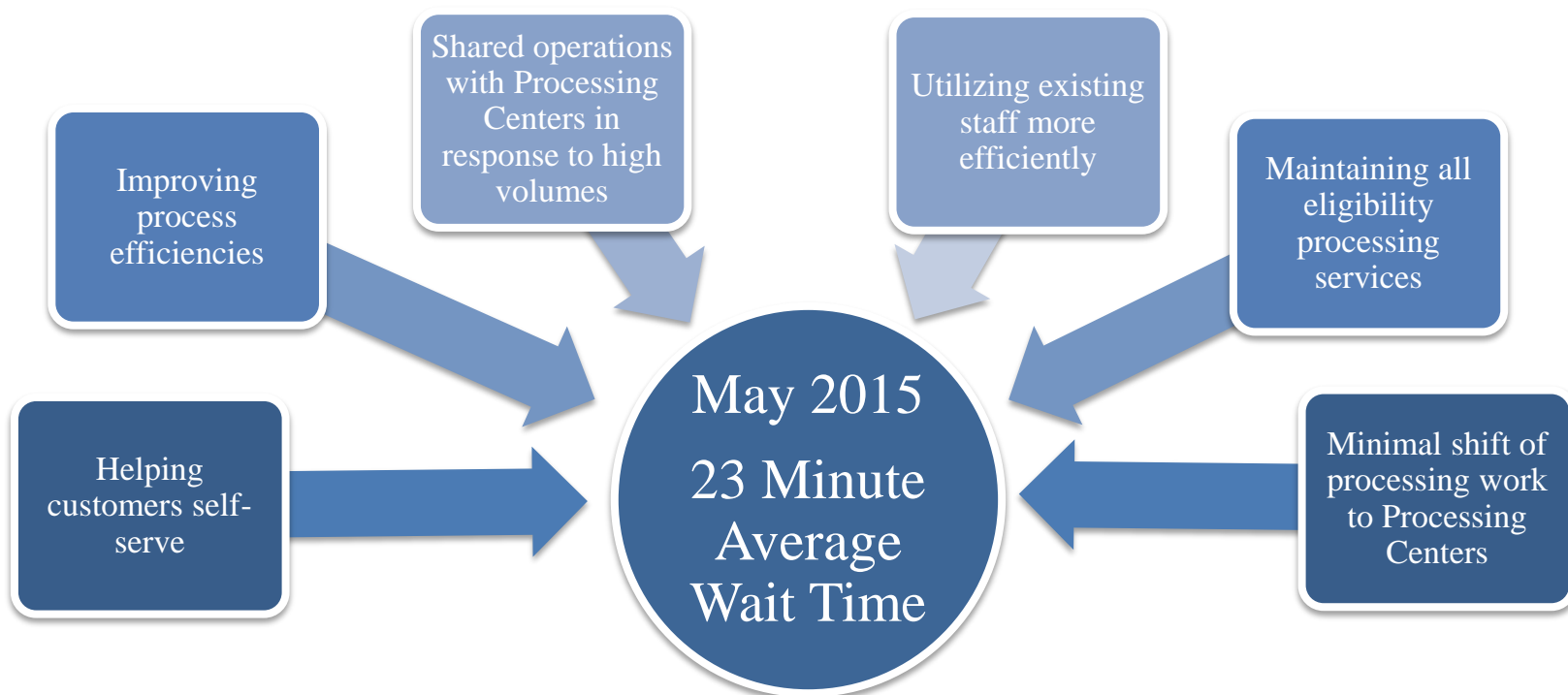




DSS Eligibility Process Improvement Update July 10, 2015

- Overview
- Business Process Review
- July Dashboard
- Ongoing Efforts



After just 1 week of implementation!

April 2015 vs. May 2015		
<ul style="list-style-type: none">• 52% decrease in Average Wait Time<ul style="list-style-type: none">• 42% fewer abandoned calls• 6,466 more calls answered		

DSS worked to improve process efficiencies:

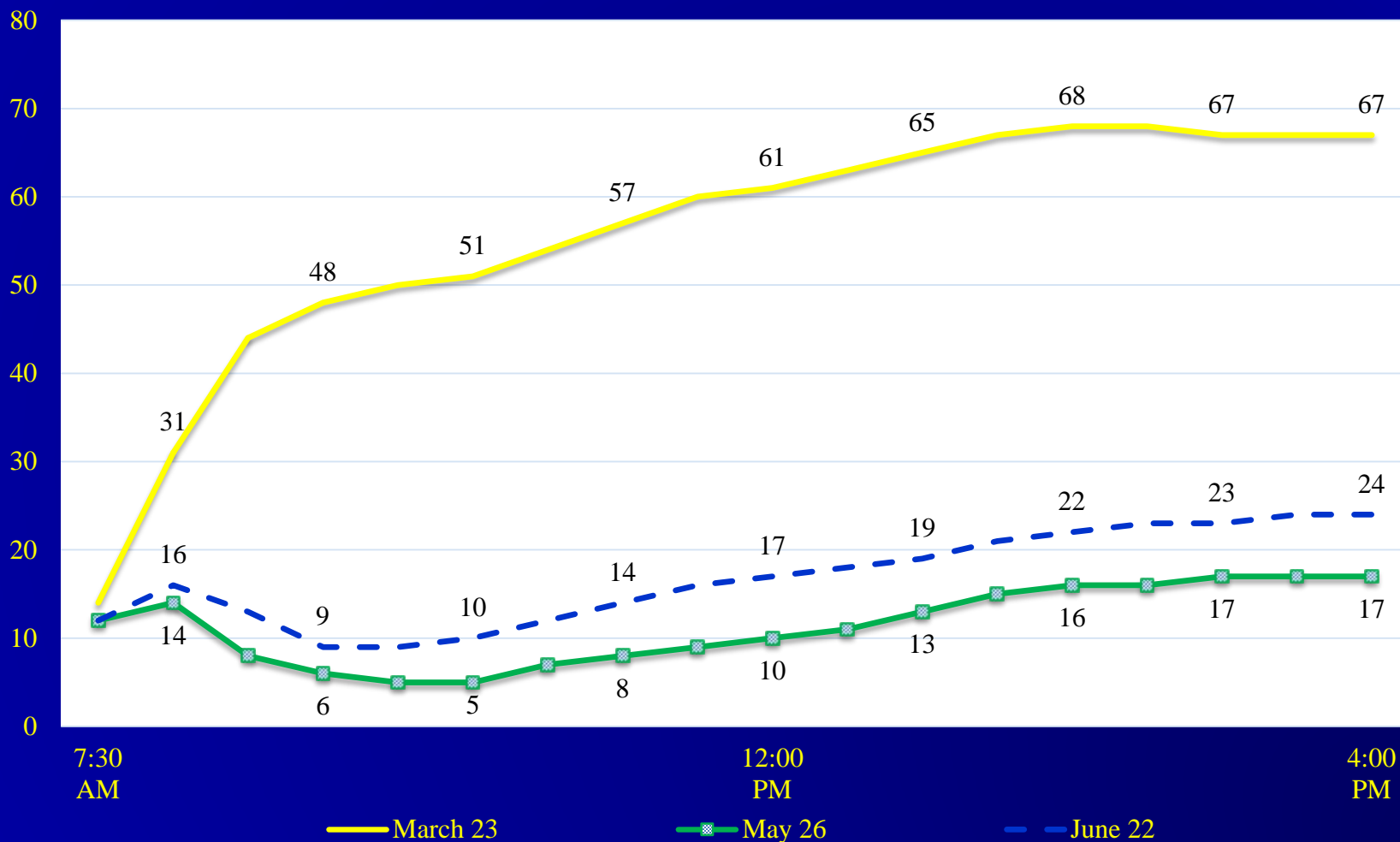
- Enhanced Connecticut Career Trainees (CCT) Training
- Expanded Service Center process improvement project
- Standardized information managers use to direct work
- Increased awareness of self-service options for clients and partners
- Eliminated redundant imaging

DSS has recently implemented new processes:

- Shared processing of work
- Seamless ‘one-touch’ client service delivery
- Implemented only at high call volume times (during beginning and end of each month)

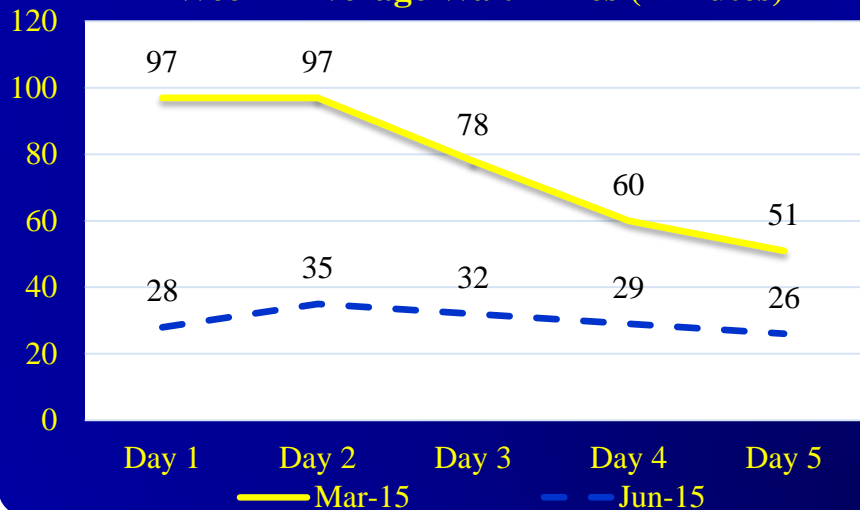
March 23, May 26, and June 22 Average Wait Times

