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**Connecticut Department of Social Services**

**Caring for Connecticut**

# DSS Public Dashboard
# November 2023

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## Self Service
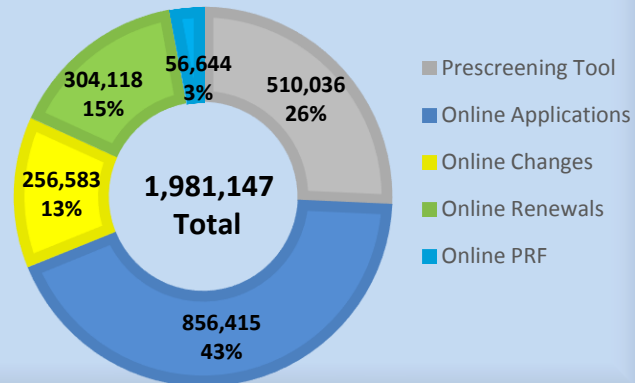
**590,693**
*MyAccounts*

Client accounts created online since implementation 2013

**422,438**
*Secure PINs*

Client accounts created over the phone since implementation 2013

### MYACCOUNT ACTIVITY



- 510,036 — 26% — Prescreening Tool
- 856,415 — 43% — Online Applications
- 256,583 — 13% — Online Changes
- 304,118 — 15% — Online Renewals
- 56,644 — 3% — Online PRF

**1,981,147 Total**

## DSS Processing & Outcomes

### DSS Work-Flow

**380,881** *Total Documents Scanned*

**Incoming vs Processed Envelopes**

| | Jul-23 | Aug-23 | Sep-23 | Oct-23 |
|---|---|---|---|---|
| Incoming | 151,057 | 157,853 | 160,420 | 167,389 |
| Processed | 145,226 | 147,713 | 129,009 | 156,686 |

### Service Centers

*State-Wide Total Walk-Ins*

| Jul-23 | Aug-23 | Sep-23 | Oct-23 |
|---|---|---|---|
| 16,669 | 20,684 | 19,461 | 21,029 |

### Benefits Center

**5,842,790** *Total Calls Serviced*

| | Jul-23 | Aug-23 | Sep-23 | Oct-23 |
|---|---|---|---|---|
| Calls Resolved By IVR | 64,644 | 63,469 | 135,660 | 128,534 |
| Average Wait Time (mins) | 1 | 1 | 6 | 19 |
| Calls Serviced | 63,783 | 73,136 | 72,177 | 67,774 |

