

June 2025



ConneCT



Client accounts created **online** in June

Secure PINs

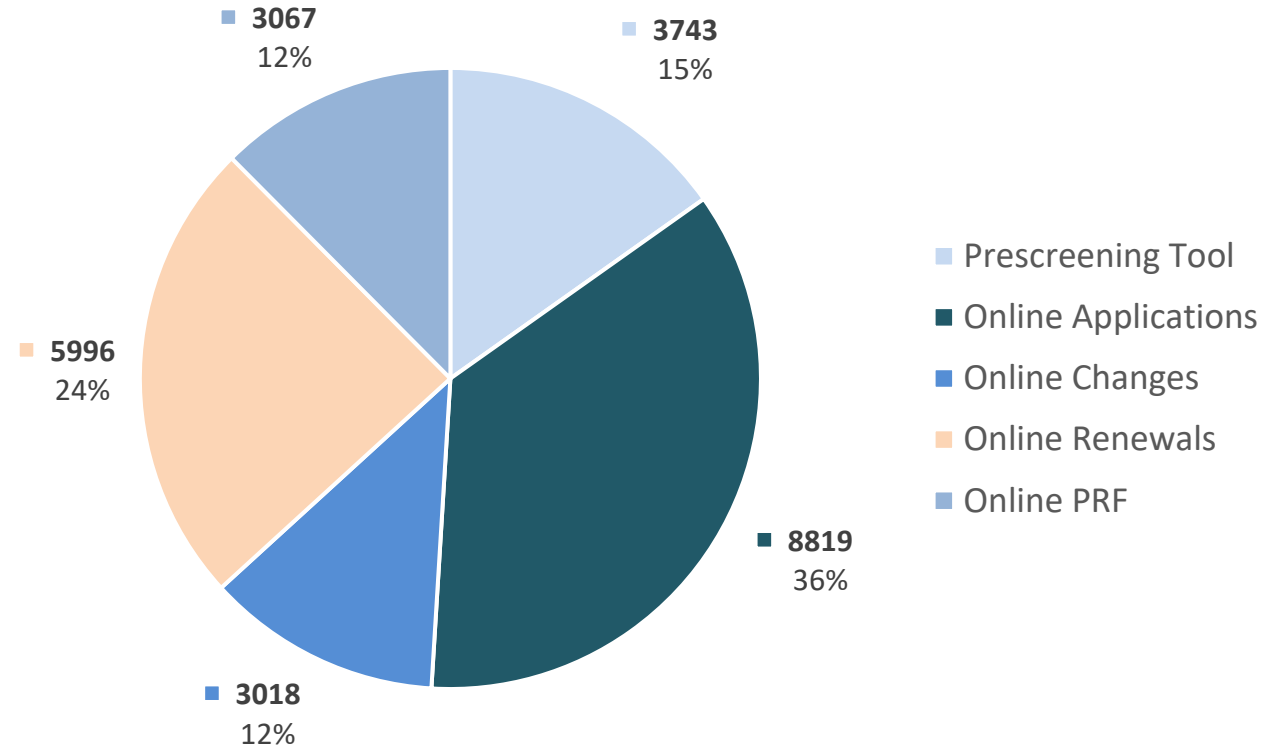


log-in pins used on the DSS 1.855 line in June

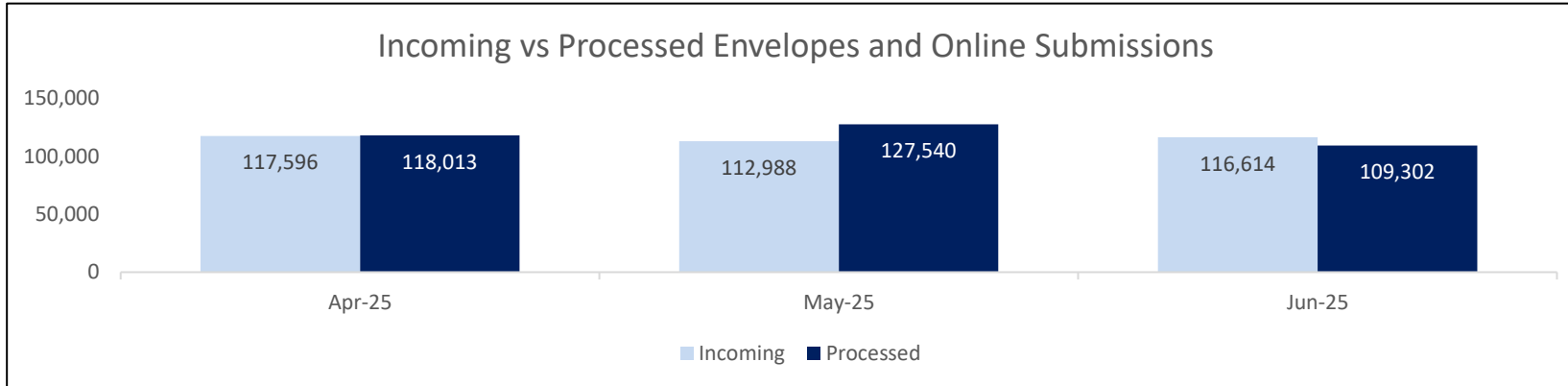
ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active,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