Average Benefits Center Wait Times (Minutes)

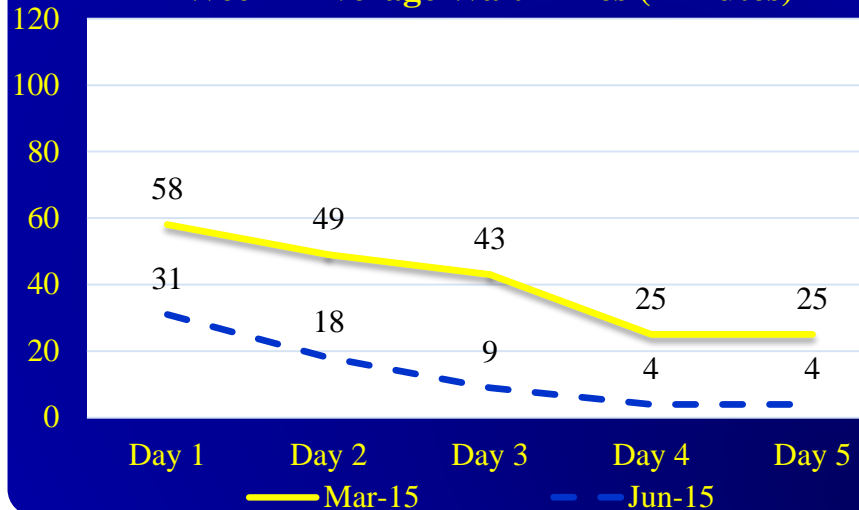


March and June 2015 Benefits Center Wait Times

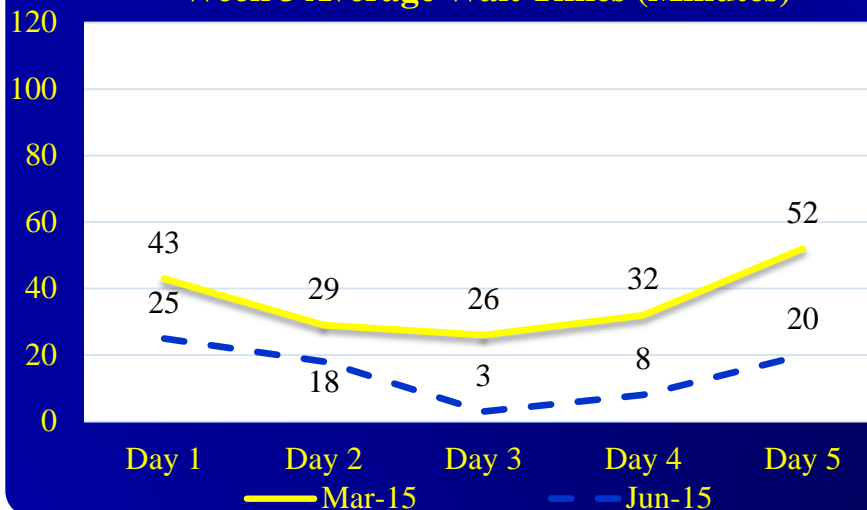
Week 1 Average Wait Times (Minutes)



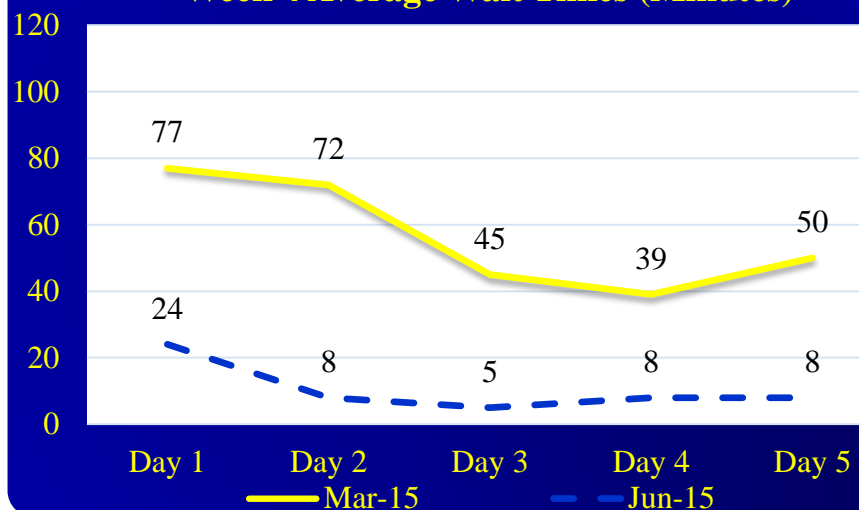
Week 2 Average Wait Times (Minutes)



