



ConneCT Public Dashboard
August 2015



ConneCT Public Dashboard – August 2015

Self Service

Pre-Screening	119,242	Screenings completed since implementation 2.5% growth from previous month																				
Online Applications	83,047	Applications submitted since soft launch 10/13 6.3% growth from previous month																				
MyAccount	132,882	Online client accounts created since implementation 07/08/13 2.4% growth from previous month																				
Client Information Line (IVR)	181,057	Client accounts created over the phone since implementation 07/08/13 2.2% growth from previous month																				
ConneCT Online Status	99%	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>99%</td> <td>98%</td> <td>98%</td> <td>99%</td> </tr> <tr> <td>Full Days Available</td> <td>98%</td> <td>99%</td> <td>98%</td> <td>98%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>2</td> <td>9</td> <td>8</td> <td>4</td> </tr> </tbody> </table>		Jul-15	Jun-15	May-15	Apr-15	Total Hours Available	99%	98%	98%	99%	Full Days Available	98%	99%	98%	98%	Total Hours Interruption	2	9	8	4
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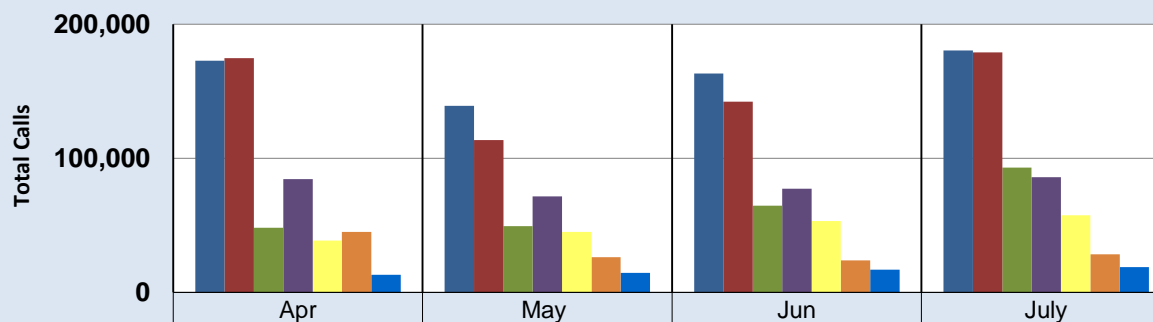
DSS Processing & Outcomes

DSS Work Items	9,937,616	<p>Total Documents Scanned since implementation: 9,937,616</p> <table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> </tr> </thead> <tbody> <tr> <td>Incoming</td> <td>430,342</td> <td>395,715</td> <td>378,418</td> <td>365,647</td> </tr> <tr> <td>Processed</td> <td>416,959</td> <td>391,820</td> <td>357,003</td> <td>382,158</td> </tr> </tbody> </table>		Jul-15	Jun-15	May-15	Apr-15	Incoming	430,342	395,715	378,418	365,647	Processed	416,959	391,820	357,003	382,158					
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Service Centers	44,855	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> </tr> </thead> <tbody> <tr> <td>Walk-Ins</td> <td>44,855</td> <td>43,086</td> <td>38,500</td> <td>41,896</td> </tr> </tbody> </table>		Jul-15	Jun-15	May-15	Apr-15	Walk-Ins	44,855	43,086	38,500	41,896										
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Benefits Centers	57,485	<table border="1"> <thead> <tr> <th></th> <th>Jul-15</th> <th>Jun-15</th> <th>May-15</th> <th>Apr-15</th> </tr> </thead> <tbody> <tr> <td>Calls Resolved By IVR</td> <td>93,011</td> <td>64,756</td> <td>49,498</td> <td>48,244</td> </tr> <tr> <td>Average Wait Time (mins)</td> <td>19</td> <td>17</td> <td>23</td> <td>47</td> </tr> <tr> <td>Calls Serviced</td> <td>57,485</td> <td>53,193</td> <td>45,255</td> <td>38,789</td> </tr> </tbody> </table> <p>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,001,312</p>		Jul-15	Jun-15	May-15	Apr-15	Calls Resolved By IVR	93,011	64,756	49,498	48,244	Average Wait Time (mins)	19	17	23	47	Calls Serviced	57,485	53,193	45,255	38,789
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**Client Information Line:
April - July 2015**



