



ConneCT Public Dashboard September 2015



ConneCT Public Dashboard – September 2015

Self Service

Pre-Screening	123,251	Screenings completed since implementation 3.4% growth from previous month																				
Online Applications	88,000	Applications submitted since soft launch 10/13 6.0% growth from previous month																				
MyAccount	136,580	Online client accounts created since implementation 07/08/13 2.8% growth from previous month																				
Client Information Line (IVR)	185,275	Client accounts created over the phone since implementation 07/08/13 2.3% growth from previous month																				
ConneCT Online Status	97%	<table border="1"> <thead> <tr> <th></th> <th>May-15</th> <th>Jun-15</th> <th>Jul-15</th> <th>Aug-15</th> </tr> </thead> <tbody> <tr> <td>System Up Time (hours)</td> <td>98%</td> <td>98%</td> <td>99%</td> <td>97%</td> </tr> <tr> <td>System Up Time (full days)</td> <td>98%</td> <td>99%</td> <td>98%</td> <td>96%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>8</td> <td>9</td> <td>2</td> <td>12</td> </tr> </tbody> </table>		May-15	Jun-15	Jul-15	Aug-15	System Up Time (hours)	98%	98%	99%	97%	System Up Time (full days)	98%	99%	98%	96%	Total Hours Interruption	8	9	2	12
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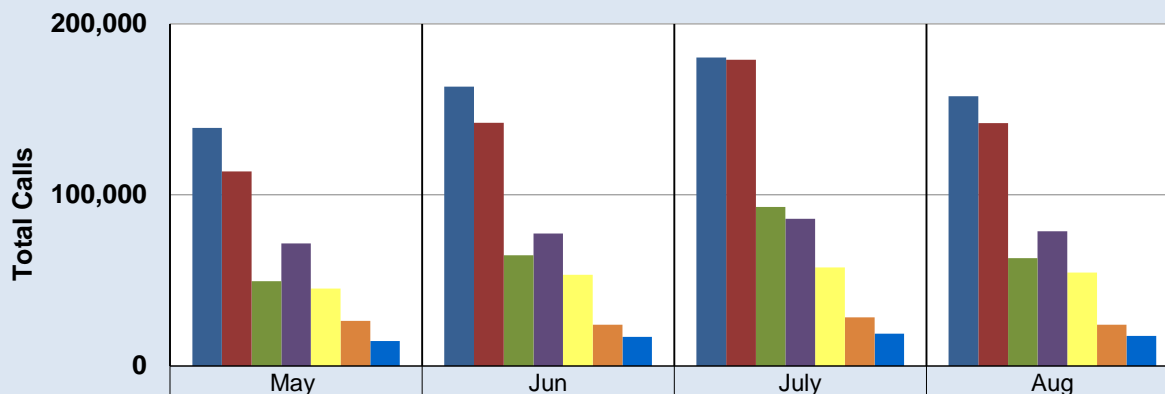
DSS Processing & Outcomes

DSS Work Items	10,339,259	<p>Total Documents Scanned since implementation: 10,339,259</p> <table border="1"> <thead> <tr> <th></th> <th>May-15</th> <th>Jun-15</th> <th>Jul-15</th> <th>Aug-15</th> </tr> </thead> <tbody> <tr> <td>Incoming</td> <td>378,418</td> <td>395,715</td> <td>430,342</td> <td>401,643</td> </tr> <tr> <td>Processed</td> <td>357,003</td> <td>391,820</td> <td>416,959</td> <td>418,505</td> </tr> </tbody> </table>		May-15	Jun-15	Jul-15	Aug-15	Incoming	378,418	395,715	430,342	401,643	Processed	357,003	391,820	416,959	418,505					
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**Client Information Line:
May - August 2015**



Month	Interviews Conducted	Calls Abandoned in BC Queue	Total Calls Answered in the BC	Total Calls Transferred to the BC	*Total Calls Resolved by the IVR	*Total Calls to the IVR (Business hours)	*Total Calls to the IVR (24 hours period)
May	14,619	26,289	45,255	71,558	49,498	113,690	139,092
Jun	16,964	24,018	53,193	77,341	64,756	142,194	163,263
July	18,794	28,433	57,485	85,941	93,011	178,952	180,310
Aug	17,617	24,107	54,508	78,787	62,945	141,895	157,785

