DSS Public Dashboard
January 2020

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard – January 2020

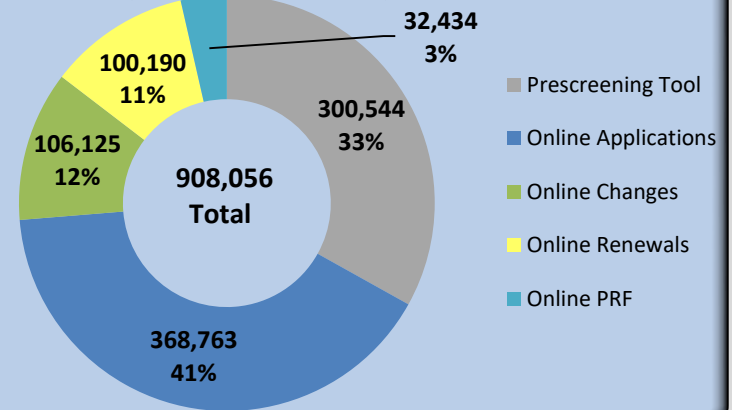## Self Service

335,456

MyAccounts

Client accounts created over the phone since implementation 2013

332,168

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity

908,056 Total

- 32,434 — 3%
- 300,544 — 33% — Prescreening Tool
- 368,763 — 41% — Online Applications
- 106,125 — 12% — Online Changes
- 100,190 — 11% — Online Renewals
- Online PRF

DSS Processing & Outcomes

DSS Work Flow

29,688,578 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Sep-19	Oct-19	Nov-19	Dec-19
Processed	138,622	160,509	164,176	205,186
Incoming	133,492	147,456	124,712	139,971

Service Centers

State-Wide Total Walk-Ins

	Sep-19	Oct-19	Nov-19	Dec-19
	26,495	27,843	23,406	23,336
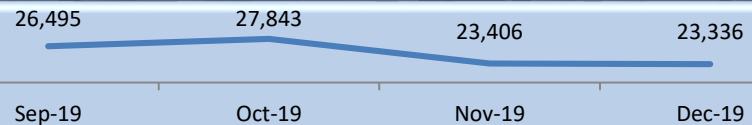
Benefits Centers

3,282,543 *Total Calls Serviced*

	Sep-19	Oct-19	Nov-19	Dec-19
Calls Resolved By IVR	42,558	45,209	37,594	41,814
Average Wait Time (mins)	17	11	13	18
Calls Serviced	45,594	49,500	40,654	39,928

Data as of December 31, 2019

* On 12-3-2020 the Benefits Center opened at 10 AM due to inclement weather

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Benefits Center Average Wait times comparison 2018 vs 2019

2019 data: January 28, February 9, March 8, April 7, May 10, June 16, July 25, August 21, September 17, October 11, November 13, December 18

2018 data: January 100, February 106, March 107, April 105, May 96, June 85, July 77, August 66, September 50, October 45, November 32, December 35

