



ConneCT Public Dashboard September 2016



ConneCT Public Dashboard – September 2016

Self Service

Pre-Screening	165,416	Screenings completed since implementation 2.3% growth from previous month
Online Applications	144,551	Applications submitted since soft launch 10/13 4.0% growth from previous month
Online Changes	23,854	Changes submitted since inception 01/13/15 5.6% growth from previous month
Online Renewals	9,444	Renewals submitted since inception 11/20/15 14.6% growth from previous month
MyAccount	175,111	Online client accounts created since implementation 07/08/13 2.0% growth from previous month
Client Info Line (IVR)	220,251	Client accounts created over the phone since implementation 07/08/13 1.2% growth from previous month

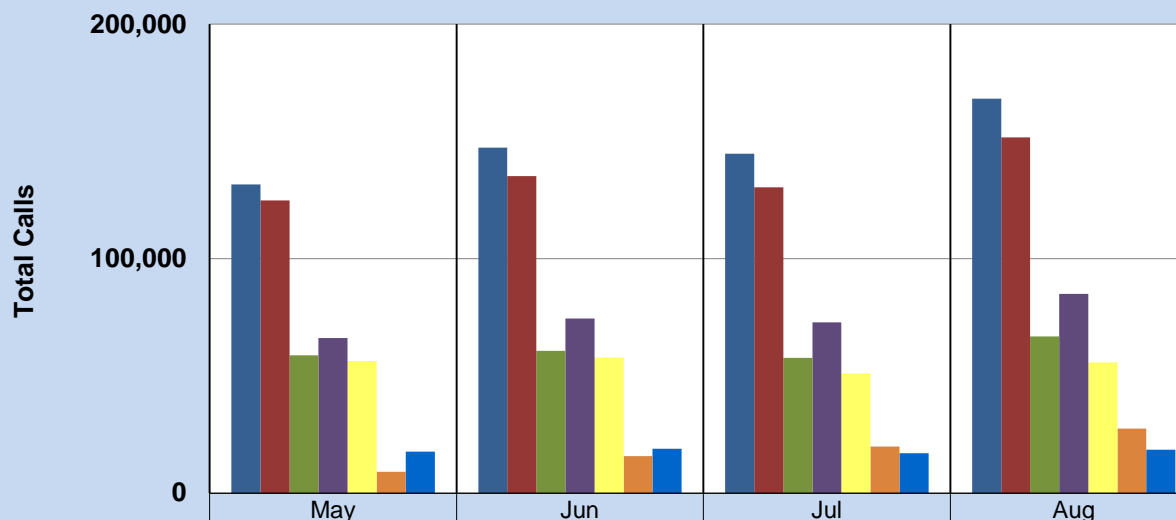
DSS Processing & Outcomes

DSS Work Items	14,750,890	Total Documents Scanned since implementation: 14,750,890				
			May-16	Jun-16	Jul-16	Aug-16
		Incoming	350,942	366,253	336,610	357,003
		Processed	337,200	346,370	316,063	341,958
Service Centers	40,503		May-16	Jun-16	Jul-16	Aug-16
		Walk-Ins	36,413	38,587	35,870	40,503
Benefits Centers	55,753		May-16	Jun-16	Jul-16	Aug-16
		Calls Resolved By IVR	58,730	60,676	57,640	66,798
		Average Wait Time (mins)	7	11	16	21
	1,707,111	Calls Serviced	56,301	57,821	50,998	55,753
Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,707,111						



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**Client Information Line:
May 2016 - August 2016**

