ConneCT Public Dashboard
August 2016

ConneCT Public Dashboard – August 2016

Self Service

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Pre-Screening	161,636	*Screenings completed since implementation* *2.3% growth from previous month*
Online Applications	139,034	*Applications submitted since soft launch 10/13* *3.6% growth from previous month*
Online Changes	22,594	*Changes submitted since inception 01/13/15* *5.3% growth from previous month*
Online Renewals	8,242	*Renewals submitted since inception 11/20/15* *15.3% growth from previous month*
MyAccount	171,752	*Online client accounts created since implementation 07/08/13* *1.8% growth from previous month*
Client Info Line (IVR)	217,591	*Client accounts created over the phone since implementation 07/08/13* *1.3% growth from previous month*

DSS Processing & Outcomes

DSS Work Items — 14,393,887

Total Documents Scanned since implementation: 14,393,887

	Apr-16	May-16	Jun-16	Jul-16
Incoming	364,909	350,942	366,253	336,610
Processed	341,570	337,200	346,370	316,063

Service Centers — 35,870

	Apr-16	May-16	Jun-16	Jul-16
Walk-Ins	37,744	36,413	38,587	35,870

Benefits Centers — 50,998 / 1,651,358

	Apr-16	May-16	Jun-16	Jul-16
Calls Resolved By IVR	64,021	58,730	60,676	57,640
Average Wait Time (mins)	9	7	11	16
Calls Serviced	56,531	56,301	57,821	50,998

Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,651,358

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**Client Information Line:
April 2016 - July 2016**
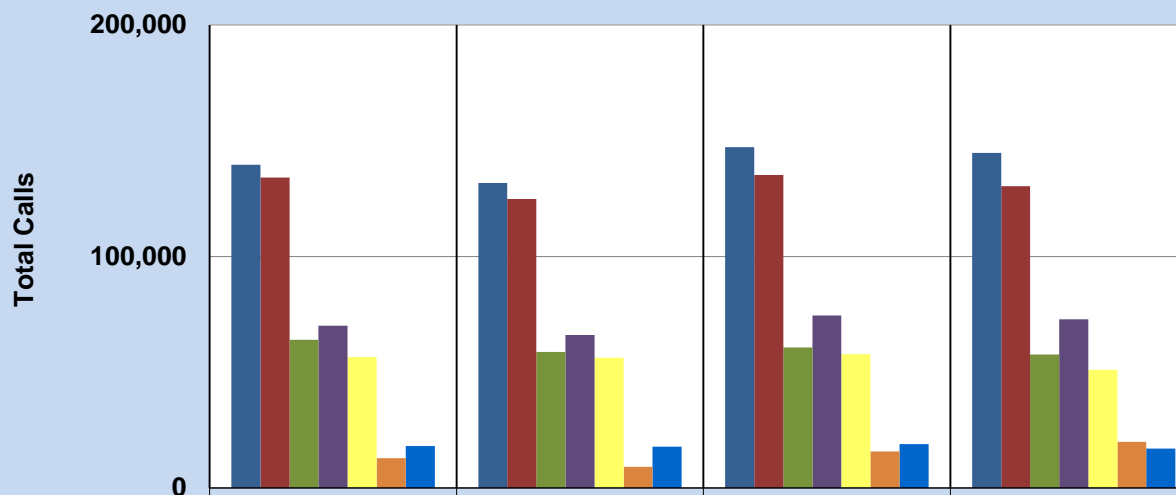
Total Calls	Apr	May	Jun	Jul
■ Interviews Conducted	18,108	17,765	18,865	16,974
■ Calls Abandoned in BC Queue After Threshold	12,829	9,117	15,758	19,932
■ Total Calls Answered in the BC	56,531	56,301	57,821	50,998
■ Total Calls Transferred to the BC	70,133	66,080	74,518	72,838
■ *Total Calls Resolved by the IVR	64,021	58,730	60,676	57,640
■ *Total Calls to the IVR (Business hours)	134,131	124,775	135,168	130,426
■ *Total Calls to the IVR (24 hours period)	139,611	131,709	147,298	144,689

