DSS Public Dashboard
February 2023

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard February 2023
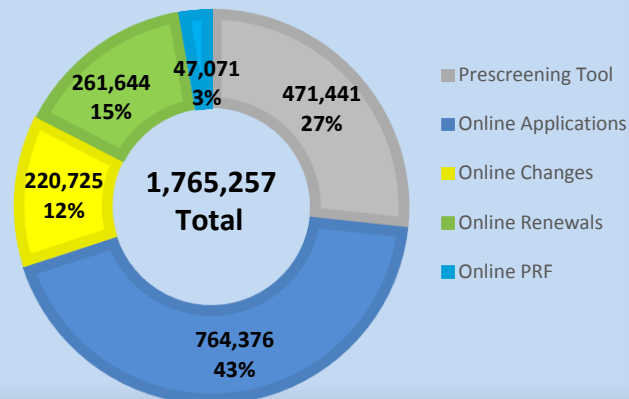
Self Service

545,583

MyAccounts

Client accounts created online since implementation 2013

403,176

Secure PINs

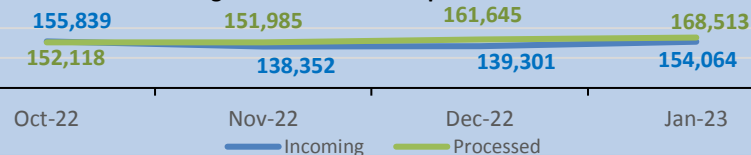Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

1,765,257 Total

- 471,441 — 27%
- 764,376 — 43%
- 220,725 — 12%
- 261,644 — 15%
- 47,071 — 3%

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

DSS Processing & Outcomes

DSS Work- Flow

37,767,223 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Oct-22	Nov-22	Dec-22	Jan-23
Processed	155,839	151,985	161,645	168,513
Incoming	152,118	138,352	139,301	154,064

── Incoming ── Processed

Service Centers

State-Wide Total Walk-Ins

Oct-22	Nov-22	Dec-22	Jan-23
14,277	14,578	16,856	19,177
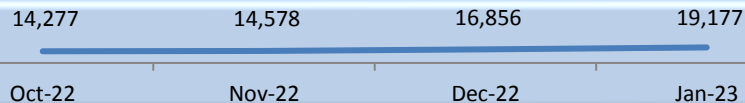
Benefits Center

5,288,000 *Total Calls Serviced*

	Oct-22	Nov-22	Dec-22	Jan-23
Calls Resolved By IVR	107,250	82,034	111,391	113,705
Average Wait Time (mins)	21	20	23	19
Calls Serviced	54,631	51,584	47,275	54,275

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Benefits Center Monthly Average Wait Time (minutes)