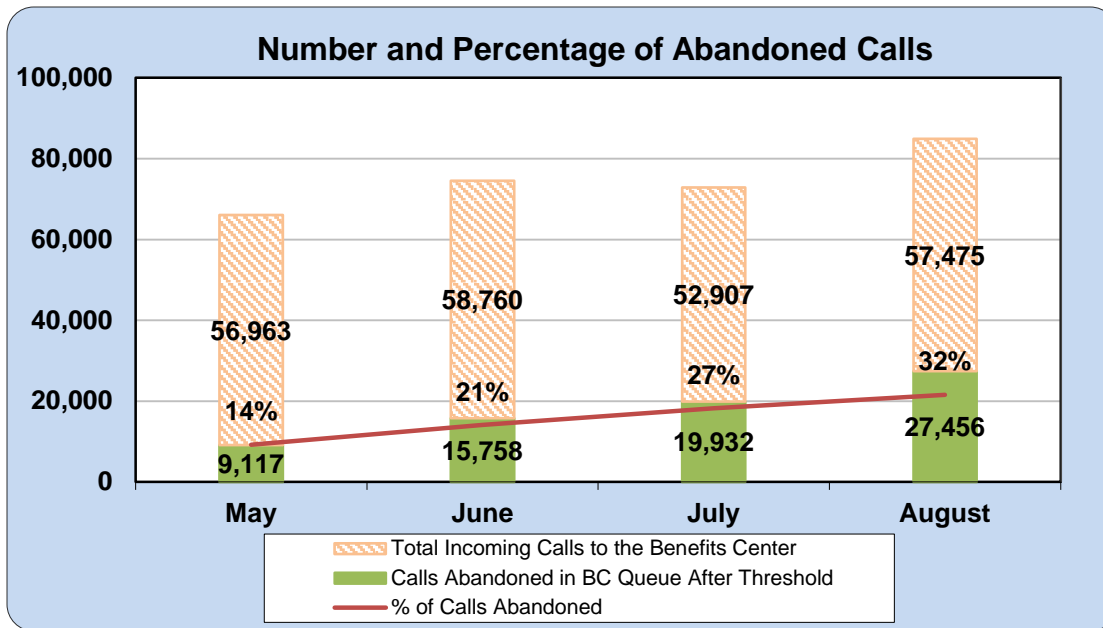


- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

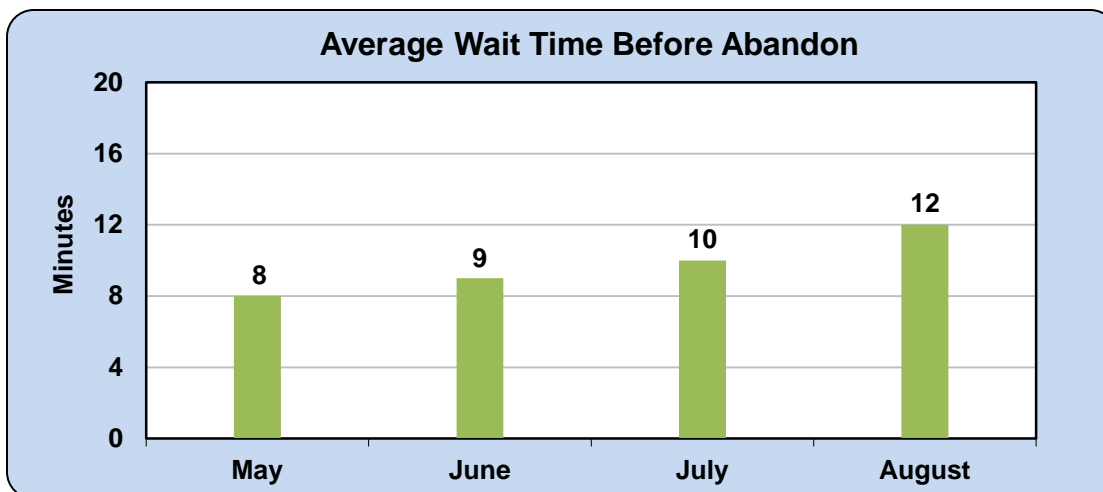
■ Interviews Conducted	17,765	18,865	16,974	18,535
■ Calls Abandoned in BC Queue After Threshold	9,117	15,758	19,932	27,456
■ Total Calls Answered in the BC	56,301	57,821	50,998	55,753
■ Total Calls Transferred to the BC	66,080	74,518	72,838	84,931
■ *Total Calls Resolved by the IVR	58,730	60,676	57,640	66,798
■ *Total Calls to the IVR (Business hours)	124,775	135,168	130,426	151,729
■ *Total Calls to the IVR (24 hours period)	131,709	147,298	144,689	168,272

