Connecticut Department of Social Services
Caring for Connecticut

DSS Public Dashboard
June 2019

DSS Public Dashboard – June - 2019

Self Service
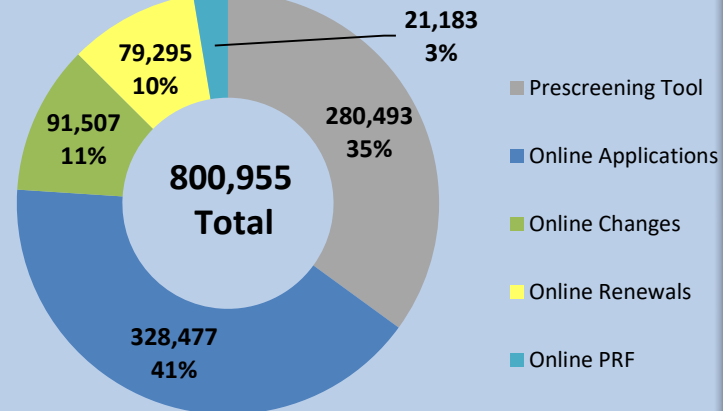
311,399
MyAccounts

Client accounts created over the phone since implementation 2013

317,601
Secure PINs

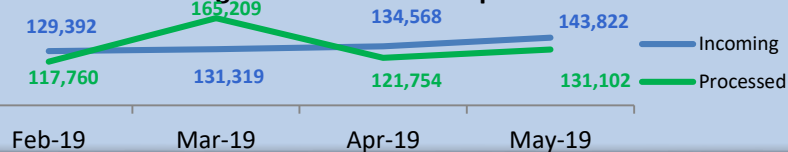Online accounts created over the phone since implementation 2013

MyAccount Activity

800,955 Total

- 21,183 3%
- 280,493 35%
- 328,477 41%
- 91,507 11%
- 79,295 10%

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

DSS Processing & Outcomes

DSS Work Flow

26,867,587
Total Documents Scanned

Incoming vs Processed Envelopes

	Feb-19	Mar-19	Apr-19	May-19
Incoming	129,392		134,568	143,822
		165,209		
Processed	117,760	131,319	121,754	131,102

Service Centers

State-Wide Total Walk-Ins

	Feb-19	Mar-19	Apr-19	May-19
	19,477	24,737	26,668	27,049
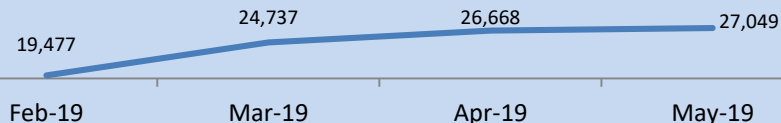
Benefits Centers

2,970,675
Total Calls Serviced

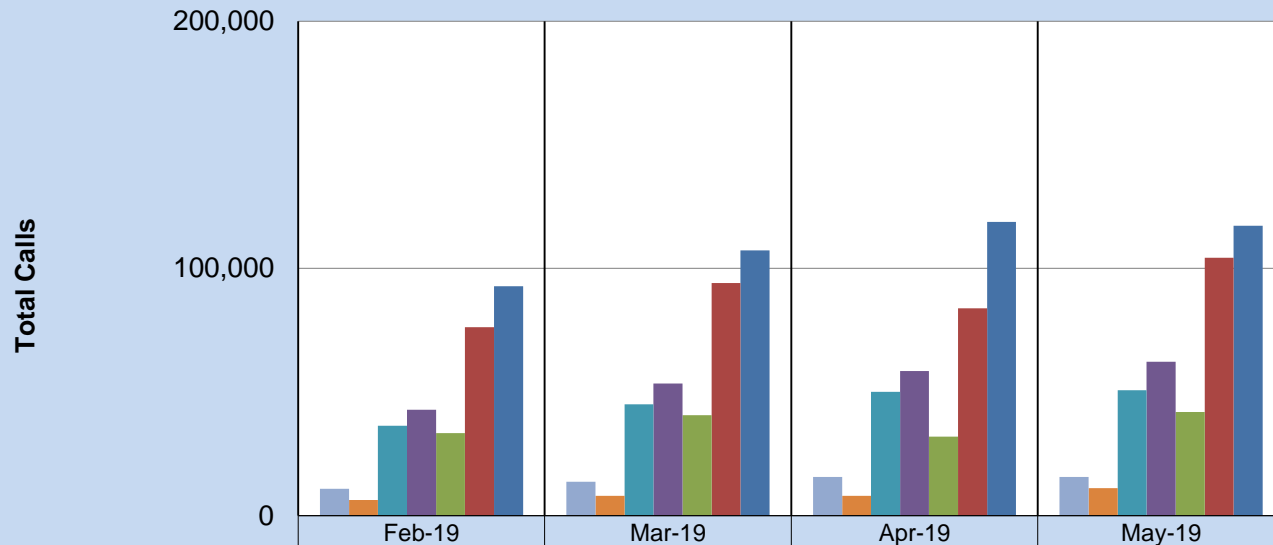|	Feb-19	Mar-19	Apr-19	May-19
Calls Resolved By IVR	33,341	40,643	31,936	42,005
Average Wait Time (mins)	9	8	7	10
Calls Serviced	36,329	45,110	50,101	50,753

