

January 2026



## Changes to the Dashboard

This current version of the Eligibility dashboard pair phone activities from the new **VoiceCT** solution and the DSS' legacy system, Avaya, with operational summaries from internal reporting.

Please know, differences can occur because telephony metrics (e.g., contacts handled, online/available time, transfers) are captured directly from the phone platforms and shared effort to standardize what appears on these dashboards and how we explain it.

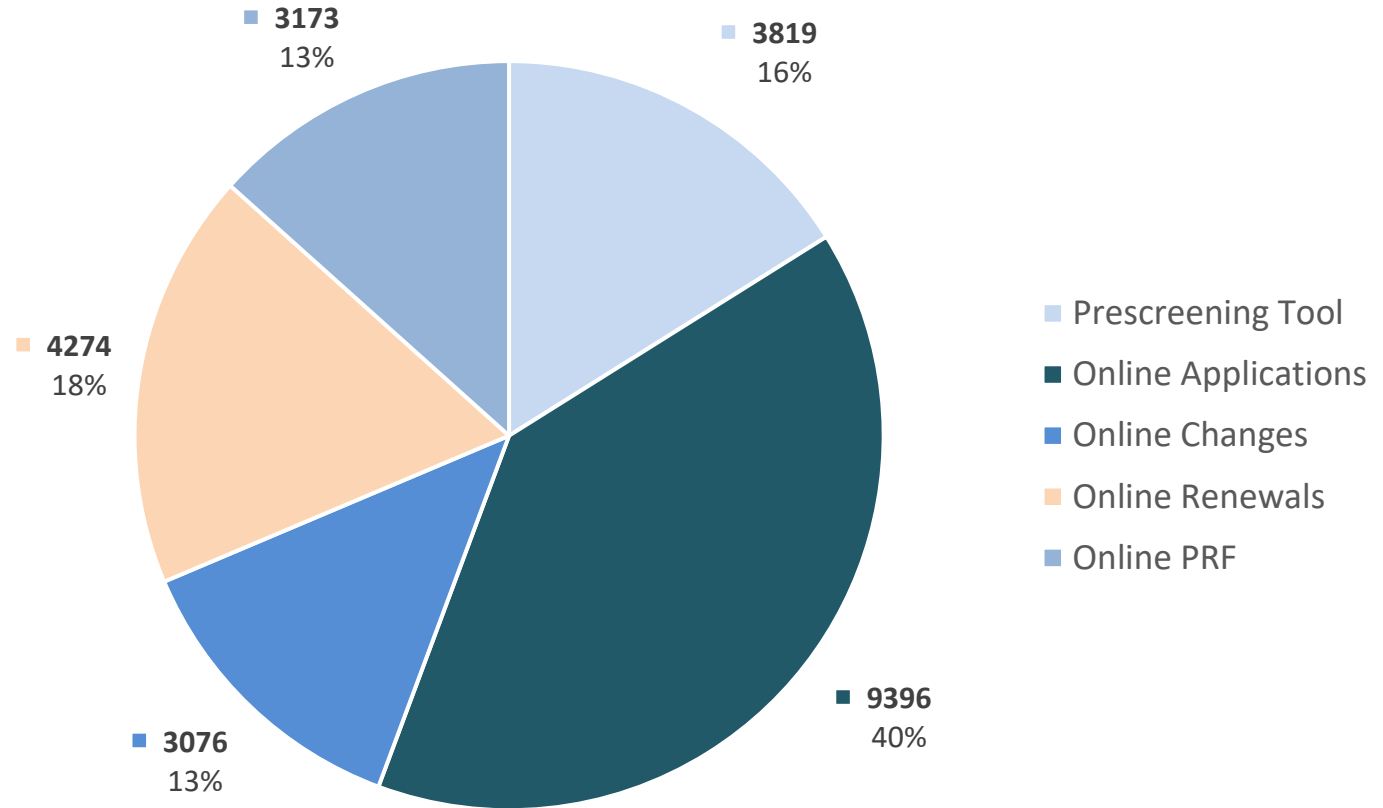
## ConneCT



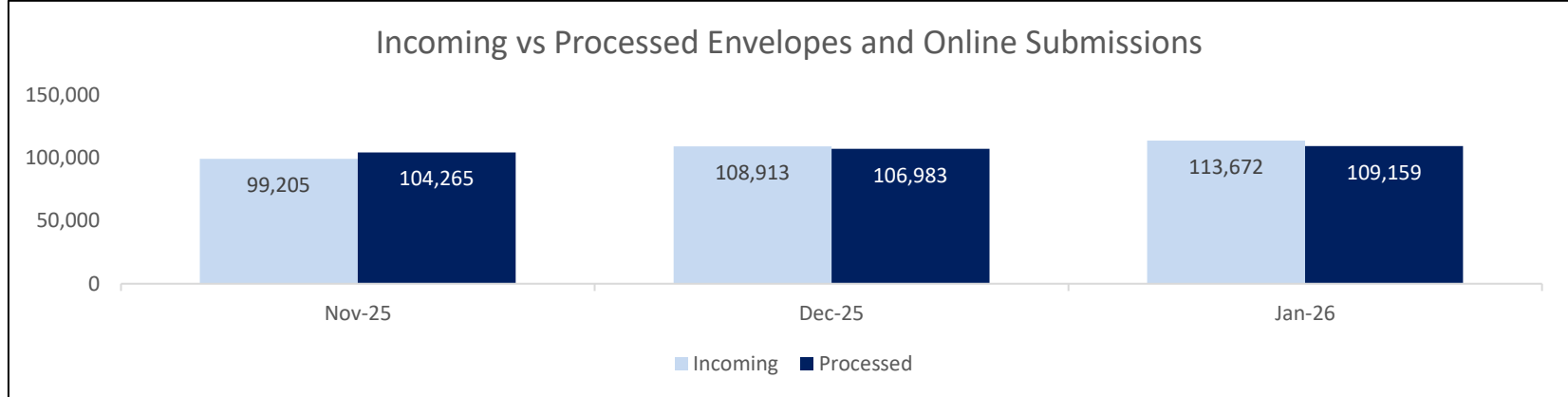
Client accounts created **online** in January

ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

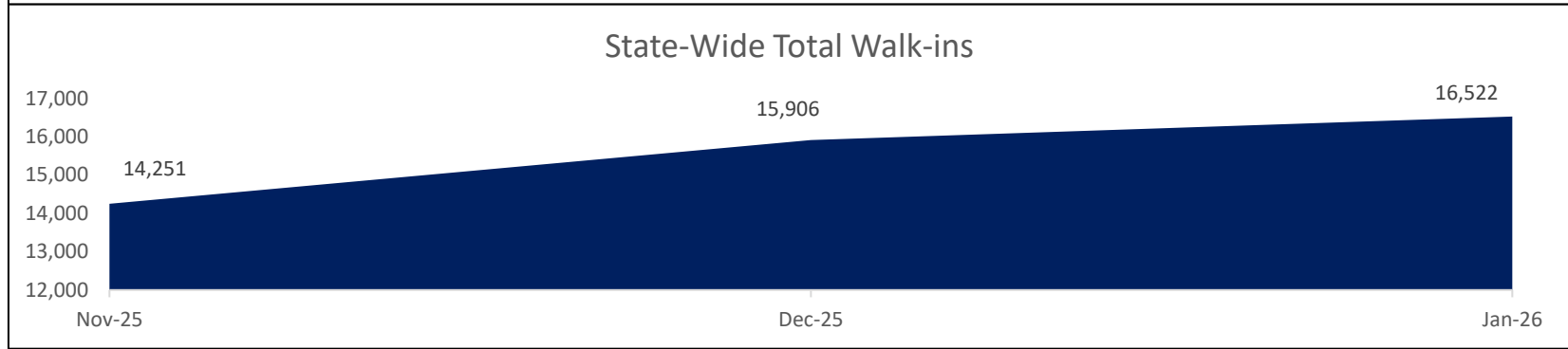
## ConneCT ACTIVITY January Total 23738



Applications,  
Renewals,  
Changes, and  
Documents  
Submitted



In-Person  
Visits



## Introducing VoiceCT – A Smarter Way to Connect with DSS!

In November 2025, the Department of Social Services (DSS) launched **VoiceCT**, a powerful new phone system designed to make your experience faster, easier, and more efficient—whether you're a client or a staff member.

### **What's New with VoiceCT?**

**Simplified Menus:** No more long waits or confusing options—just clear, streamlined prompts.

**Faster Connections:** Get routed to the right person the first time.

**Self-Service Power:** Check your benefit status, account balances, or document updates anytime—no need to wait!

**Smarter Routing:** Need a specialist? VoiceCT skips Tier 1 and connects you directly.

**Tier 2 Callback Magic:** Don't want to wait on hold? Choose a callback—right away and again every 7 minutes.

**Dynamic IVR:** The system adapts to your needs in real time.

### **For Our Staff – A Better Experience Too!**

**Modern Interface:** A sleek, intuitive dashboard makes every call smoother.

**Less Time Verifying:** More time helping.

**Built-in Knowledge Base:** Answers at your fingertips.

**Call Summaries:** Stay informed and efficient.

VoiceCT is here to make every interaction with DSS more responsive, more personal, and more empowering. Whether you're calling for help or offering it, VoiceCT is your new partner in progress.

