



**ConneCT Public Dashboard  
October 2016**



# ConneCT Public Dashboard – October 2016

## Self Service

<b>Pre-Screening</b>	<b>168,945</b>	Screenings completed since implementation 2.1% growth from previous month
<b>Online Applications</b>	<b>149,655</b>	Applications submitted since soft launch 10/13 3.5% growth from previous month
<b>Online Changes</b>	<b>25,155</b>	Changes submitted since inception 01/13/15 5.5% growth from previous month
<b>Online Renewals</b>	<b>10,529</b>	Renewals submitted since inception 11/20/15 11.5% growth from previous month
<b>MyAccount</b>	<b>178,601</b>	Online client accounts created since implementation 07/08/13 2.0% growth from previous month
<b>Client Info Line (IVR)</b>	<b>223,555</b>	Client accounts created over the phone since implementation 07/08/13 1.5% growth from previous month

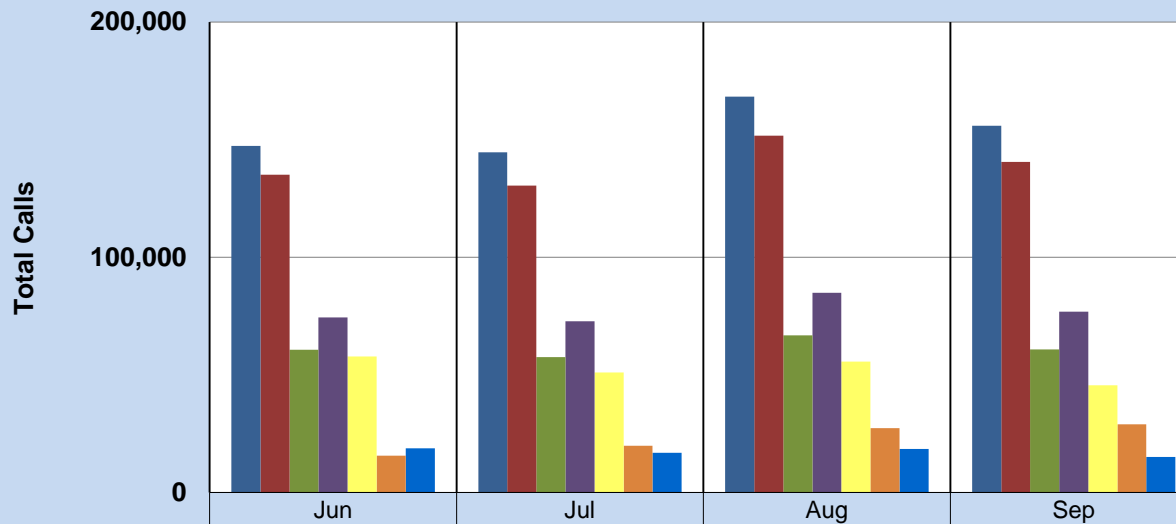
## DSS Processing & Outcomes

<b>DSS Work Items</b>	<b>15,077,718</b>	<b>Total Documents Scanned since implementation: 15,077,718</b>				
			<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>
		Incoming	366,253	336,610	357,003	326,828
		Processed	346,370	316,063	341,958	345,814
<b>Service Centers</b>	<b>31,627</b>		<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>
		Walk-Ins	38,587	35,870	40,503	31,627
<b>Benefits Centers</b>	<b>45,664</b>		<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>
		Calls Resolved By IVR	60,676	57,640	66,798	60,854
		Average Wait Time (mins)	11	16	21	26
	<b>1,752,775</b>	Calls Serviced	57,821	50,998	55,753	45,664
<b>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,752,775</b>						