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.

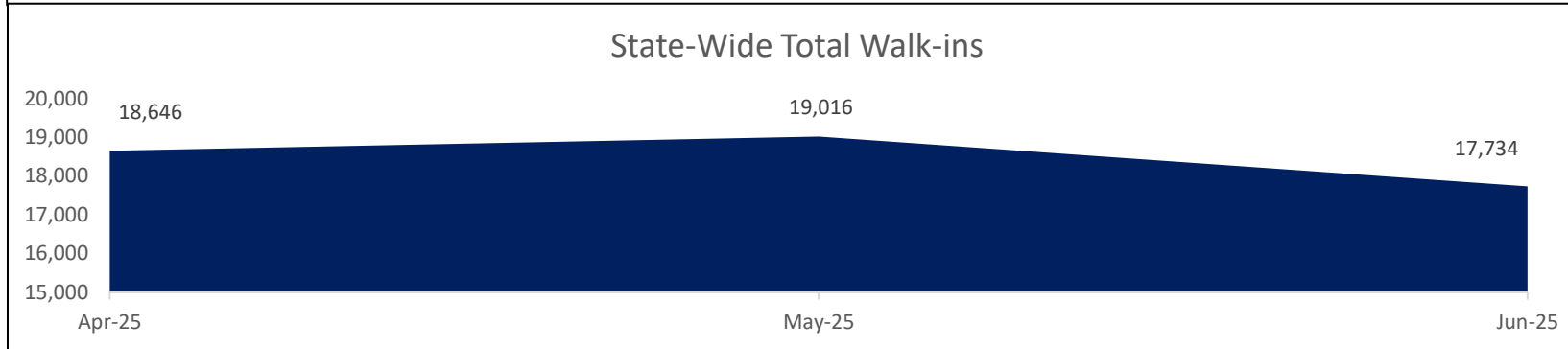
ConneCT ACTIVITY June Total 24643



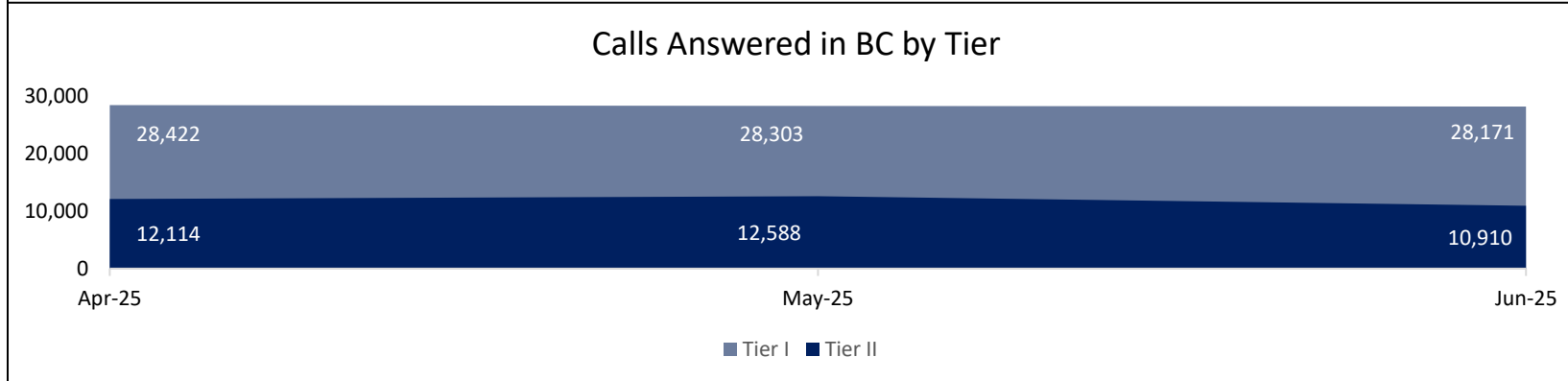
Applications, Renewals, Changes, and Documents Submitted



