DSS Public Dashboard
July 2022

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard July 2022
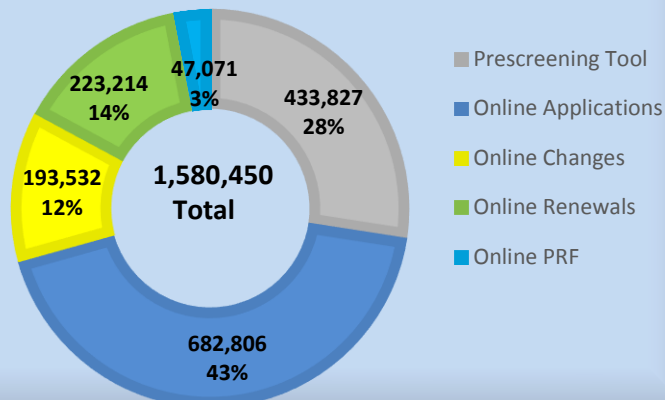
Self Service

519,486

MyAccounts

Client accounts created online since implementation 2013

383,538

Secure PINs

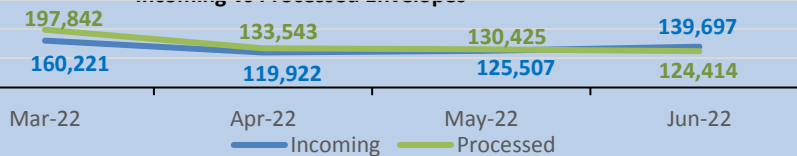Client accounts created over the phone since implementation 2013

MYACCOUNT ACTIVITY

1,580,450 Total

- 47,071 — 3% — Online PRF
- 223,214 — 14% — Online Renewals
- 193,532 — 12% — Online Changes
- 433,827 — 28% — Prescreening Tool
- 682,806 — 43% — Online Applications

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

DSS Processing & Outcomes

DSS Work-Flow

35,494,392 *Total Documents Scanned*

Incoming vs Processed Envelopes

	Mar-22	Apr-22	May-22	Jun-22
Processed	197,842	133,543	130,425	139,697
Incoming	160,221	119,922	125,507	124,414

Incoming — Processed

Service Centers

State-Wide Total Walk-Ins

Mar-22	Apr-22	May-22	Jun-22
9,204	8,140	8,443	9,654

Benefits Center

4,863,095 *Total Calls Serviced*

	Mar-22	Apr-22	May-22	Jun-22
Calls Resolved By IVR	51,038	39,890	51,098	57,735
Average Wait Time (mins)	8	4	2	3
Calls Serviced	68,141	55,706	60,078	68,846

Data as of June 30, 2022

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard – July 2022

Benefits Center Monthly Average Wait Time (minutes)