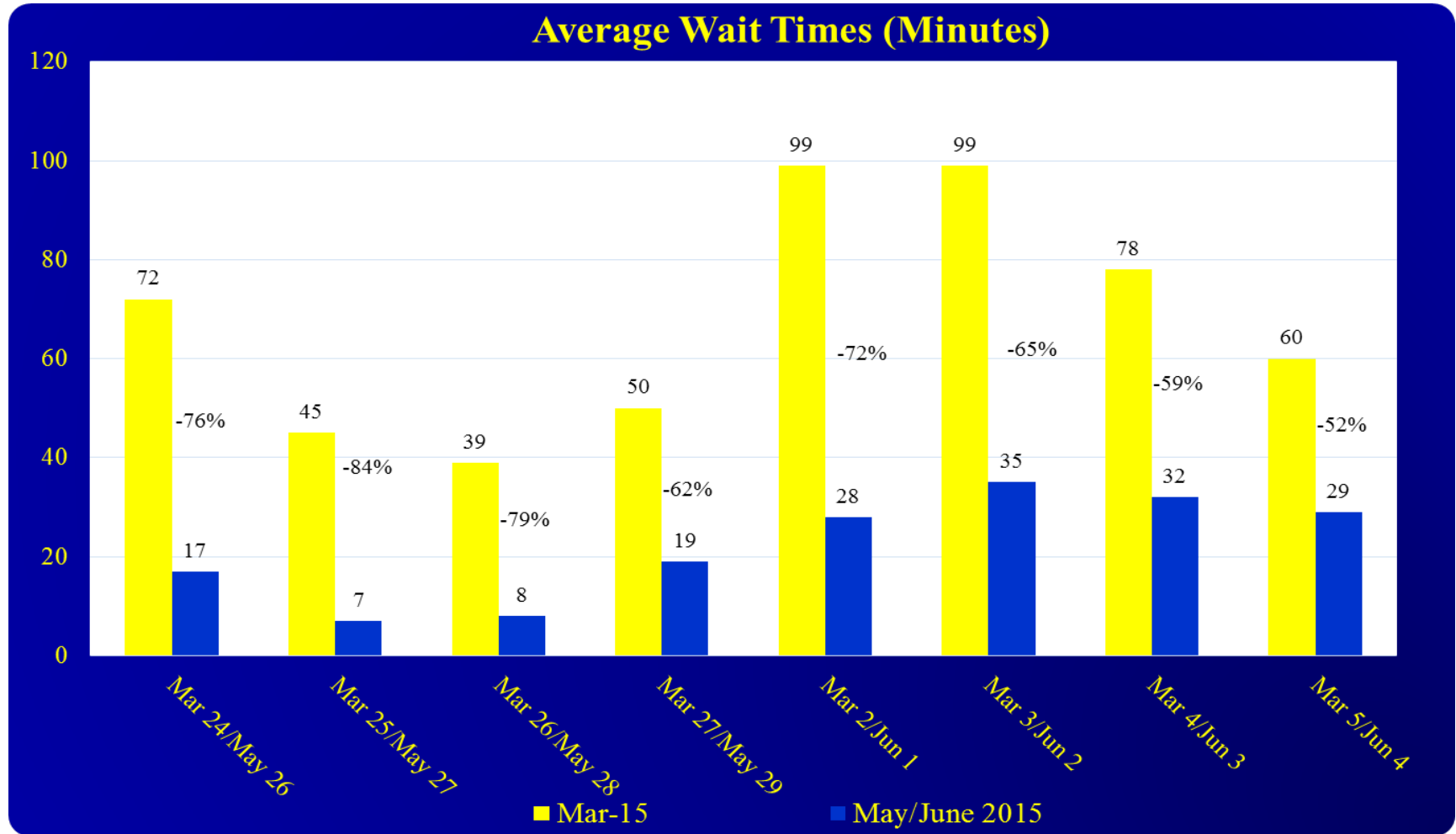
Week 3 Average Wait Times (Minutes)



