



# ConneCT Public Dashboard November 2015



# ConneCT Public Dashboard – November 2015

## Self Service

<b>Pre-Screening</b>	<b>129,789</b>	Screenings completed since implementation 2.4% growth from previous month																				
<b>Online Applications</b>	<b>97,646</b>	Applications submitted since soft launch 10/13 5.2% growth from previous month																				
<b>MyAccount</b>	<b>142,461</b>	Online client accounts created since implementation 07/08/13 1.9% growth from previous month																				
<b>Client Information Line (IVR)</b>	<b>191,444</b>	Client accounts created over the phone since implementation 07/08/13 1.5% growth from previous month																				
<b>ConneCT Online Status</b>	<b>98%</b>	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Aug-15</th> <th>Sep-15</th> <th>Oct-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>99%</td> <td>97%</td> <td>100%</td> <td>98%</td> </tr> <tr> <td>Full Days Available</td> <td>98%</td> <td>96%</td> <td>100%</td> <td>98%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>2</td> <td>12</td> <td>0</td> <td>16</td> </tr> </tbody> </table>		Jul-15	Aug-15	Sep-15	Oct-15	Total Hours Available	99%	97%	100%	98%	Full Days Available	98%	96%	100%	98%	Total Hours Interruption	2	12	0	16
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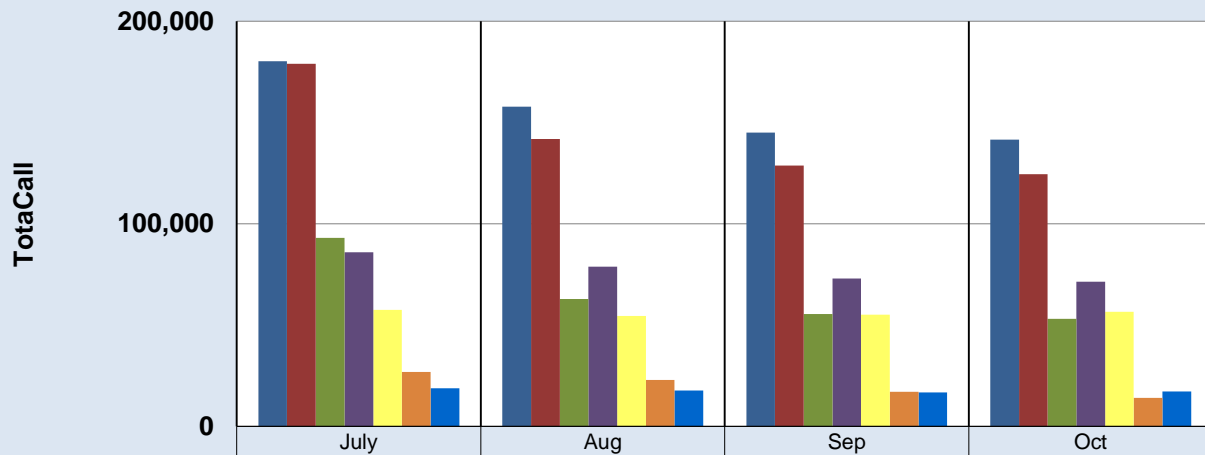
## DSS Processing & Outcomes

<b>DSS Work Items</b>	<b>11,125,950</b>	<p><b>Total Documents Scanned since implementation: 11,125,950</b></p> <table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Aug-15</th> <th>Sep-15</th> <th>Oct-15</th> </tr> </thead> <tbody> <tr> <td>Incoming</td> <td>430,342</td> <td>401,643</td> <td>405,894</td> <td>380,797</td> </tr> <tr> <td>Processed</td> <td>416,959</td> <td>418,505</td> <td>387,262</td> <td>399,167</td> </tr> </tbody> </table>		Jul-15	Aug-15	Sep-15	Oct-15	Incoming	430,342	401,643	405,894	380,797	Processed	416,959	418,505	387,262	399,167					
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<b>Service Centers</b>	<b>42,157</b>	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Aug-15</th> <th>Sep-15</th> <th>Oct-15</th> </tr> </thead> <tbody> <tr> <td>Walk-ins</td> <td>44,855</td> <td>42,464</td> <td>42,357</td> <td>42,157</td> </tr> </tbody> </table>		Jul-15	Aug-15	Sep-15	Oct-15	Walk-ins	44,855	42,464	42,357	42,157										
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<b>Benefits Centers</b>	<b>56,494</b>	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Aug-15</th> <th>Sep-15</th> <th>Oct-15</th> </tr> </thead> <tbody> <tr> <td>Calls Resolved By IVR</td> <td>93,011</td> <td>62,945</td> <td>55,499</td> <td>53,069</td> </tr> <tr> <td>Average Wait Time (mins)</td> <td>19</td> <td>22</td> <td>12</td> <td>9</td> </tr> <tr> <td>Calls Serviced</td> <td>57,485</td> <td>54,508</td> <td>55,102</td> <td>56,494</td> </tr> </tbody> </table> <p><b>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,167,473</b></p>		Jul-15	Aug-15	Sep-15	Oct-15	Calls Resolved By IVR	93,011	62,945	55,499	53,069	Average Wait Time (mins)	19	22	12	9	Calls Serviced	57,485	54,508	55,102	56,494
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**Client Information Line:  
July - October 2015**

