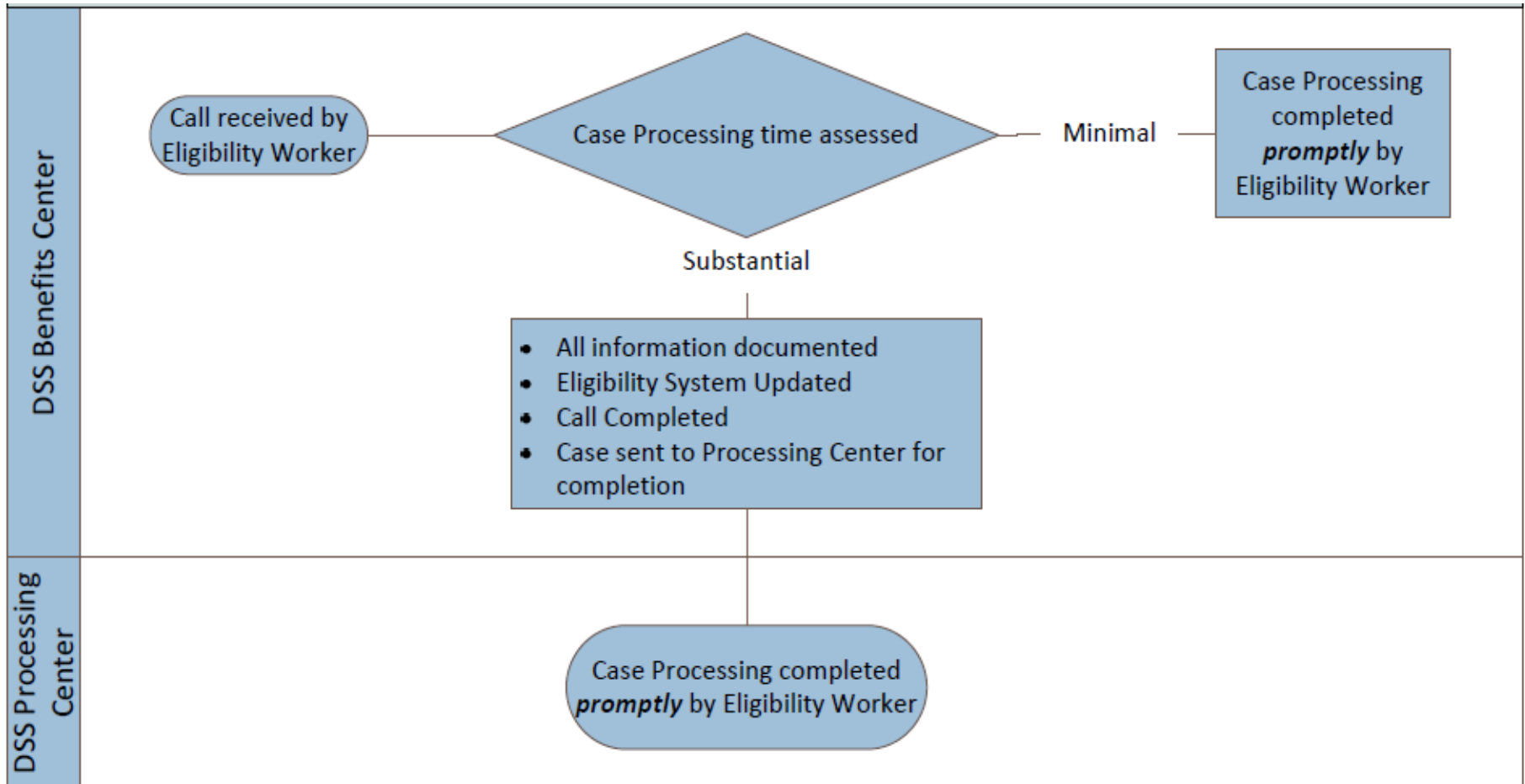


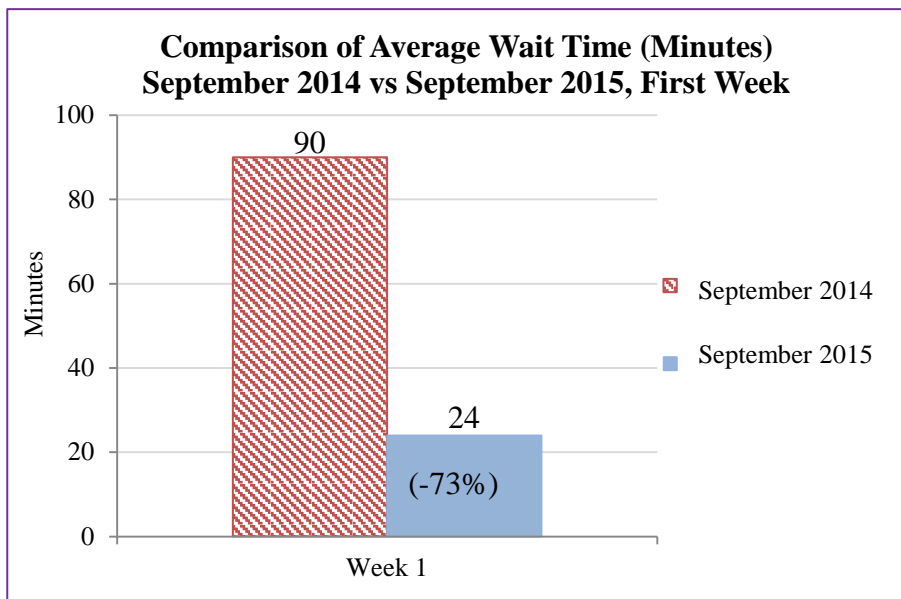
DSS Eligibility Process Improvement Update October 9, 2015

