DSS Public Dashboard
July 2019

ConneCT

DSS Public Dashboard – July - 2019

Self Service
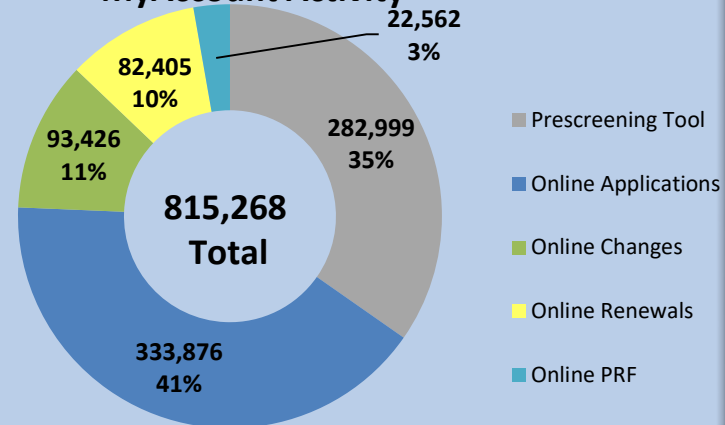
314,584
MyAccounts

Client accounts created over the phone since implementation 2013

319,541
Secure PINs

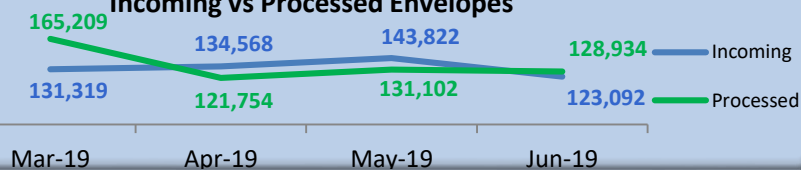Online accounts created over the phone since implementation 2013

MyAccount Activity

815,268 Total

- 22,562 — 3%
- 282,999 — 35% — Prescreening Tool
- 333,876 — 41% — Online Applications
- 93,426 — 11% — Online Changes
- 82,405 — 10% — Online Renewals
- Online PRF

DSS Processing & Outcomes

DSS Work Flow

27,257,652
Total Documents Scanned

Incoming vs Processed Envelopes

	Mar-19	Apr-19	May-19	Jun-19
Incoming	131,319	134,568	143,822	128,934
Processed	165,209	121,754	131,102	123,092

Service Centers

State-Wide Total Walk-Ins

Mar-19	Apr-19	May-19	Jun-19
24,737	26,668	27,049	24,417
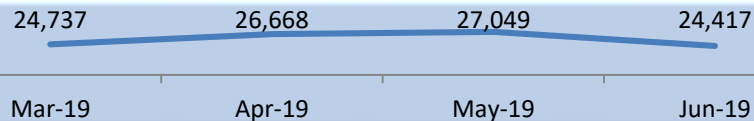
Benefits Centers

2,970,675
Total Calls Serviced

	Mar-19	Apr-19	May-19	Jun-19
Calls Resolved By IVR	40,643	31,936	42,005	41,187
Average Wait Time (mins)	8	7	10	16
Calls Serviced	45,110	50,101	50,753	43,957