## ConneCT Public Dashboard – October 2016

Client Information Line:  
June 2016 - September 2016

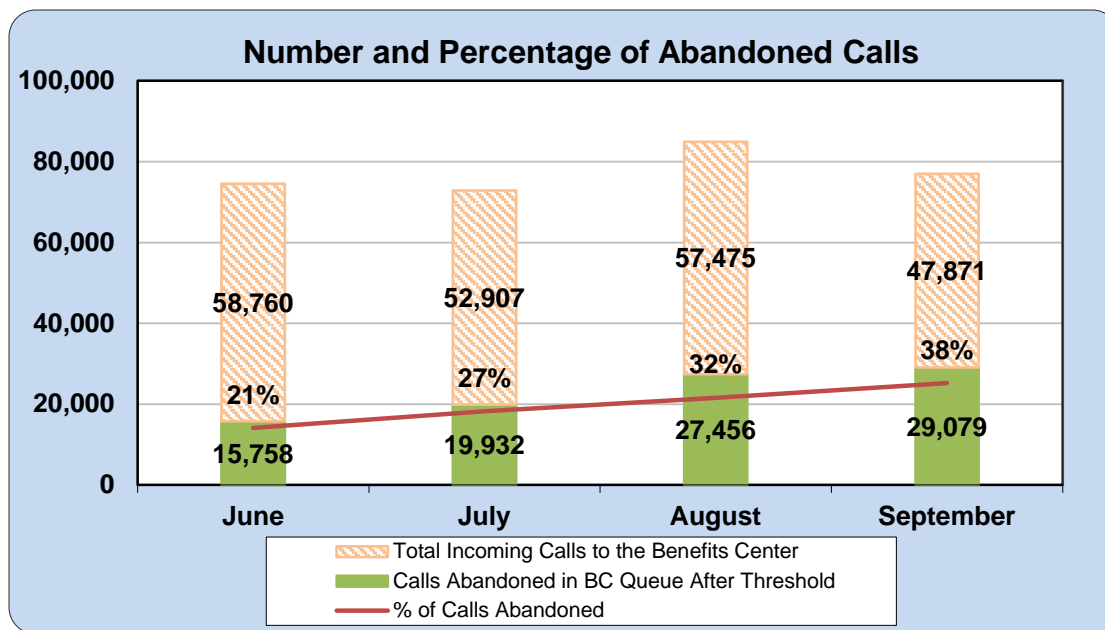


- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

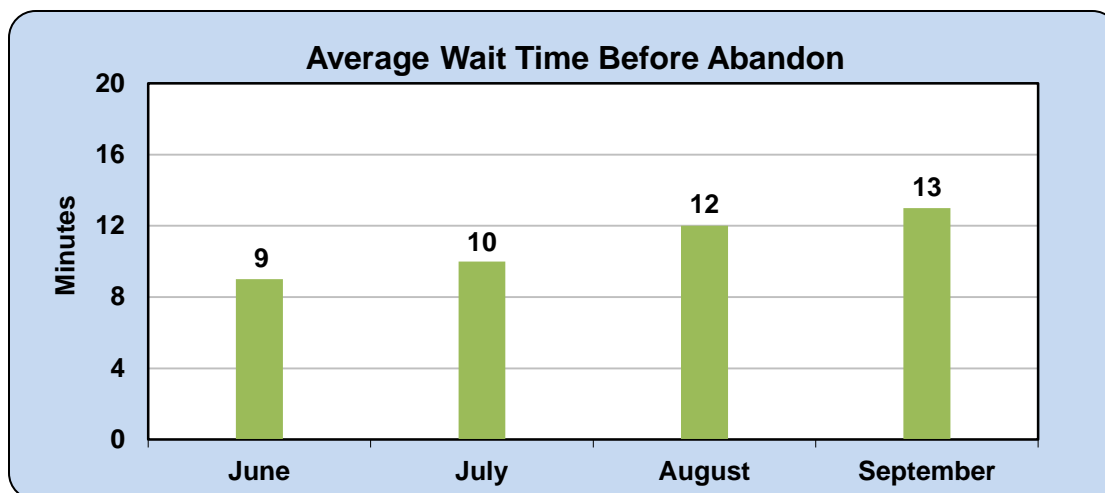
■ Interviews Conducted	18,865	16,974	18,535	15,159
■ Calls Abandoned in BC Queue After Threshold	15,758	19,932	27,456	29,079
■ Total Calls Answered in the BC	57,821	50,998	55,753	45,664
■ Total Calls Transferred to the BC	74,518	72,838	84,931	76,950
■ *Total Calls Resolved by the IVR	60,676	57,640	66,798	60,854
■ *Total Calls to the IVR (Business hours)	135,168	130,426	151,729	140,491
■ *Total Calls to the IVR (24 hours period)	147,298	144,689	168,272	155,903

