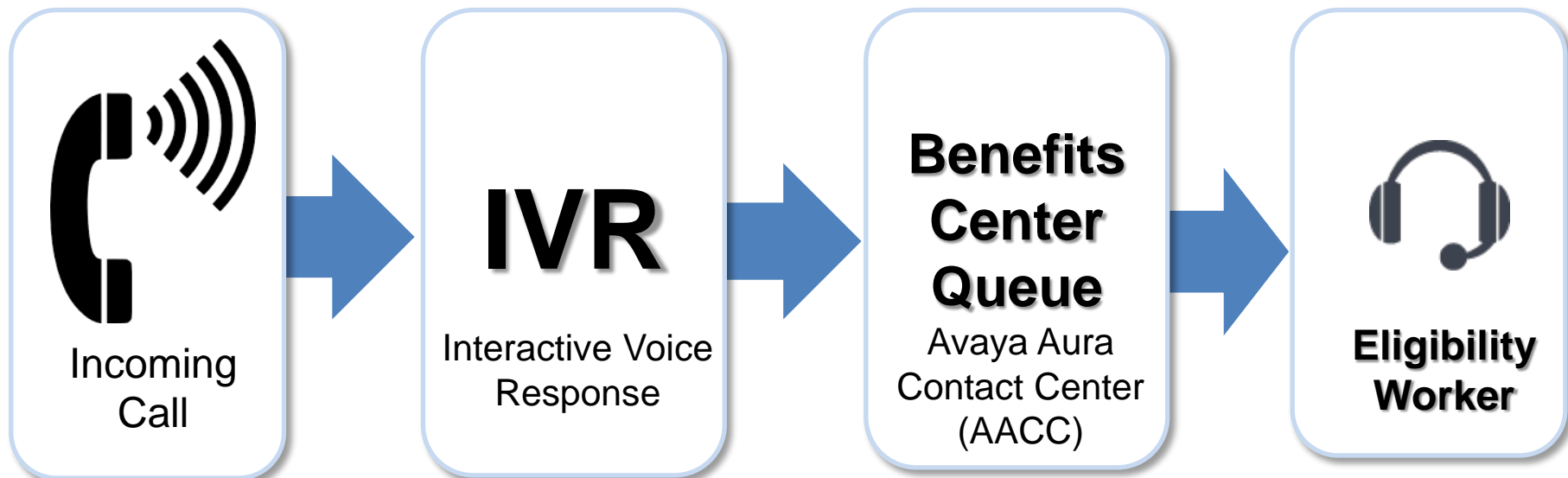


# ConneCT Public Dashboard May 2016

- Benefits Center System Structure
- ConneCT Public Dashboard – May 2016
- Benefits Center Wait Times: Past 13 Months

## Benefits Center 855-626-6632

- Virtual phone center comprised of three physical offices
- One main number to create a IVR + live worker service
- IVR and live worker service are two separate systems bridged together