Client connect to:		November (18-28) VoiceCT New system	December 2025 VoiceCT New system	January 2026 VoiceCT New system
Tier 1	Avg. Wait Time	6:52 minutes	5:39 minutes	4:23 minutes
Tier 1	Avg. Queue Answer Time Callbacks	1:55:03	5:04:13 hours	1:30:12 hours
Tier 1	Call Volume Inbound	19,994	59,698	64,451
Tier 1	Call Volume Inbound Callbacks	10,462	41,627	39,104
Tier 1	Call Volume Answered	5,472	5,632	12,607
Tier 1	Call Callback Volume Answered	10,462	37,787	36,875
Tier 1	Abandonment rate	21.95%	24.24%	13.01%
Tier 1	Total Handle Time	18:32 minutes	17:30 minutes	10:56 minutes

Notes: November number are based on partial month and not all areas being handled in VoiceCT. The average queue answer time for callbacks is based on a 24-hour clock, not business hours.

Client connect to:		November (18-28) VoiceCT New system	December 2025 VoiceCT New system	January 2026 VoiceCT New system
Tier 2	Avg. Wait Time	1:16 minutes	1:59 minutes	3:47 minutes
Tier 2	Avg. Queue Answer Time Callbacks	3:23:28	1:14:47 hours	1:17:54 hours
Tier 2	Call Volume Inbound	2,609	10,905	20,984
Tier 2	Call Volume Inbound Callbacks	688	2,155	23,576
Tier 2	Call Volume Answered	1,682	14,002	5,502
Tier 2	Call Callback Volume Answered	688	2,086	13,562
Tier 2	Abandonment rate	10.58%	5.23%	9.87%
Tier 2	Total Handle Time	15:02 minutes	27:07 minutes	48:15 minutes

Notes: November number are based on partial month and not all areas being handled in VoiceCT. The average queue answer time for callbacks is based on a 24-hour clock, not business hours.

Client connect to:		November 2025 Legacy Phone System	December 9 – 31, 2025 (live) VoiceCT New system	January 2026 VoiceCT New system
SNAP Phone Interview	Avg. Wait Time	32:09 minutes	4:56 minutes	5:08 minutes
SNAP Phone Interview	Avg. Queue Answer Time Callbacks	Not a Feature in Avaya	2:10:34 hours	4:49:07 hours
SNAP Phone Interview	Call Volume Inbound	18,690	17,820	31,812
SNAP Phone Interview	Call Volume Inbound Callbacks	3,999	10,175	21,402
SNAP Phone Interview	Call Volume Answered	12,799	10,459	8,164
SNAP Phone Interview	Call Callback Volume Answered	3,509	9,314	19,461
SNAP Phone Interview	Abandonment rate	32.00%	19.61%	15.56%
SNAP Phone Interview	Total Handle Time	24:02 minutes	22:24 minutes	50:21 minutes

Note: The average queue answer time for callbacks is based on a 24-hour clock, not business hours.

Client connect to:		December 2025 Legacy Phone System	January 2026 (2-13) Legacy Phone System	January 2026 (14-30) VoiceCT New system
Long Term Services and Supports/ Community Options	Avg. Wait Time	17:32 minutes	7:01 minutes	2:08 minutes
Long Term Services and Supports/ Community Options	Avg. Queue Answer Time Callbacks	Not Available in Legacy System	Not Available in Legacy System	34:34 minutes
Long Term Services and Supports/ Community Options	Call Volume Inbound	6,864	2,734	3,869
Long Term Services and Supports/ Community Options	Call Volume Inbound Callbacks	441	92	1,253
Long Term Services and Supports/ Community Options	Call Volume Answered	4,517	2,159	2,225
Long Term Services and Supports/ Community Options	Call Callback Volume Answered	381	81	1,100
Long Term Services and Supports/ Community Options	Abandonment rate	32.78%	19.01%	8.17%
Long Term Services and Supports/ Community Options	Total Handle Time	13:37 minutes	13:12 minutes	17:24 minutes

Note: The average queue answer time for callbacks is based on a 24-hour clock, not business hours.

**Thank You!**