Month	Wait Time (minutes)
Oct-23	21
Nov-23	20
Dec-23	23
Jan-24	19

Data as of January 31, 2023
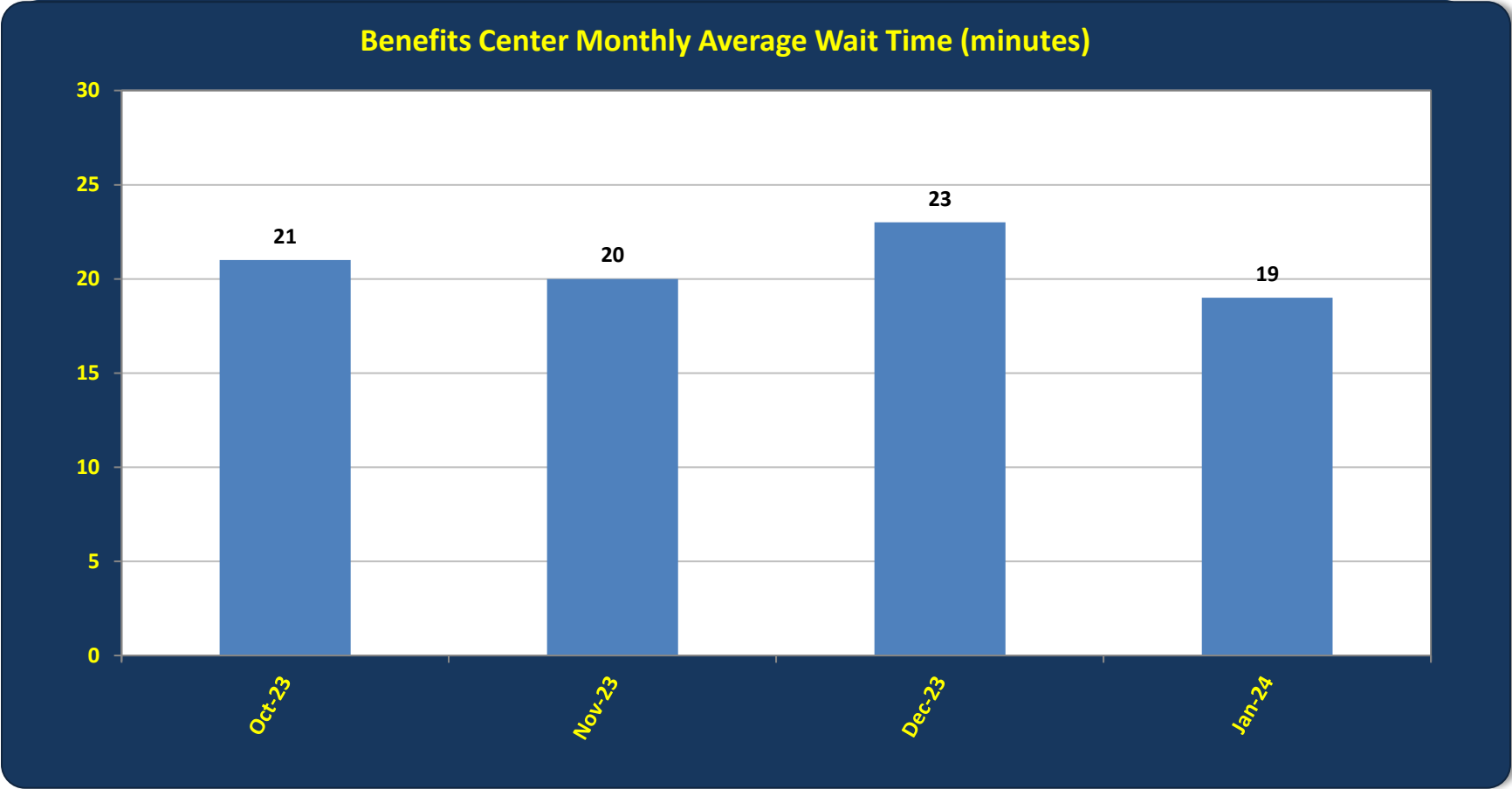
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Client Info Line
October 2022 - January 2023

	Oct-22	Nov-22	Dec-22	Jan-23
Total Calls to the IVR (24 hour period)	247,027	241,184	239,570	284,637
Total Calls to the IVR (Business hours)	192,438	167,052	187,245	204,496
Total Calls Resolved by the IVR	107,250	82,034	111,391	113,705
Total Calls Transferred to the BC	85,188	85,018	75,854	90,791
Total Calls Answered in the BC	54,627	51,584	47,275	54,275
Calls Abandoned in BC Queue After Threshold	30,662	37,330	28,546	36,460
Interviews Conducted	17,380	13,662	13,253	11,799

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

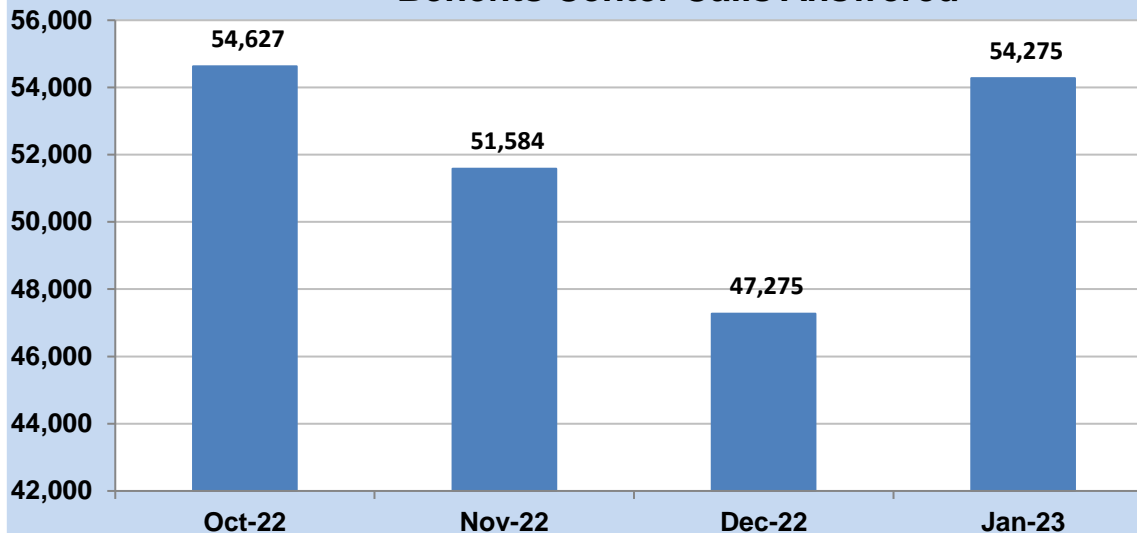Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds

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Benefits Center Calls Answered

- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
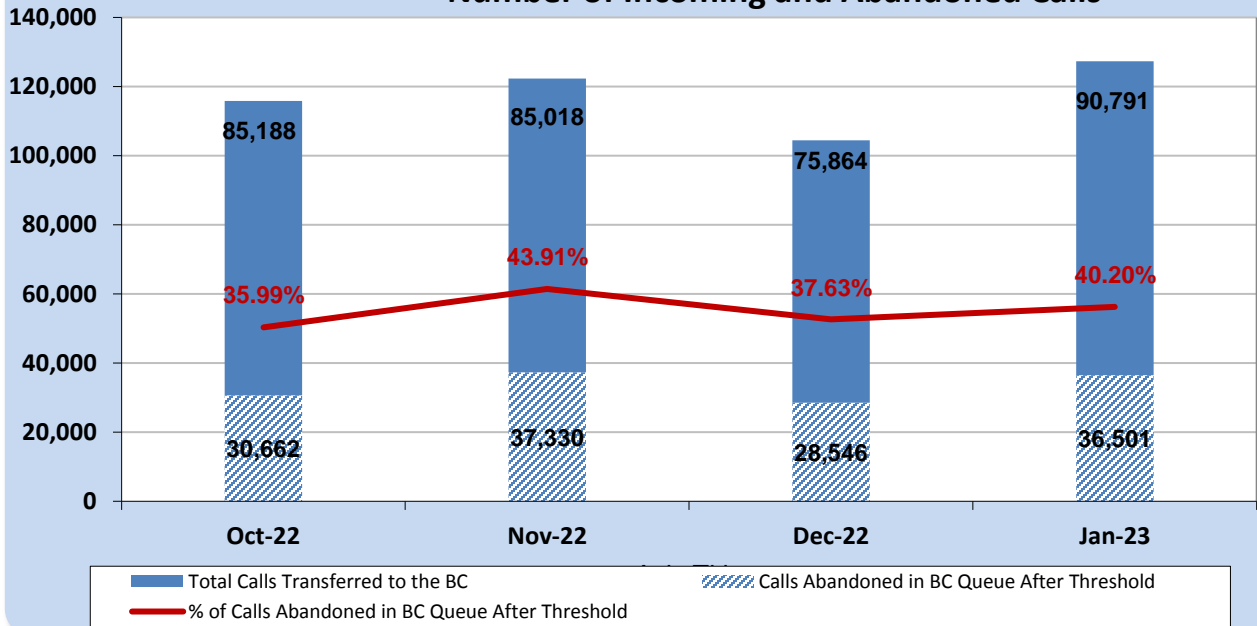
Telephone Interviews Conducted

- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month
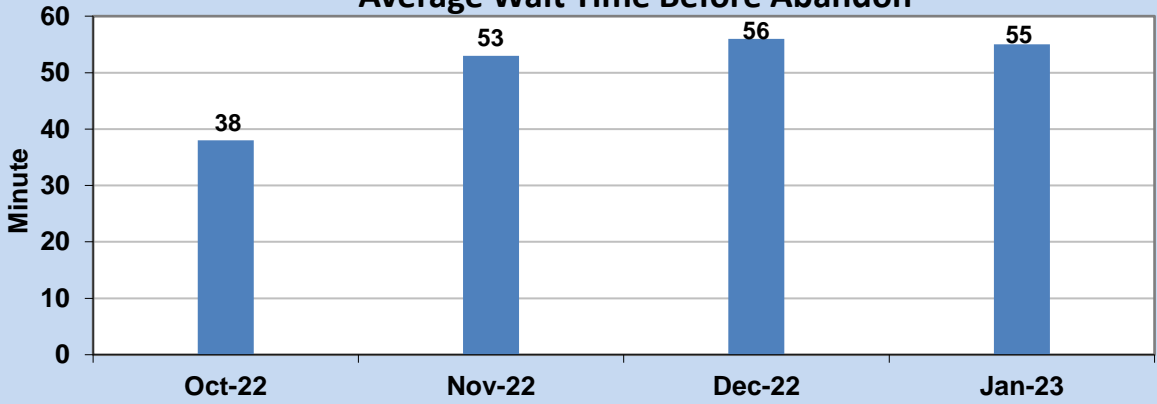
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Number of Incoming and Abandoned Calls

- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

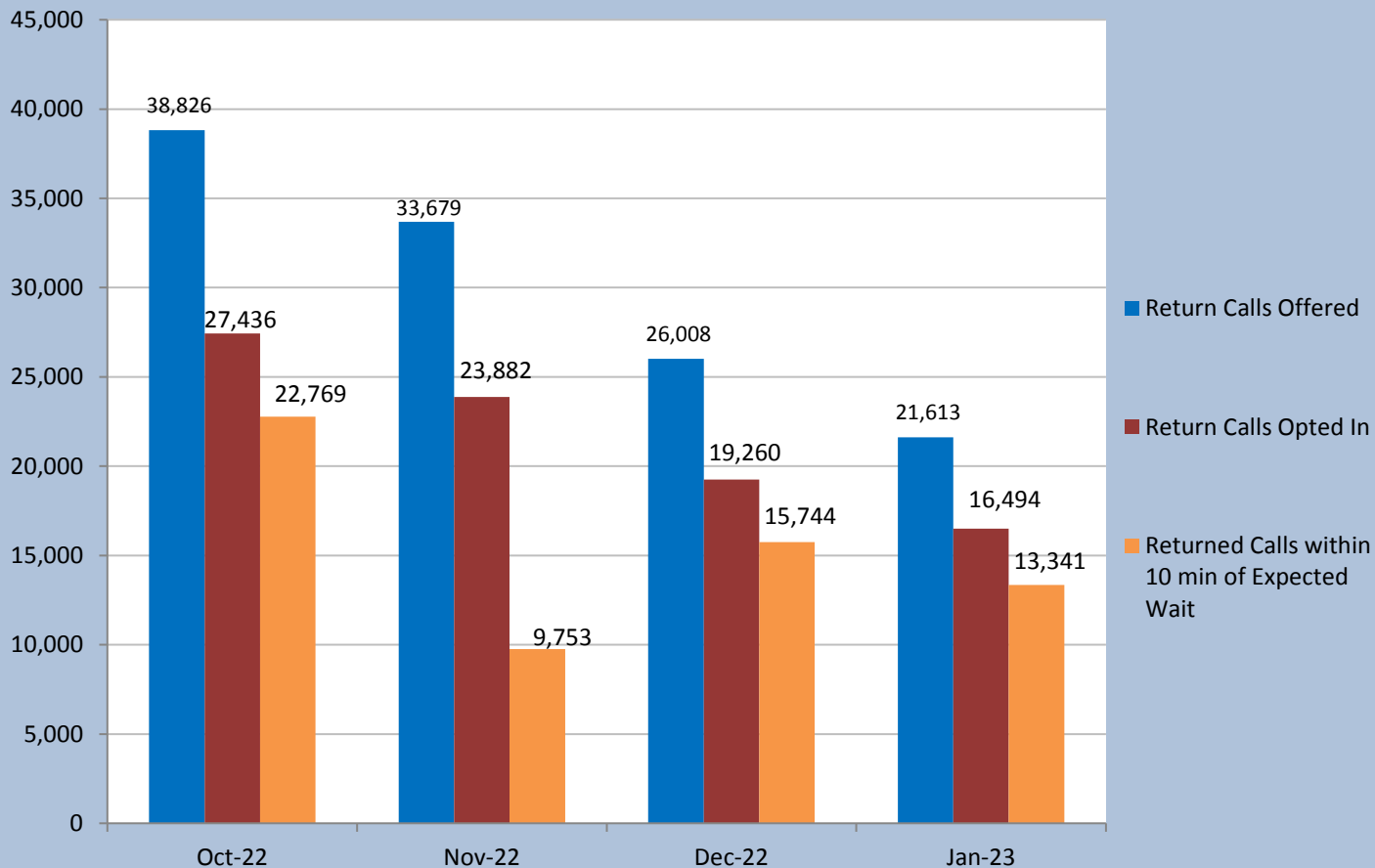## Average Wait Time Before Abandon

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

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Data as of January 31, 2023

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VHT Return Calls

- 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 January 31, 2022

Thank You