



ConneCT Public Dashboard
March 2016



ConneCT Public Dashboard – March 2016

Self Service

Pre-Screening	145,446	Screenings completed since implementation 2.6% growth from previous month
Online Applications	115,989	Applications submitted since soft launch 10/13 3.8% growth from previous month
Online Changes	17,159	Changes submitted since inception 01/13/15 6.1% growth from previous month
Online Renewals	2,911	Renewals submitted since inception 11/20/15 47.4% growth from previous month
MyAccount	156,680	Online client accounts created since implementation 07/08/13 2.2% growth from previous month
Client Info Line (IVR)	204,325	Client accounts created over the phone since implementation 07/08/13 1.3% growth from previous month

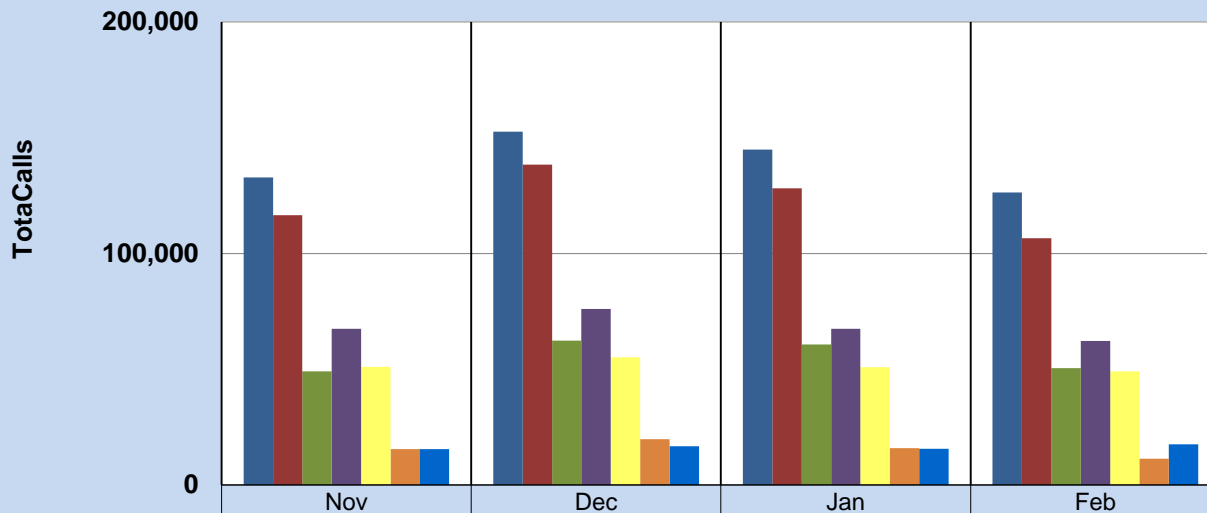
DSS Processing & Outcomes

DSS Work Items	12,579,631	Total Documents Scanned since implementation: 12,579,631				
			Nov-15	Dec-15	Jan-16	Feb-16
		Incoming	353,435	389,101	380,649	330,496
		Processed	355,725	401,909	372,692	347,750
Service Centers	35,302		Nov-15	Dec-15	Jan-16	Feb-16
		Walk-Ins	36,545	38,744	39,401	35,302
Benefits Centers	49,011		Nov-15	Dec-15	Jan-16	Feb-16
		Calls Resolved By IVR	49,108	62,375	60,715	50,447
		Average Wait Time (mins)	11	15	13	9
	1,373,538	Calls Serviced	51,024	55,187	50,843	49,011
Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,373,538						