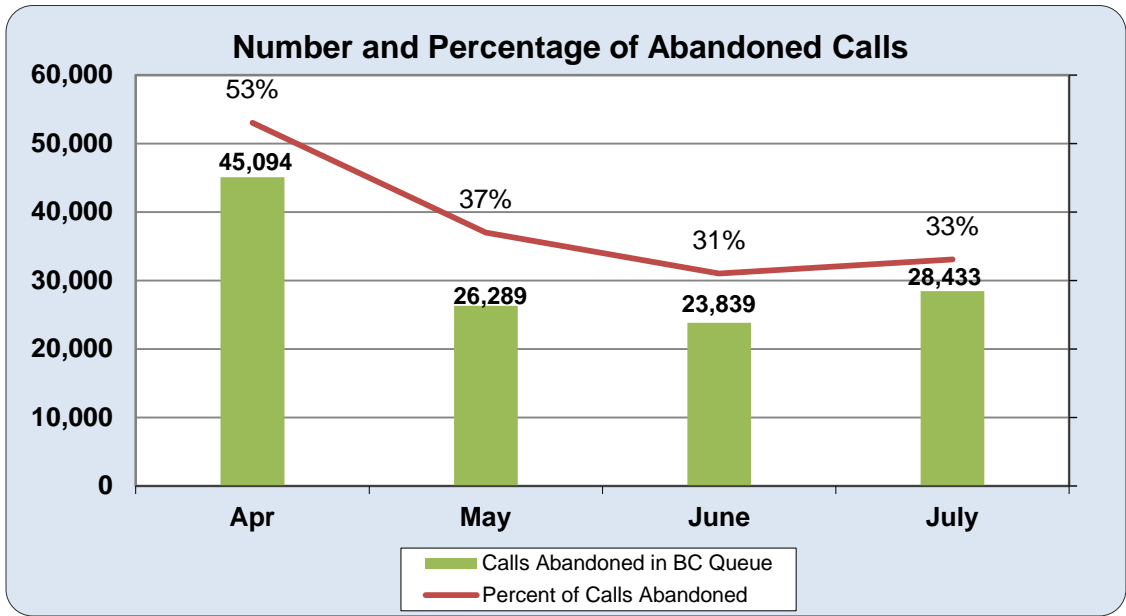
Metric	Apr	May	Jun	July
Interviews Conducted	13,122	14,619	16,964	18,794
Calls Abandoned in BC Queue	45,094	26,289	24,018	28,433
Total Calls Answered in the BC	38,787	45,255	53,193	57,485
Total Calls Transferred to the BC	84,451	71,558	77,341	85,941
*Total Calls Resolved by the IVR	48,244	49,498	64,756	93,011
*Total Calls to the IVR (Business hours)	174,751	113,690	142,194	178,952
*Total Calls to the IVR (24 hours period)	172,700	139,092	163,263	180,310

July 2015 metrics show approximately **4,300 more calls answered in the Benefits Center than in June**, while calls abandoned were up by approximately the same number. Calls answered in July were up by about 18,700 over April, with calls abandoned in July down by about 16,600 from April. **Since 2013 launch, Benefits Center staff have now answered more than one million calls.**

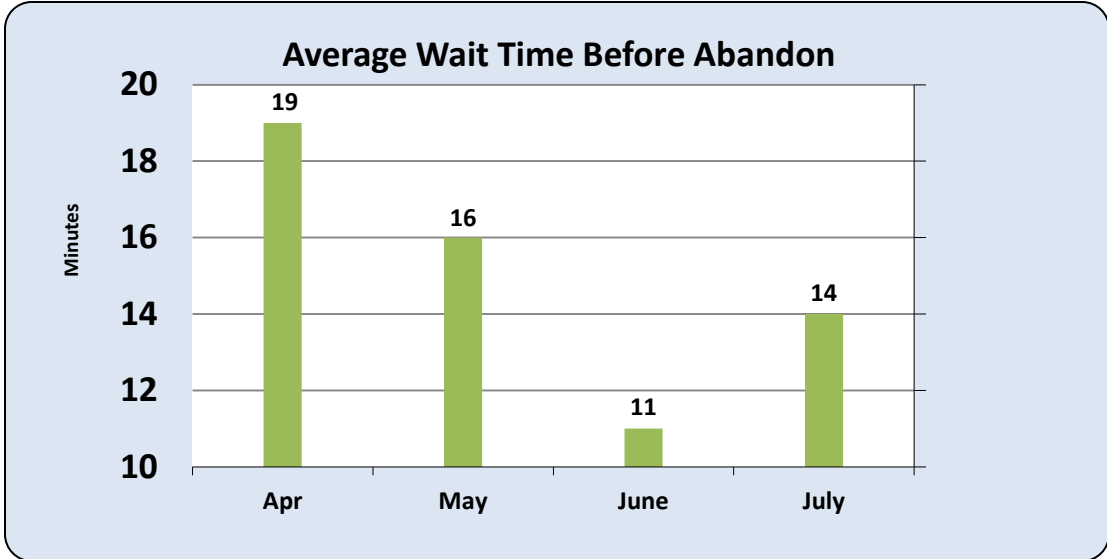
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance



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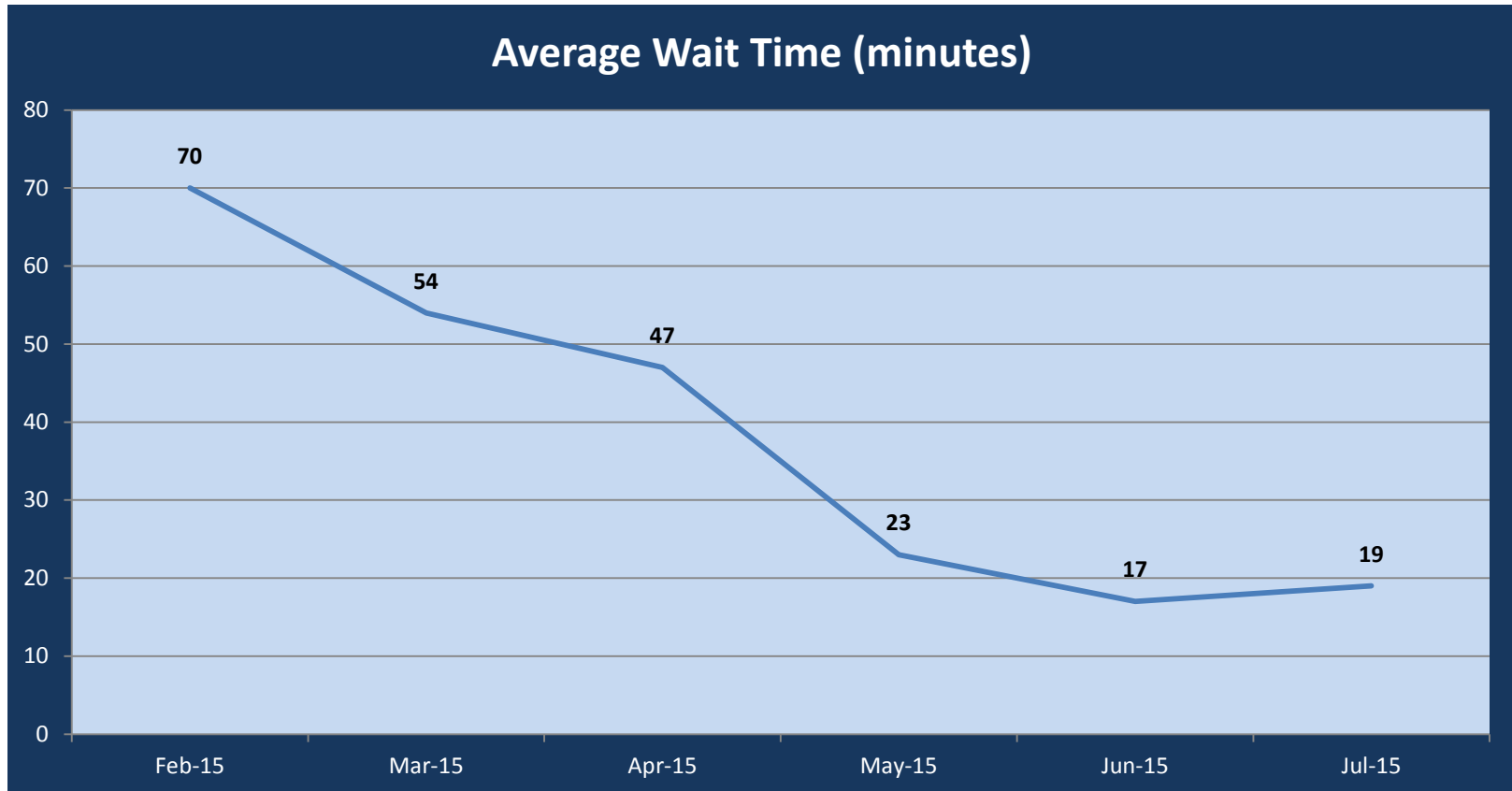


