



ConneCT Public Dashboard February 2016



ConneCT Public Dashboard – February 2016

Self Service

Pre-Screening	141,785	Screenings completed since implementation 3.7% growth from previous month
Online Applications	111,737	Applications submitted since soft launch 10/13 4.8% growth from previous month
Online Changes	16,166	Changes submitted since inception 01/13/15 8.2% growth from previous month
Online Renewals	1,975	Renewals submitted since inception 11/20/15 96.1% growth from previous month
MyAccount	153,324	Online client accounts created since implementation 07/08/13 2.9% growth from previous month
Client Info Line (IVR)	201,737	Client accounts created over the phone since implementation 07/08/13 1.8% growth from previous month

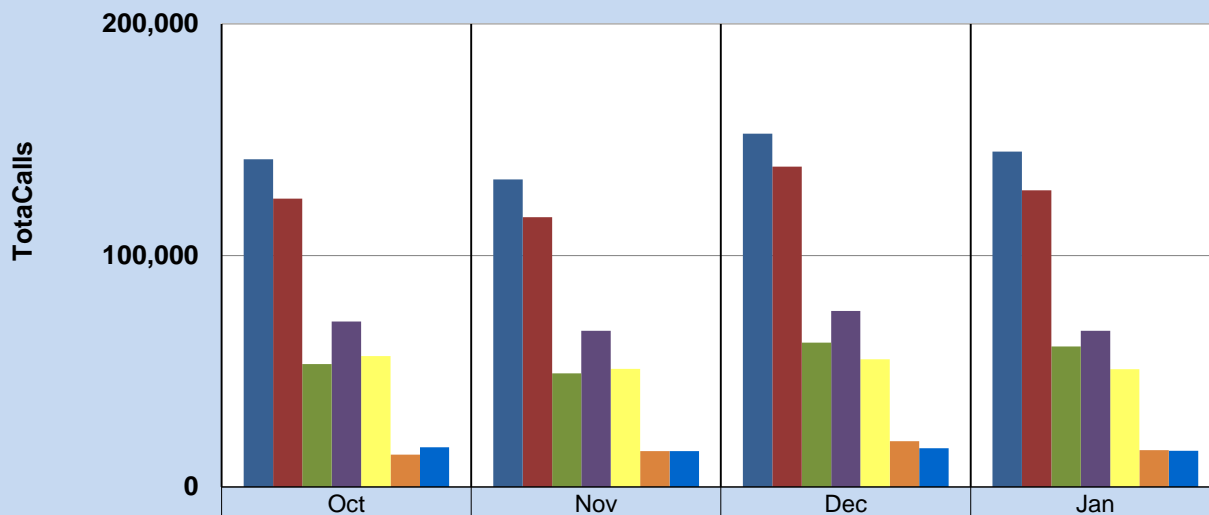
DSS Processing & Outcomes

DSS Work Items	12,249,135	Total Documents Scanned since implementation: 12,249,135				
			Oct-15	Nov-15	Dec-15	Jan-16
		Incoming	380,797	353,435	389,101	380,649
		Processed	399,167	355,725	401,909	372,692
Service Centers	39,401		Oct-15	Nov-15	Dec-15	Jan-16
		Walk-Ins	42,157	36,545	38,744	39,401
Benefits Centers	50,843		Oct-15	Nov-15	Dec-15	Jan-16
		Calls Resolved By IVR	53,069	49,108	62,375	60,715
		Average Wait Time (mins)	9	11	15	13
		Calls Serviced	56,494	51,024	55,187	50,843
	1,324,527	Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,324,527				