Data as of June 30 , 2022
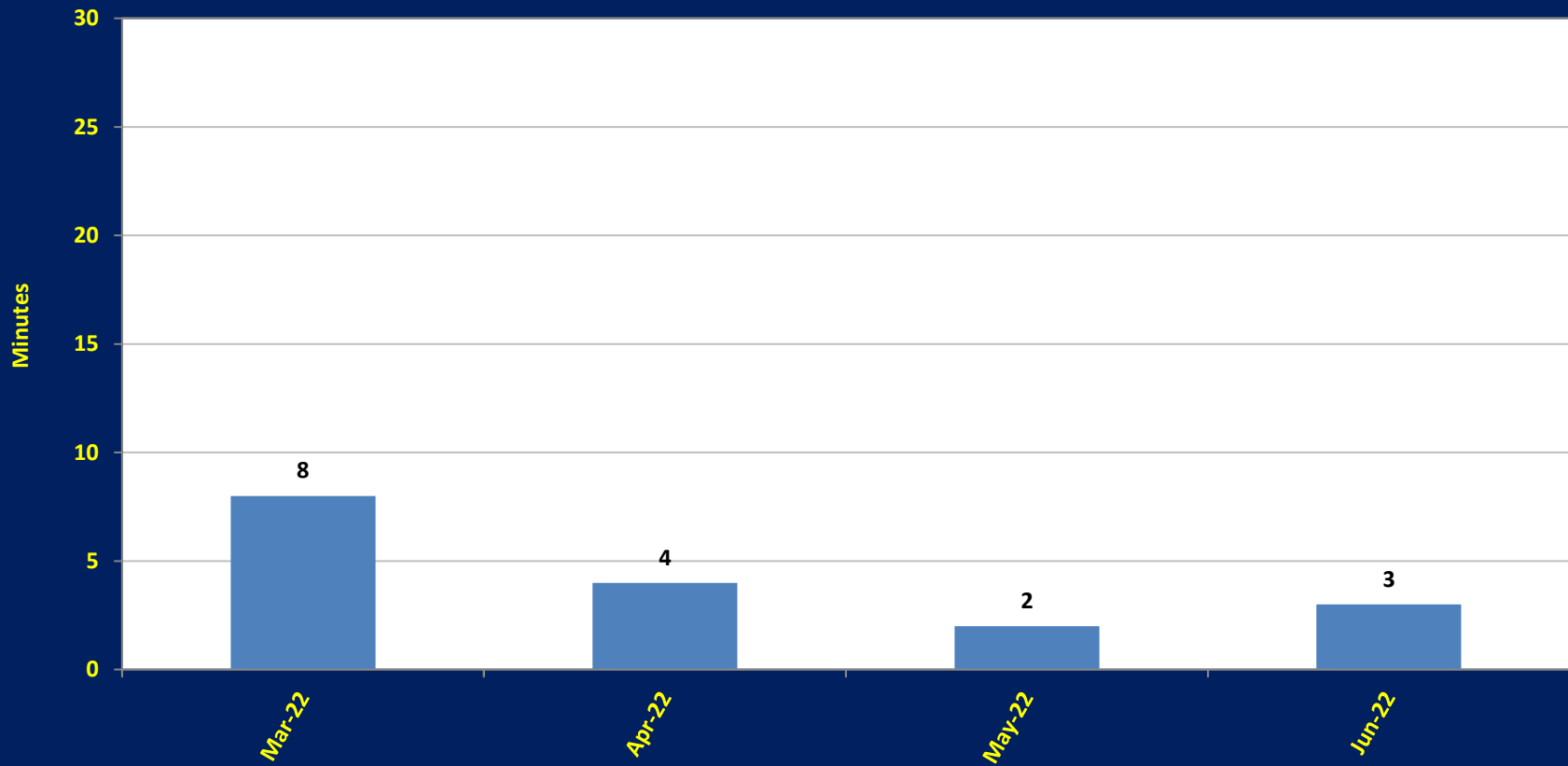
DSS Public Dashboard – July 2022

Client Info Line
March 2022 - June 2022

	Mar-22	Apr-22	May-22	Jun-22
Total Calls to the IVR (24 hour period)	172,182	133,607	145,650	169,231
Total Calls to the IVR (Business hours)	130,047	105,216	114,780	130,517
Total Calls Resolved by the IVR	51,038	39,890	51,980	57,735
Total Calls Transferred to the BC	79,009	65,326	62,800	72,782
Total Calls Answered in the BC	68,141	55,706	60,078	68,846
Calls Abandoned in BC Queue After Threshold	10,888	4,362	2,720	3,941
Interviews Conducted	15,678	15,374	16,330	19,225

- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance
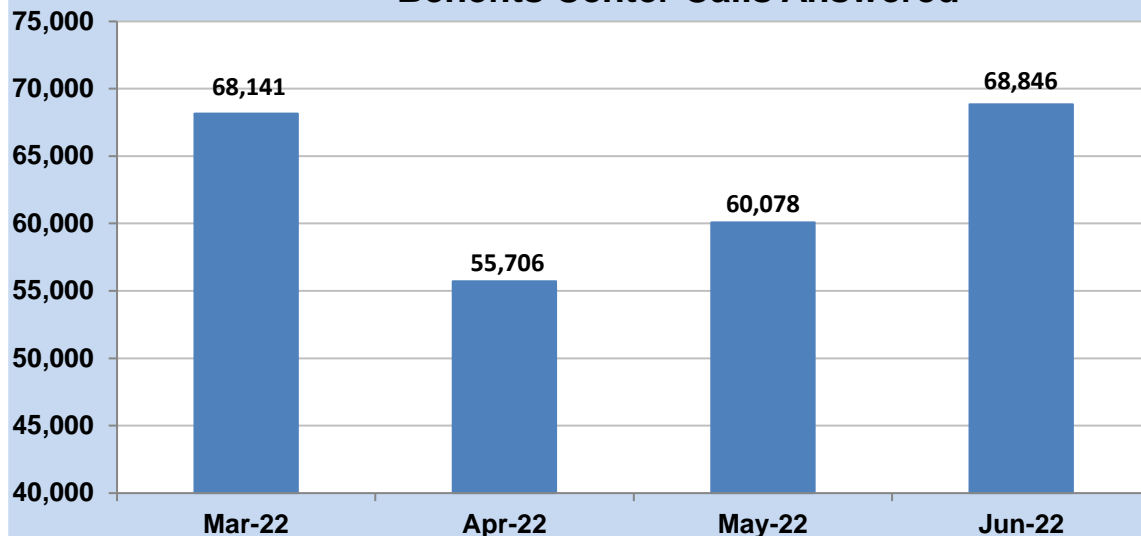
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