In-person Visits

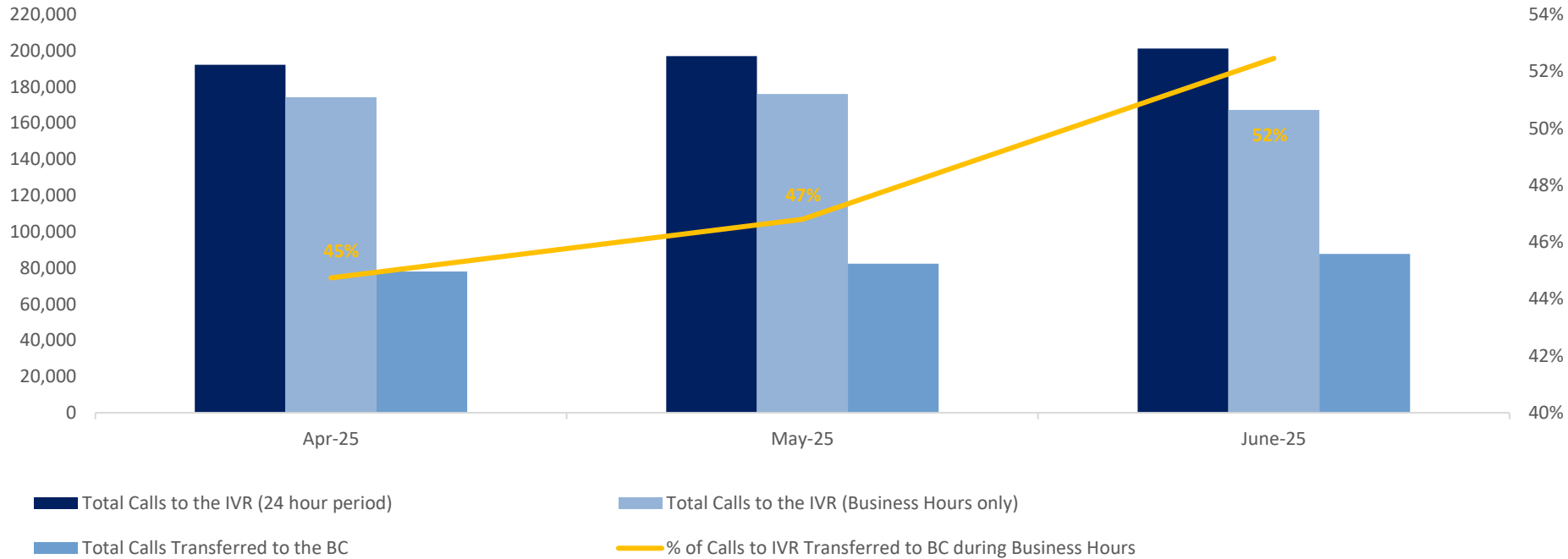


Calls Answered



During the period of November 2024 through February 2025, DSS modified its Tiered Model approach to answering client calls. DSS will be using Eligibility staff to answer incoming calls and complete the client's tasks to the fullest extent while on the call. Currently, most requests are being addressed directly in Tier I in the present model instead of being transferred over to Tier II. However, some requests are still being transferred over to specialist staff much like in the previous model. DSS will resume a hybrid Tiered model in the middle of February.

Client Info Line Apr 2025- Jun 2025



Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

Benefits Center (BC) – not a traditional Call Center:

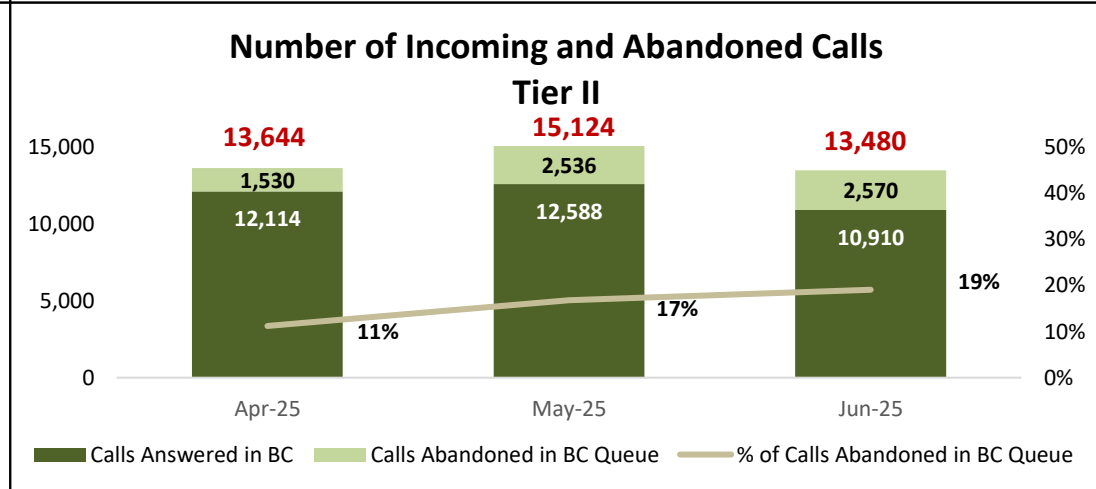
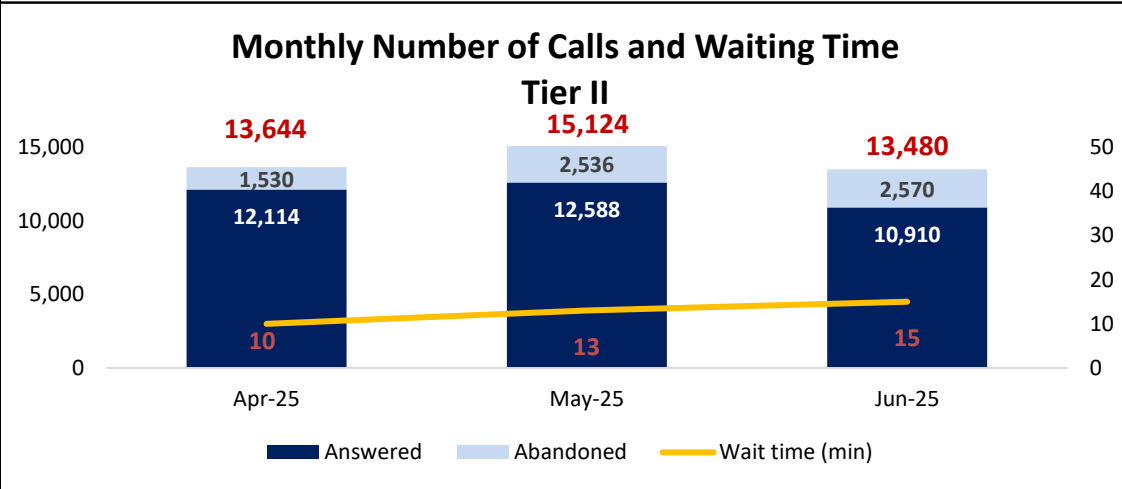
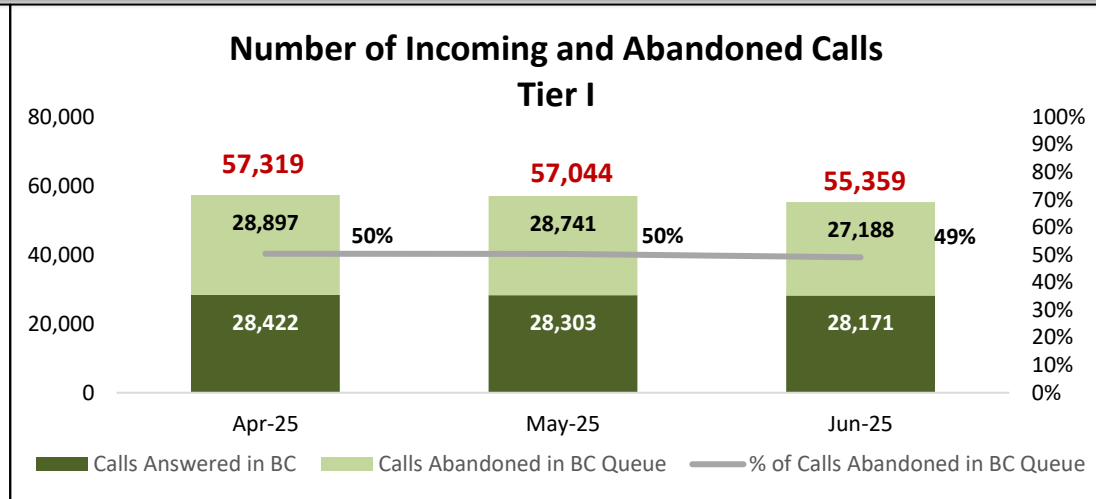