- Business Process Recap
- Ongoing Efforts
- October Dashboard

New Benefits Center Business Process: Effective May 2015

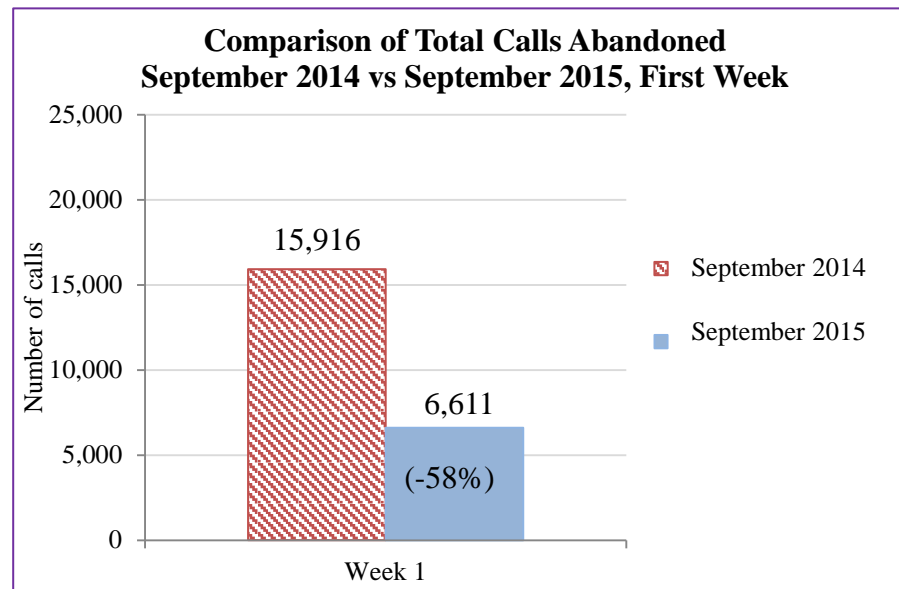


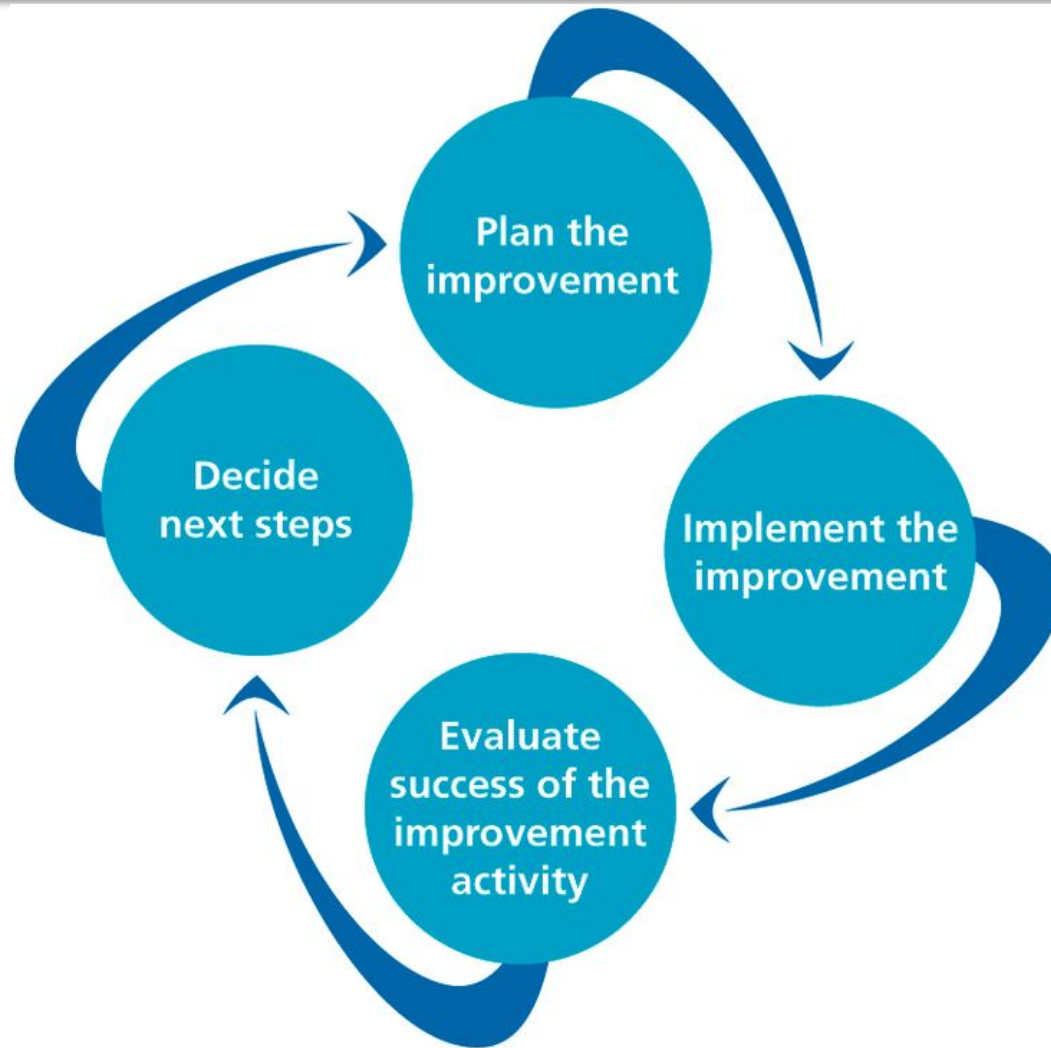
September 2014 vs September 2015: First Week of the Month



- Considerable improvement can be seen from a year ago
- There has been a 73% reduction in Average Wait time when comparing first weeks of September

- There has been a 58% reduction in Total Calls Abandoned when comparing first weeks of September





Continuous improvement is our way of life.