**150,394**

2015 monthly  
average total calls to  
main number during  
business hours

**80,326**

2015 monthly  
average total calls  
transferred to  
AACC

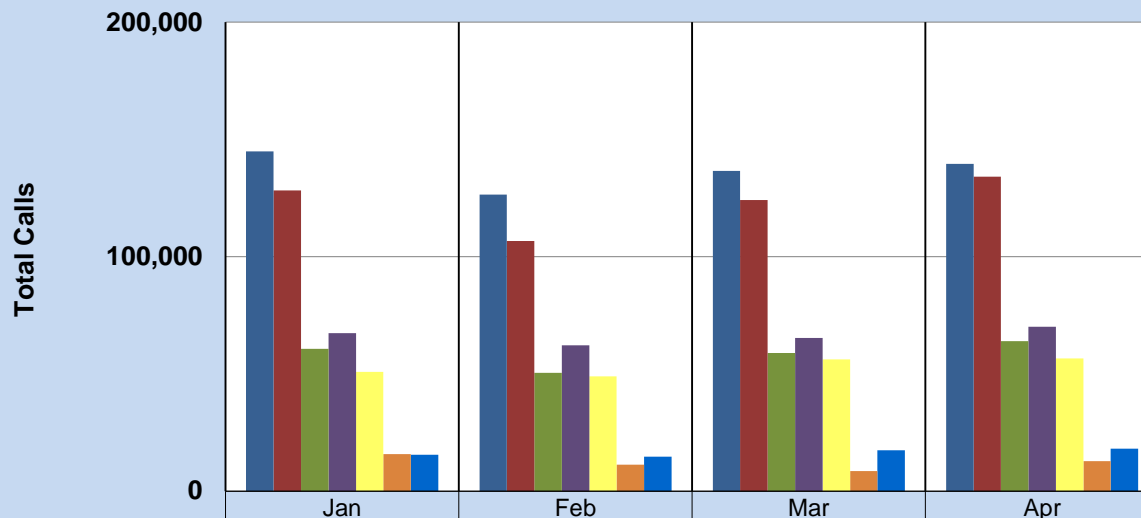
Self Service

Pre-Screening	151,656	Screenings completed since implementation 2.2% growth from previous month
Online Applications	124,922	Applications submitted since soft launch 10/13 3.7% growth from previous month
Online Changes	19,235	Changes submitted since inception 01/13/15 5.6% growth from previous month
Online Renewals	5,035	Renewals submitted since inception 11/20/15 25.6% growth from previous month
MyAccount	162,588	Online client accounts created since implementation 07/08/13 1.8% growth from previous month
Client Info Line (IVR)	209,470	Client accounts created over the phone since implementation 07/08/13 1.3% growth from previous month

DSS Processing & Outcomes

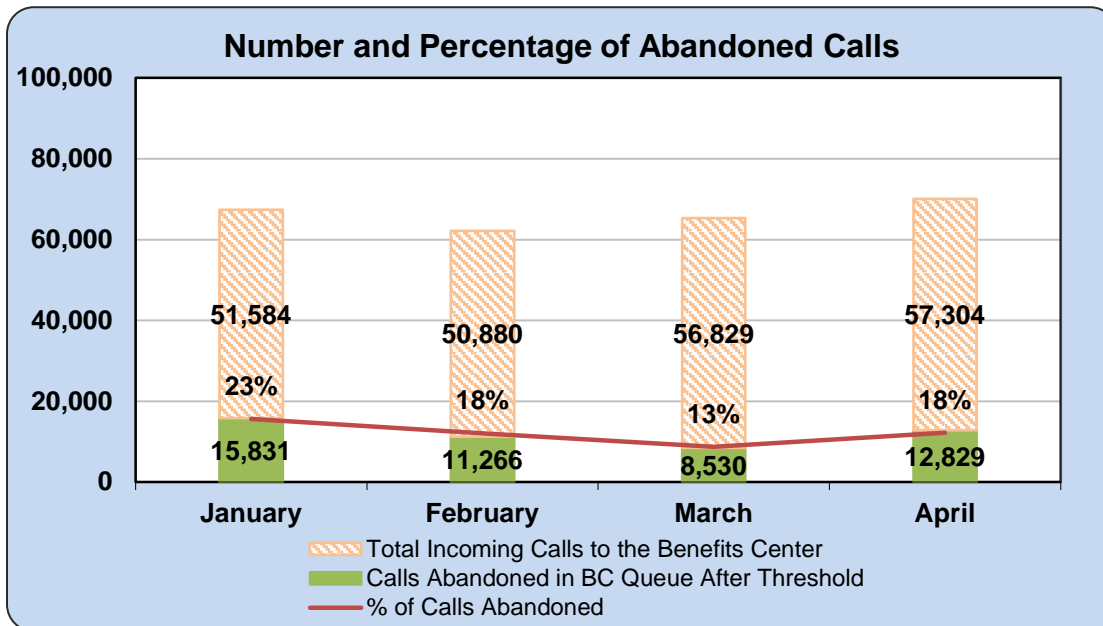
DSS Work Items	13,340,082	Total Documents Scanned since implementation: 13,340,082				
			Jan-16	Feb-16	Mar-16	Apr-16
		Incoming	380,649	330,496	395,542	364,909
		Processed	372,692	347,750	381,268	341,570
Service Centers	37,744		Jan-16	Feb-16	Mar-16	Apr-16
		Walk-Ins	39,401	35,302	39,736	37,744
Benefits Centers	56,531		Jan-16	Feb-16	Mar-16	Apr-16
		Calls Resolved By IVR	60,715	50,447	58,865	64,021
		Average Wait Time (mins)	13	9	6	9
		Calls Serviced	50,843	49,011	56,169	56,531
	1,486,238	Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,486,238				