Data as of June 30, 2019

DSS Public Dashboard – July 2019

Benefits Center Average Wait Times Comparison 2018 vs 2019

Data as of June 30, 2019
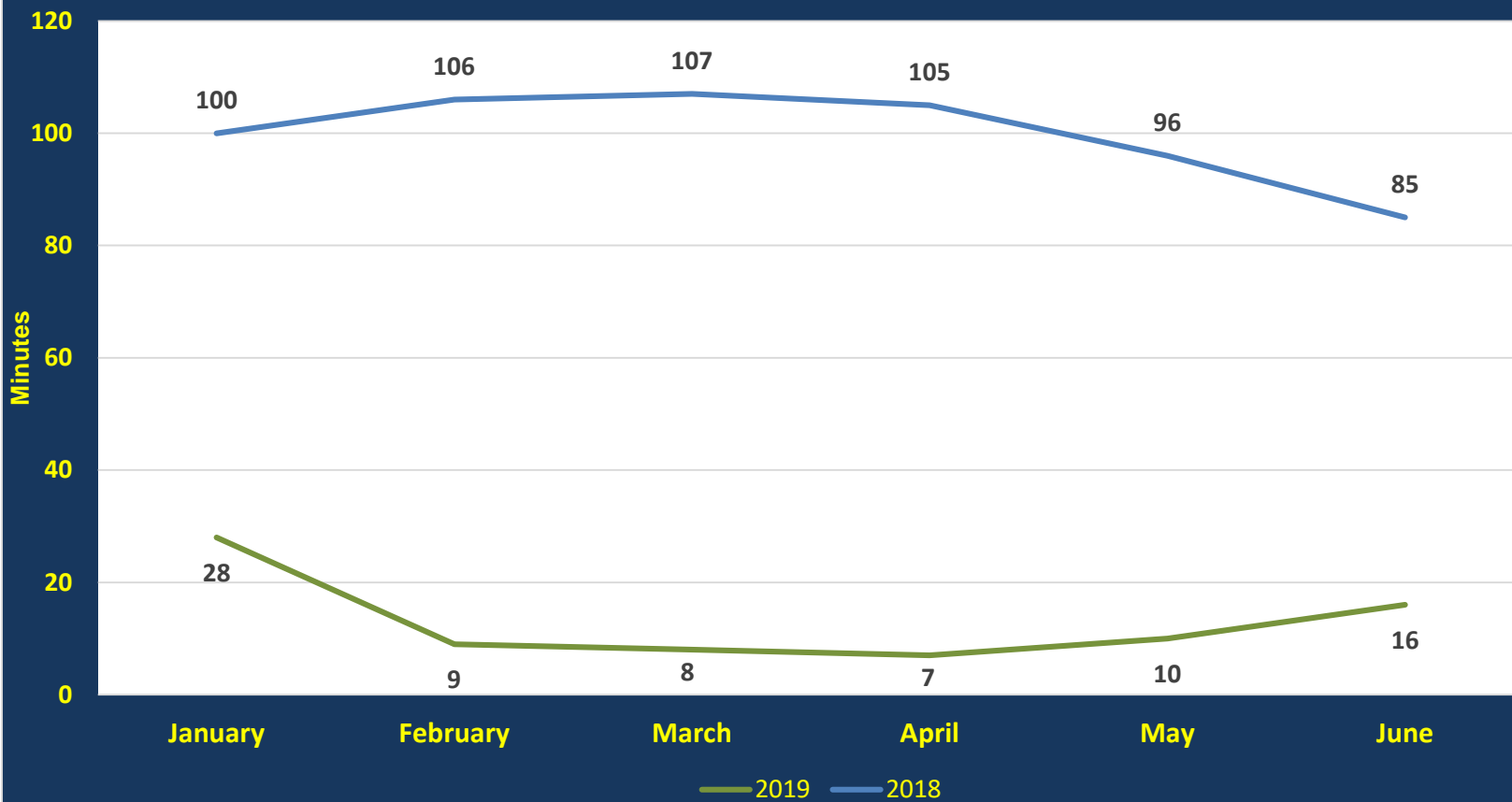
DSS Public Dashboard – July 2019

Client Information Line:
March 2019 - June 2019

Total Calls

|	Mar-19	Apr-19	May-19	Jun-19
■ Total Calls to the IVR (24 hour period)	107,318	118,820	117,317	112,847
■ Total Calls to the IVR (Business hours)	94,089	83,867	104,317	100,996
■ Total Calls Resolved by the IVR	40,643	31,936	42,005	41,187
■ Total Calls Transferred to the BC	53,446	58,466	62,311	59,807
■ Total Calls Answered in the BC	45,110	50,101	50,751	43,903
■ Calls Abandoned in BC Queue After Threshold	8,025	8,010	11,141	15,379
■ Interviews Conducted	13,792	15,728	15,727	13,714

