DSS Public Dashboard
October 2019

DEPARTMENT OF SOCIAL SERVICES

ConneCT

DSS Public Dashboard – October - 2019

Self Service

325,317
MyAccounts

Client accounts created over the phone since implementation 2013

326,102
Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity

863,009 Total

- 26,914 — 3%
- 292,117 — 34%
- 91,718 — 11%
- 100,114 — 11%
- 352,146 — 41%

Legend:
- Prescreening Tool
- Online Applications
- Online Changes
- Online Renewals
- Online PRF
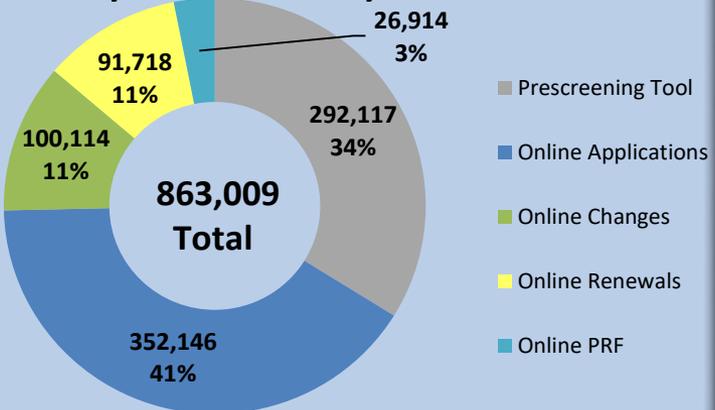
DSS Processing & Outcomes

DSS Work Flow

28,481,077
Total Documents Scanned

Incoming vs Processed Envelopes

	Jun-19	Jul-19	Aug-19	Sep-19
Incoming	128,934	137,568	138,121	138,622
Processed	123,092	126,497	131,999	133,492

Service Centers

State-Wide Total Walk-Ins

	Jun-19	Jul-19	Aug-19	Sep-19
Walk-Ins	24,417	28,202	27,443	26,495

Benefits Centers

3,152,461
Total Calls Serviced

	Jun-19	Jul-19	Aug-19	Sep-19
Calls Resolved By IVR	41,187	47,409	45,648	42,558
Average Wait Time (mins)	16	25	21	17
Calls Serviced	43,903	46,016	46,271	45,594

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Benefits Center Average Wait times comparison 2018 vs 2019