Legend: 2019, 2018

Data as of December 31, 2019
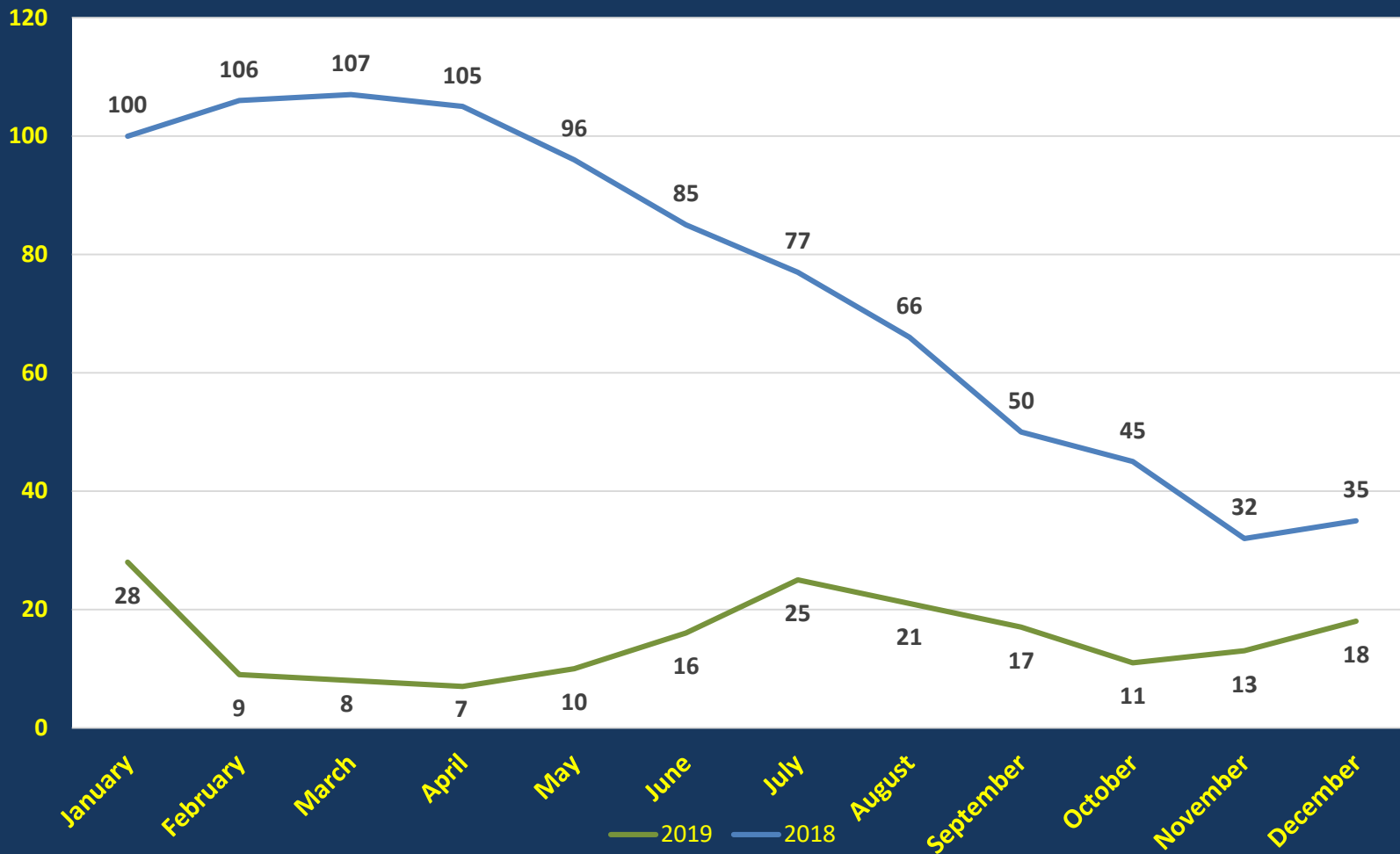
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Client Information Line:
September 2019-December 2019

|	Sep-19	Oct-19	Nov-19	Dec-19
Total Calls to the IVR (24 hour period)	118,626	123,445	104,328	107,865
Total Calls to the IVR (Business hours)	105,258	108,470	90,725	97,957
Total Calls Resolved by the IVR	42,558	45,209	37,594	41,814
Total Calls Transferred to the BC	62,700	62,702	53,131	56,143
Total Calls Answered in the BC	45,594	49,500	40,654	39,928
Calls Abandoned in BC Queue After Threshold	16,625	12,782	12,089	15,636
Interviews Conducted	14,804	15,341	12,886	12,846

Y-axis: Total Calls (0 – 140,000)