DEPARTMENT OF SOCIAL SERVICES

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**Benefits Center Monthly Average Wait Time (minutes)**
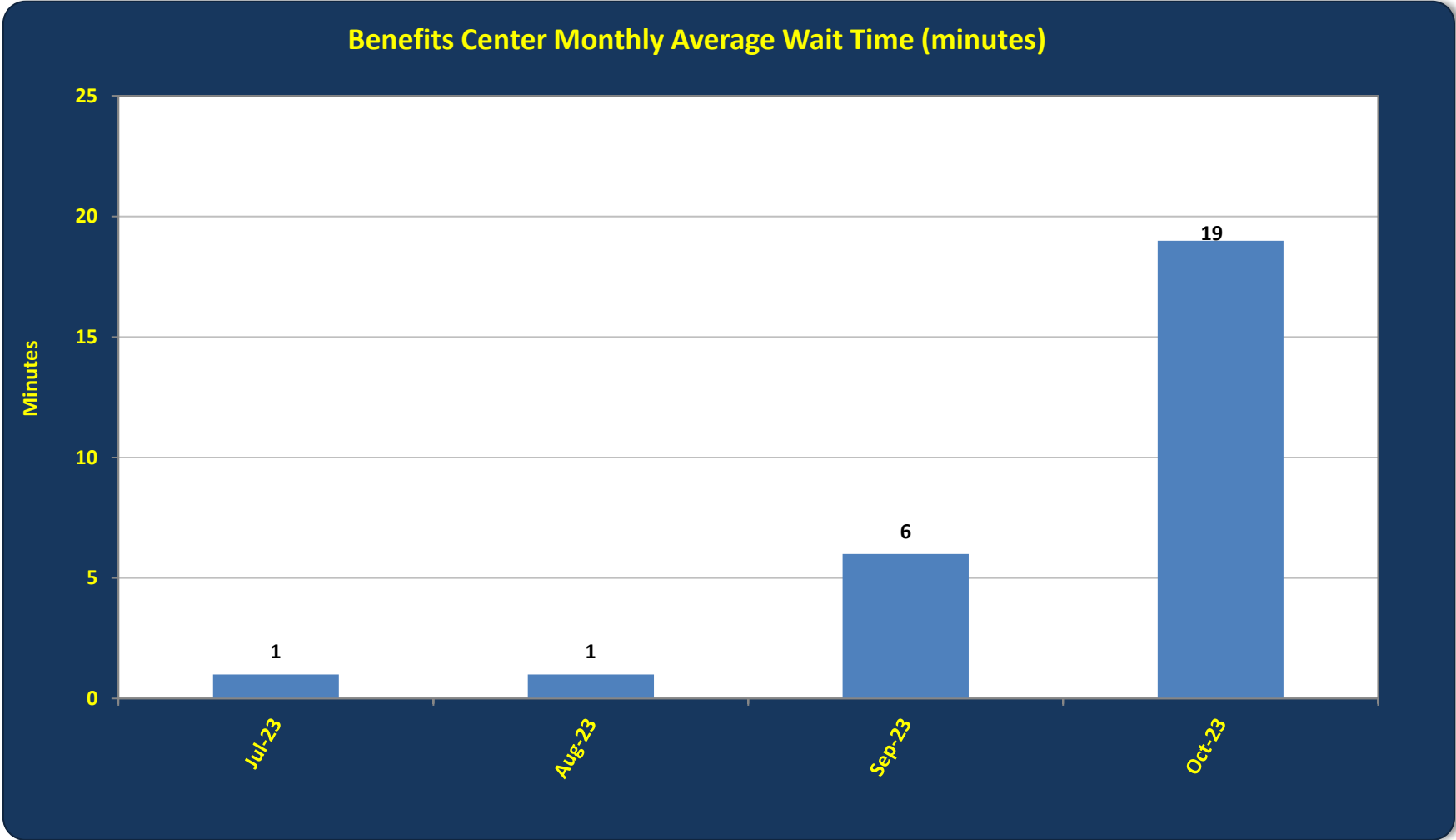
# DSS Public Dashboard – November 2023

## Client Info Line
## July 2023 - October 2023



| | Jul-23 | Aug-23 | Sep-23 | Oct-23 |
|---|---|---|---|---|
| ■ Total Calls to the IVR (24 hour period) | 164,815 | 188,961 | 237,136 | 224,681 |
| ■ Total Calls to the IVR (Business hours) | 120,743 | 139,437 | 215,707 | 204,378 |
| ■ Total Calls Resolved by the IVR | 64,644 | 63,469 | 135,660 | 128,534 |
| ■ Total Calls Transferred to the BC | 64,644 | 76,089 | 80,047 | 91,154 |
| ■ Total Calls Answered in the BC | 63,783 | 73,136 | 72,177 | 67,774 |
| ■ Calls Abandoned in BC Queue After Threshold | 867 | 2,819 | 7,870 | 23,380 |
| ■ Interviews Conducted | 12,079 | 15,756 | 13,746 | 12,014 |

- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

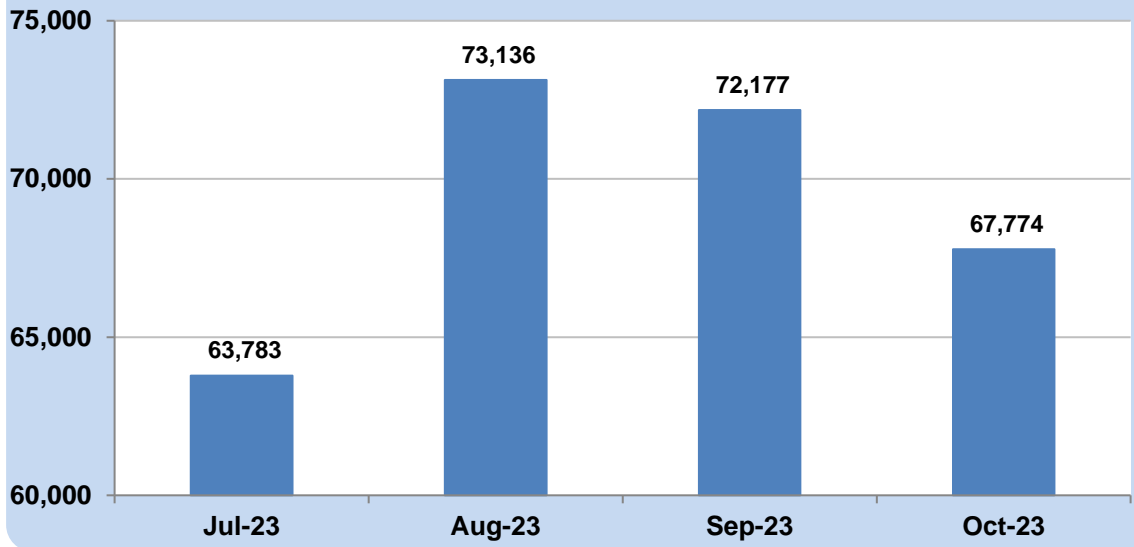Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

# DSS Public Dashboard – November 2023
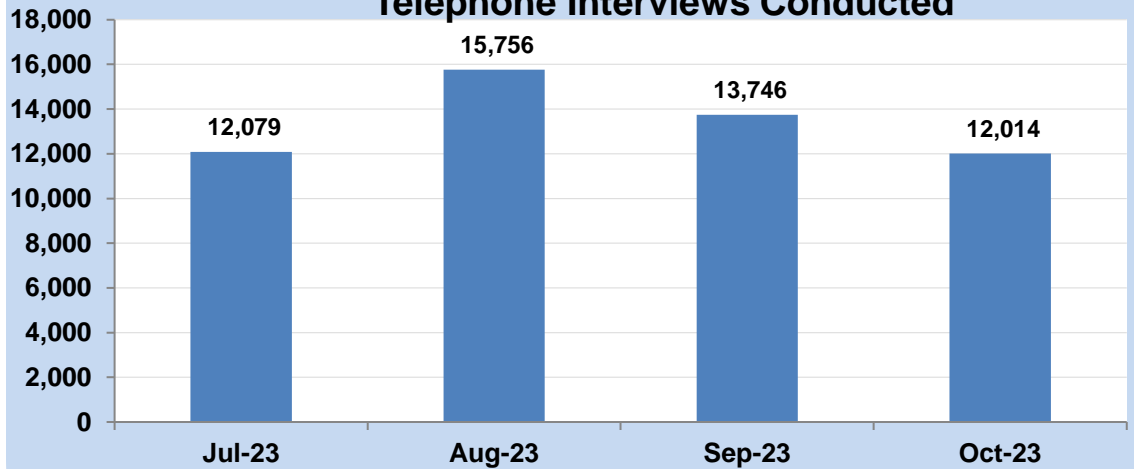
## Benefits Center Calls Answered

- Jul-23: 63,783
- Aug-23: 73,136
- Sep-23: 72,177
- Oct-23: 67,774

(Y-axis range: 60,000 – 75,000)

• Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance
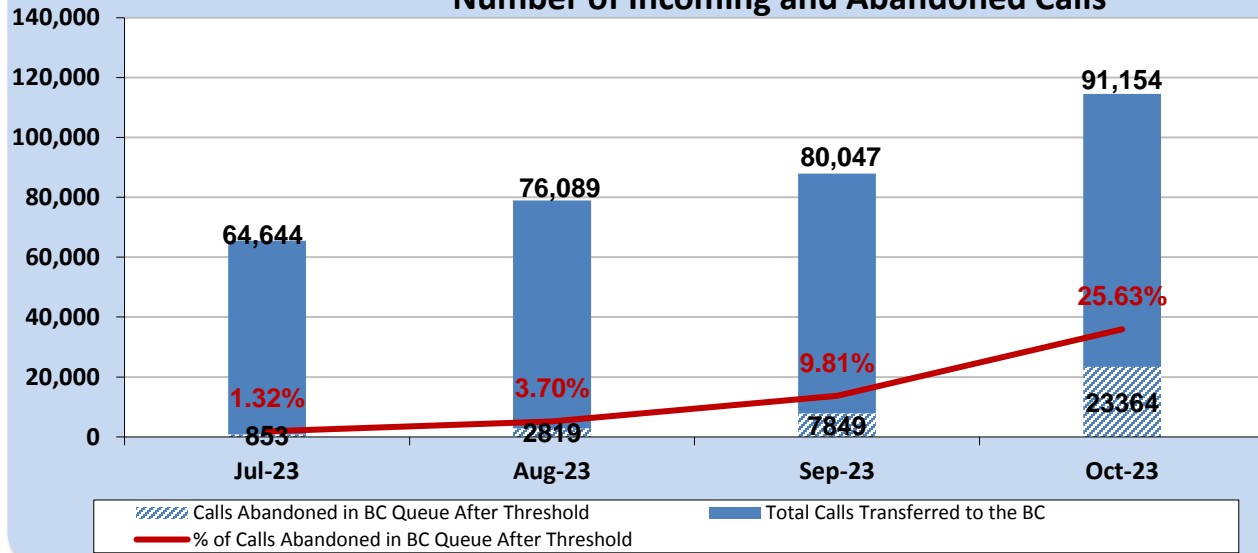
## Telephone Interviews Conducted

- Jul-23: 12,079
- Aug-23: 15,756
- Sep-23: 13,746
- Oct-23: 12,014

(Y-axis range: 0 – 18,000)

• Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month
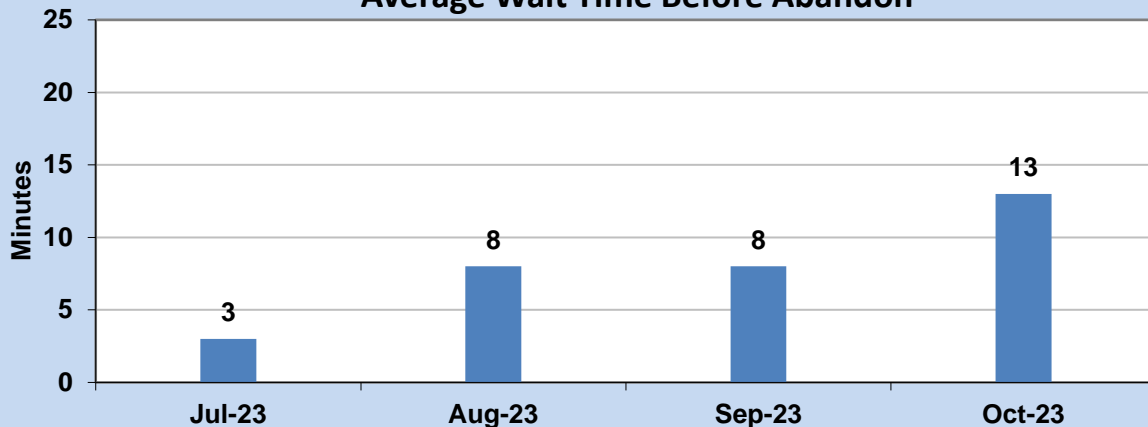
*Data as of October 31, 2023*

# DSS Public Dashboard – November 2023

## Number of Incoming and Abandoned Calls



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

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

Values (Total Calls Transferred to the BC): Jul-23: 64,644; Aug-23: 76,089; Sep-23: 80,047; Oct-23: 91,154

% of Calls Abandoned: Jul-23: 1.32%; Aug-23: 3.70%; Sep-23: 9.81%; Oct-23: 25.63%

Calls Abandoned in BC Queue After Threshold: Jul-23: 853; Aug-23: 2819; Sep-23: 7849; Oct-23: 23364

