



ConneCT Public Dashboard

July 2016



ConneCT Public Dashboard – July 2016

Self Service

Pre-Screening	158,036	Screenings completed since implementation 2.1% growth from previous month
Online Applications	134,245	Applications submitted since soft launch 10/13 3.7% growth from previous month
Online Changes	21,465	Changes submitted since inception 01/13/15 6.1% growth from previous month
Online Renewals	7,148	Renewals submitted since inception 11/20/15 16.9% growth from previous month
MyAccount	168,692	Online client accounts created since implementation 07/08/13 1.8% growth from previous month
Client Info Line (IVR)	214,846	Client accounts created over the phone since implementation 07/08/13 1.3% growth from previous month

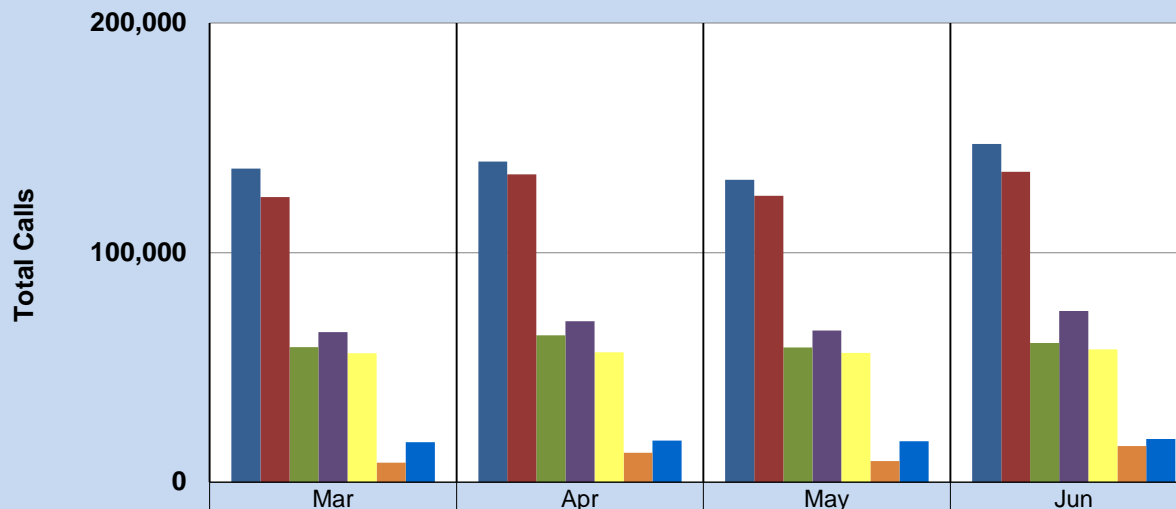
DSS Processing & Outcomes

DSS Work Items	14,057,277	Total Documents Scanned since implementation: 14,057,277				
			Mar-16	Apr-16	May-16	Jun-16
		Incoming	395,542	364,909	350,942	366,253
		Processed	381,268	341,570	337,200	346,370
Service Centers	38,587		Mar-16	Apr-16	May-16	Jun-16
		Walk-Ins	39,736	37,744	36,413	38,587
Benefits Centers	57,821		Mar-16	Apr-16	May-16	Jun-16
		Calls Resolved By IVR	58,865	64,021	58,730	60,676
		Average Wait Time (mins)	6	9	7	11
		Calls Serviced	56,169	56,531	56,301	57,821
	1,600,360	Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,600,360				



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**Client Information Line:
March 2016 - June 2016**