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Benefits Center Average Wait Time May 18 - May 19

Data as of May 31, 2019
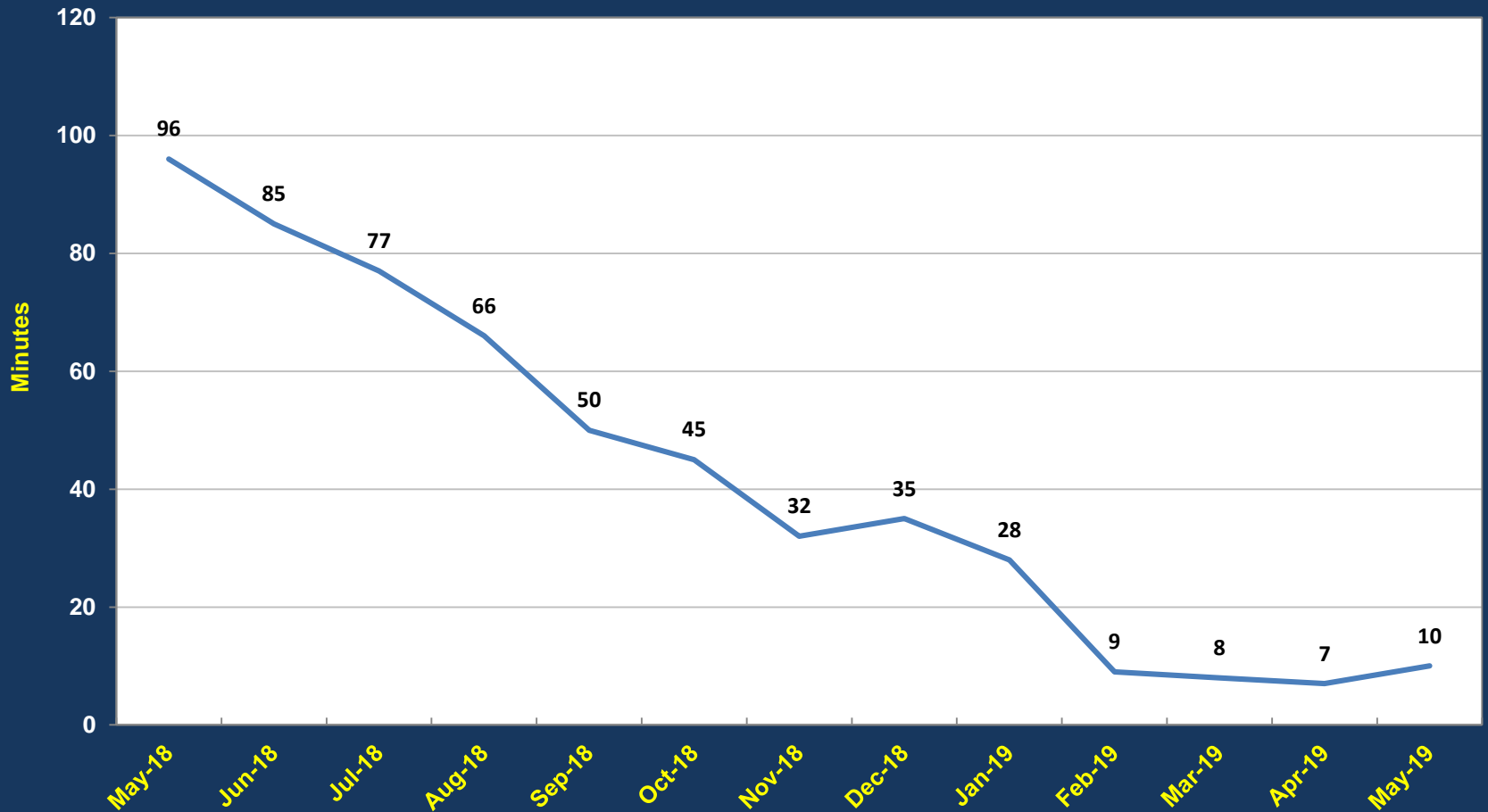
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Client Information Line:
February 2019 - May 2019