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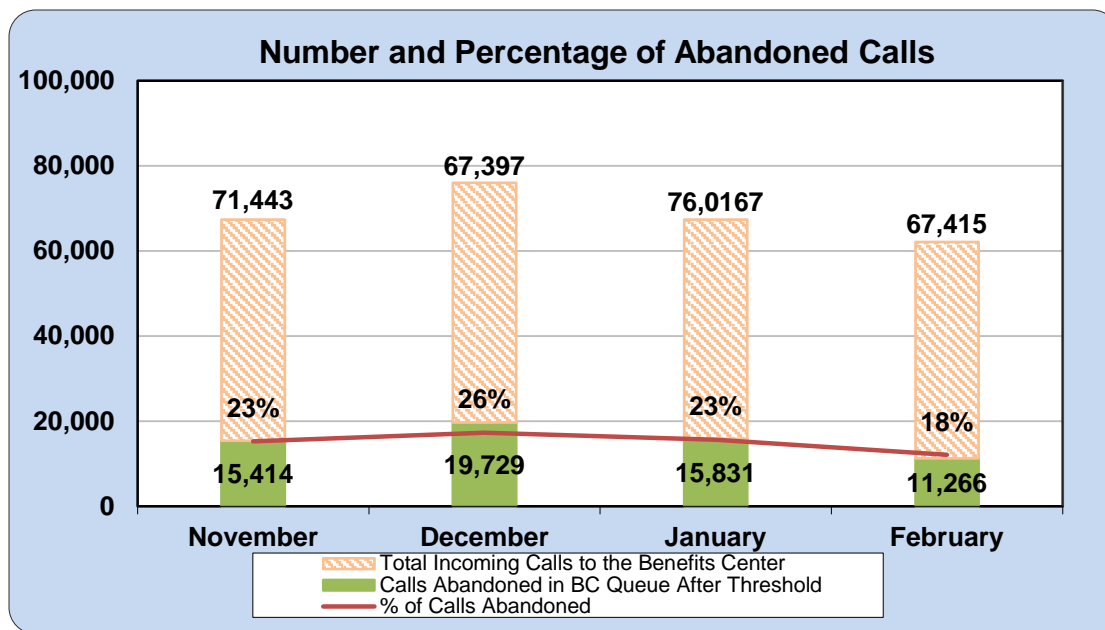
**Client Information Line:
November 2015 - February 2016**



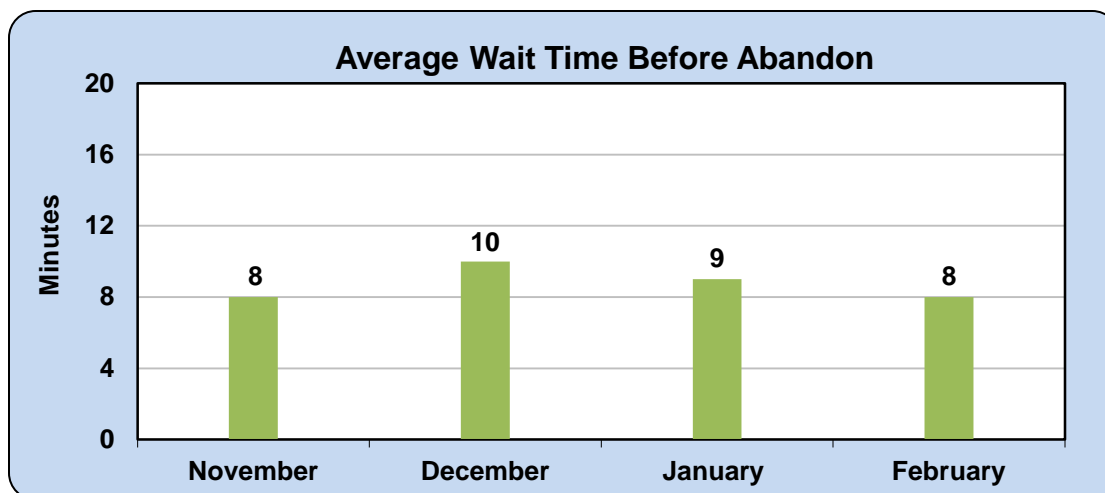
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

■ Interviews Conducted	15,422	16,698	15,560	17,475
■ Calls Abandoned in BC Queue After Threshold	15,414	19,729	15,831	11,266
■ Total Calls Answered in the BC	51,024	55,187	50,843	49,011
■ Total Calls Transferred to the BC	67,397	76,016	67,415	62,146
■ *Total Calls Resolved by the IVR	49,108	62,375	60,715	50,447
■ *Total Calls to the IVR (Business hours)	116,482	138,337	128,213	106,616
■ *Total Calls to the IVR (24 hours period)	132,884	152,617	144,912	126,404

