Connecticut Department of Social Services

Caring for Connecticut

ConneCT Public Dashboard
June 2016

ConneCT Public Dashboard – June 2016

Self Service

Pre-Screening	154,855	*Screenings completed since implementation* *2.1% growth from previous month*
Online Applications	129,409	*Applications submitted since soft launch 10/13* *3.6% growth from previous month*
Online Changes	20,234	*Changes submitted since inception 01/13/15* *5.2% growth from previous month*
Online Renewals	6,116	*Renewals submitted since inception 11/20/15* *21.5% growth from previous month*
MyAccount	165,668	*Online client accounts created since implementation 07/08/13* *1.9% growth from previous month*
Client Info Line (IVR)	212,081	*Client accounts created over the phone since implementation 07/08/13* *1.2% growth from previous month*

DSS Processing & Outcomes

DSS Work Items

13,691,024

Total Documents Scanned since implementation: 13,691,024

	Feb-16	Mar-16	Apr-16	May-16
Incoming	330,496	395,542	364,909	350,942
Processed	347,750	381,268	341,570	337,200

Service Centers

36,413

	Feb-16	Mar-16	Apr-16	May-16
Walk-Ins	35,302	39,736	37,744	36,413

Benefits Centers

56,301

1,542,539

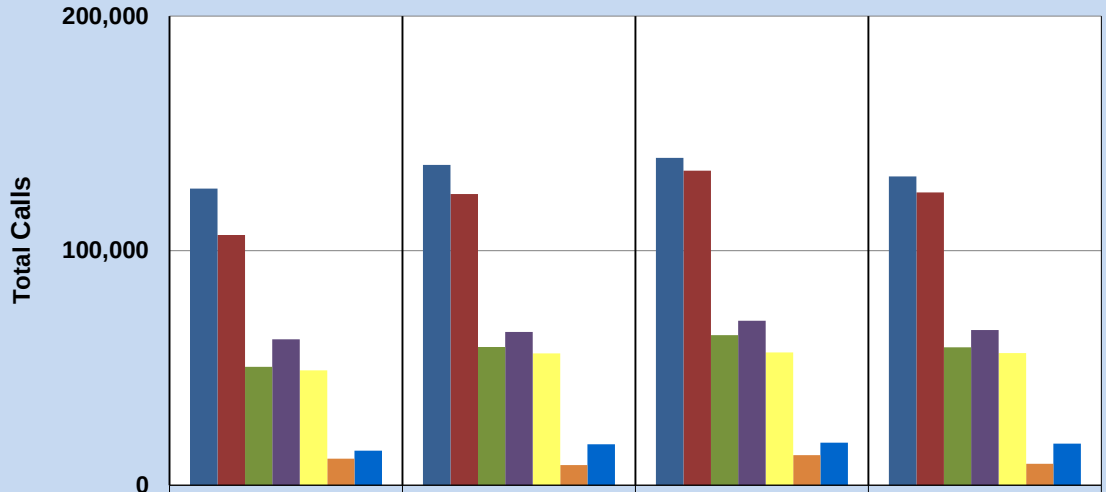
	Feb-16	Mar-16	Apr-16	May-16
Calls Resolved By IVR	50,447	58,865	64,021	58,730
Average Wait Time (mins)	9	6	9	7
Calls Serviced	49,011	56,169	56,531	56,301

Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,542,539

Data as of May 31, 2016

ConneCT Public Dashboard – June 2016

Client Information Line: February 2016 - May 2016



	Feb	Mar	Apr	May
Interviews Conducted	14,676	17,357	18,108	17,765
Calls Abandoned in BC Queue After Threshold	11,266	8,530	12,829	9,117
Total Calls Answered in the BC	49,011	56,169	56,531	56,301
Total Calls Transferred to the BC	62,146	65,359	70,133	66,080
*Total Calls Resolved by the IVR	50,447	58,865	64,021	58,730
*Total Calls to the IVR (Business hours)	106,616	124,202	134,131	124,775
*Total Calls to the IVR (24 hours period)	126,404	136,608	139,611	131,709