- 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)
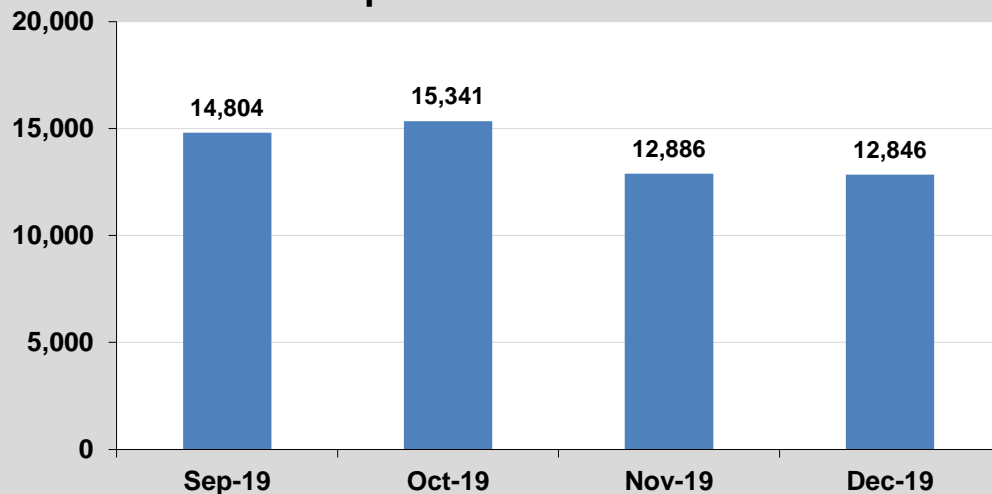
DSS Public Dashboard – January 2020

Benefits Center Calls Answered
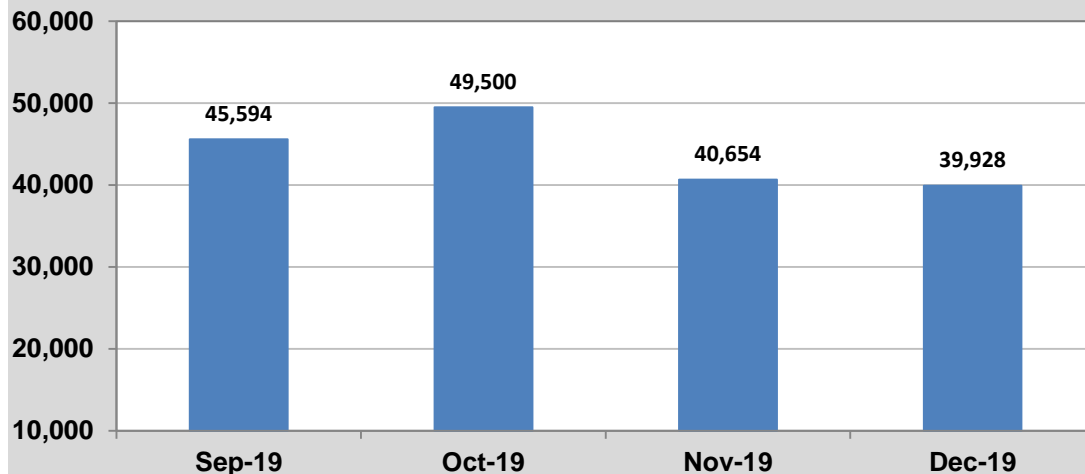
- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