- 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 with in first 20 seconds (i.e., less than 20 seconds)
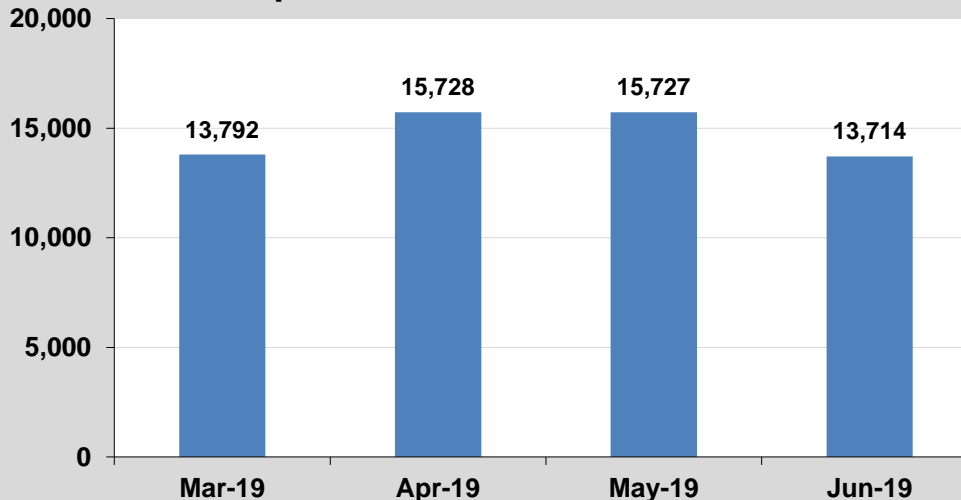
DSS Public Dashboard – July 2019

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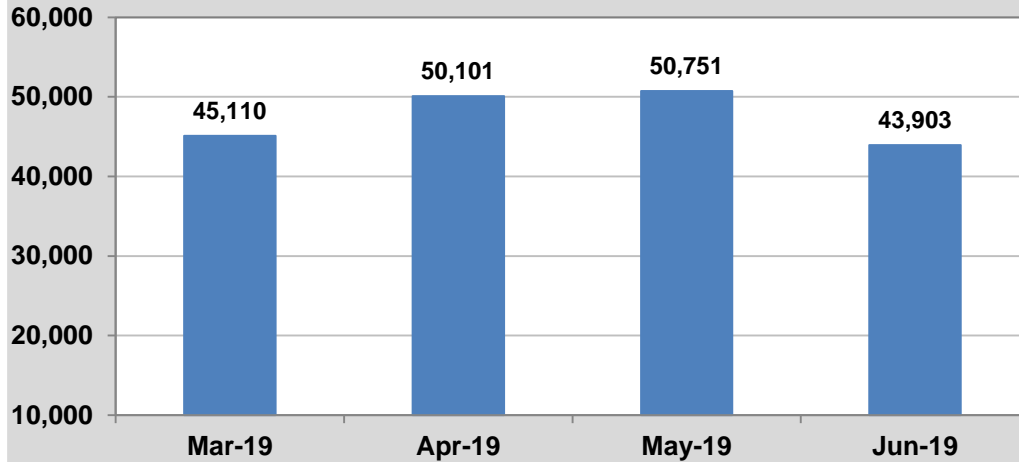
- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