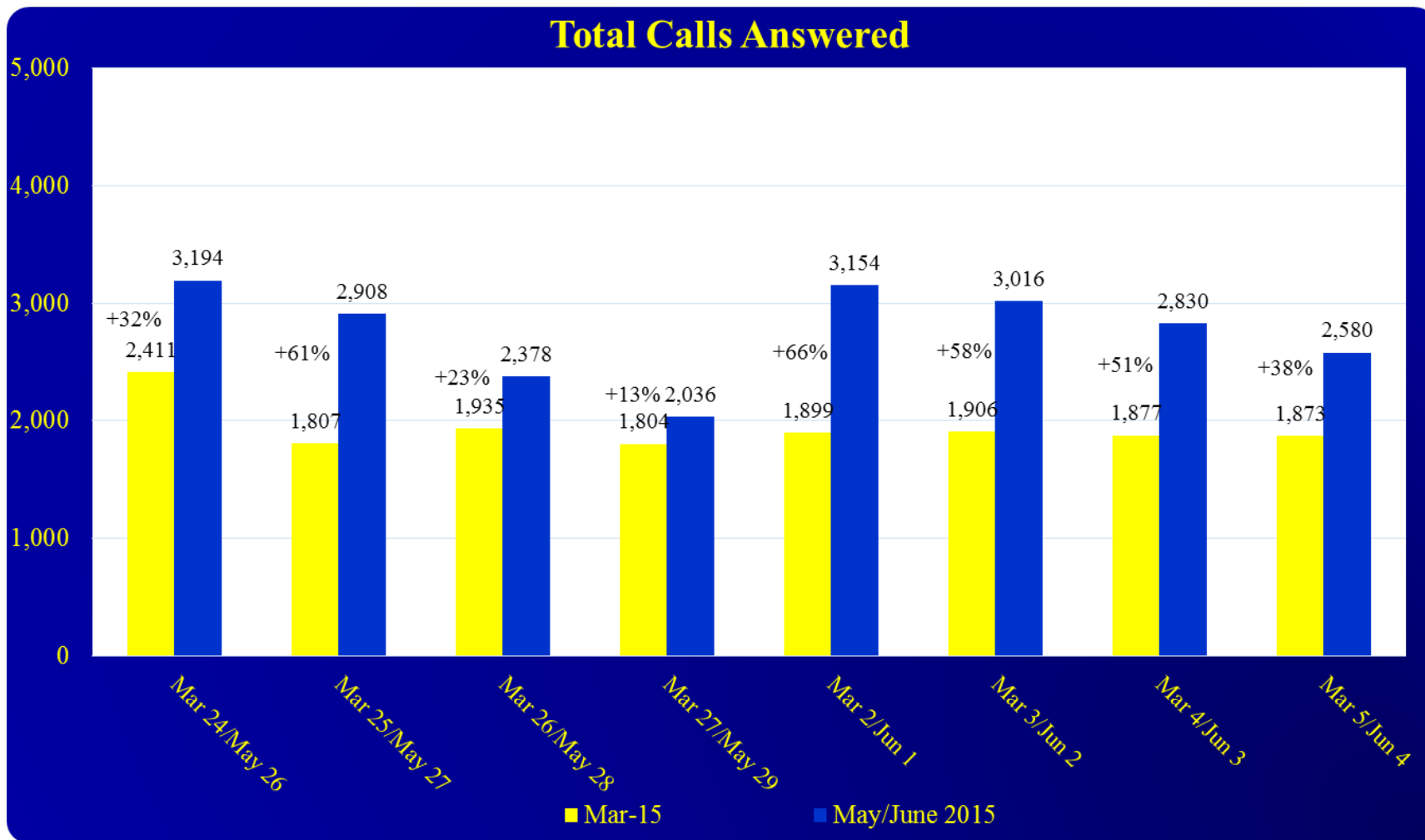
Week 4 Average Wait Times (Minutes)