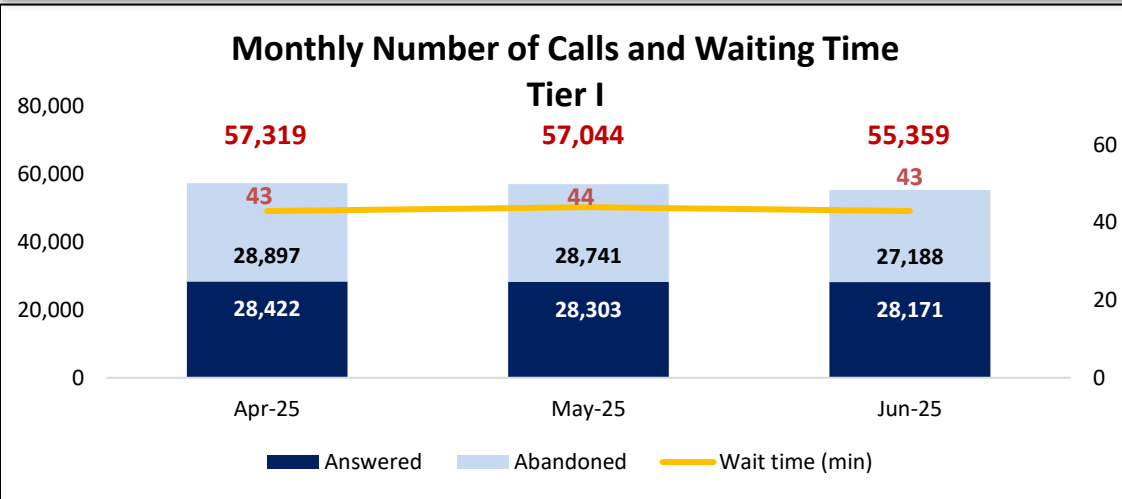
- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