- For 2019 we are answering an average of 44,583 calls each month

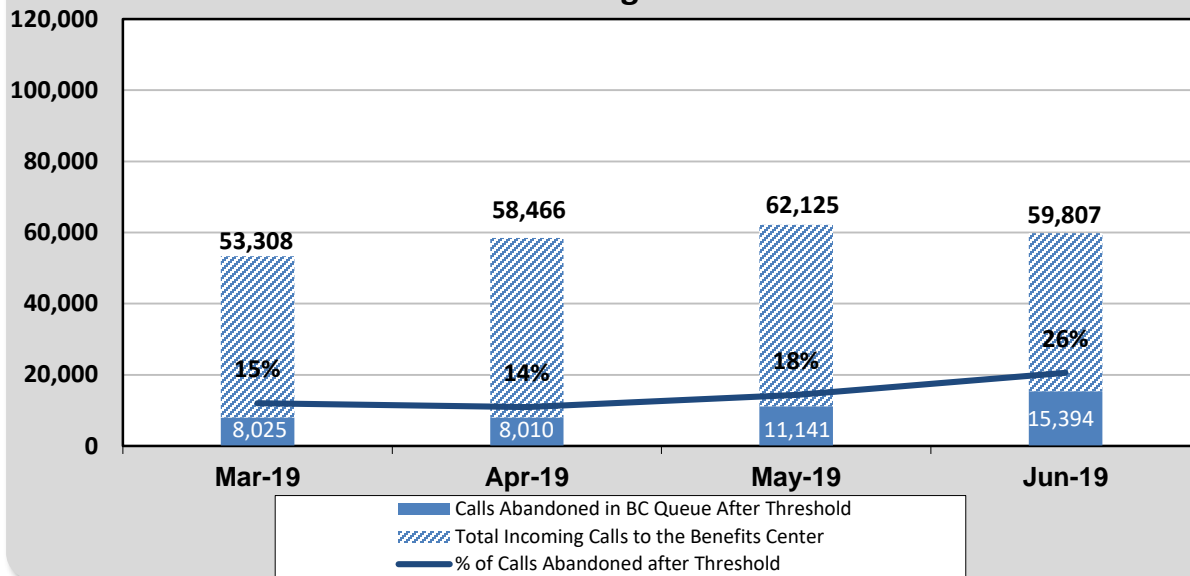## Telephone Interviews Conducted

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

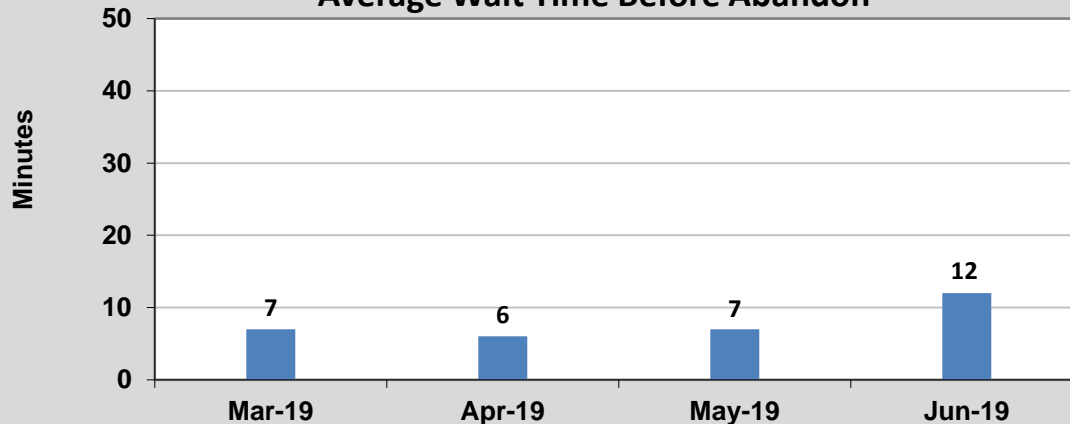- For 2019 we are averaging 13,799 telephone interviews per month.

DSS Public Dashboard – June 2019

Number of Incoming and Abandoned Calls

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

- 34% of calls Abandoned after threshold in January of 2019

Average Wait Time Before Abandon

- Average Wait Time Before Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls

- Average Wait Time Before Abandon in May 2018 was 36 minutes

Data as of June 30, 2019

Thank You