DSS Eligibility Operations (EO)
Public Dashboard

DEPARTMENT OF SOCIAL SERVICES

October 2024

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ConneCT

10,536 — Client accounts created **online** in October
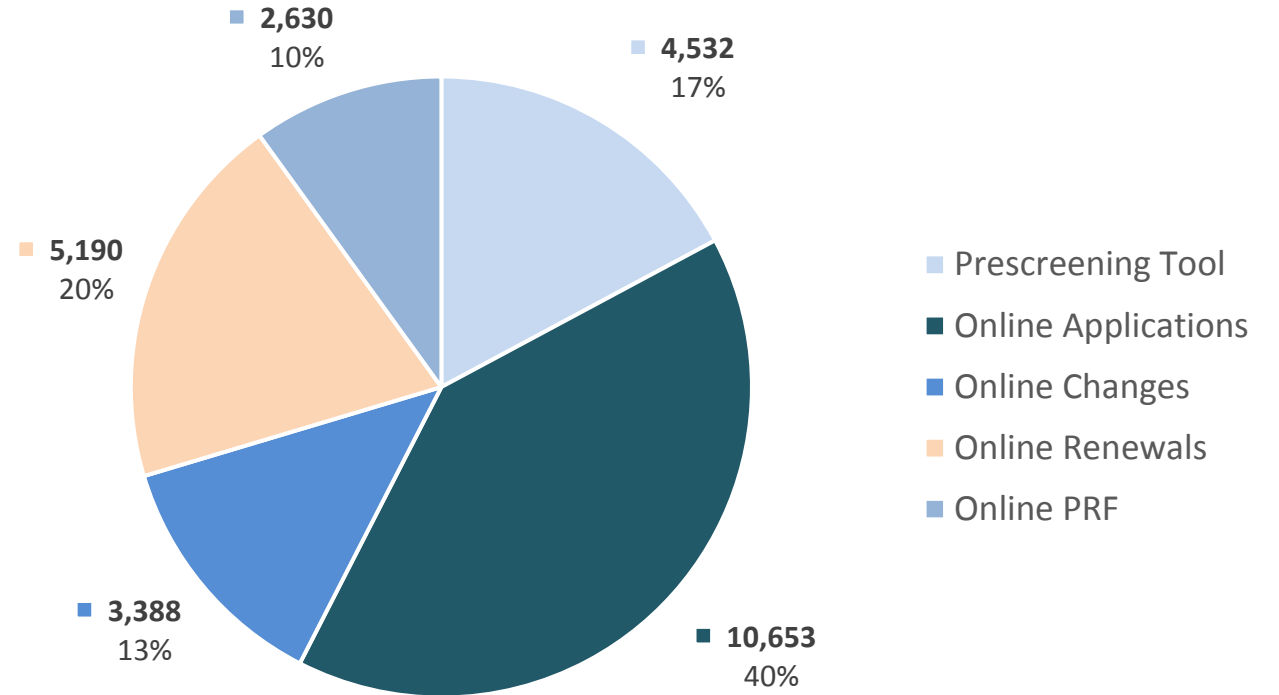
Secure PINs

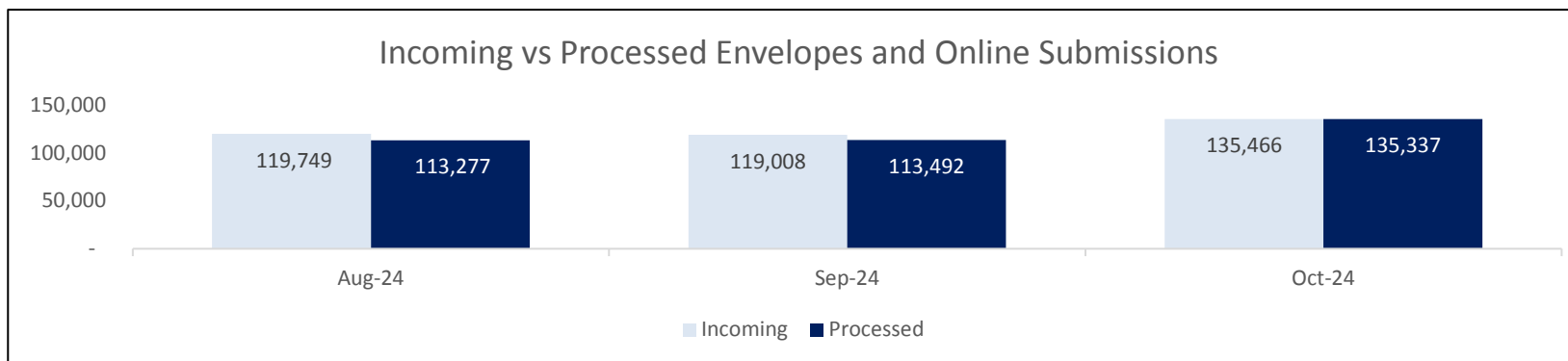**4,448** — log-in pins used on the DSS 1.855 line in October

ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.
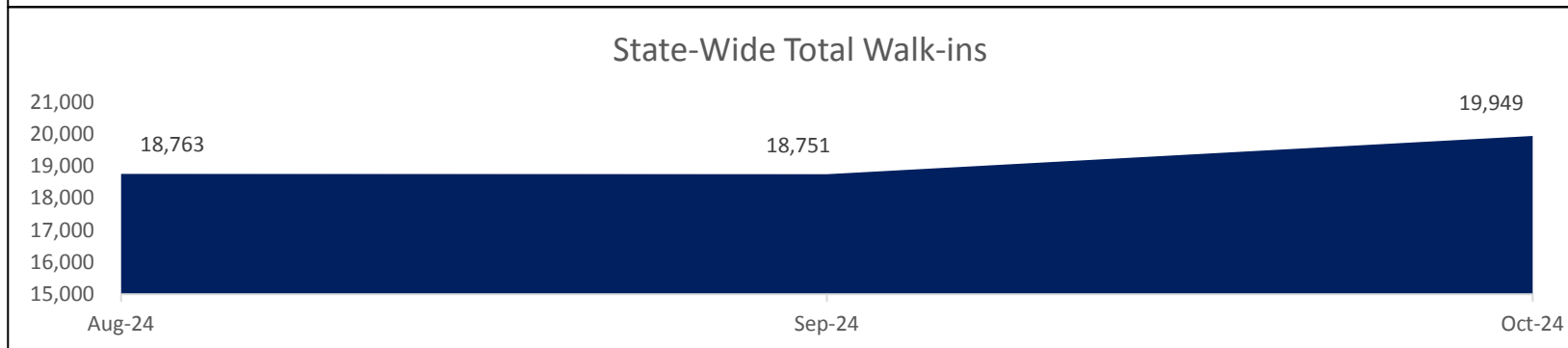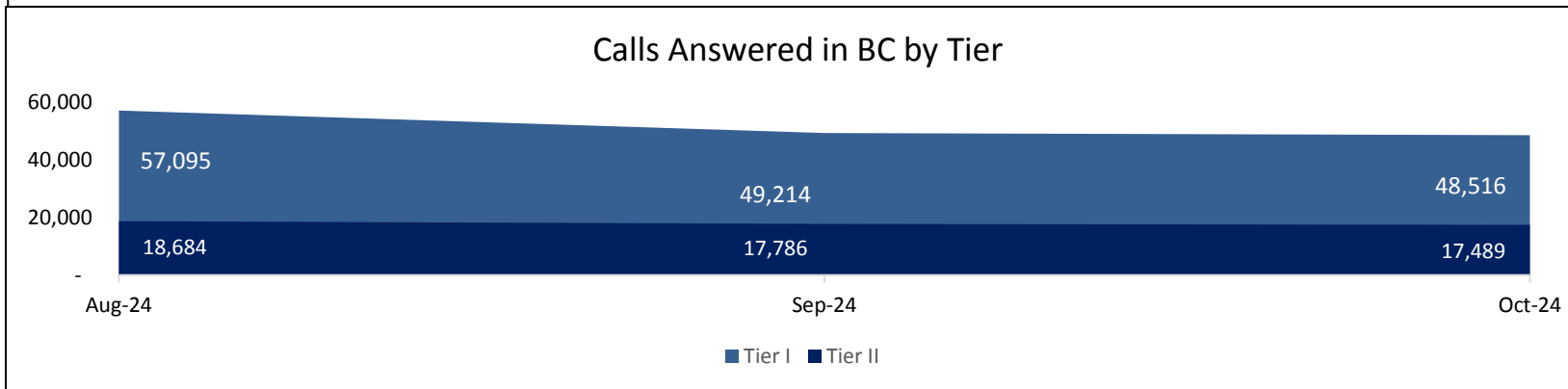
ConneCT ACTIVITY
October Total 26393