Total Calls

200,000

100,000

0

|	Feb-19	Mar-19	Apr-19	May-19
■ Total Calls to the IVR (24 hour period)	92,787	107,318	118,820	117,317
■ Total Calls to the IVR (Business hours)	76,237	94,089	83,867	104,317
■ Total Calls Resolved by the IVR	33,341	40,643	31,936	42,005
■ Total Calls Transferred to the BC	42,898	53,446	58,466	62,311
■ Total Calls Answered in the BC	36,329	45,110	50,101	50,751
■ Calls Abandoned in BC Queue After Threshold	6,341	8,025	8,010	11,141
■ Interviews Conducted	10,830	13,792	15,728	15,727

- 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)

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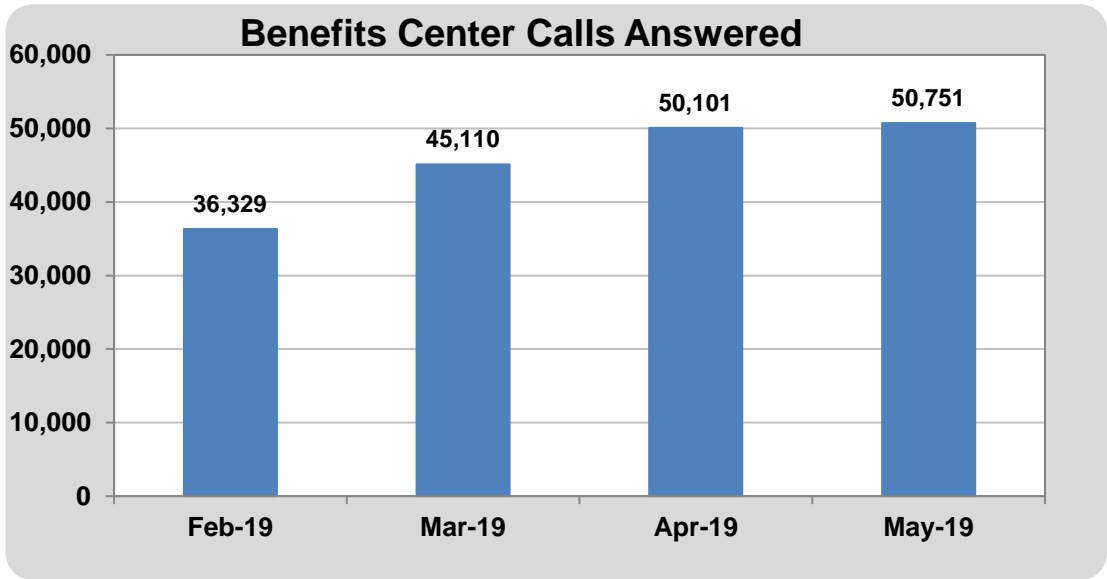
- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