Data as of September 30, 2019
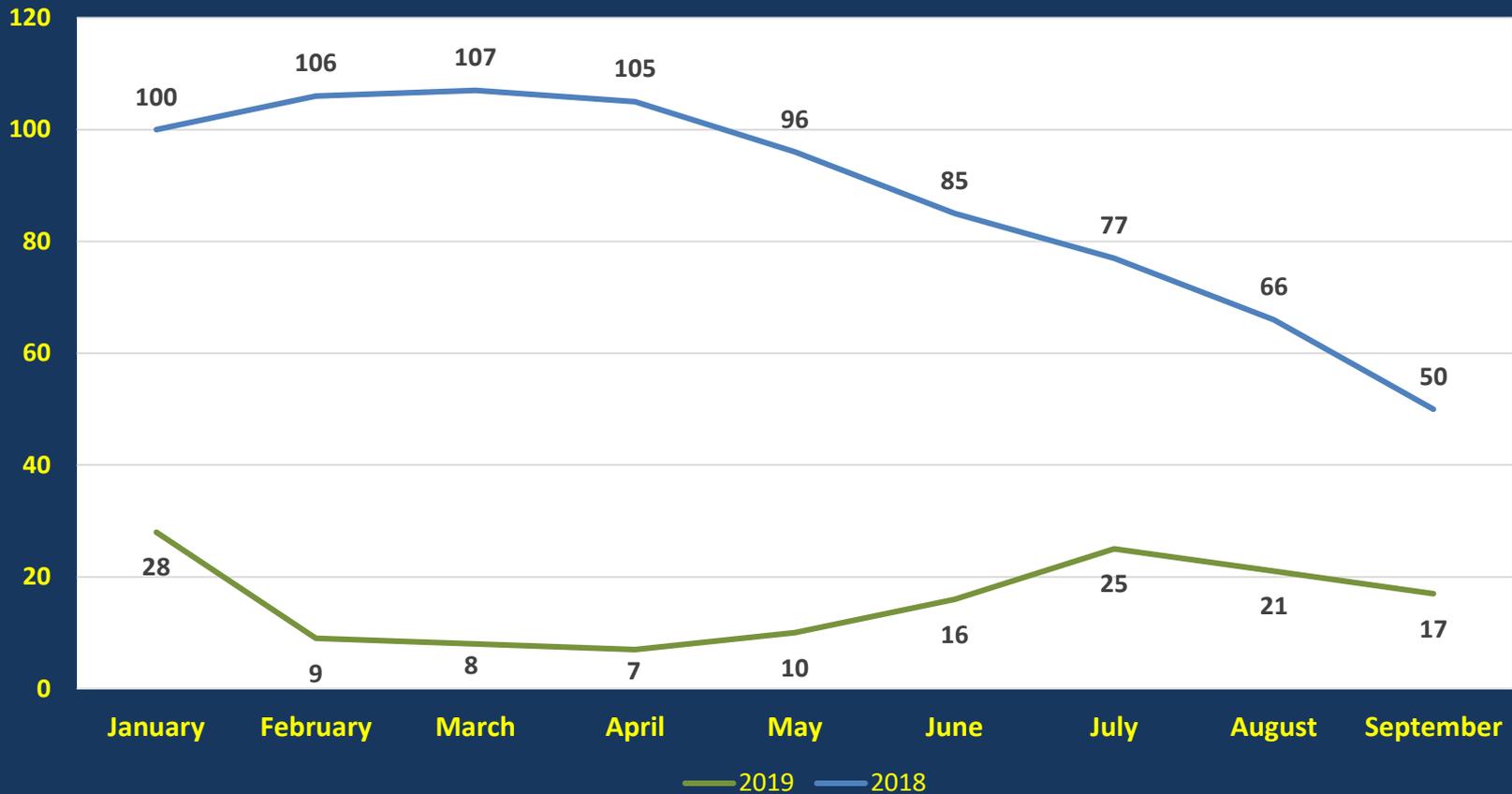
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Client Information Line:
### June 2019 - September 2019
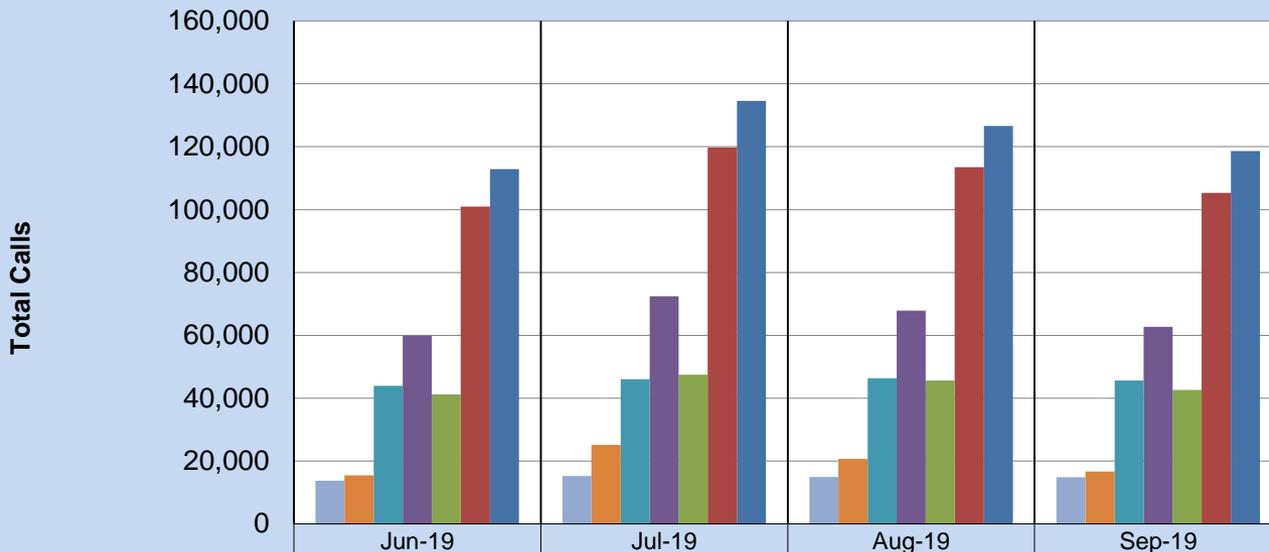
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

|	Jun-19	Jul-19	Aug-19	Sep-19
Total Calls to the IVR (24 hour period)	112,847	134,553	126,646	118,626
Total Calls to the IVR (Business hours)	100,996	119,762	113,441	105,258
Total Calls Resolved by the IVR	41,187	47,409	45,648	42,558
Total Calls Transferred to the BC	59,807	72,355	67,792	62,700
Total Calls Answered in the BC	43,903	46,016	46,271	45,594
Calls Abandoned in BC Queue After Threshold	15,379	25,111	20,695	16,625
Interviews Conducted	13,714	15,246	14,893	14,804

