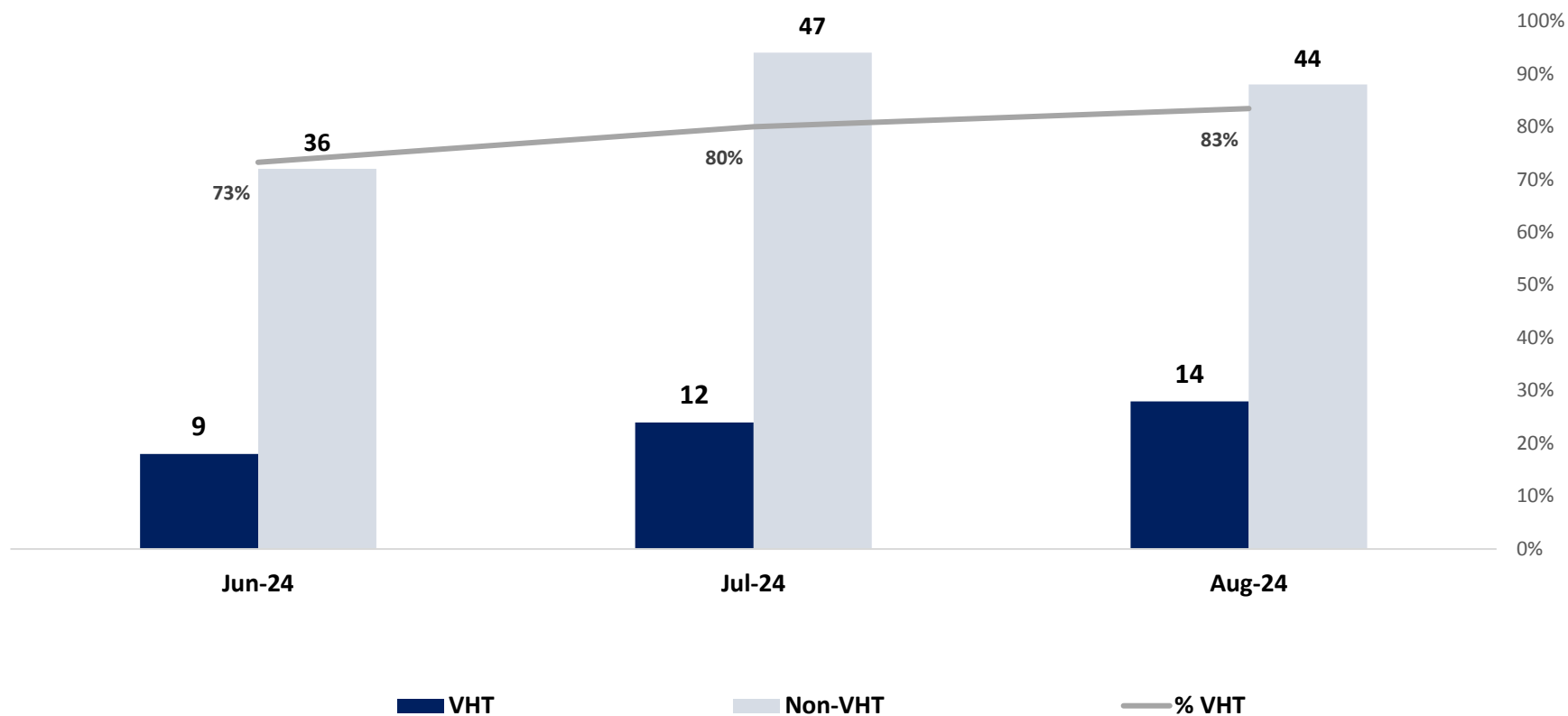
Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

Wait Times displayed do not include wait times from CONA (Call Origin Not Available) calls.

	Jun-24	Jul-24	Aug-24
VHT	9	12	14
Non-VHT	36	47	44
% VHT	73%	80%	83%

Legend: ■ VHT   ■ Non-VHT   — % VHT

DSS EO Public Dashboard – August 2024

SNAP Interviews Conducted

SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.
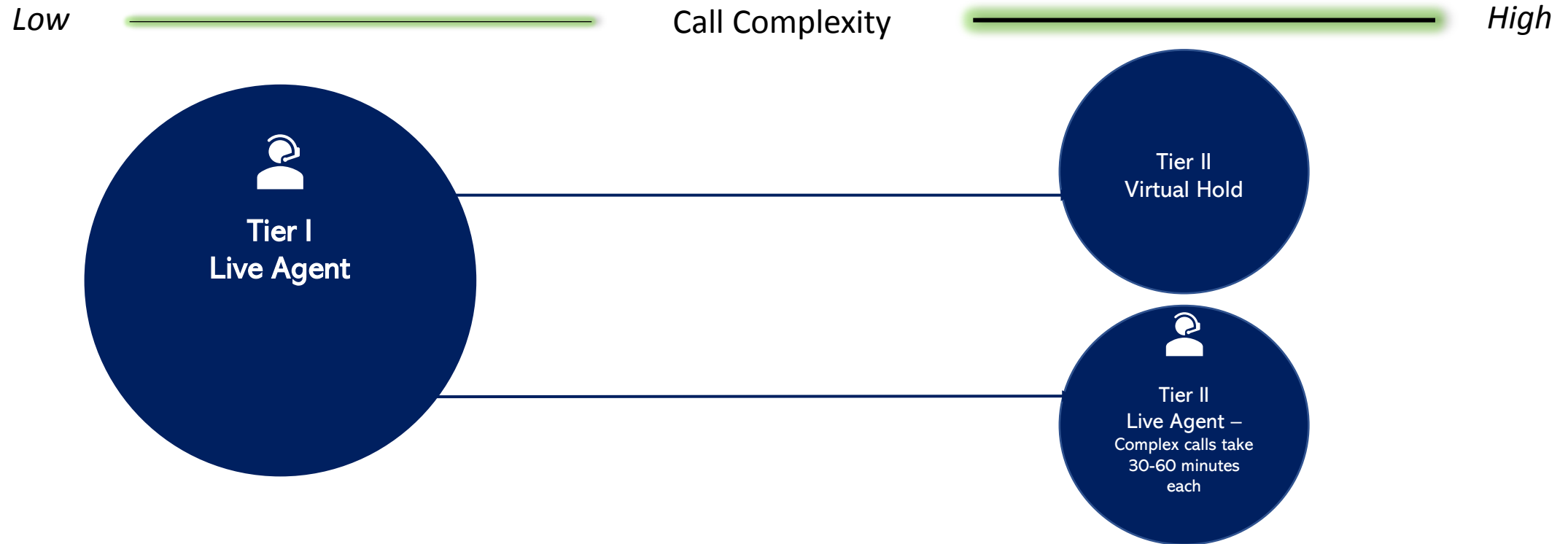
APPENDIX

Tiered Telephonic Service Delivery Model

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.

Low ———————————— Call Complexity ———————————— *High*

**Tier I
Live Agent**

**Tier II
Virtual Hold**

**Tier II
Live Agent –
Complex calls take
30-60 minutes
each**

- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.

Thank You