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



- 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

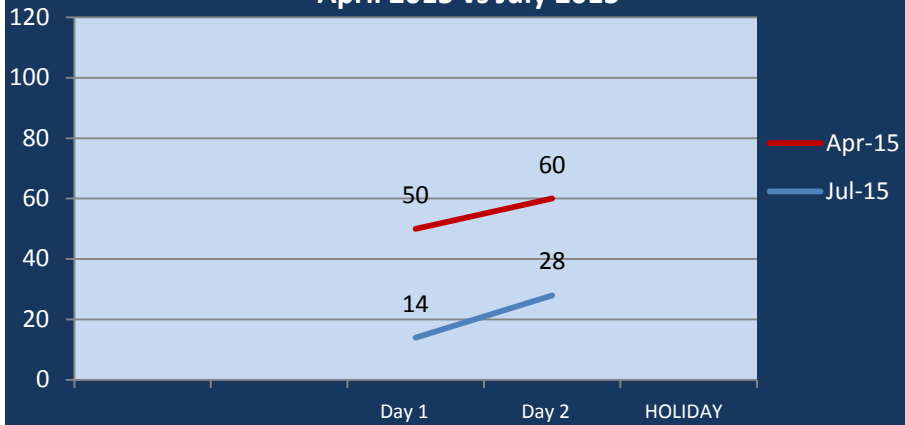


- Average wait time continues to trend downward with some variation

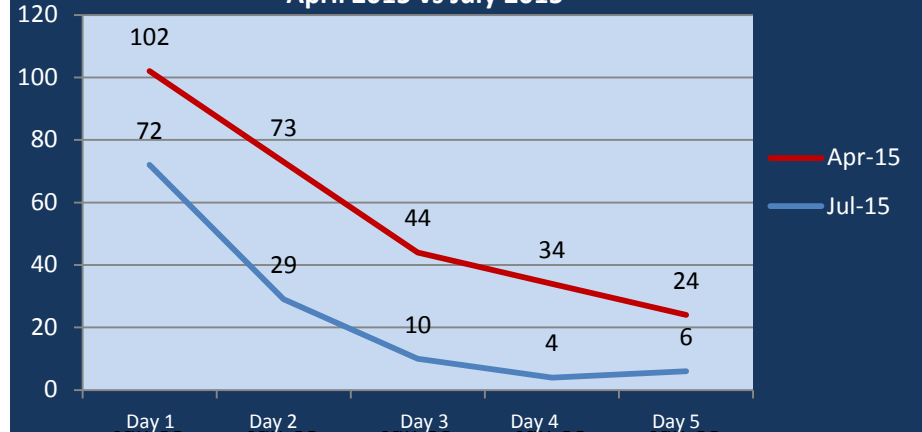


Benefits Center Wait Times: April 2015 vs July 2015

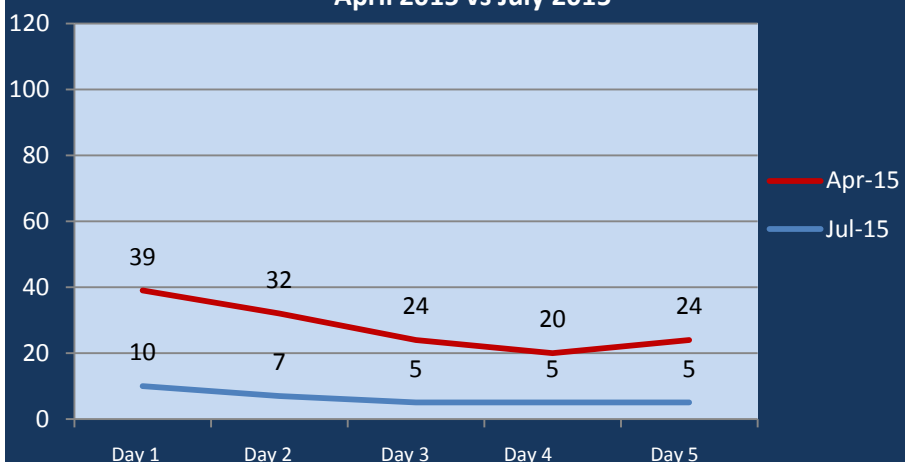
**Week 1: Average Wait (minutes)
April 2015 vs July 2015**