## Average Wait Time Before Abandon



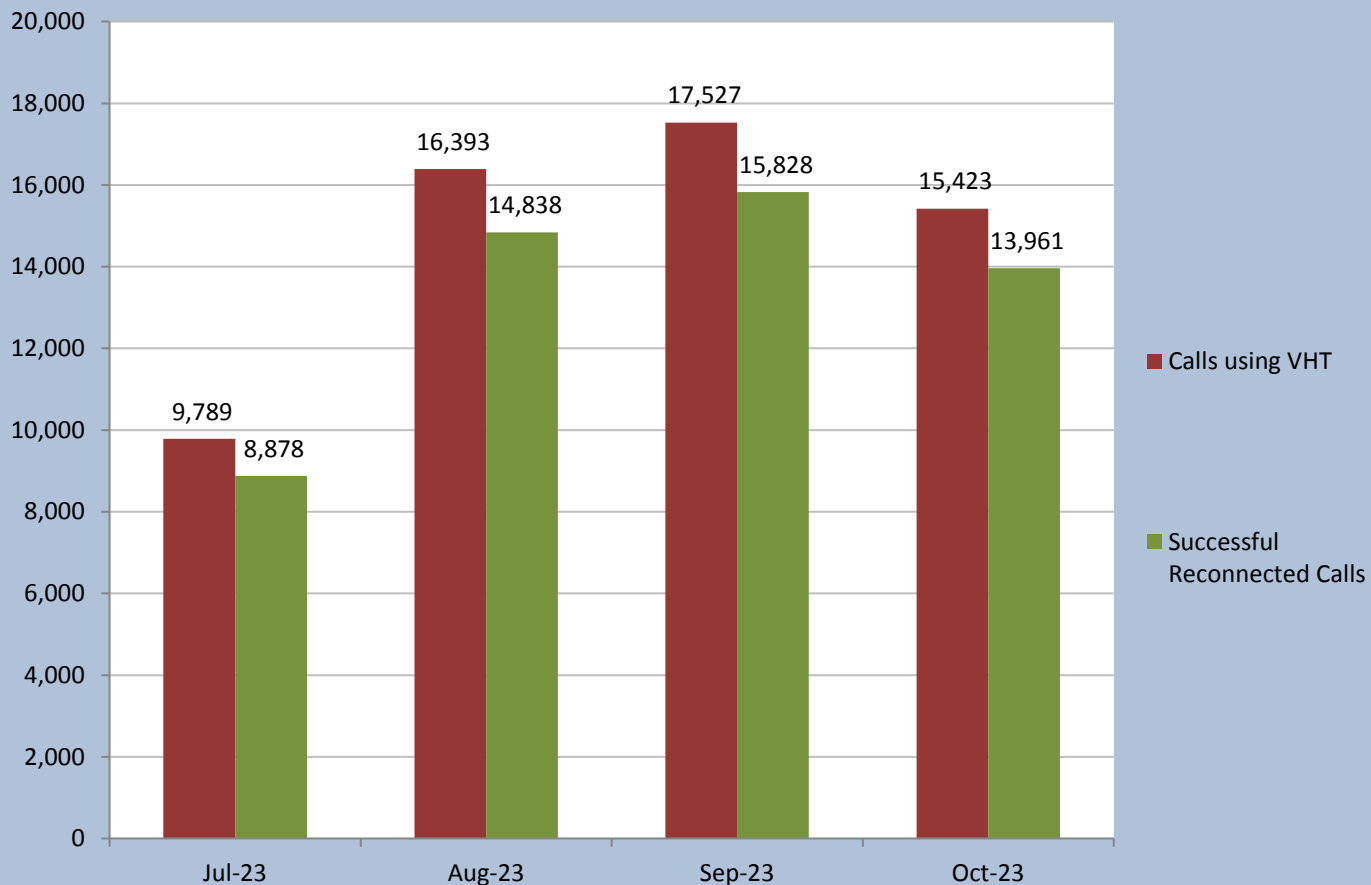Minutes: Jul-23: 3; Aug-23: 8; Sep-23: 8; Oct-23: 13

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

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# DSS Public Dashboard – November 2023

## 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 2020

*Data as of October 31., 2023*

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**Thank You**