- 40% increase in calls answered in May 2019 compared to February 2019

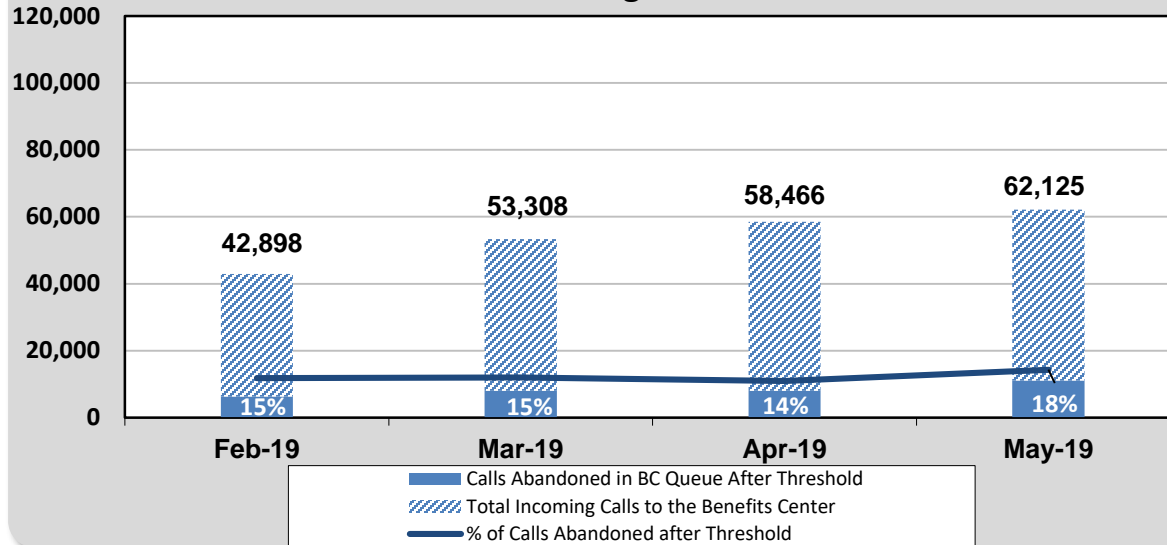## Telephone Interviews Conducted
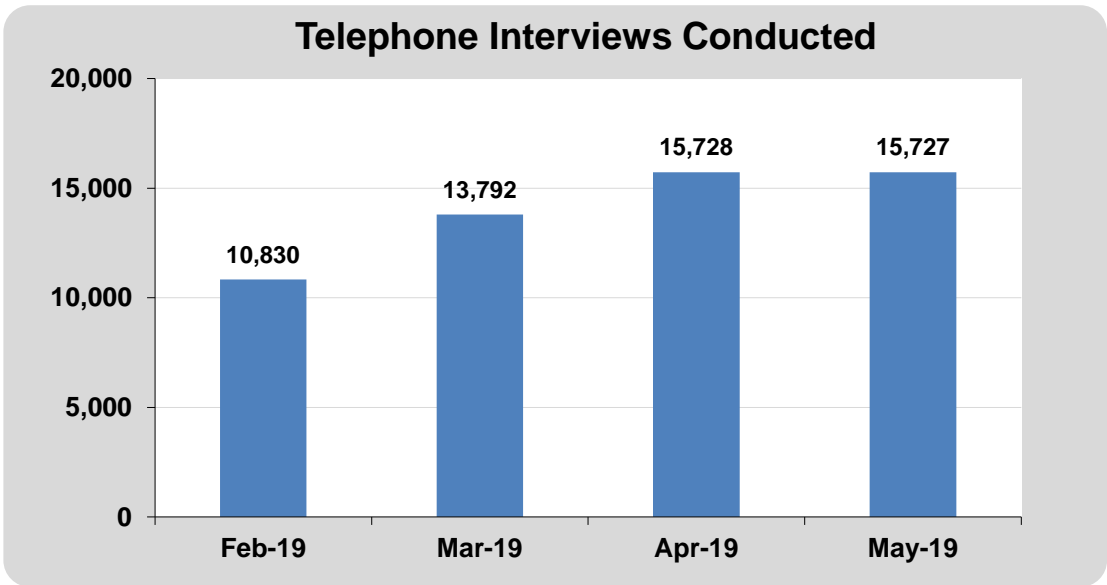
- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month

- 45% increase in interviews completed in May 2019 compared to February 2019
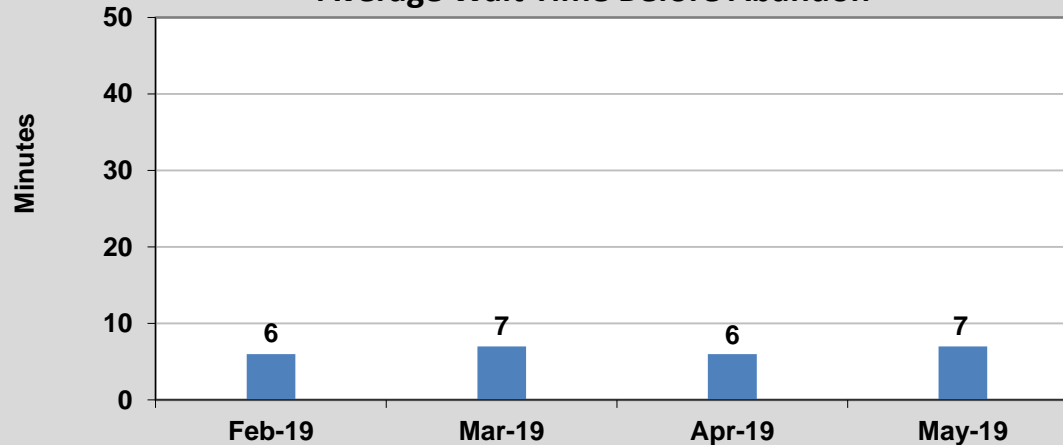
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Number and Percentage of Abandoned Calls

- 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 May 31, 2019

Thank You