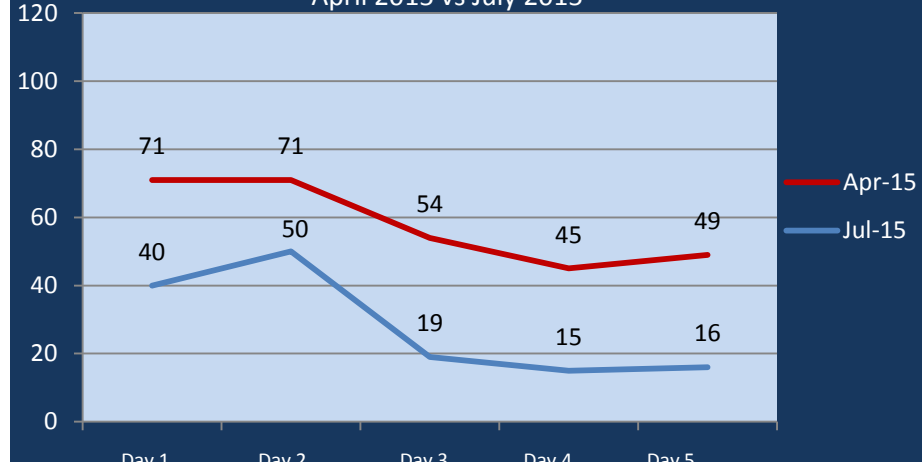
**Week 2: Average Wait (minutes)
April 2015 vs July 2015**



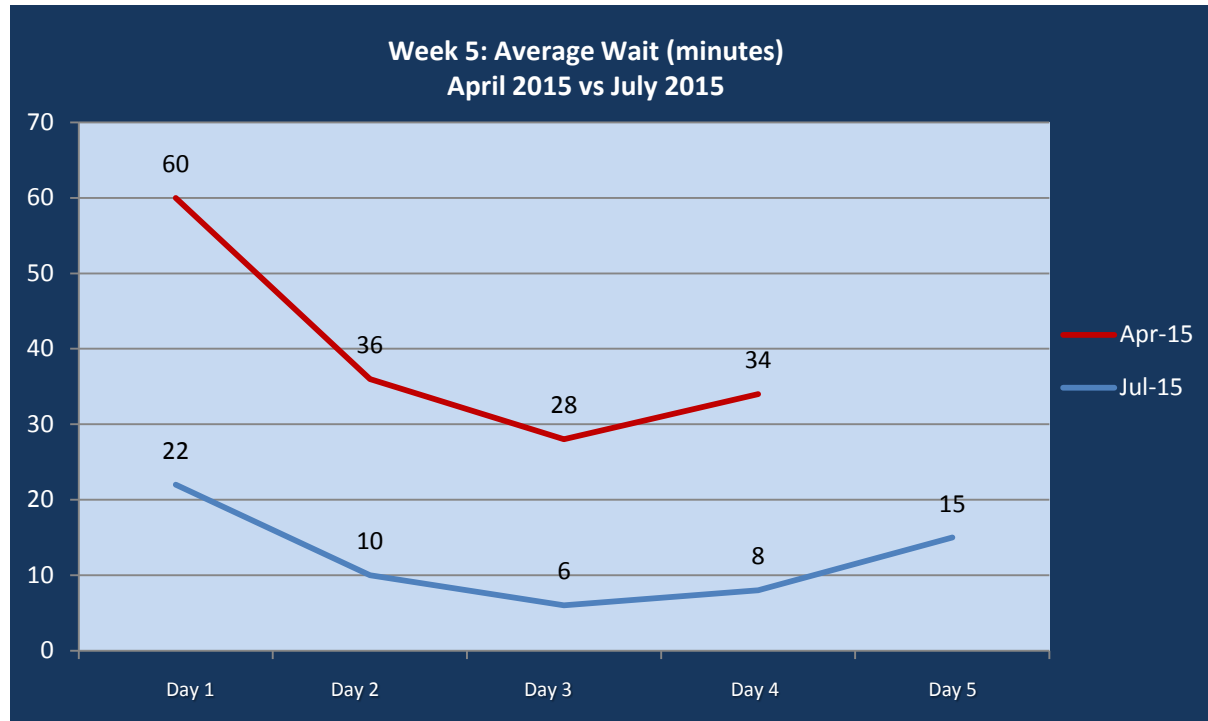
**Week 3: Average Wait (minutes)
April 2015 vs July 2015**



**Week 4: Average Wait (minutes)
April 2015 vs July 2015**



Benefits Center Wait Times: April 2015 vs July 2015



- April 2015 as a good calendar comparison to July 2015, demonstrates continued improvements and sustained reduction in wait time for July.



Thank You