	Apr-25	May-25	Jun-25
Total Calls to the IVR (24-hour period)	192,265	197,027	201,212
Total Calls to the IVR (Business Hours only)	174,374	176,100	167,300
Total Calls Transferred to the BC	78,021	82,411	87,764
% of Calls to IVR Transferred to BC during Business Hours	45%	47%	52%

* The IVR server was out of sync with the time server during February and March leading to an underestimation in the number of Business Hour calls. This led to an elevated percentage of calls transferred to BC during business hours.

February 3, 2025, DSS Tier I team started to take Tier I calls. This reverted back to the similar process used prior to December 2024. With this team answering phones calls the clients are now being scheduled appointment via Virtual Hold Technology (VHT) allowing the client to have a pre-determined time for a call back. By scheduling the appointments, it has increased the call volume for our Tier II team.

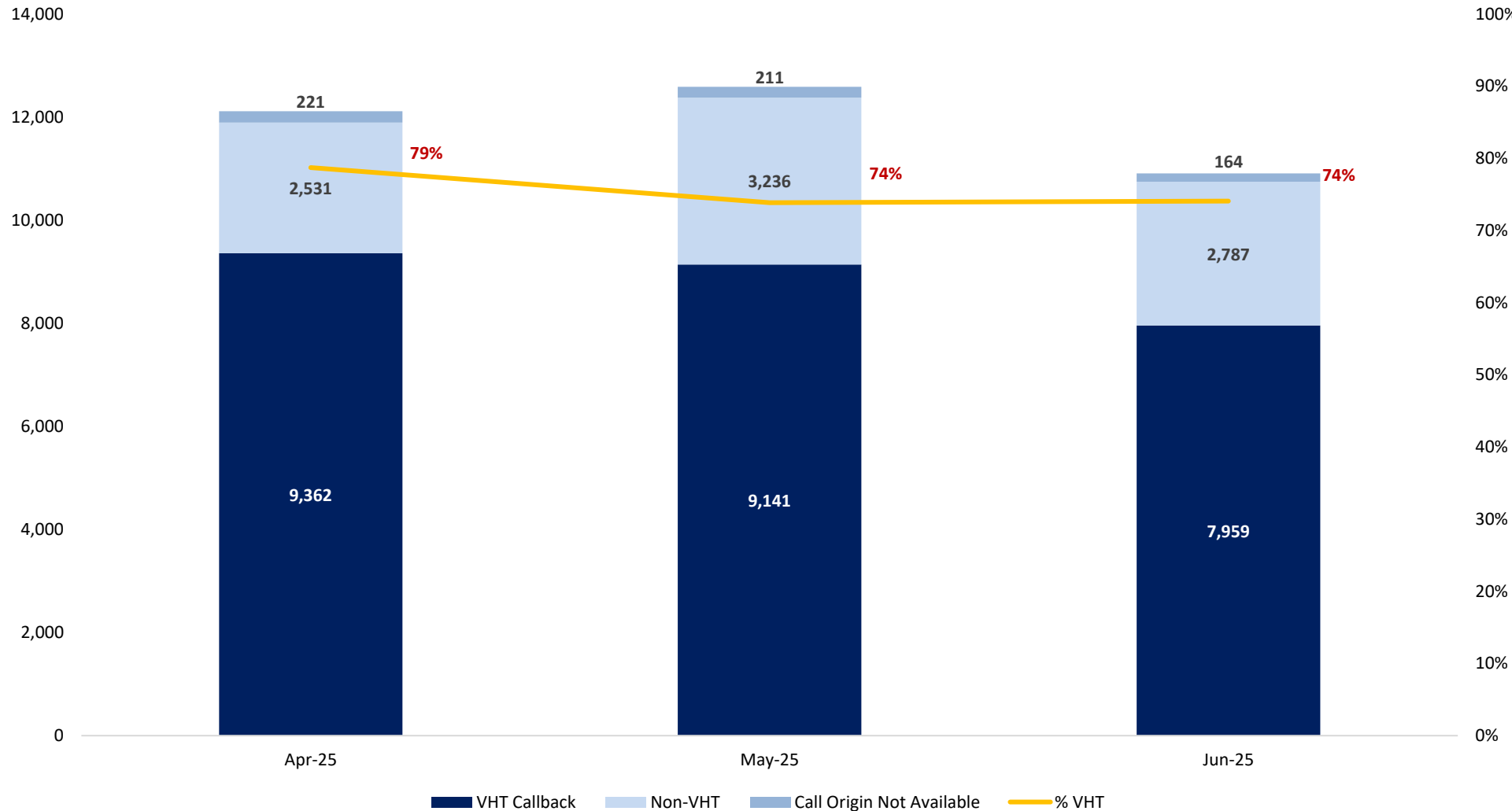


Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

	Apr-25	May-25	Jun-25
Tier I Calls Answered in the BC	28,422	28,303	28,171
Tier I Calls Abandoned in BC Queue	28,897	28,741	27,188
Tier II Calls Answered in the BC	12,114	12,588	10,910
Tier II Calls Abandoned in BC Queue	1,530	2,536	2,570