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

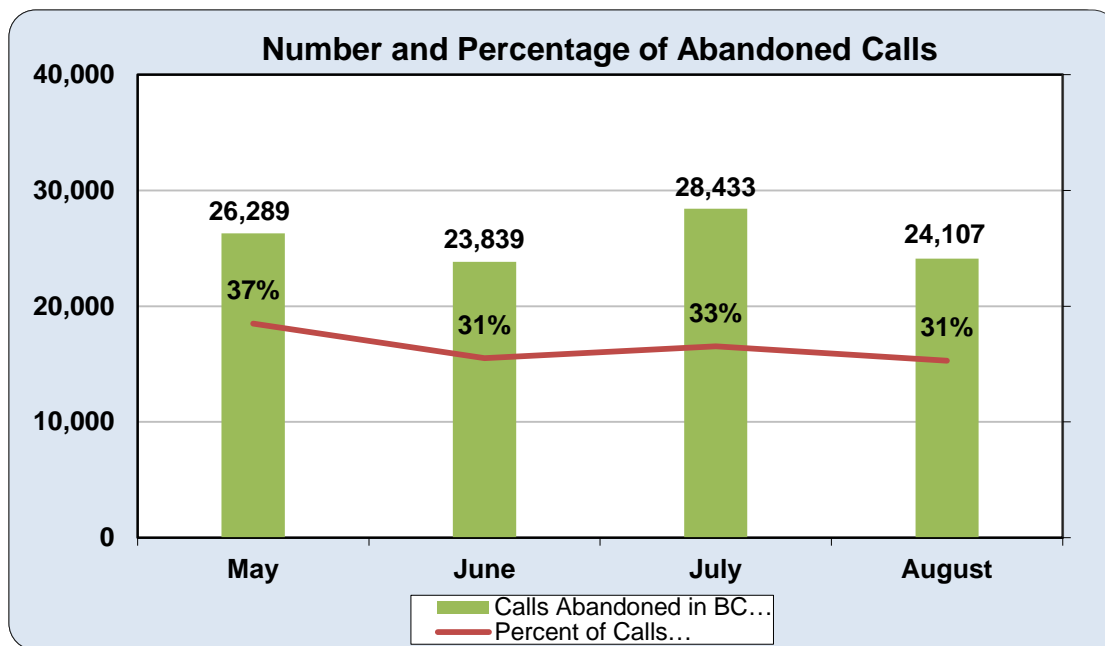
Total incoming calls were significantly higher in the first week of August than in previous months' first weeks. For example, the first two days of July had 8,545 incoming calls while August's first two days had 14,137 incoming calls. That is a 65% increase of incoming calls for August when looking at the first two days of a month.

Additionally, there were several planned outages and residual system issues as the result of the BEST data center move. These occurred towards the end of July and during the first week of the month of August during the dramatic increase of incoming calls.

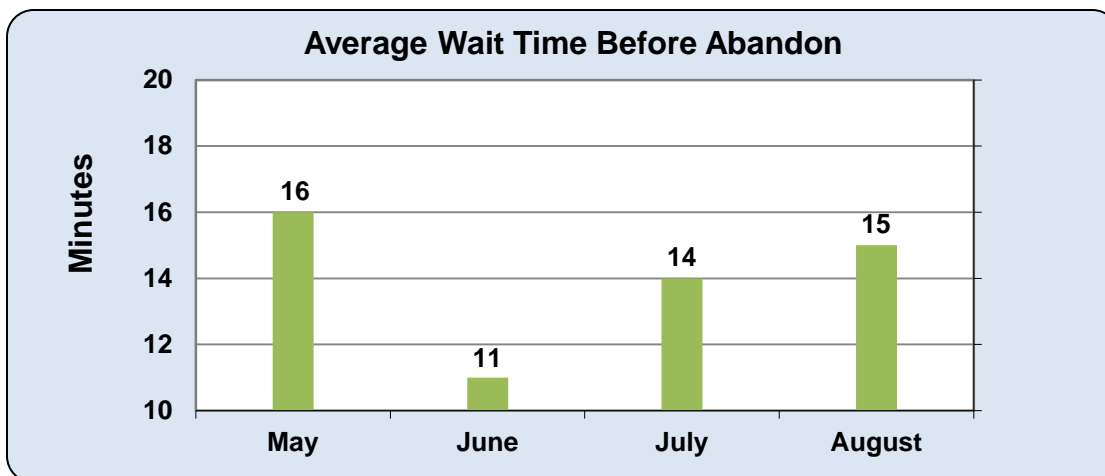
Full month data for May not available per IVR system connectivity issues on 05/13/15.