- **2,630** 10%
- **4,532** 17%
- **10,653** 40%
- **3,388** 13%
- **5,190** 20%

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

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Applications, Renewals, Changes, and Documents Submitted

Incoming vs Processed Envelopes and Online Submissions

	Incoming	Processed
Aug-24	119,749	113,277
Sep-24	119,008	113,492
Oct-24	135,466	135,337

In-person Visits

State-Wide Total Walk-ins

Aug-24	Sep-24	Oct-24
18,763	18,751	19,949

Calls Answered

Calls Answered in BC by Tier

	Tier I	Tier II
Aug-24	57,095	18,684
Sep-24	49,214	17,786
Oct-24	48,516	17,489

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Client Info Line
Aug 2024 - Oct 2024

Legend:
- Total Calls to the IVR (24 hour period)
- Total Calls to the IVR (Business Hours only)
- Total Calls Transferred to the BC
- % of Calls to IVR Transferred to BC during Business Hours

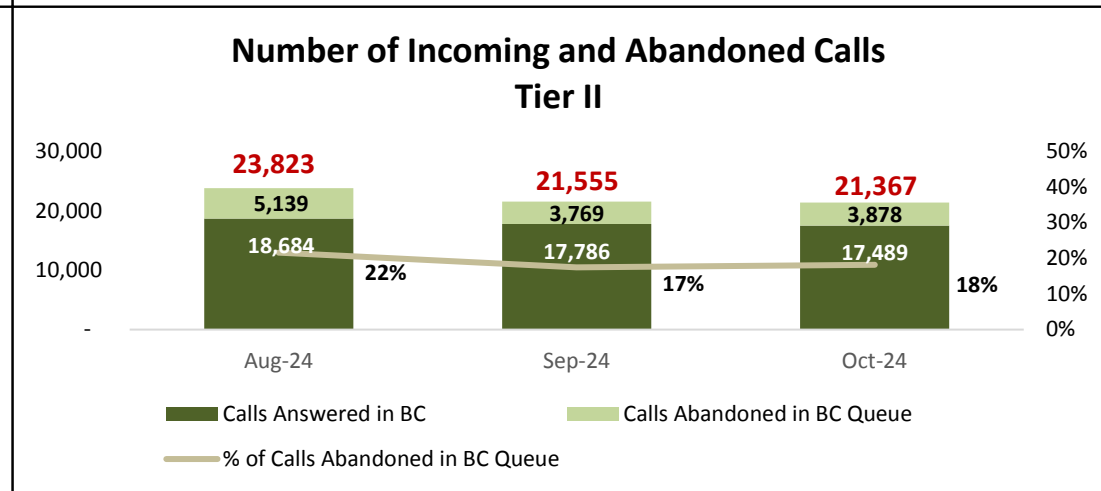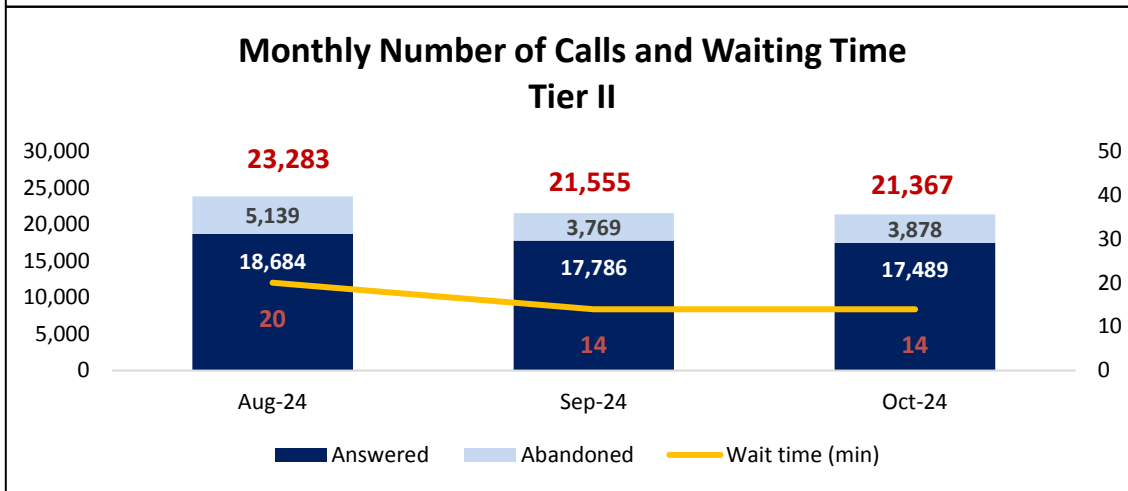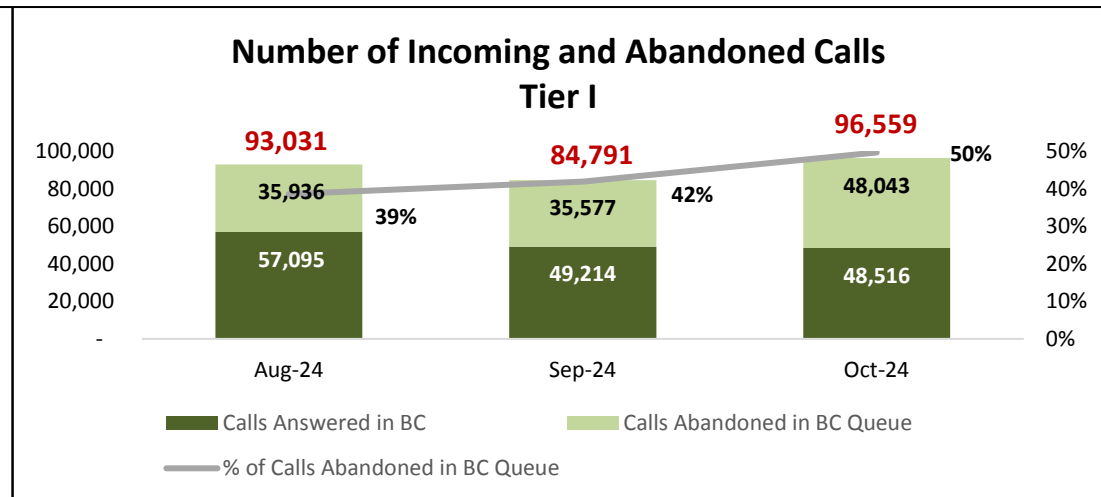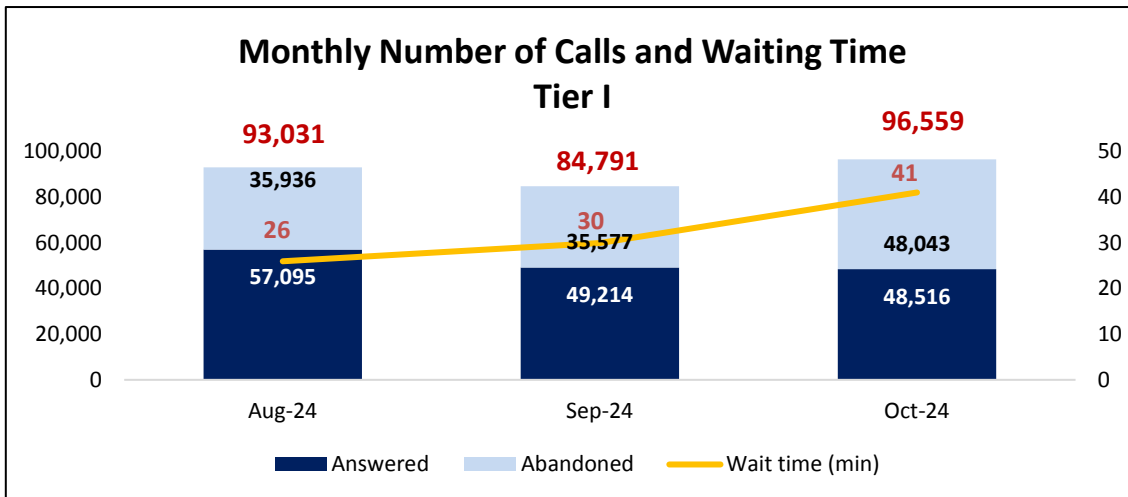|	Aug-24	Sep-24	Oct-24
Total Calls to the IVR (24-hour period)	222,973	196,936	233,933
Total Calls to the IVR (Business Hours only)	202,154	171,559	209,882
Total Calls Transferred to the BC	94,828	82,172	97,692
% of Calls to IVR Transferred to BC during Business Hours	47%	48%	47%

Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

Benefits Center (BC) – not a traditional Call Center:
- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

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Monthly Number of Calls and Waiting Time Tier I

- Aug-24: 93,031 total — Answered 57,095, Abandoned 35,936, Wait time 26 min
- Sep-24: 84,791 total — Answered 49,214, Abandoned 35,577, Wait time 30 min
- Oct-24: 96,559 total — Answered 48,516, Abandoned 48,043, Wait time 41 min

Legend: Answered | Abandoned | Wait time (min)

Number of Incoming and Abandoned Calls Tier I

- Aug-24: 93,031 total — Calls Answered in BC 57,095, Calls Abandoned in BC Queue 35,936, % Abandoned 39%
- Sep-24: 84,791 total — Calls Answered in BC 49,214, Calls Abandoned in BC Queue 35,577, % Abandoned 42%
- Oct-24: 96,559 total — Calls Answered in BC 48,516, Calls Abandoned in BC Queue 48,043, % Abandoned 50%

Legend: Calls Answered in BC | Calls Abandoned in BC Queue | % of Calls Abandoned in BC Queue

Monthly Number of Calls and Waiting Time Tier II

- Aug-24: 23,283 total — Answered 18,684, Abandoned 5,139, Wait time 20 min
- Sep-24: 21,555 total — Answered 17,786, Abandoned 3,769, Wait time 14 min
- Oct-24: 21,367 total — Answered 17,489, Abandoned 3,878, Wait time 14 min

Legend: Answered | Abandoned | Wait time (min)

Number of Incoming and Abandoned Calls Tier II

- Aug-24: 23,823 total — Calls Answered in BC 18,684, Calls Abandoned in BC Queue 5,139, % Abandoned 22%
- Sep-24: 21,555 total — Calls Answered in BC 17,786, Calls Abandoned in BC Queue 3,769, % Abandoned 17%
- Oct-24: 21,367 total — Calls Answered in BC 17,489, Calls Abandoned in BC Queue 3,878, % Abandoned 18%

Legend: Calls Answered in BC | Calls Abandoned in BC Queue | % of Calls Abandoned in BC Queue

Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

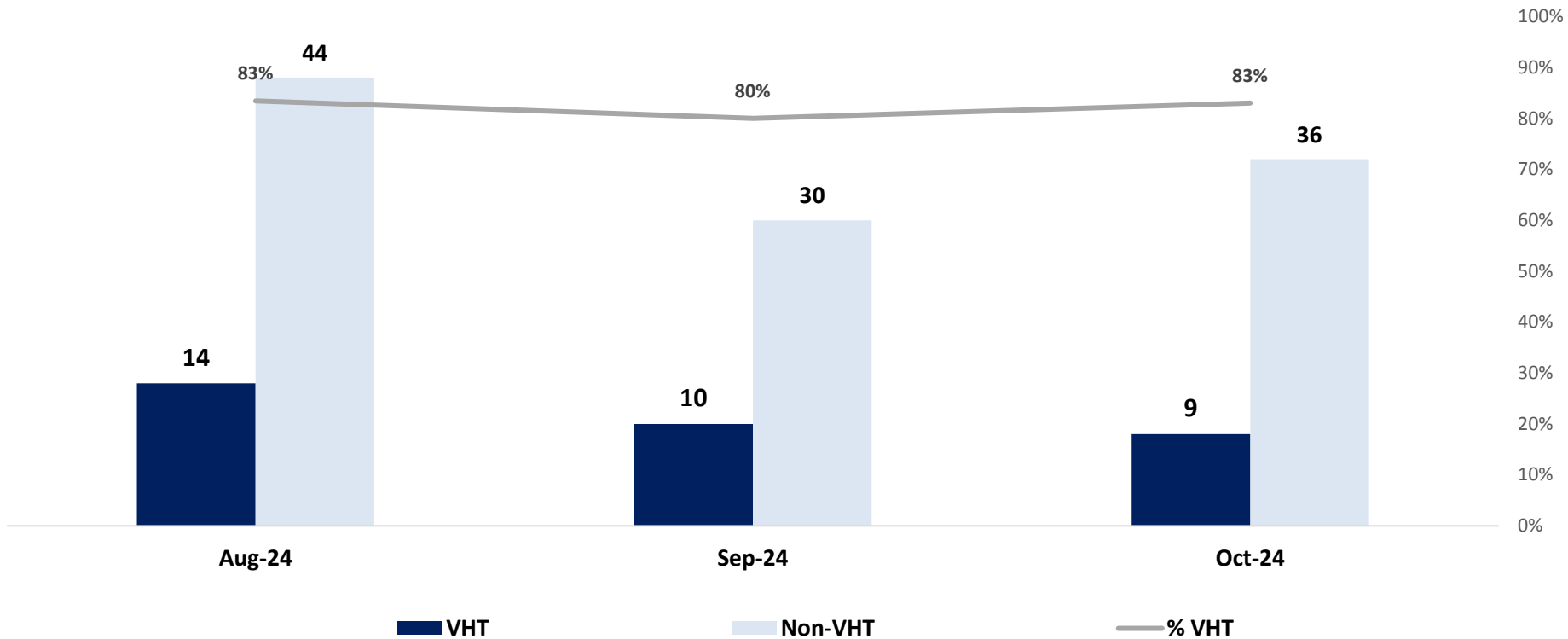|	Aug-24	Sep-24	Oct-24
Tier I Calls Answered in the BC	57,095	49,214	48,516
Tier I Calls Abandoned in BC Queue	35,936	35,577	48,043
Tier II Calls Answered in the BC	18,684	17,786	17,489