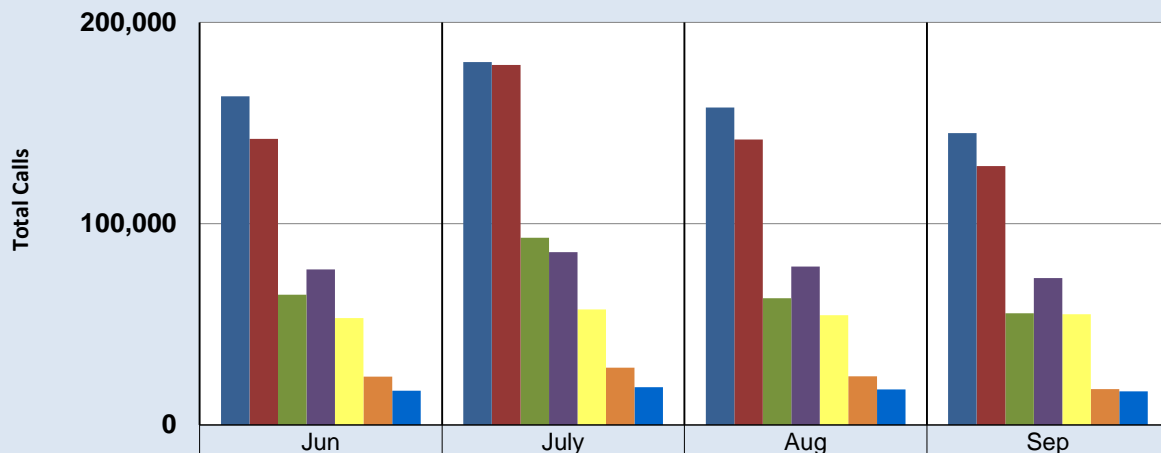
Self Service

Pre-Screening	126,708	Screenings completed since implementation 2.8% growth from previous month																							
Online Applications	94,012	Applications submitted since soft launch 10/13 6.8% growth from previous month																							
MyAccount	139,794	Online client accounts created since implementation 07/08/13 2.4% growth from previous month																							
Client Information Line (IVR)	188,655	Client accounts created over the phone since implementation 07/08/13 1.8% growth from previous month																							
ConneCT Online Status	100%	<table border="1"> <thead> <tr> <th></th> <th>Jun-15</th> <th>Jul-15</th> <th>Aug-15</th> <th>Sep-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>98%</td> <td>99%</td> <td>97%</td> <td>100%</td> </tr> <tr> <td>Full Days Available</td> <td>99%</td> <td>98%</td> <td>96%</td> <td>100%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>9</td> <td>2</td> <td>12</td> <td>0</td> </tr> </tbody> </table>					Jun-15	Jul-15	Aug-15	Sep-15	Total Hours Available	98%	99%	97%	100%	Full Days Available	99%	98%	96%	100%	Total Hours Interruption	9	2	12	0
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DSS Processing & Outcomes

DSS Work Items	10,745,153	Total Documents Scanned since implementation: 10,745,153																							
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1,110,979	Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,110,979																								