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 May 31, 2016

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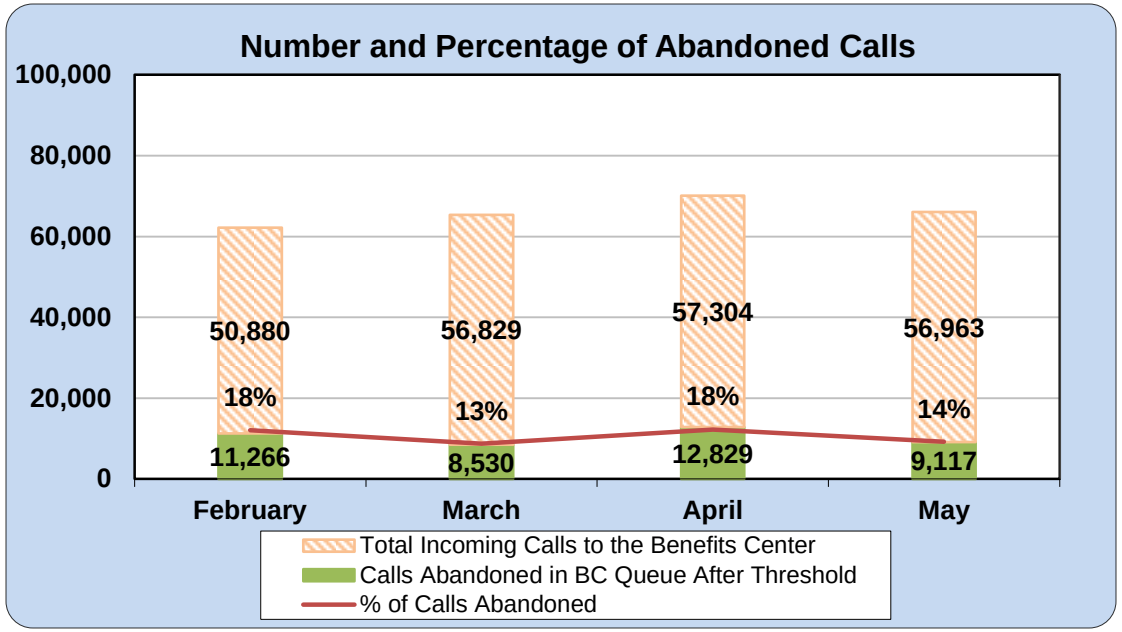
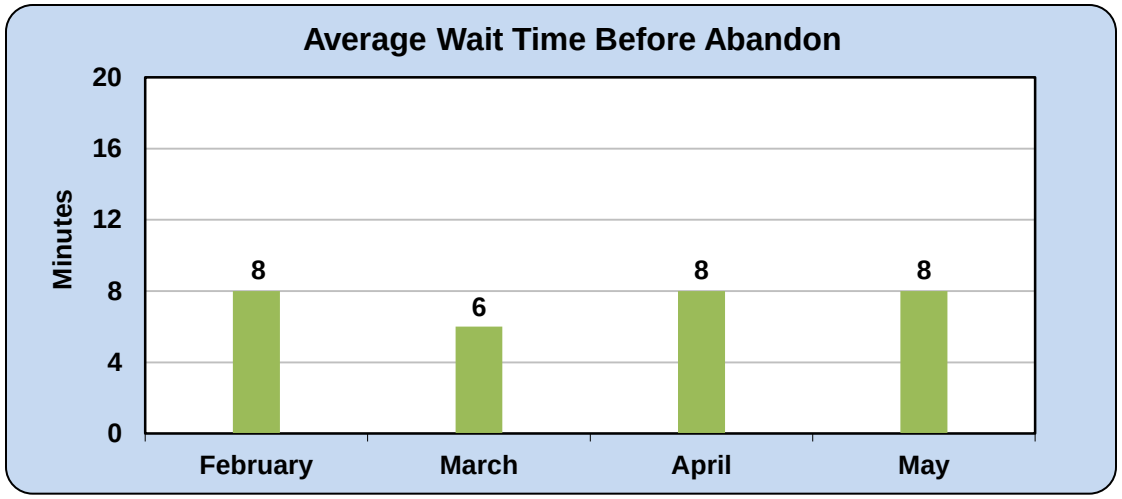