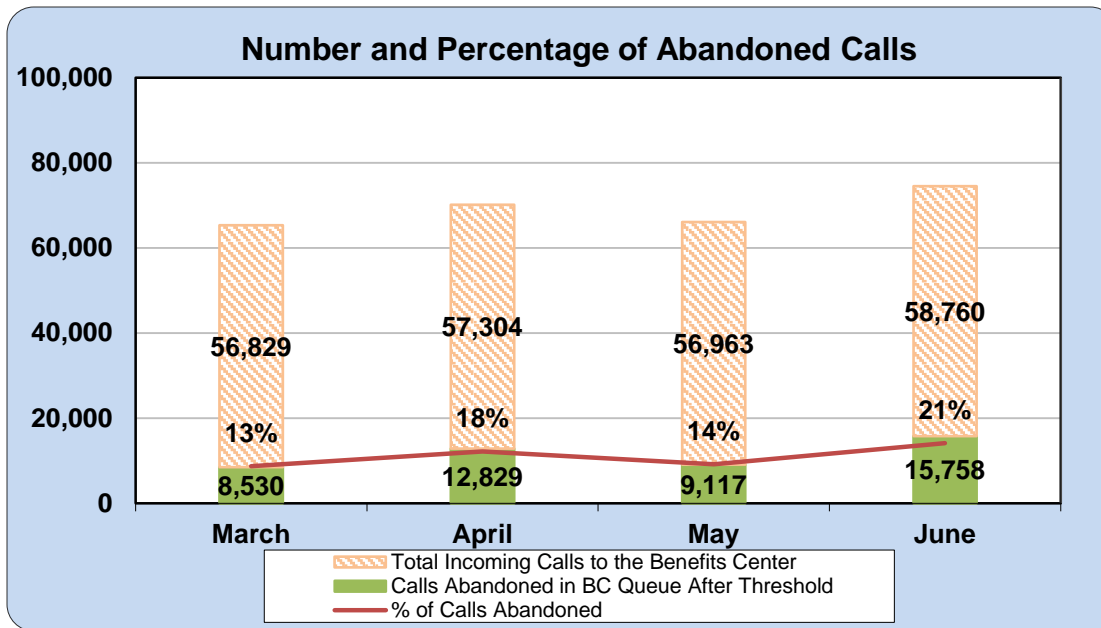
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

■ Interviews Conducted	17,357	18,108	17,765	18,865
■ Calls Abandoned in BC Queue After Threshold	8,530	12,829	9,117	15,758
■ Total Calls Answered in the BC	56,169	56,531	56,301	57,821
■ Total Calls Transferred to the BC	65,359	70,133	66,080	74,518
■ *Total Calls Resolved by the IVR	58,865	64,021	58,730	60,676
■ *Total Calls to the IVR (Business hours)	124,202	134,131	124,775	135,168
■ *Total Calls to the IVR (24 hours period)	136,608	139,611	131,709	147,298

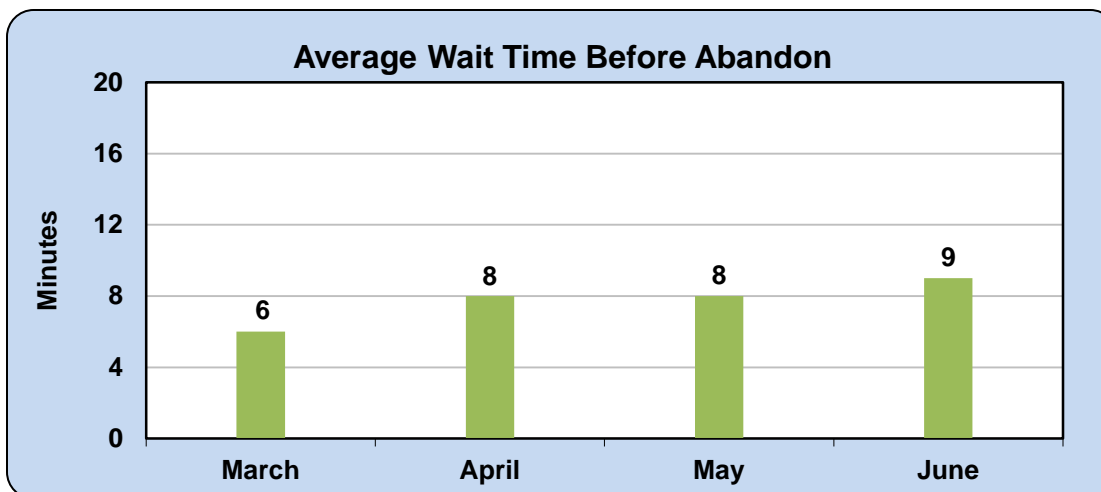
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