DSS Public Dashboard – July 2022

Benefits Center Calls Answered

Month	Calls
Mar-22	68,141
Apr-22	55,706
May-22	60,078
Jun-22	68,846

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

Telephone Interviews Conducted

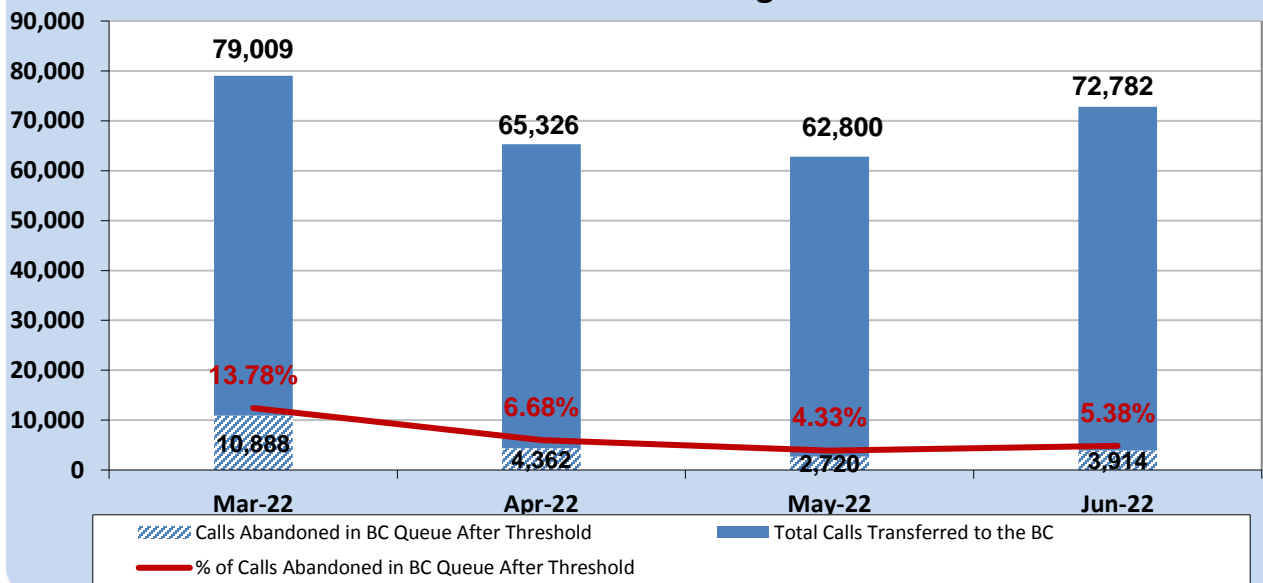| Month	Interviews
Mar-22	15,678
Apr-22	15,374
May-22	16,330
Jun-22	19,225

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

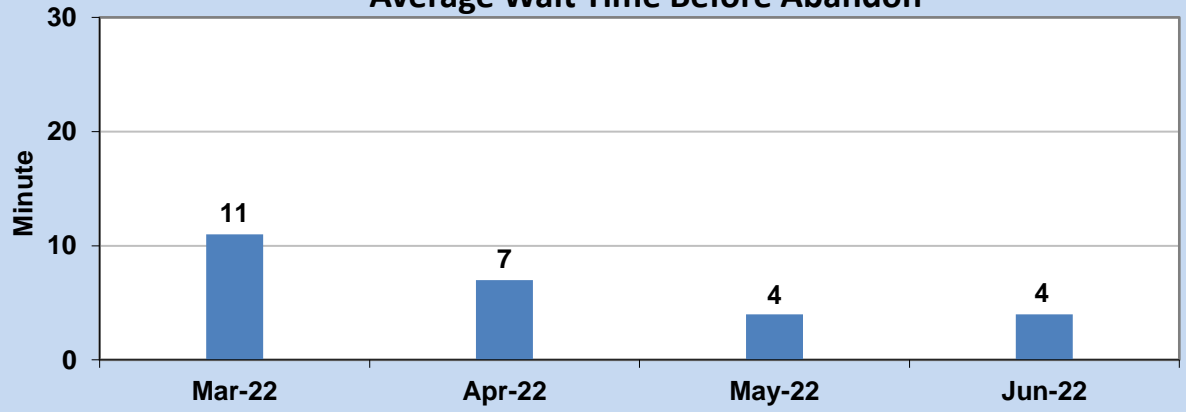# DSS Public Dashboard – July 2022

Number of Incoming and Abandoned Calls

Legend:
- Calls Abandoned in BC Queue After Threshold
- Total Calls Transferred to the BC
- % of Calls Abandoned in BC Queue After Threshold