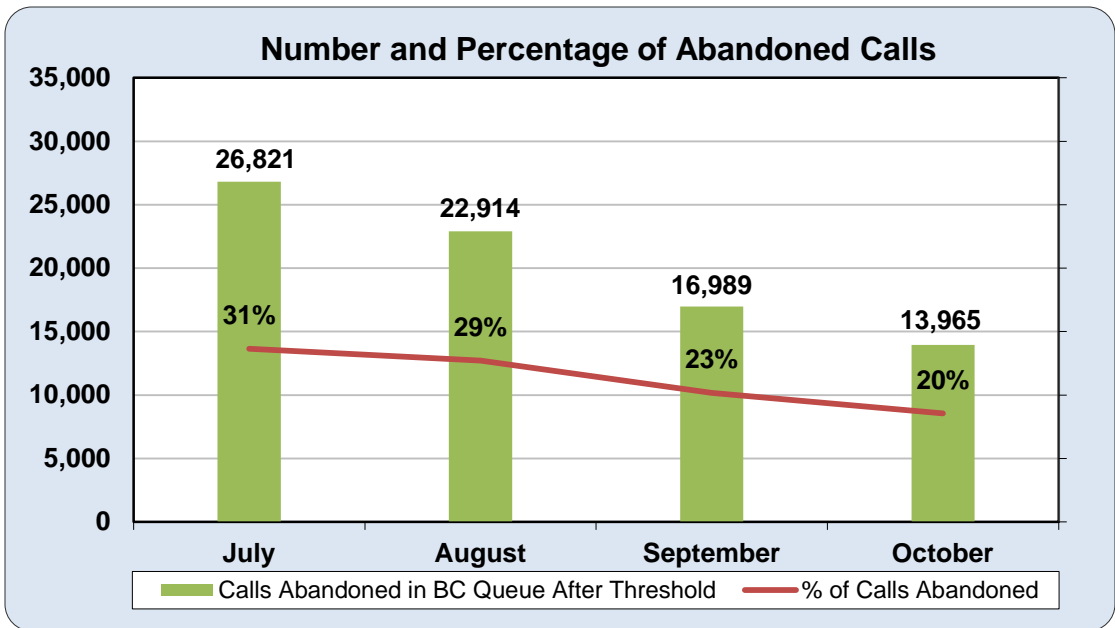


■ Interviews Conducted	18,794	17,617	16,776	17,124
■ Calls Abandoned in BC Queue After Threshold	26,821	22,914	16,989	13,965
■ Total Calls Answered in the BC	57,485	54,508	55,102	56,494
■ Total Calls Transferred to the BC	85,941	78,787	73,025	71,443
■ *Total Calls Resolved by the IVR	93,011	62,945	55,499	53,069
■ *Total Calls to the IVR (Business hours)	178,952	141,895	128,732	124,508
■ *Total Calls to the IVR (24 hours period)	180,310	157,785	145,108	141,631

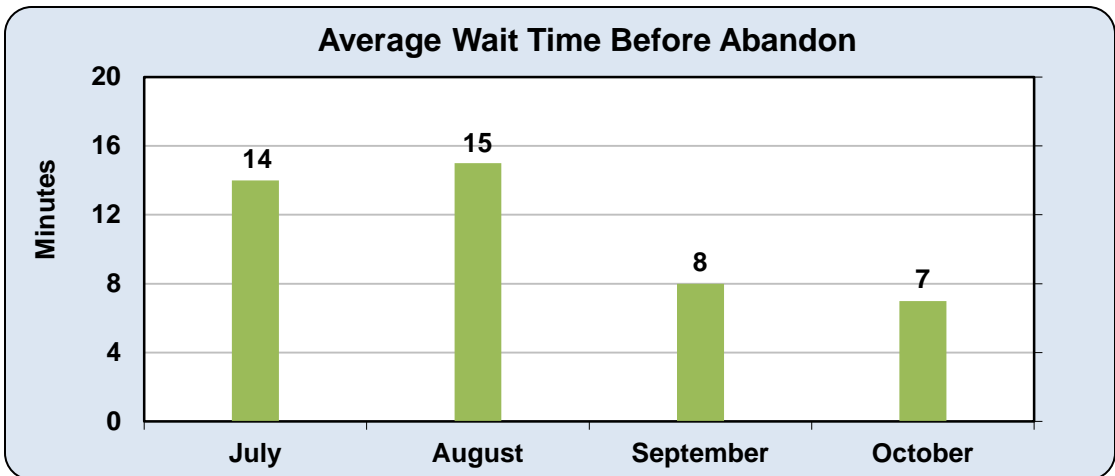
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