- For 2019 DSS is answering an average of 43,919 calls per month

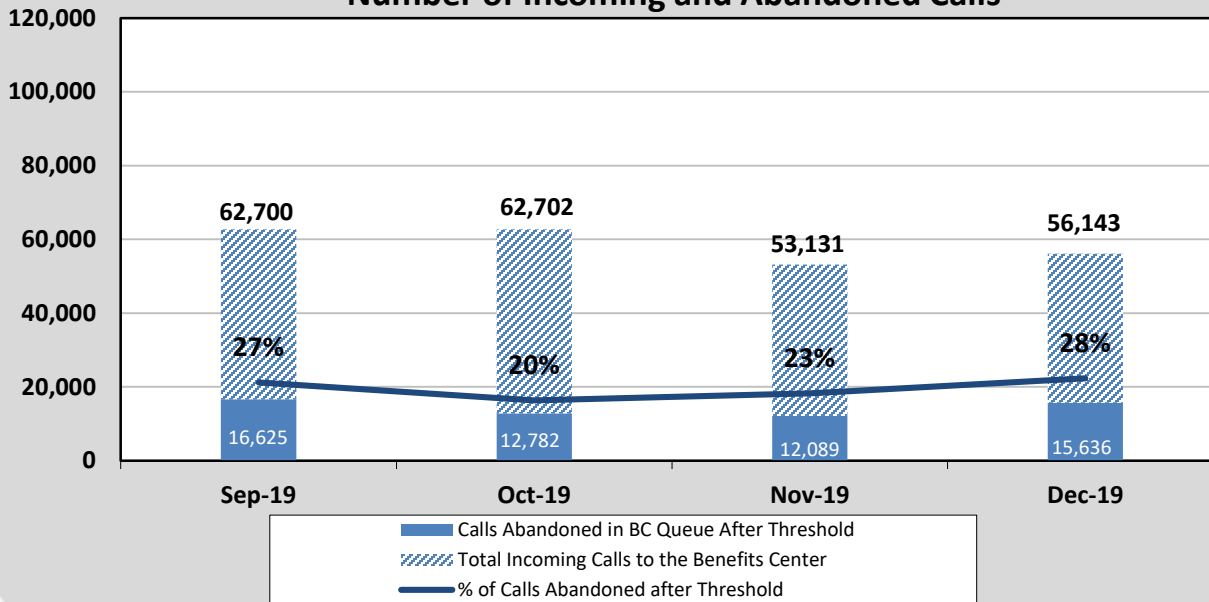## Telephone Interviews Conducted

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

- For 2019 DSS is averaging 14,068 telephone interviews per month

Data as December 31, 2019

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DSS Public Dashboard – January 2020

Number of Incoming and Abandoned Calls

	Sep-19	Oct-19	Nov-19	Dec-19
Total Incoming Calls	62,700	62,702	53,131	56,143
% of Calls Abandoned after Threshold	27%	20%	23%	28%
Calls Abandoned in BC Queue After Threshold	16,625	12,782	12,089	15,636

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

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

Average Wait Time Before Abandon

	Sep-19	Oct-19	Nov-19	Dec-19
Minutes	12	7	8	11
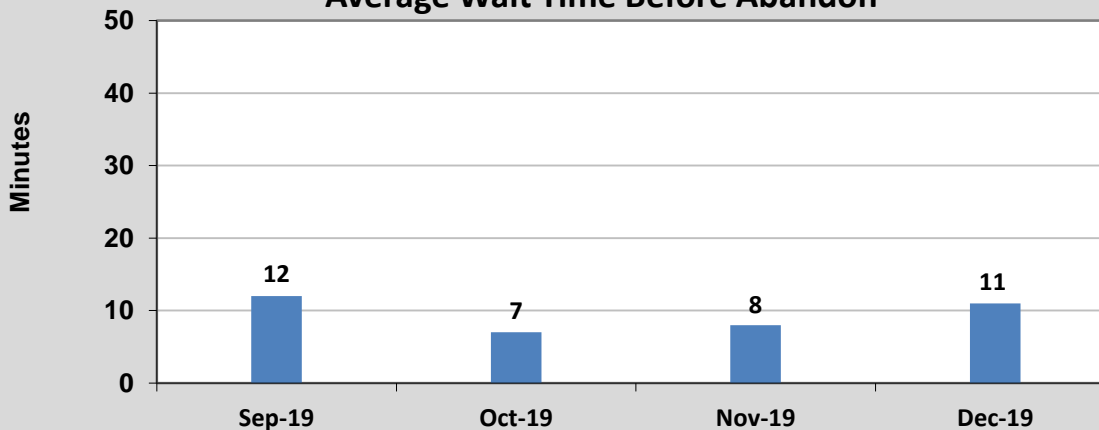
- Average Wait Time Before Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls

- A comparison to 2018 shows an average wait time before abandoned of 20, 17, 14, and 16 minutes for September through December 2018, respectively.

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Data as of December 31, 2019

Thank You