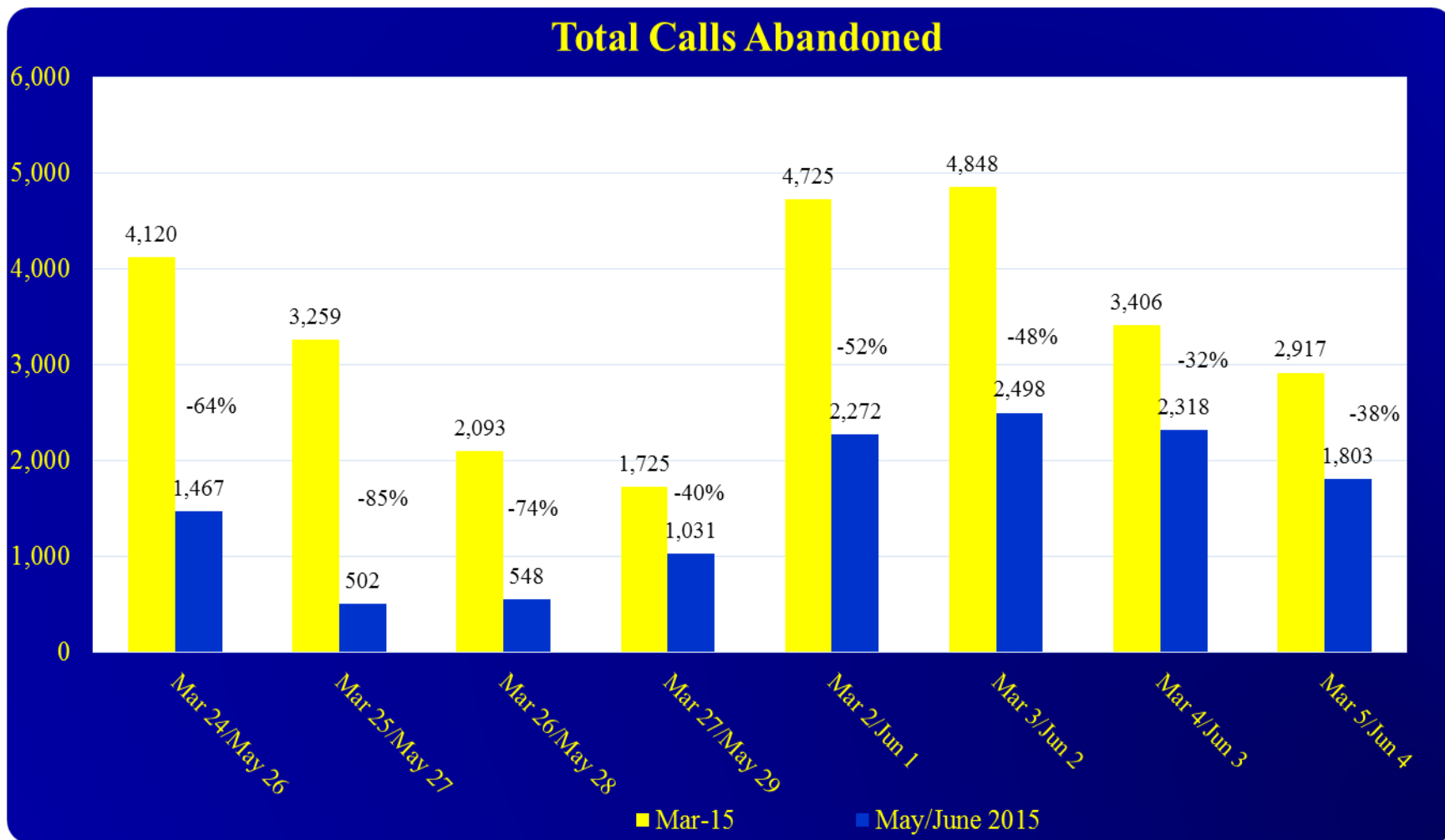
March, May, and June 2015 Benefits Center Wait Times with % Decrease