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

- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

Data as of July 31, 2016

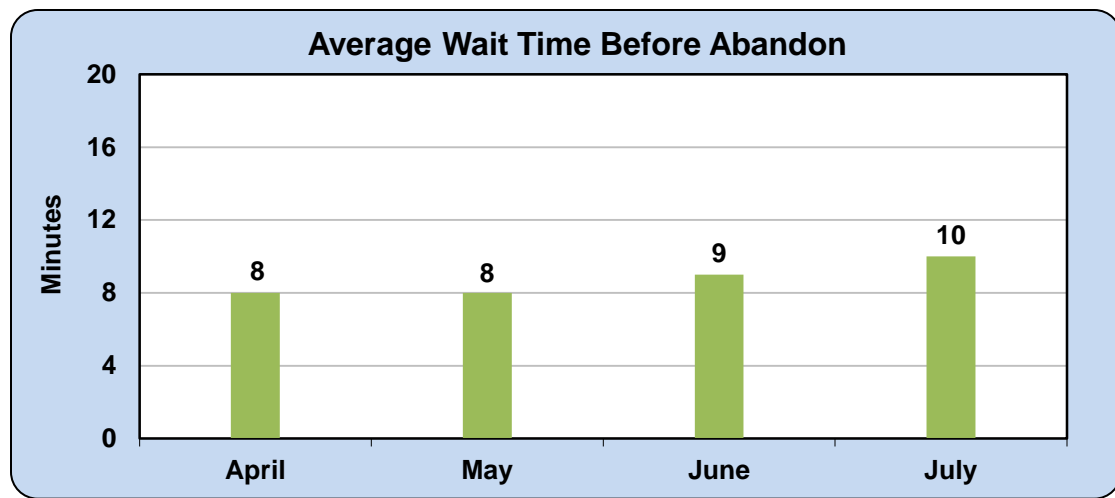# ConneCT Public Dashboard – August 2016

## Number and Percentage of Abandoned Calls
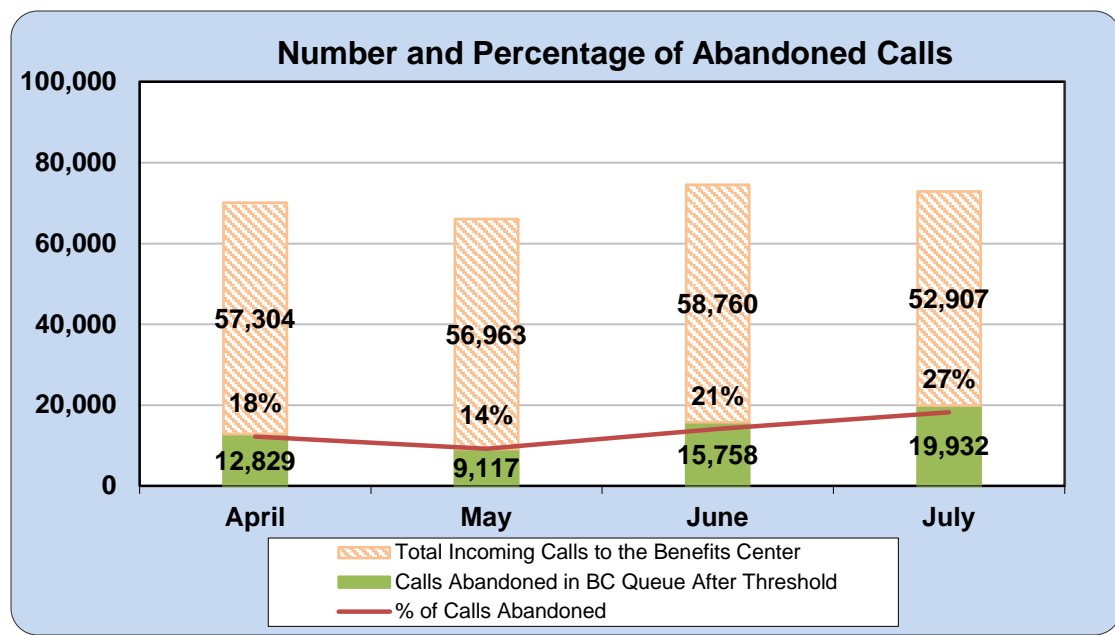
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

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

Values shown:
- April: 57,304 total; 18%; 12,829 abandoned
- May: 56,963 total; 14%; 9,117 abandoned
- June: 58,760 total; 21%; 15,758 abandoned
- July: 52,907 total; 27%; 19,932 abandoned