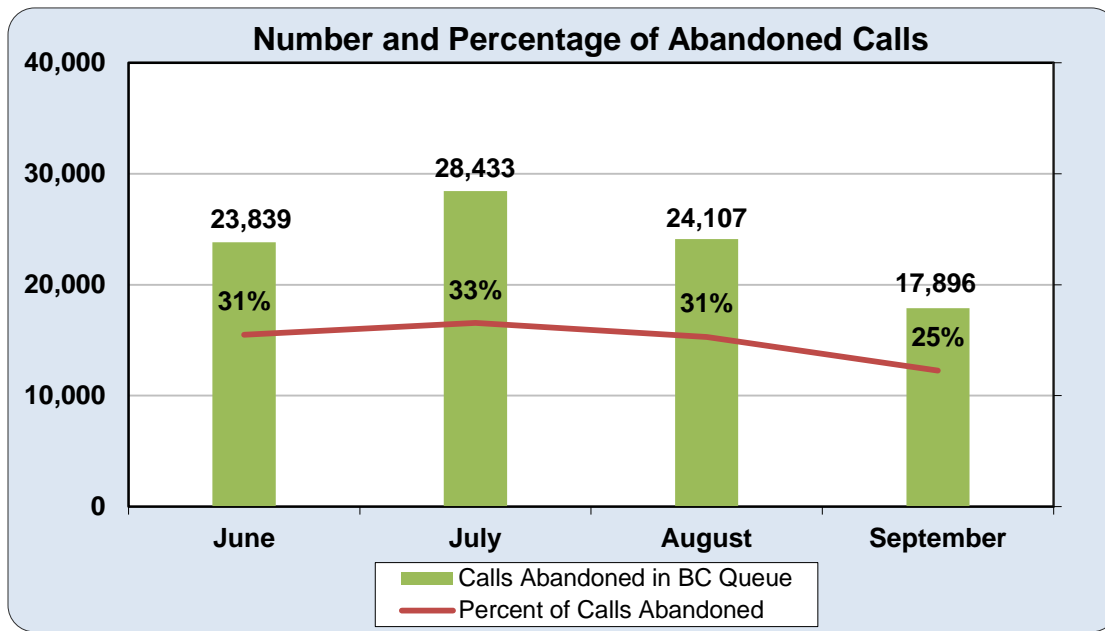
**Client Information Line:
June - September 2015**



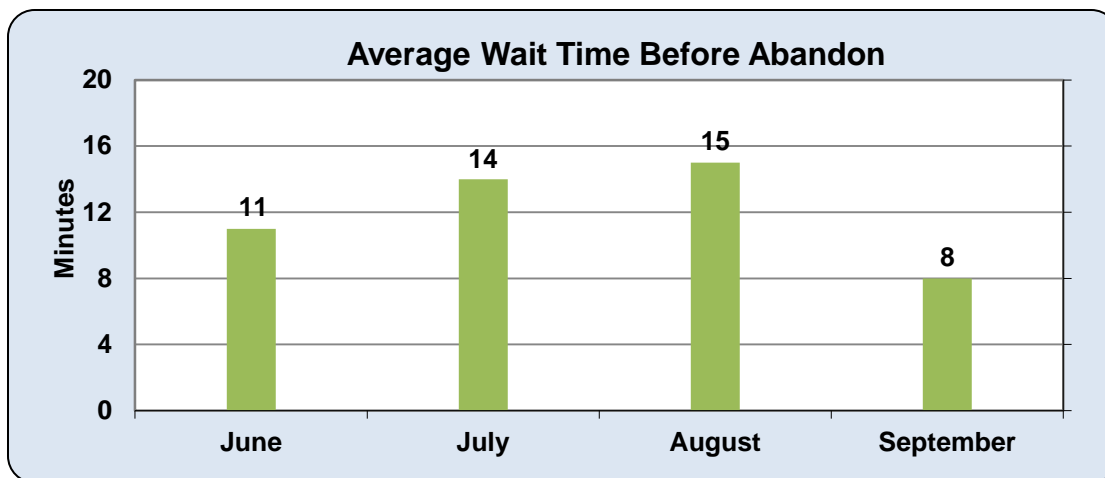
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

■ Interviews Conducted	16,964	18,794	17,617	16,776
■ Calls Abandoned in BC Queue	24,018	28,433	24,107	17,896
■ Total Calls Answered in the BC	53,193	57,485	54,508	55,102
■ Total Calls Transferred to the BC	77,341	85,941	78,787	73,025
■ *Total Calls Resolved by the IVR	64,756	93,011	62,945	55,499
■ *Total Calls to the IVR (Business hours)	142,194	178,952	141,895	128,732
■ *Total Calls to the IVR (24 hours period)	163,263	180,310	157,785	145,108

Note: Total Calls Abandoned in Queue have decreased by 26% from June 2015 to September 2015

