DSS Public Dashboard
January 2018

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard – January 2018

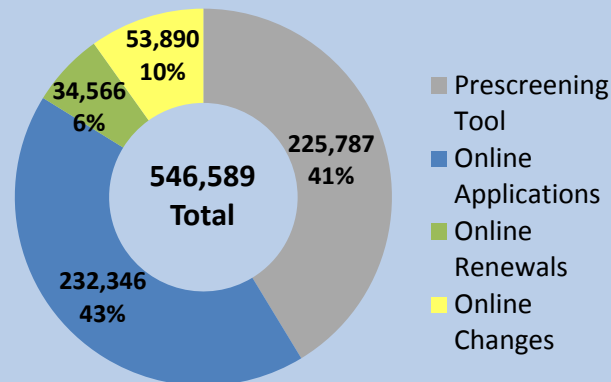## Self Service

239,415
MyAccounts

Client accounts created over the phone since implementation 2013

274,871
Secure PINs

Online accounts created over the phone since implementation 2013
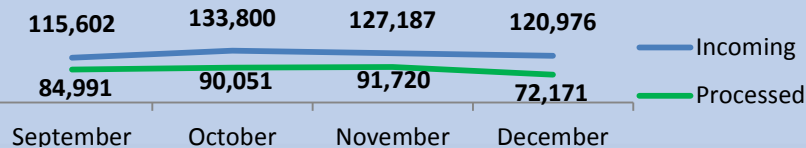
MyAccount Activity

546,589 Total

- 53,890 — 10%
- 34,566 — 6%
- 225,787 — 41%
- 232,346 — 43%

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

DSS Processing & Outcomes

DSS Work Flow

20,040,333
Total Documents Scanned

Incoming vs Processed Envelopes

	September	October	November	December
Incoming	115,602	133,800	127,187	120,976
Processed	84,991	90,051	91,720	72,171

Service Centers

State-Wide Total Walk-Ins

	Sep-17	Oct-17	Nov-17	Dec-17
	21,083	23,590	22,660	20,632
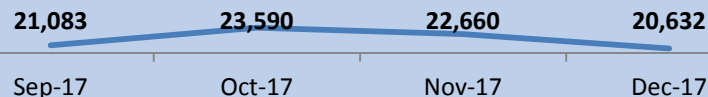
Benefits Centers

2,386,481
Total Calls Serviced

	Sep-17	Oct-17	Nov-17	Dec-17
Calls Resolved By IVR	48,919	83,216	62,265	79,240
Average Wait Time (mins)	67	63	74	77
Calls Serviced	23,437	44,277	34,619	33,324

Data as of December 31, 2017

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Client Information Line:
September 2017 - December 2017

Total Calls

	Sep-17	Oct-17	Nov-17	Dec-17
■ Total Calls to the IVR (24 hours period)	198,401	205,371	187,225	182,460
■ Total Calls to the IVR (Business hours)	182,298	181,188	162,248	160,225
■ Total Calls Resolved by the IVR	48,919	83,216	62,265	79,240
■ Total Calls Transferred to the BC	59,866	97,963	89,103	82,325
■ Total Calls Answered in the BC	23,437	44,277	34,619	33,324
■ Calls Abandoned in BC Queue After Threshold	33,258	50,552	50,130	45,086
■ Interviews Conducted	7,339	15,412	11,696	11,428