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

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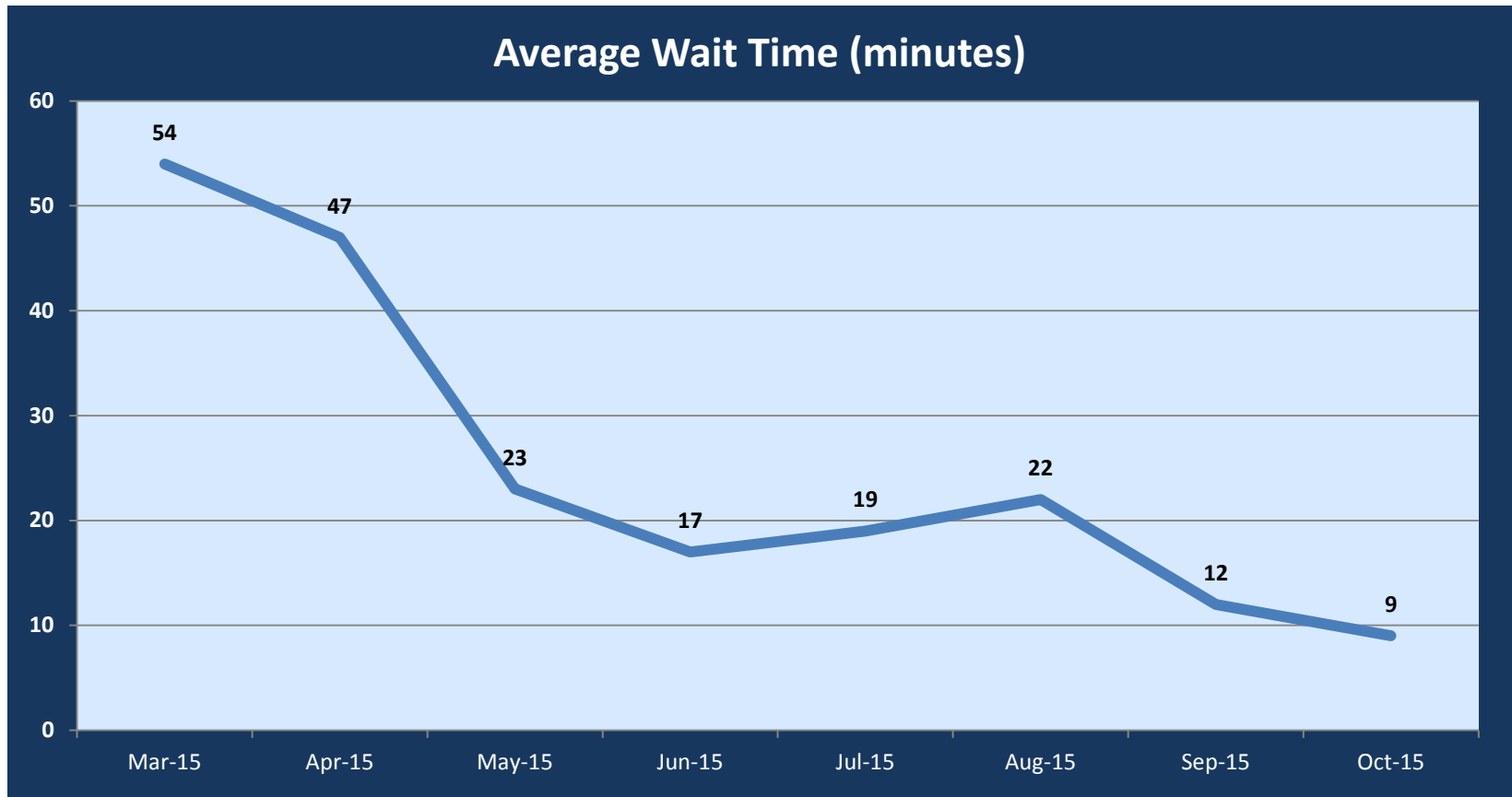


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 Eight Months



- Average wait time continues to maintain its lower level since May 2015 with an additional drop as of September and October 2015.



**Thank You**