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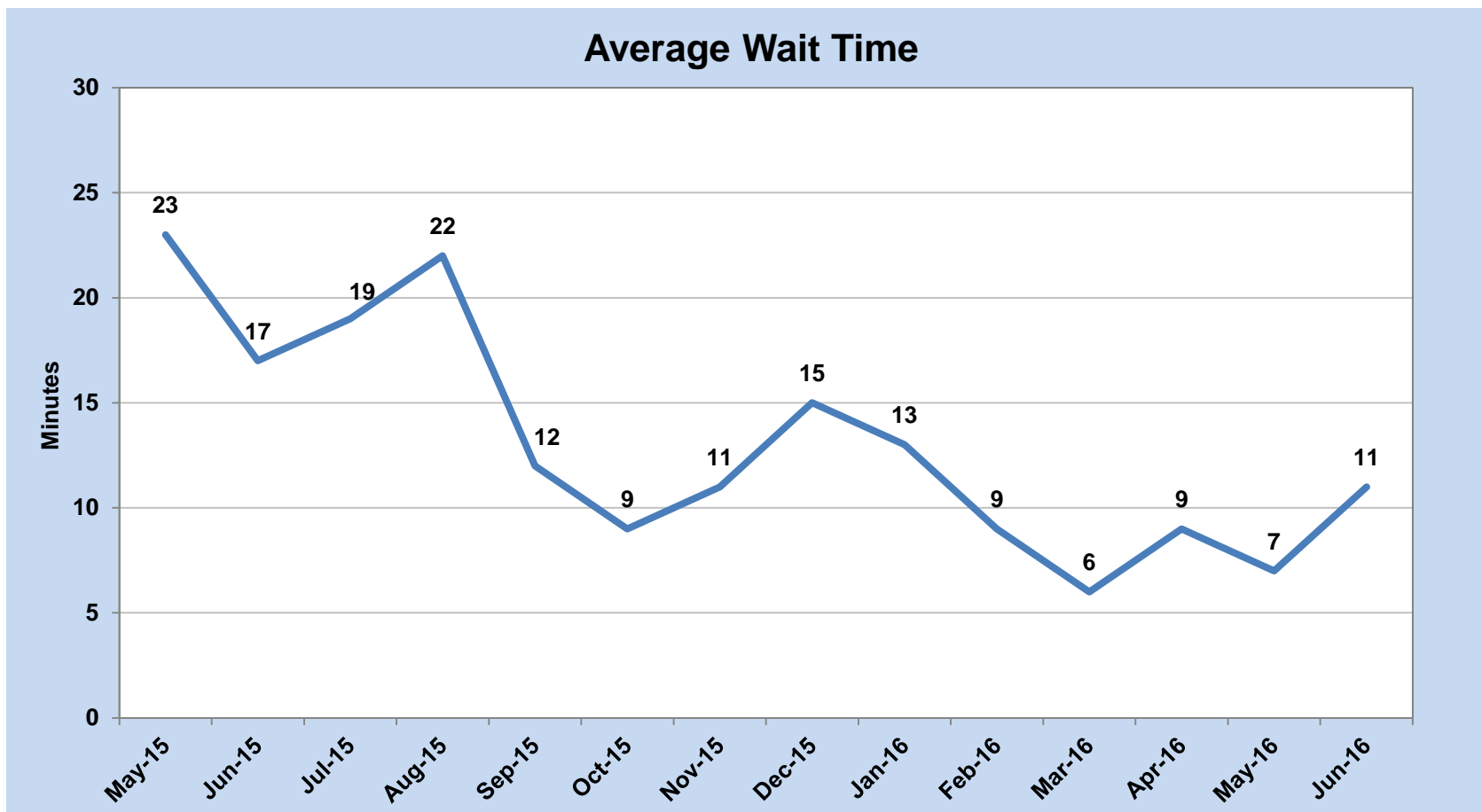


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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

Benefits Center Wait Times: Past 14 Months



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



Thank You