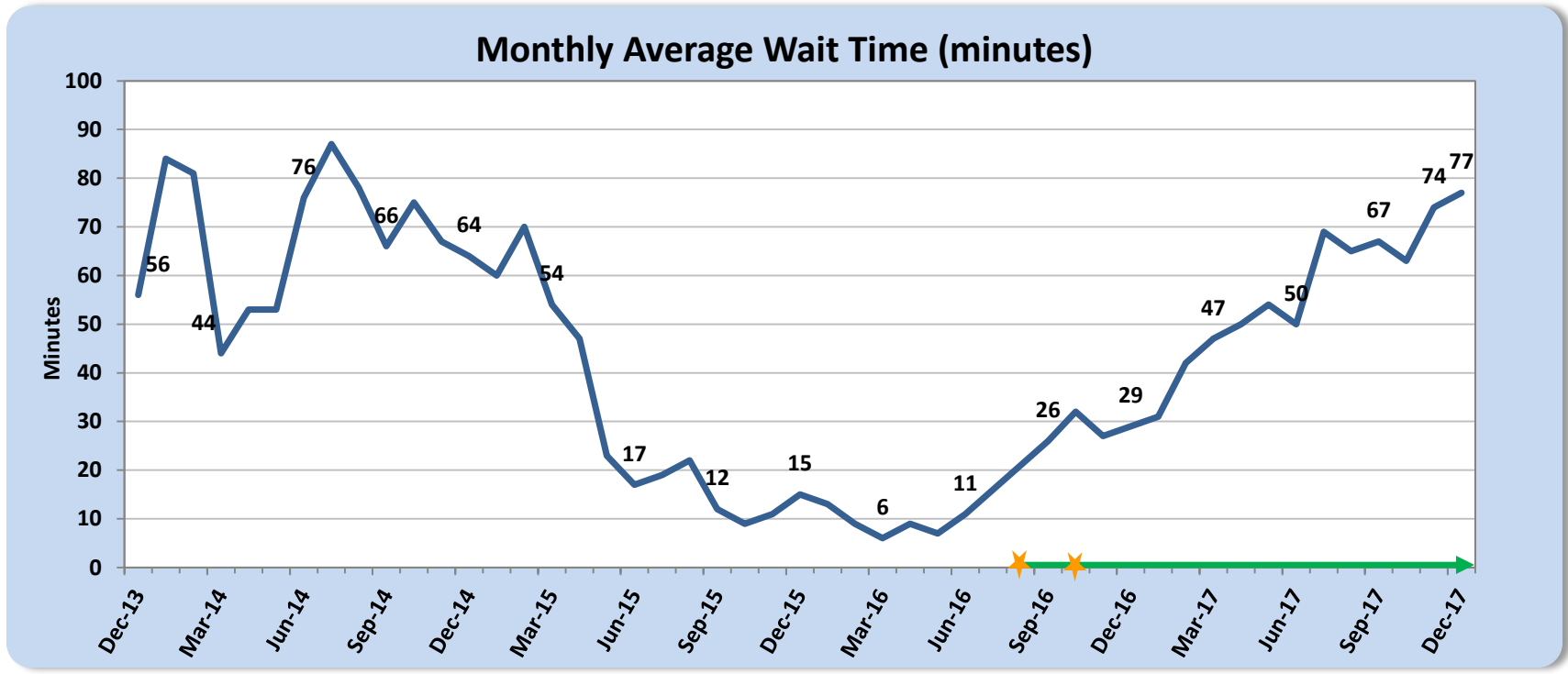Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

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

Benefits Center Wait Times:
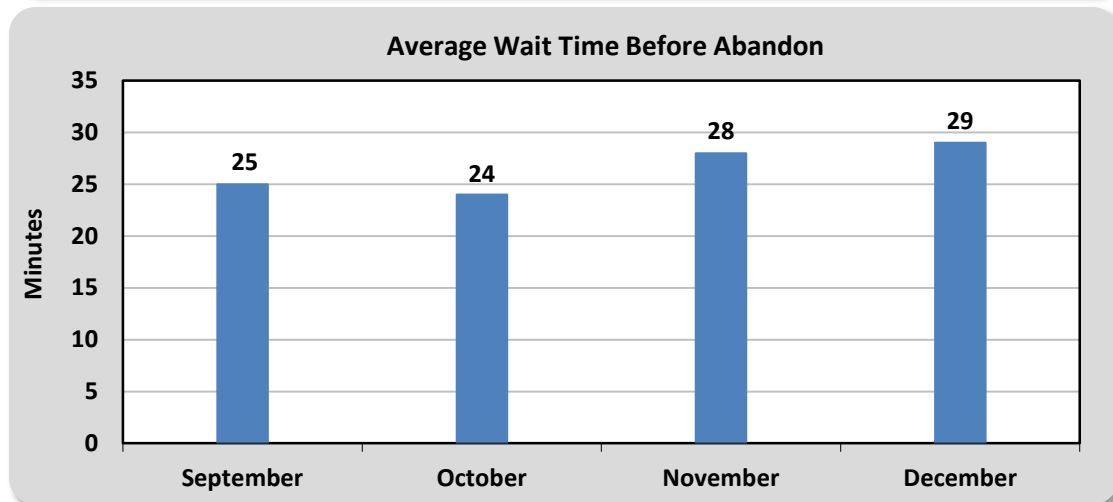# Since December 2013