Tier II Calls Abandoned in BC Queue	5,139	3,769	3,878

Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.

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Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II
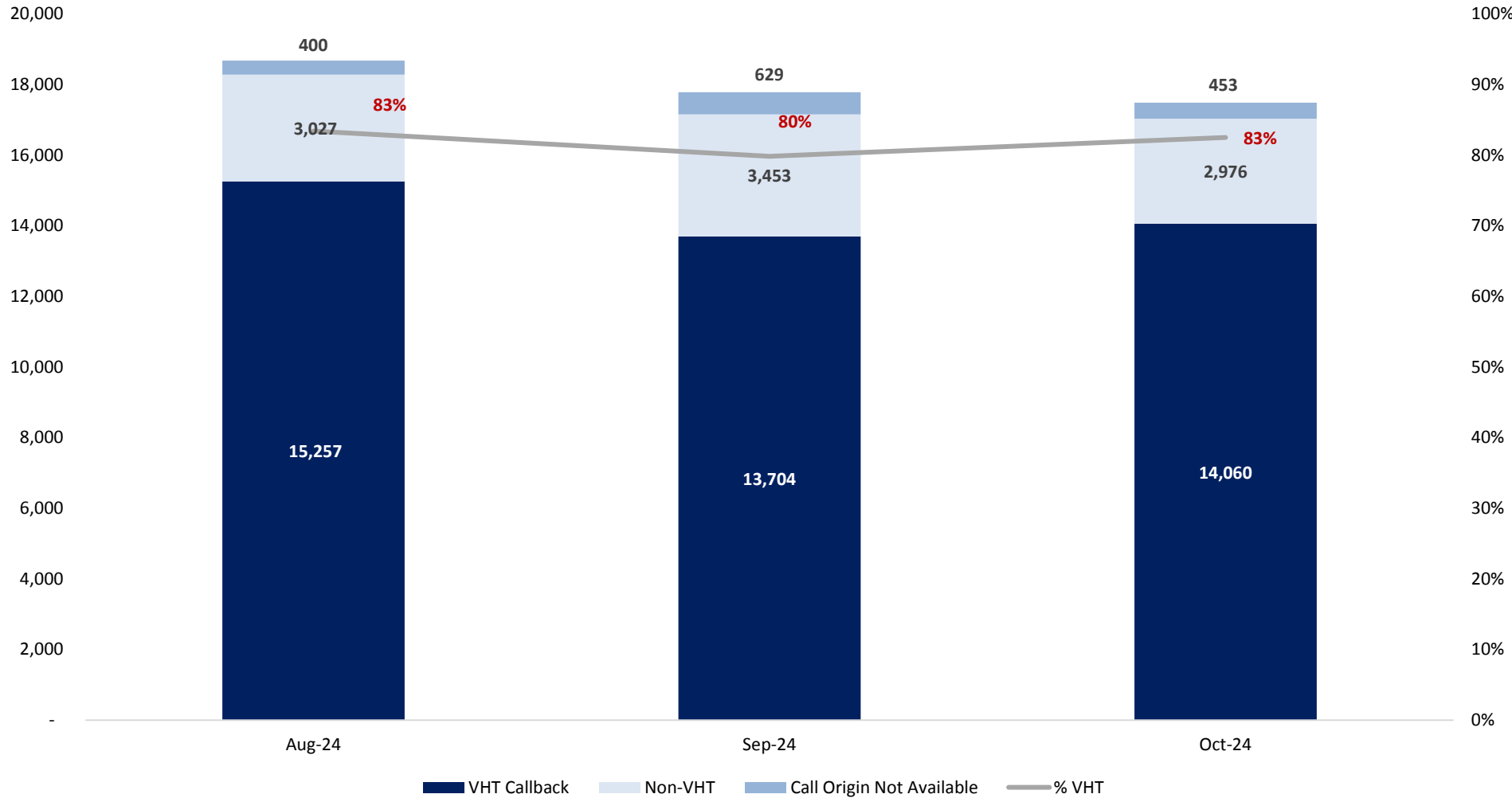
- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