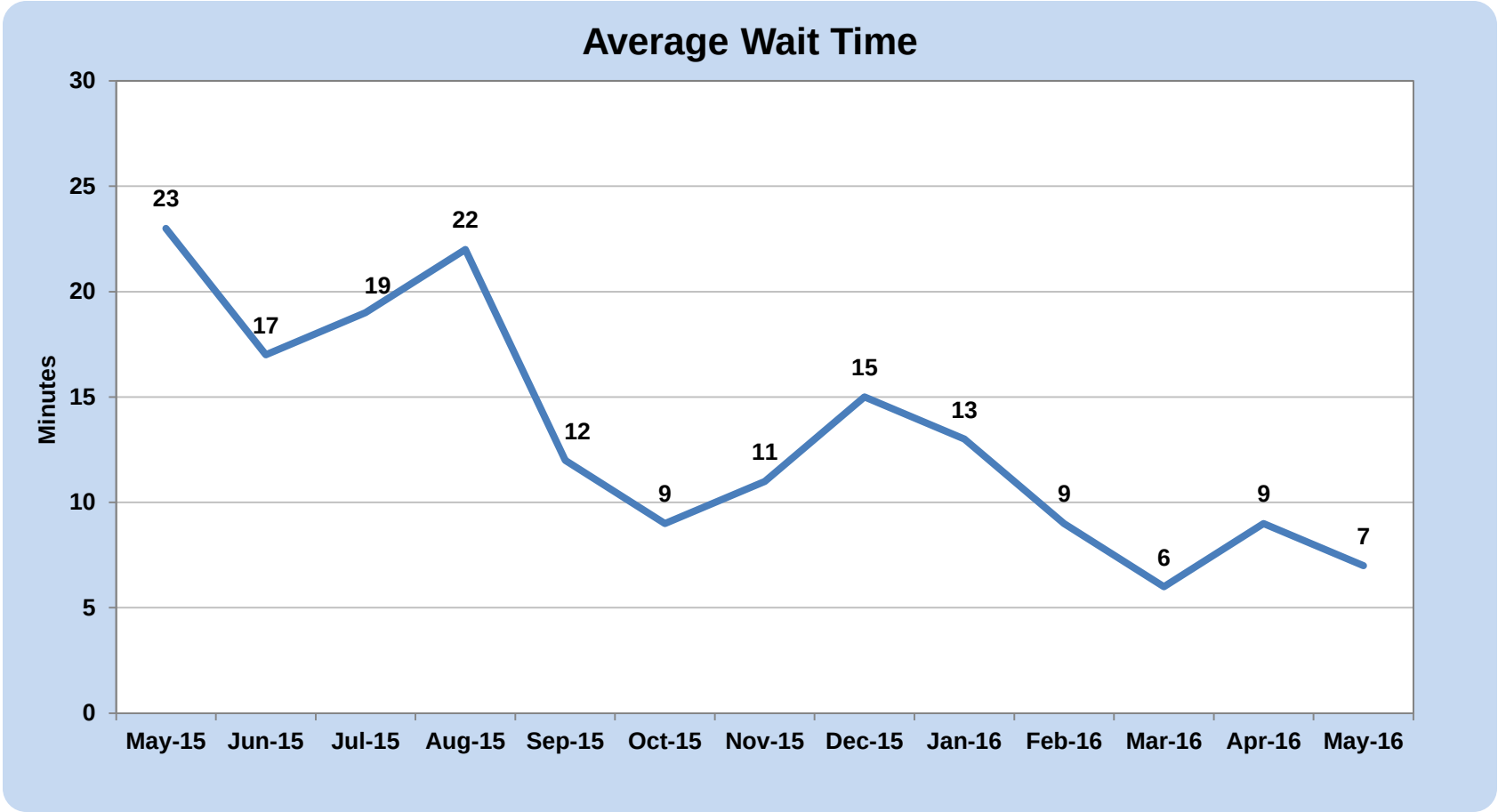
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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

Data as of May 31, 2016

Benefits Center Wait Times: Past 13 Months



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

Data as of May 31, 2016

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Thank You