Monthly Average Wait Time (minutes)

❑ Benefits Center Go-Live July 2013
⭐ August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
⭐ October 2016 ImpaCT Pilot implemented
➤ October 2016 through August 2017 state-wide phased rollout of ImpaCT
➤ October 2017 through December 2017 over 700,000 total special notices mailed
   ❑ SNAP Mass Modification
   ❑ MSP Income Limit Reductions
   ❑ Dental Program Changes
   ❑ Transportation Vendor Change

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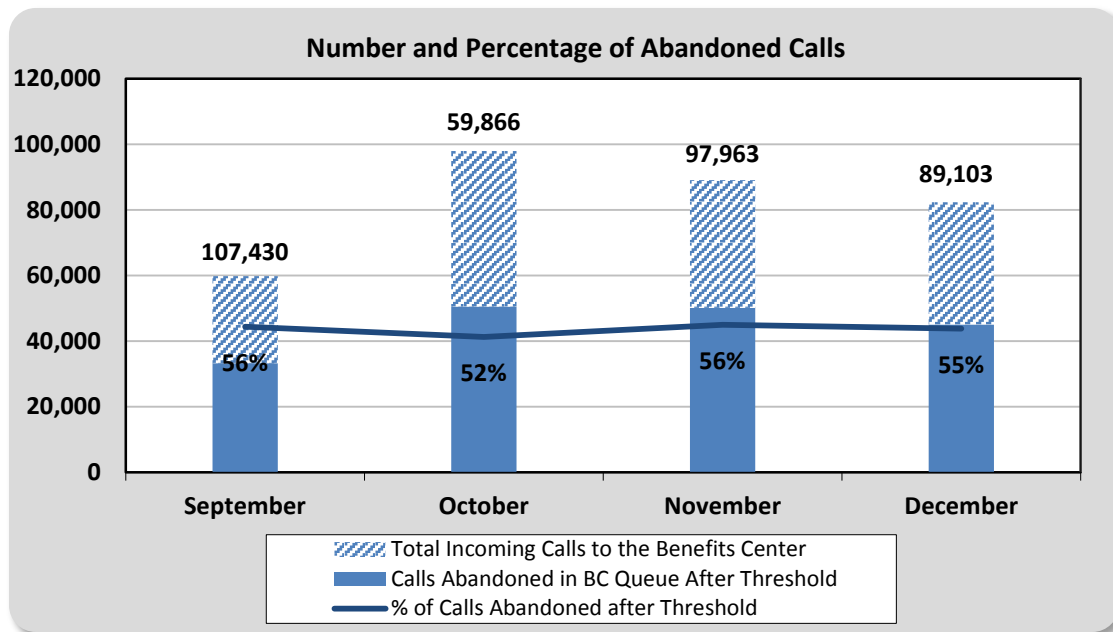
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Legend:
- Total Incoming Calls to the Benefits Center
- Calls Abandoned in BC Queue After Threshold
- % of Calls Abandoned after Threshold

Average Wait Time Before Abandon

- 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

Thank You