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

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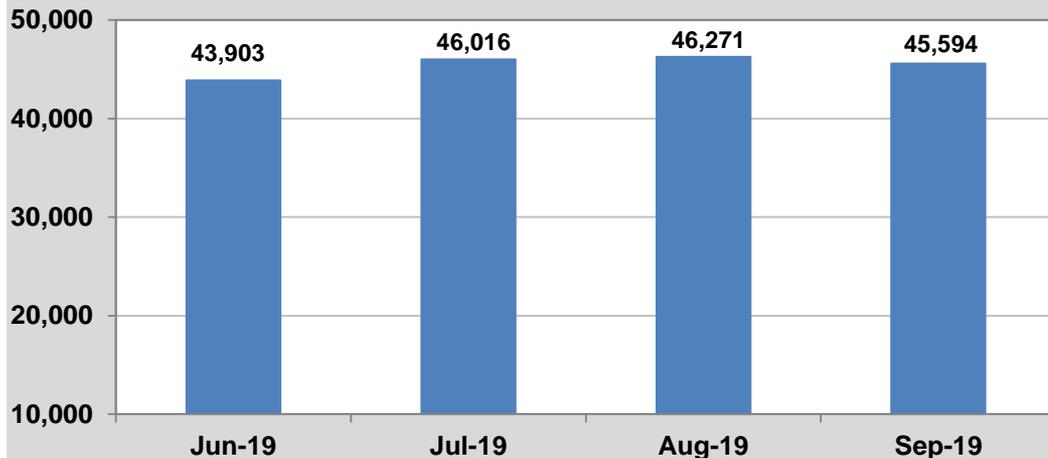
- Calls answered by workers are across all DSS programs, including Medical, SNAP (Food Stamps), Cash Assistance

- For 2019 DSS is answering an average of 45,036 calls per month

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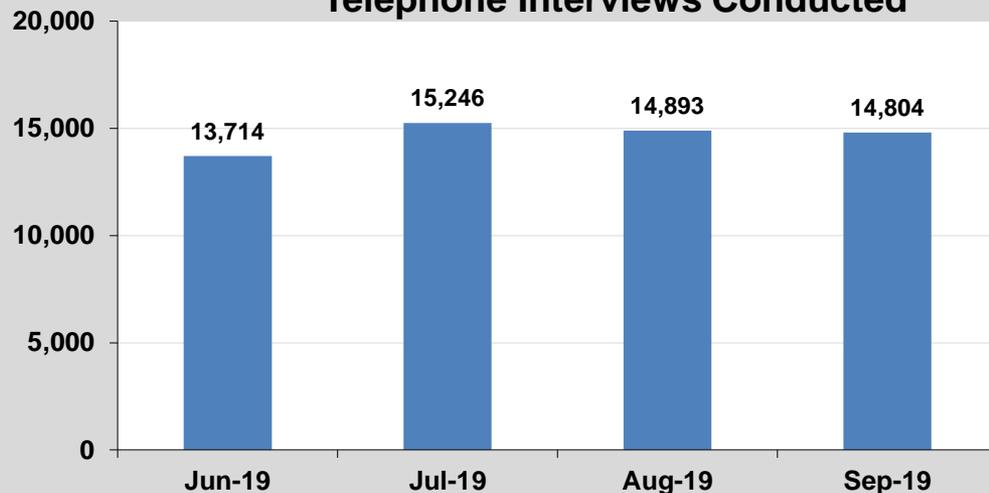
- Telephone interviews Conducted corresponds to the total number of calls answered requesting phone interviews per month

- For 2019 DSS is averaging 14,193 telephone interviews per month

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Number of Incoming and Abandoned Calls