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

## ConneCT Public Dashboard – October 2016

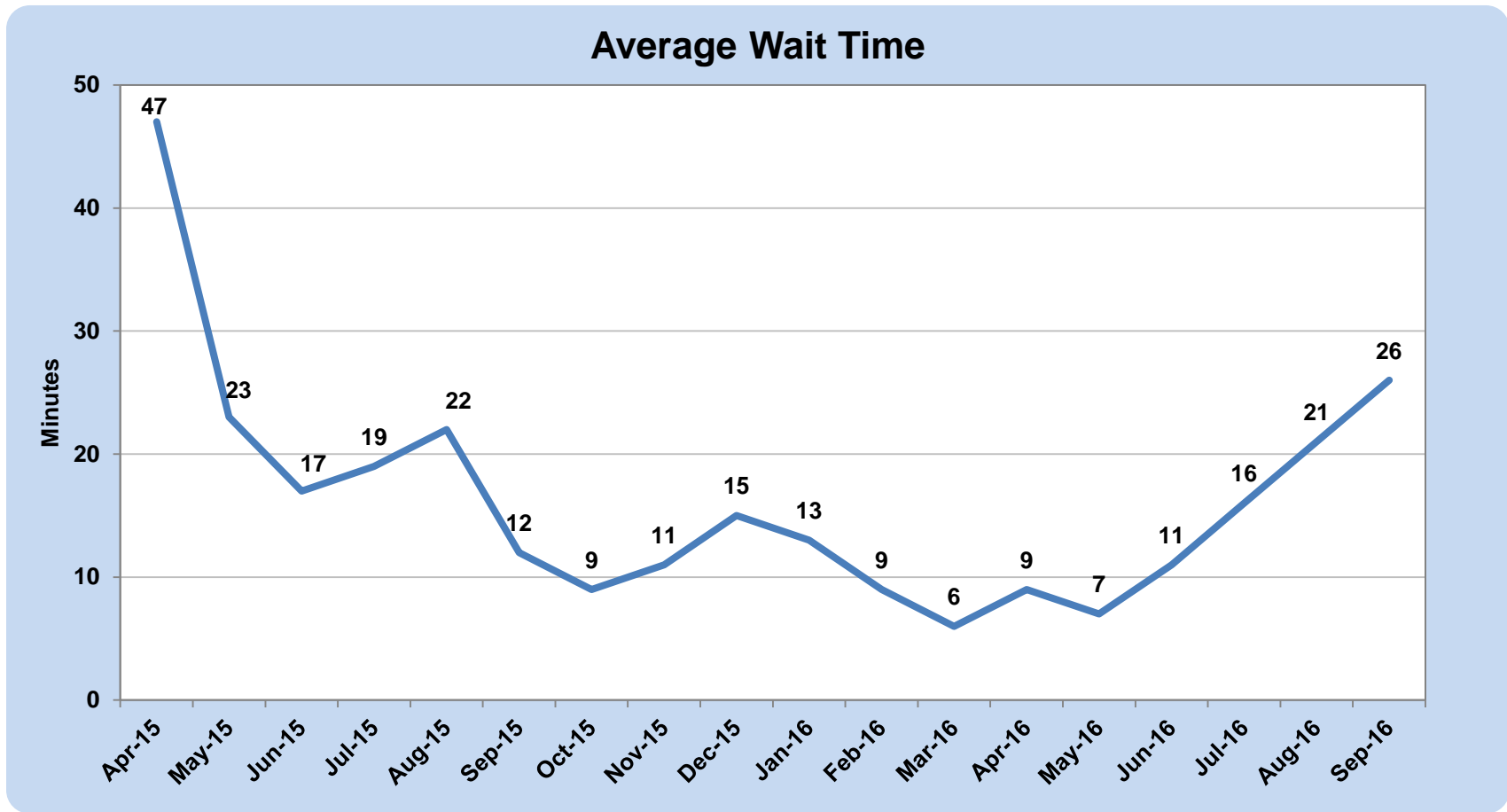


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 18 Months





**Thank You**