**Client Information Line:  
January 2016 - April 2016**

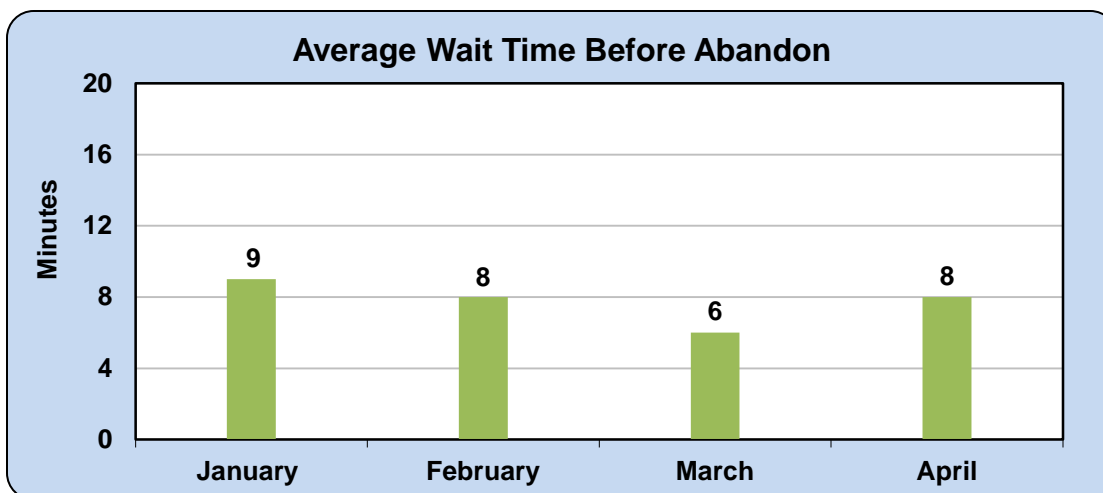


- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

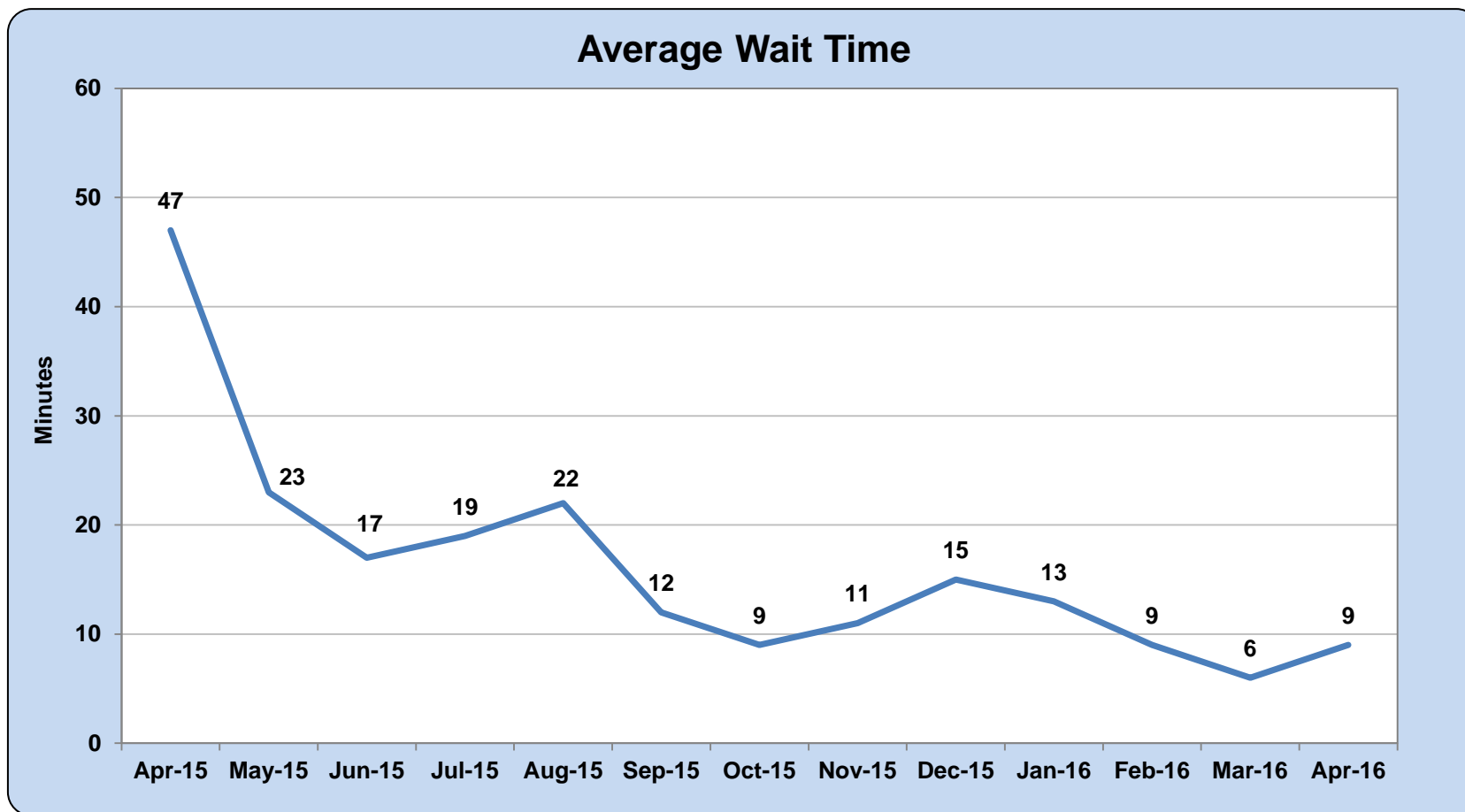
Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



- 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



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

Thank You