March, May, and June 2015 Daily Total Calls Answered with % Increase

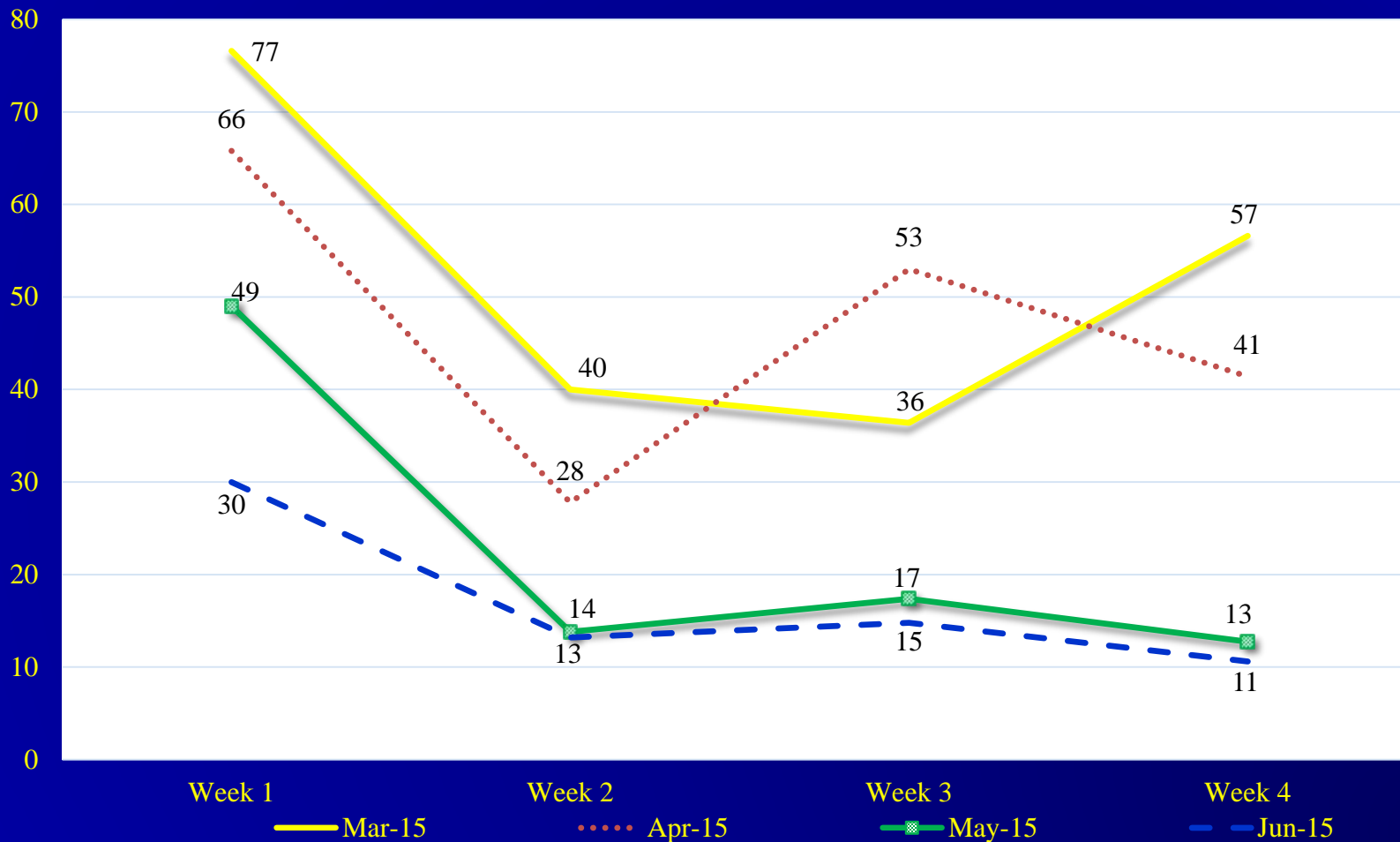


March, May, and June 2015 Daily Total Calls Abandoned with % Decrease



March, April, May, and June 2015 Average Weekly Wait Times

Benefits Center Average Wait Times (Minutes)



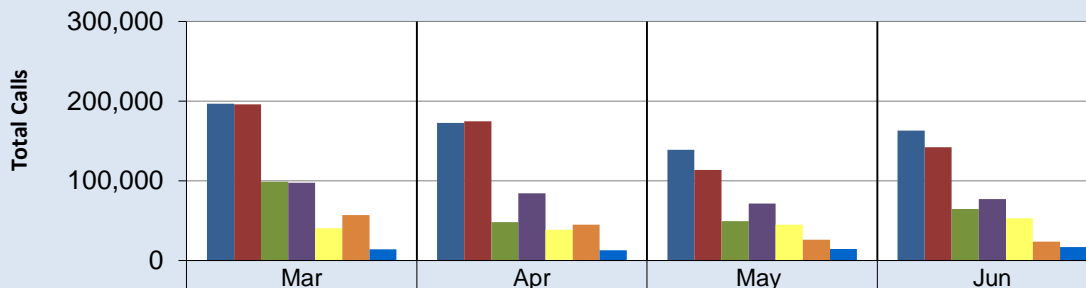
Self Service

Pre-Screening	116,290	Screenings completed since implementation 3.1% growth from previous month																				
Online Applications	78,097	Applications submitted since soft launch 10/13 6.7% growth from previous month																				
MyAccount	129,785	Online client accounts created since implementation 07/08/13 2.9% growth from previous month																				
Client Information Line (IVR)	177,138	Client accounts created over the phone since implementation 07/08/13 2.5% growth from previous month																				
ConneCT Online Status	98%	<table border="1"> <thead> <tr> <th></th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> <th>Mar-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>98%</td> <td>98%</td> <td>99%</td> <td>99%</td> </tr> <tr> <td>Full Days Available</td> <td>99%</td> <td>98%</td> <td>98%</td> <td>99%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>9</td> <td>8</td> <td>4</td> <td>1</td> </tr> </tbody> </table>		Jun-15	May-15	Apr-15	Mar-15	Total Hours Available	98%	98%	99%	99%	Full Days Available	99%	98%	98%	99%	Total Hours Interruption	9	8	4	1
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Full Days Available	99%	98%	98%	99%																		
Total Hours Interruption	9	8	4	1																		