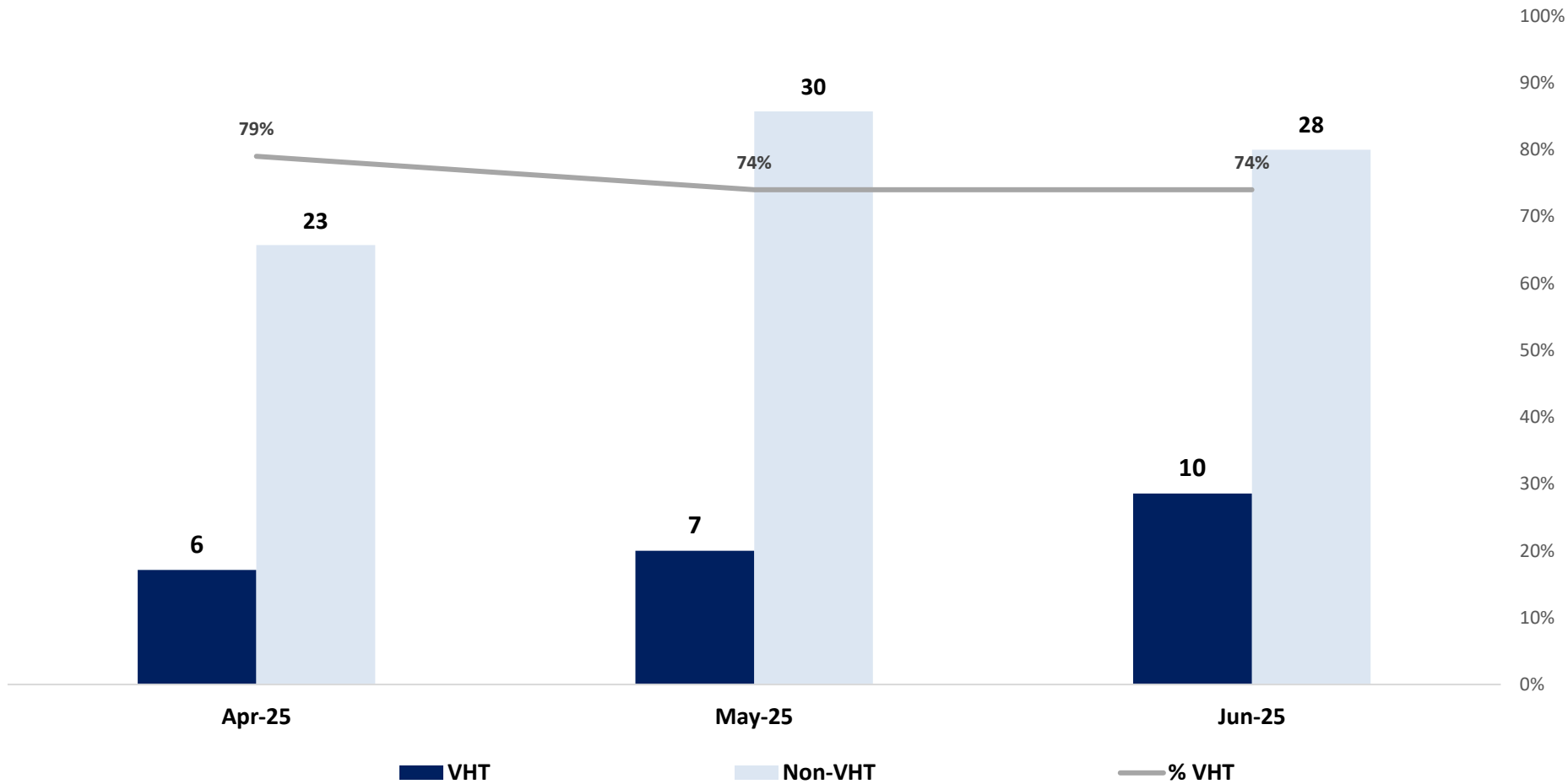
Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.

Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II



- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020
- Phone Interview Queue no longer part of Tier II as of February 2025.

Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)