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

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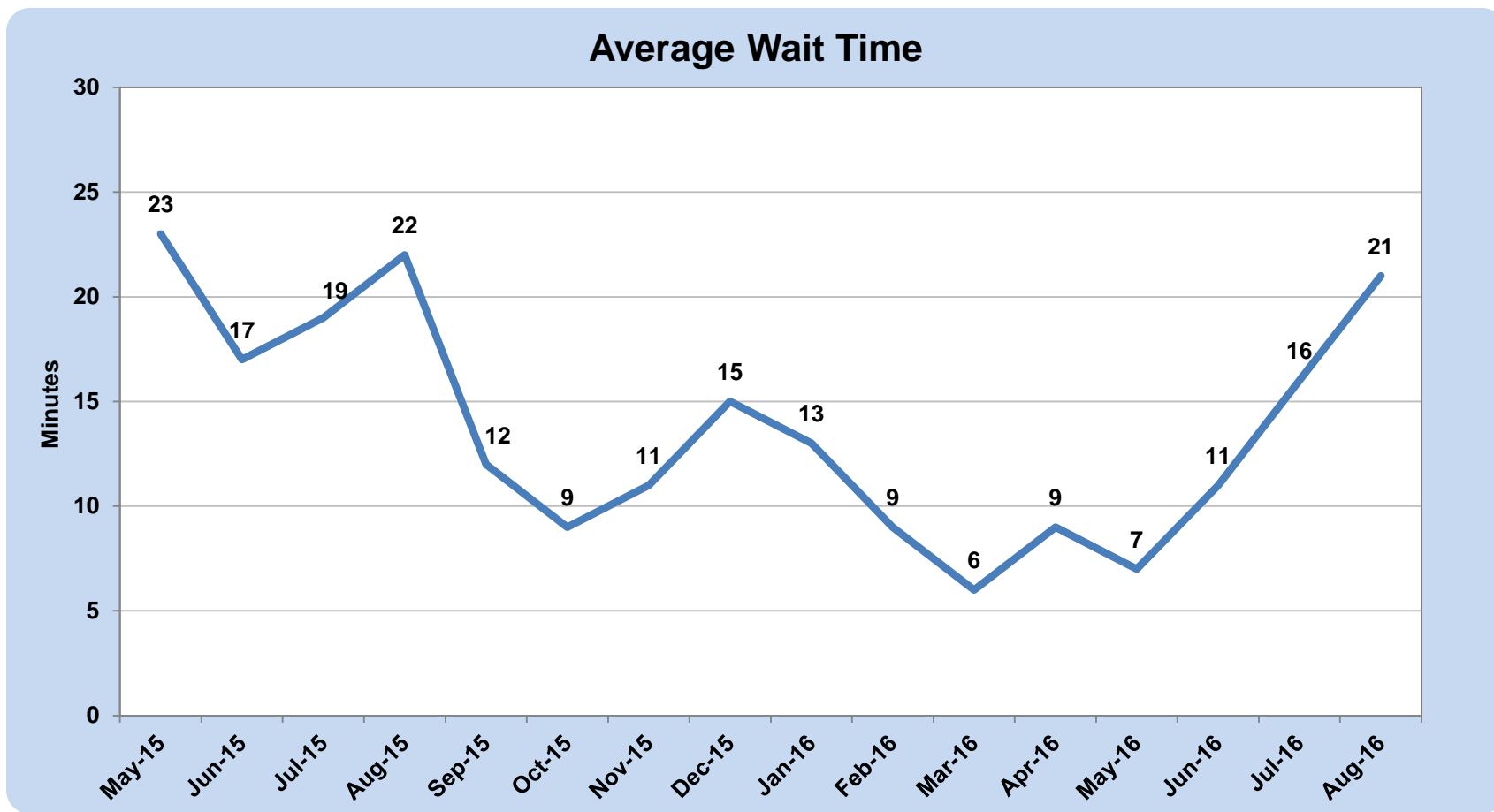
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 16 Months



- Average wait time continues to maintain its lower level since process improvements in May 2015 despite the summer months' uptick



Thank You