DSS Processing & Outcomes

DSS Work Items	9,507,274	<p>Total Documents Scanned since implementation: 9,507,274</p> <table border="1"> <thead> <tr> <th></th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> <th>Mar-15</th> </tr> </thead> <tbody> <tr> <td>Incoming</td> <td>395,715</td> <td>378,418</td> <td>365,647</td> <td>421,890</td> </tr> <tr> <td>Processed</td> <td>391,820</td> <td>357,003</td> <td>382,158</td> <td>436,815</td> </tr> </tbody> </table>		Jun-15	May-15	Apr-15	Mar-15	Incoming	395,715	378,418	365,647	421,890	Processed	391,820	357,003	382,158	436,815					
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Benefits Centers	53,193	<table border="1"> <thead> <tr> <th></th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> <th>Mar-15</th> </tr> </thead> <tbody> <tr> <td>Calls Resolved By IVR</td> <td>64,756</td> <td>49,498</td> <td>48,244</td> <td>99,084</td> </tr> <tr> <td>Average Wait Time (mins)</td> <td>17</td> <td>23</td> <td>47</td> <td>54</td> </tr> <tr> <td>Calls Serviced</td> <td>53,193</td> <td>45,255</td> <td>38,789</td> <td>40,865</td> </tr> </tbody> </table> <p>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 943,884</p>		Jun-15	May-15	Apr-15	Mar-15	Calls Resolved By IVR	64,756	49,498	48,244	99,084	Average Wait Time (mins)	17	23	47	54	Calls Serviced	53,193	45,255	38,789	40,865
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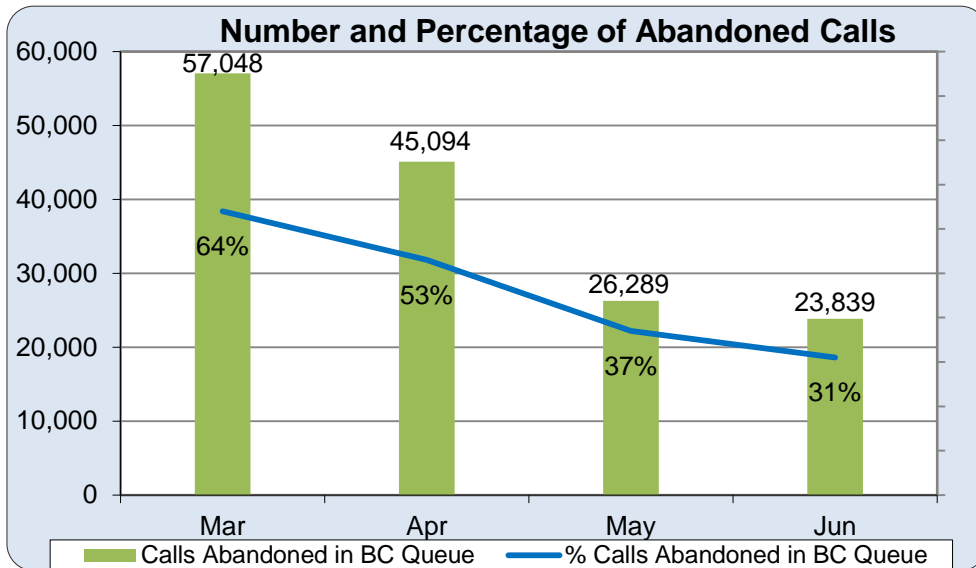
**Client Information Line:
March-June 2015**



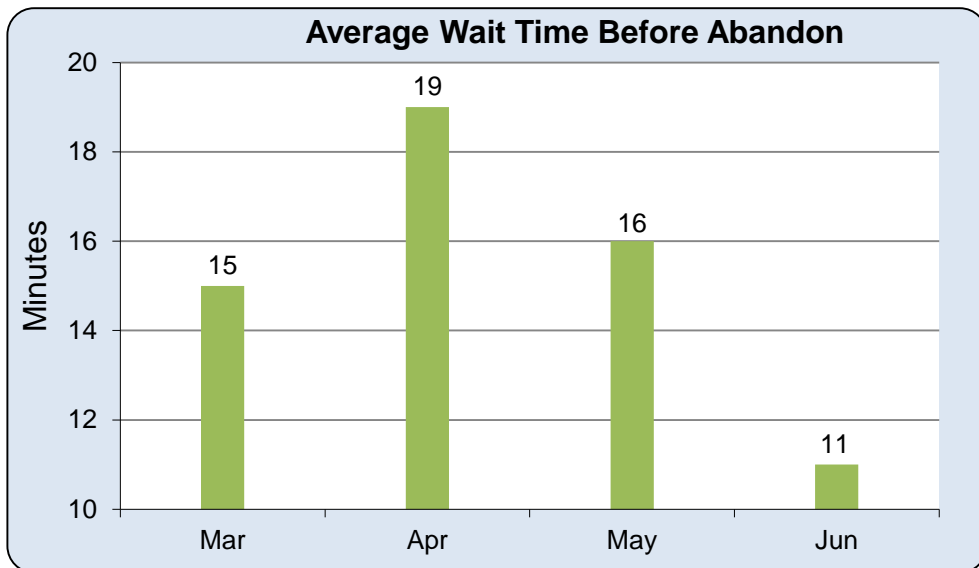
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

*Total Calls to the IVR (24 hours period)	196,821	172,700	139,092	163,263
*Total Calls to the IVR (Business hours)	196,169	174,751	113,690	142,194
*Total Calls Resolved by the IVR	99,084	48,244	49,498	64,756
Total Calls Transferred to the BC	97,944	84,451	71,558	77,341
Total Calls Answered in the BC	40,865	38,787	45,255	53,193
Calls Abandoned in BC Queue	57,047	45,094	26,289	24,018
Interviews Conducted	14,149	13,122	14,619	16,964

Full month Data Not Available per IVR system connectivity issues on 05/13-15



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



- 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

Areas for improvement continue to be investigated:

- Institute additional standardized call scripts
- Provide ongoing customer service training
- Continue to identify business process improvements



Thank You