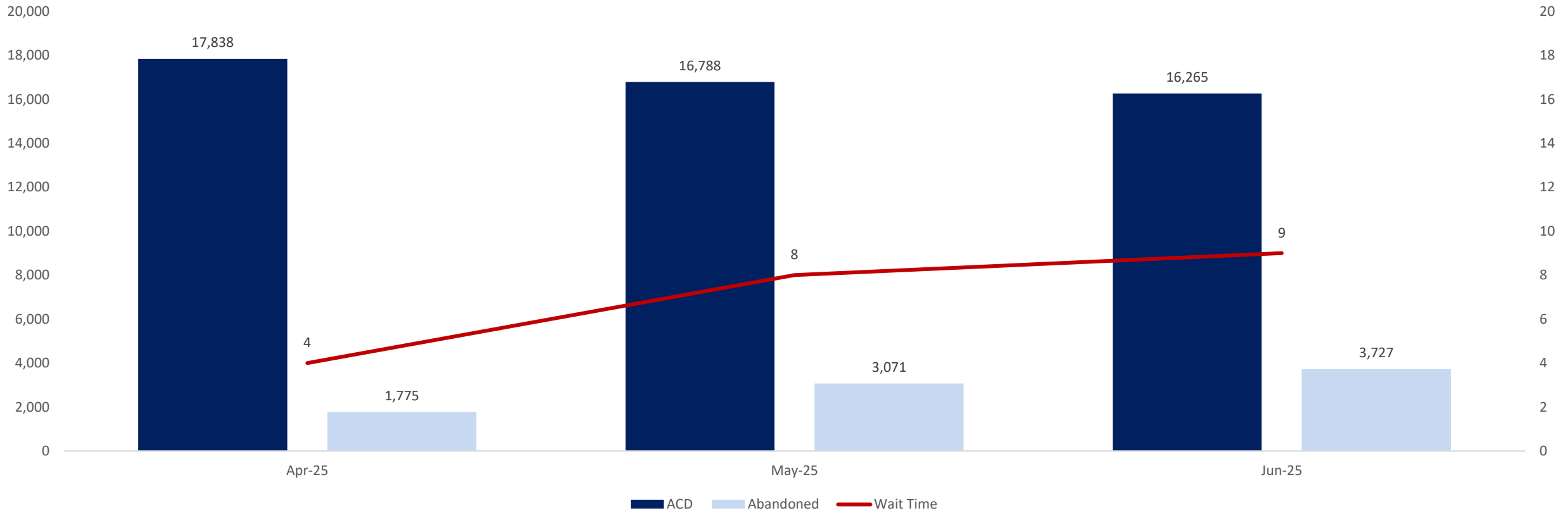


100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

Wait Times displayed do not include wait times from CONA(Call Origin Not Available) calls.

Call Details for Phone Interview Queue



SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.

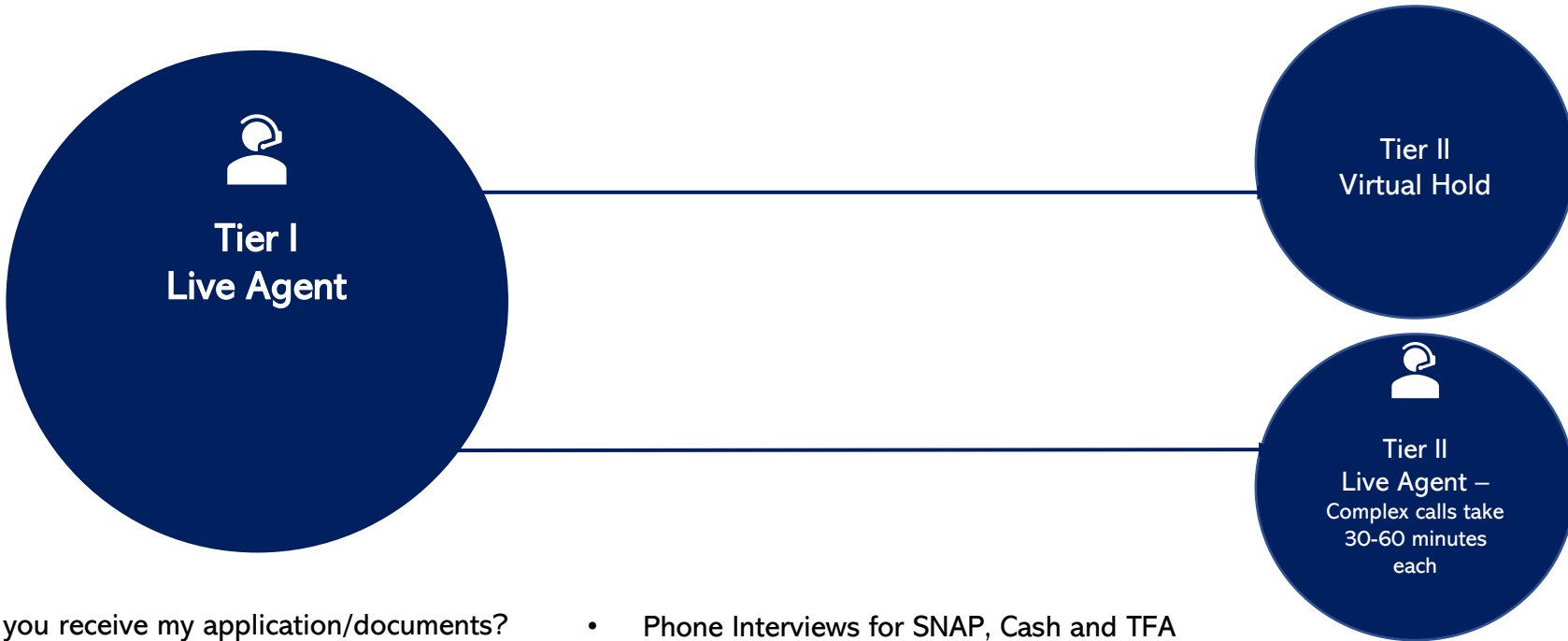
***Snap Option 1**

On February 18, 2025, DSS modified its Tiered Model approach for answering client calls. The modification is to allow clients that require the Federally Mandated SNAP Interview to have direct phone contact with Eligibility staff to conduct the interview. The clients now can choose Option 1 in the phone tree to connect to an agent. This reduces the wait time and improves processing time frames.

APPENDIX

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.

Low ————— Call Complexity ————— *High*



- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.

Thank You