Average Wait Time Before Abandon

Minutes:
- April: 8
- May: 8
- June: 9
- July: 10

- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded

Data as of July 31, 2016

Benefits Center Wait Times: Past 15 Months
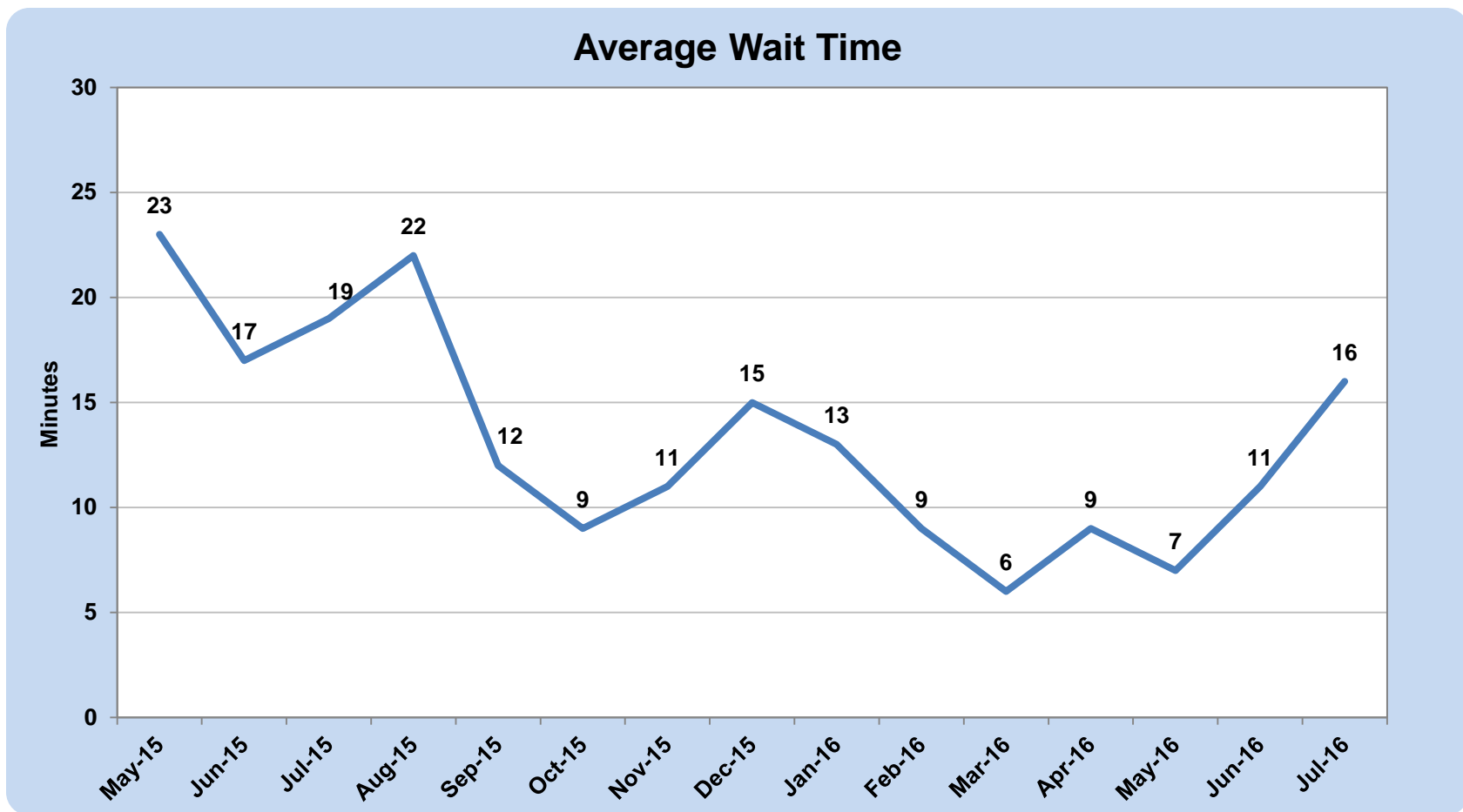
Average Wait Time

- Average wait time continues to maintain its lower level since process improvements in May 2015

Data as of July 31, 2016

Thank You