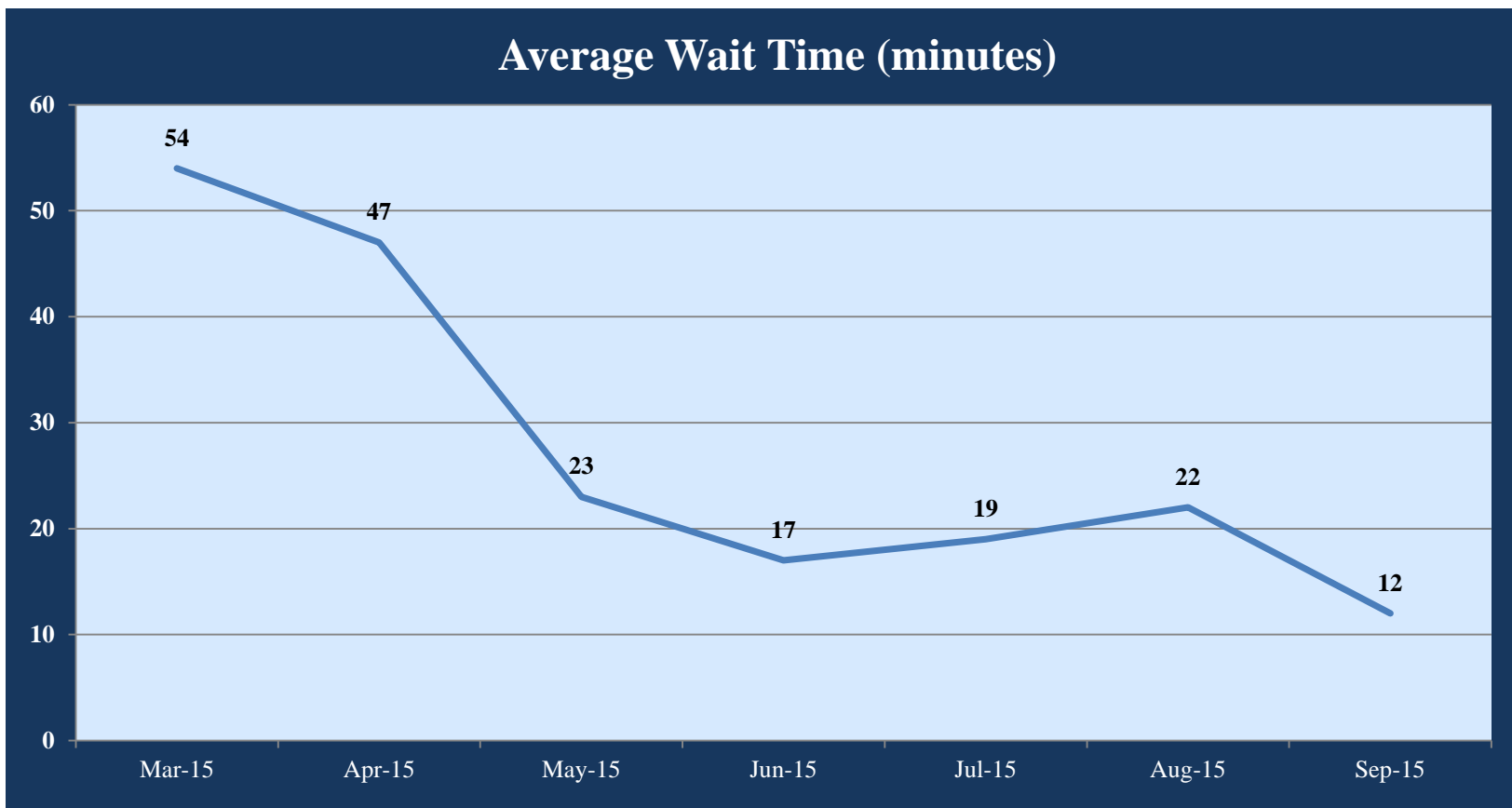


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



- 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 Seven Months



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



Thank You