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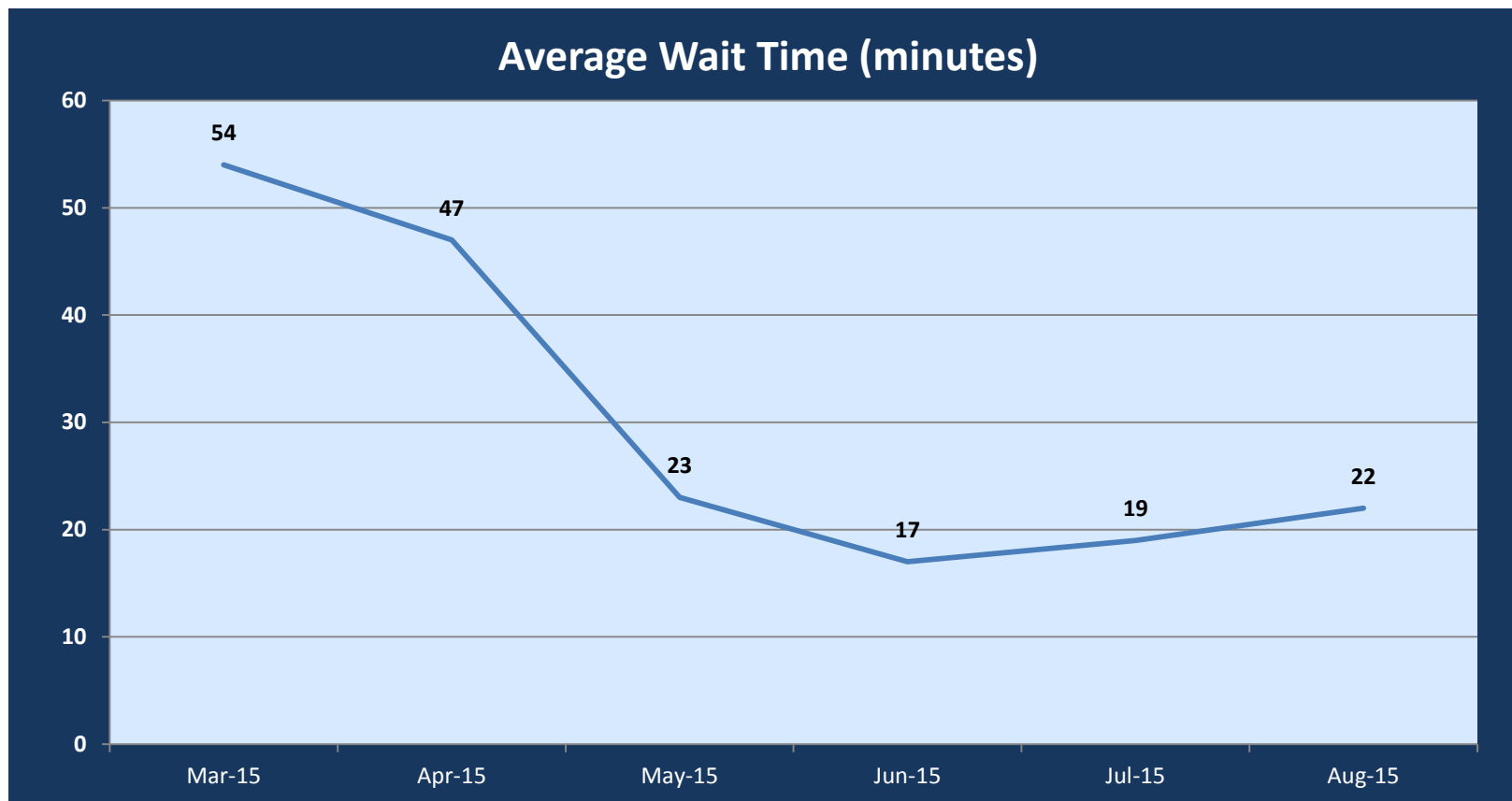


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



- 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 Six Months



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



Thank You