Legend: VHT Callback — Non-VHT — Call Origin Not Available — % VHT

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Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)

Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

Wait Times displayed do not include wait times from CONA(Call Origin Not Available) calls.

Legend: VHT | Non-VHT | % VHT

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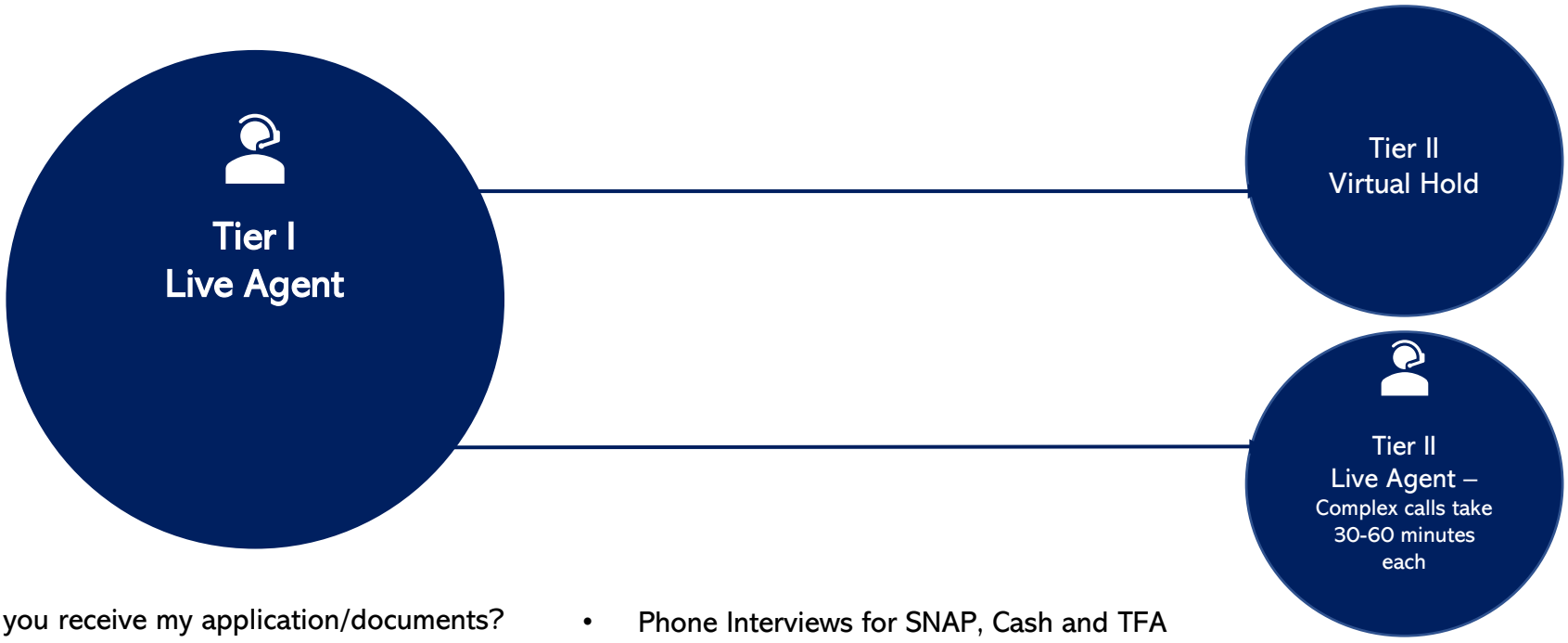
SNAP Interviews Conducted
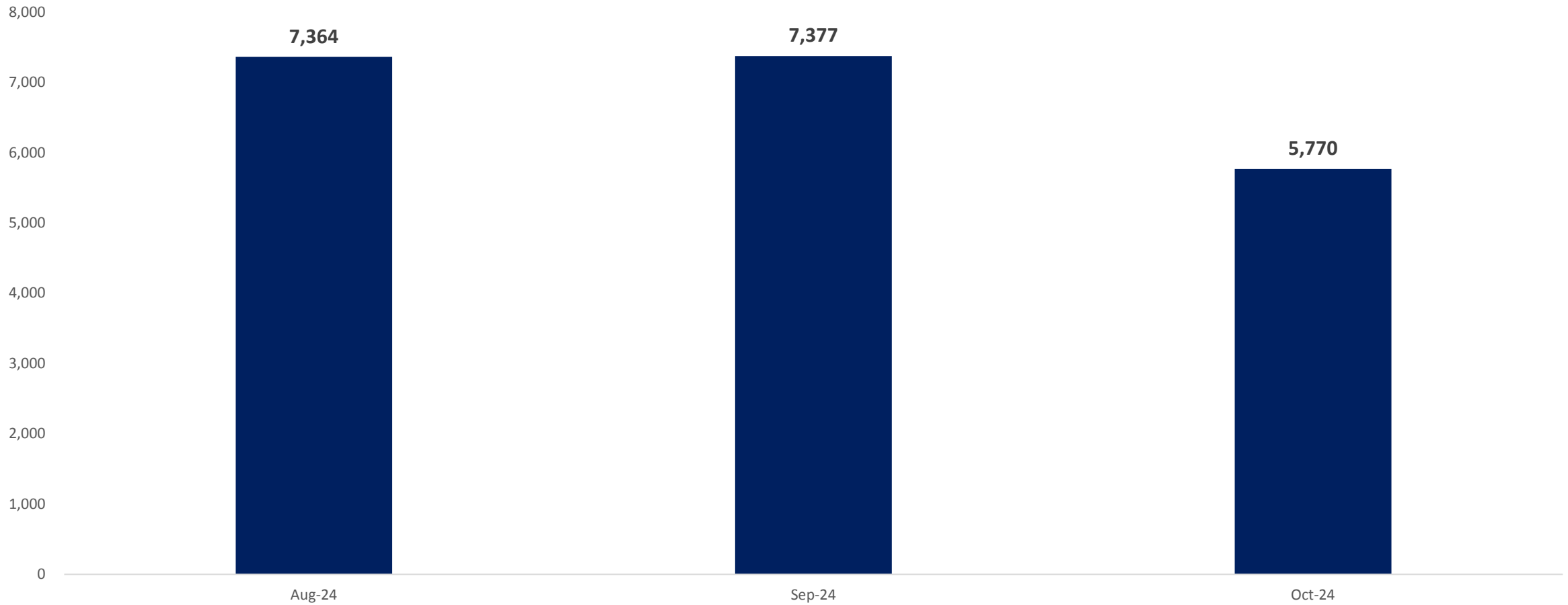
SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.

APPENDIX

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.

Low ——————— Call Complexity ——————— *High*

Tier I Live Agent

Tier II Virtual Hold

Tier II Live Agent – Complex calls take 30-60 minutes each

- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.

Thank You