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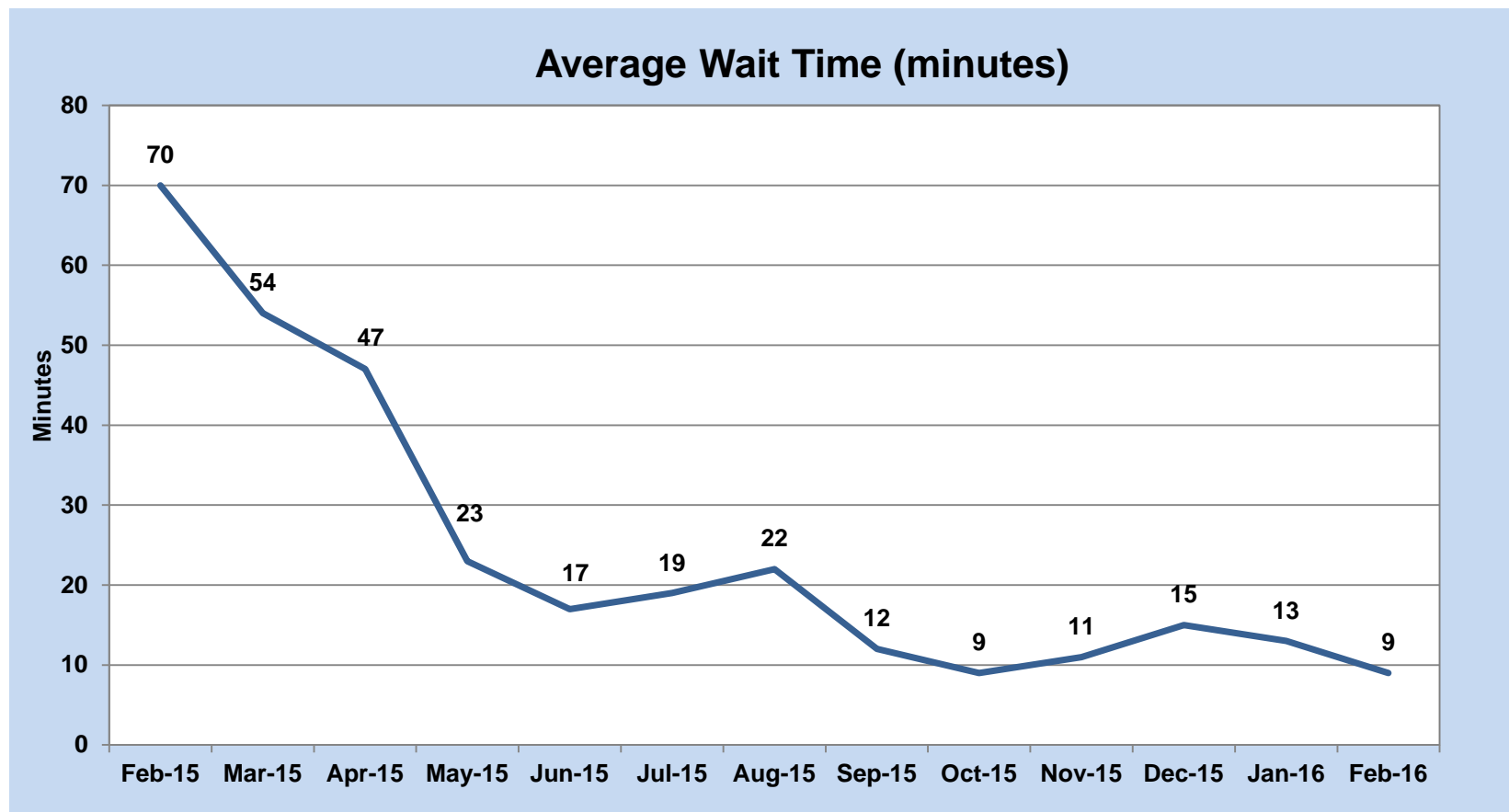


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 13 Months



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



Thank You