Data values:
- Mar-22: 79,009 total; 10,888 abandoned; 13.78%
- Apr-22: 65,326 total; 4,362 abandoned; 6.68%
- May-22: 62,800 total; 2,720 abandoned; 4.33%
- Jun-22: 72,782 total; 3,914 abandoned; 5.38%

• Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)
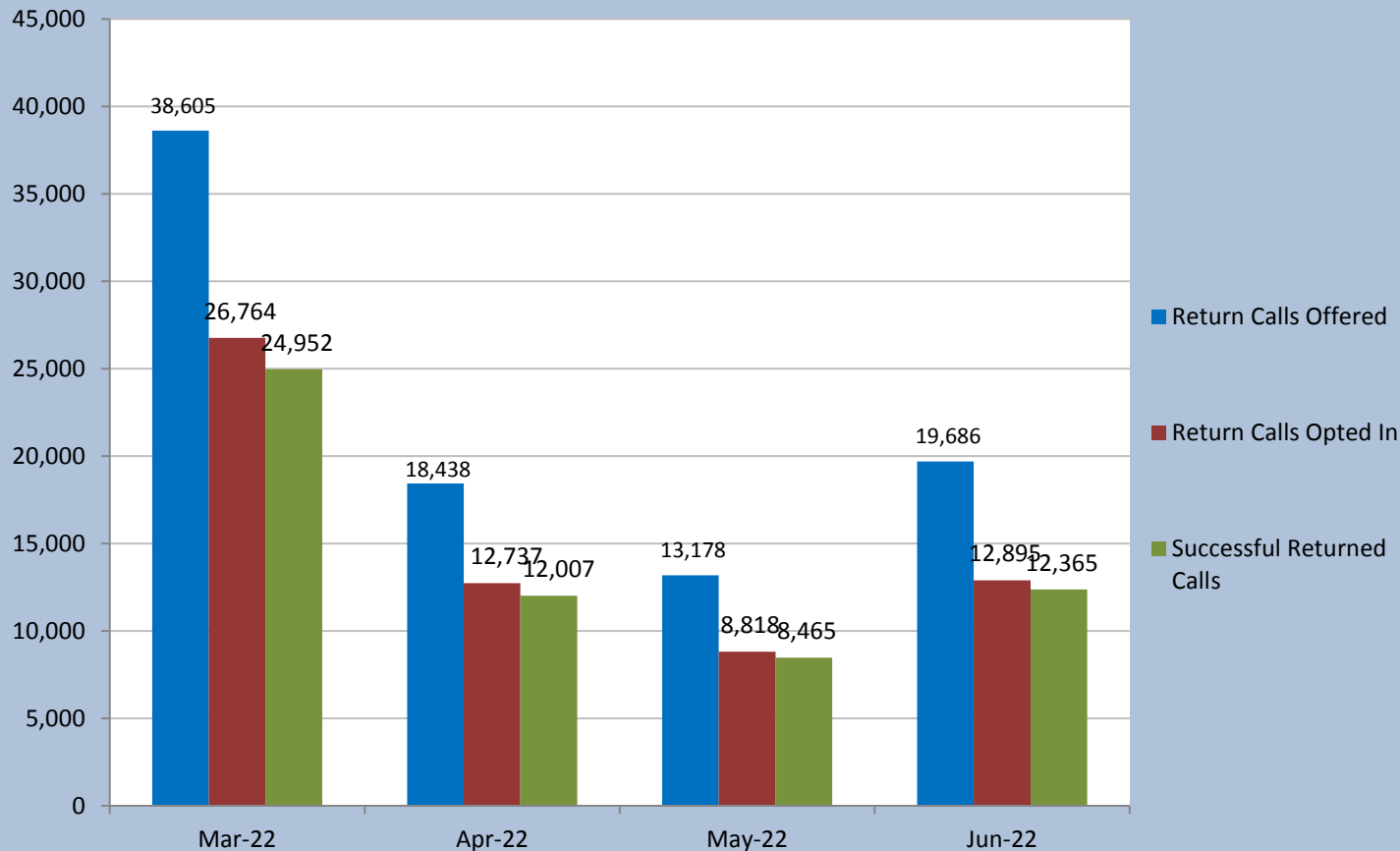
Average Wait Time Before Abandon

Minute:
- Mar-22: 11
- Apr-22: 7
- May-22: 4
- Jun-22: 4

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

6

DSS Public Dashboard – July 2022

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

Legend:
- Return Calls Offered
- Return Calls Opted In
- Successful Returned Calls

Month	Return Calls Offered	Return Calls Opted In	Successful Returned Calls
Mar-22	38,605	26,764	24,952
Apr-22	18,438	12,737	12,007
May-22	13,178	8,818	8,465
Jun-22	19,686	12,895	12,365

7

Data as of June 30, 2022

Thank You