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

Values shown:
- Jun-19: 59,807 total; 15,394 abandoned; 26%
- Jul-19: 72,183 total; 25,111 abandoned; 35%
- Aug-19: 67,792 total; 20,695 abandoned; 31%
- Sep-19: 62,700 total; 16,625 abandoned; 27%
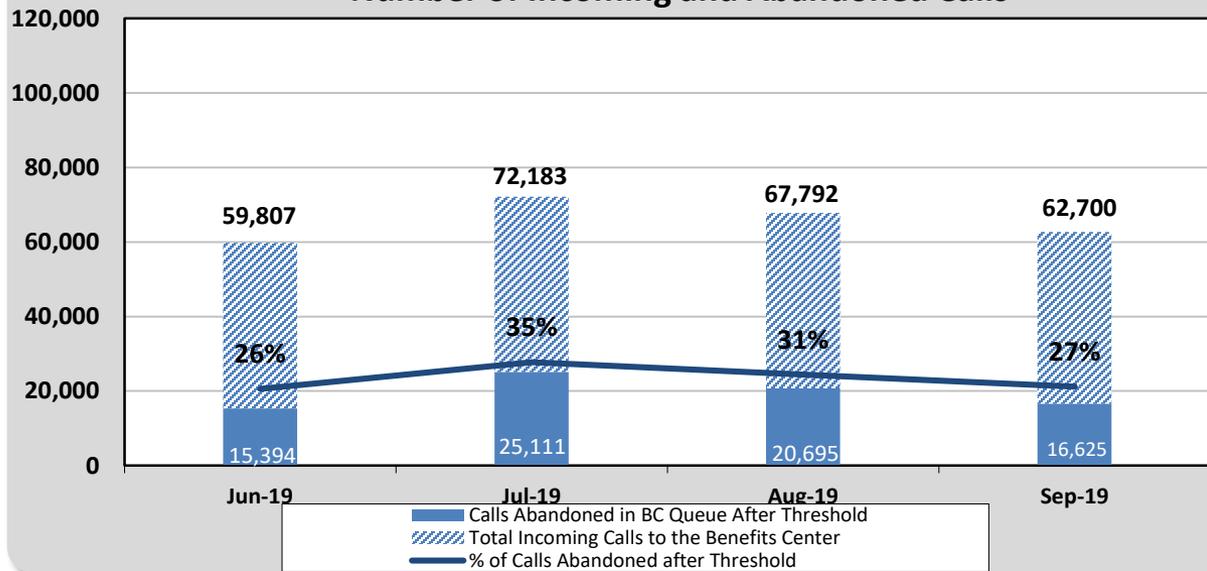
- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon

Values (Minutes):
- Jun-19: 12
- Jul-19: 14
- Aug-19: 12
- Sep-19: 12
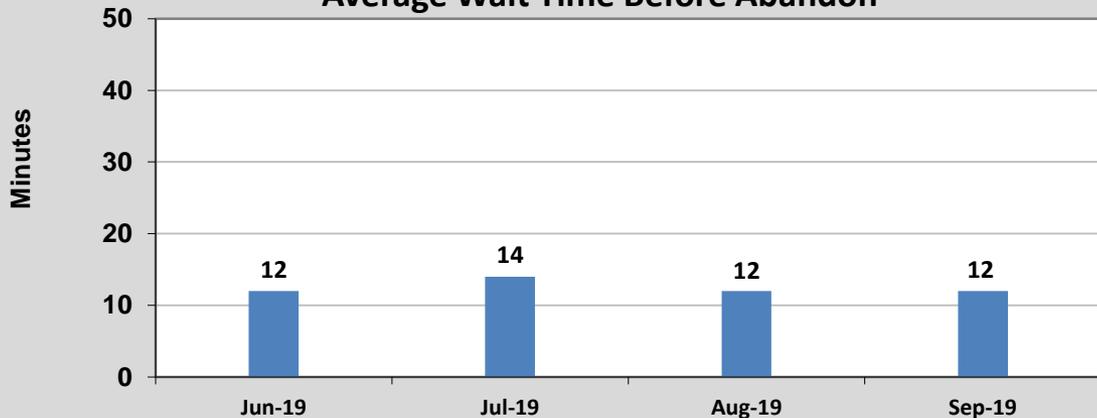
- Average Wait Time Before Abandoned corresponds to the average time callers waited in queue before callers hung up, ending their telephone calls

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

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Data as of September 30, 2019

Thank You