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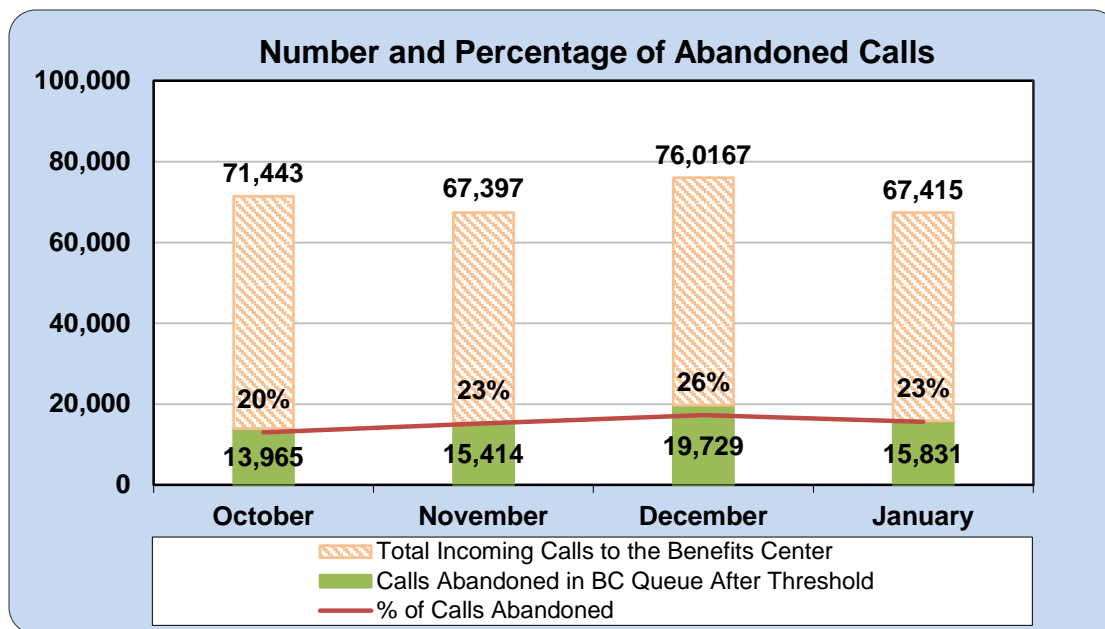
**Client Information Line:
October 2015 - January 2016**



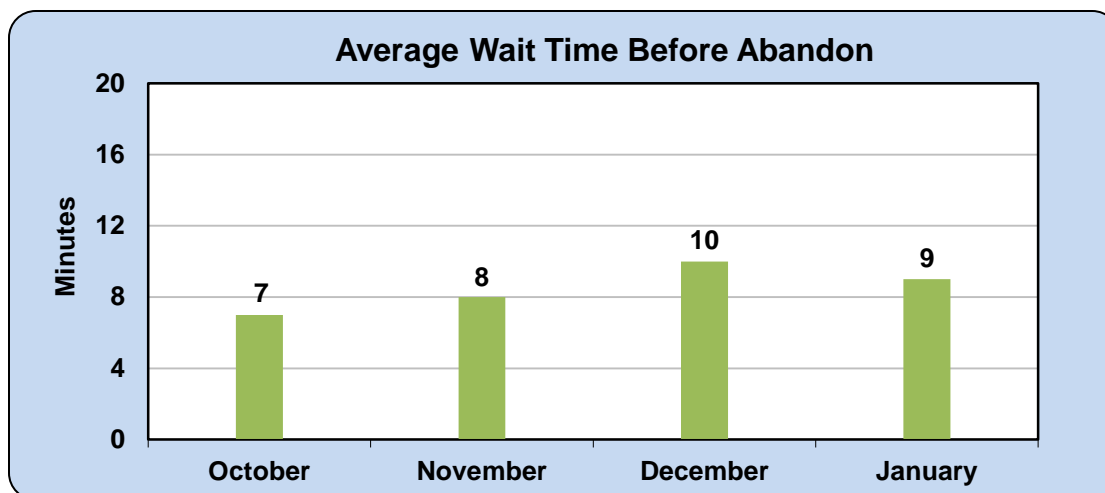
	Oct	Nov	Dec	Jan
■ Interviews Conducted	17,124	15,422	16,698	15,560
■ Calls Abandoned in BC Queue After Threshold	13,965	15,414	19,729	15,831
■ Total Calls Answered in the BC	56,494	51,024	55,187	50,843
■ Total Calls Transferred to the BC	71,443	67,397	76,016	67,415
■ *Total Calls Resolved by the IVR	53,069	49,108	62,375	60,715
■ *Total Calls to the IVR (Business hours)	124,508	116,482	138,337	128,213
■ *Total Calls to the IVR (24 hours period)	141,631	132,884	152,617	144,912

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

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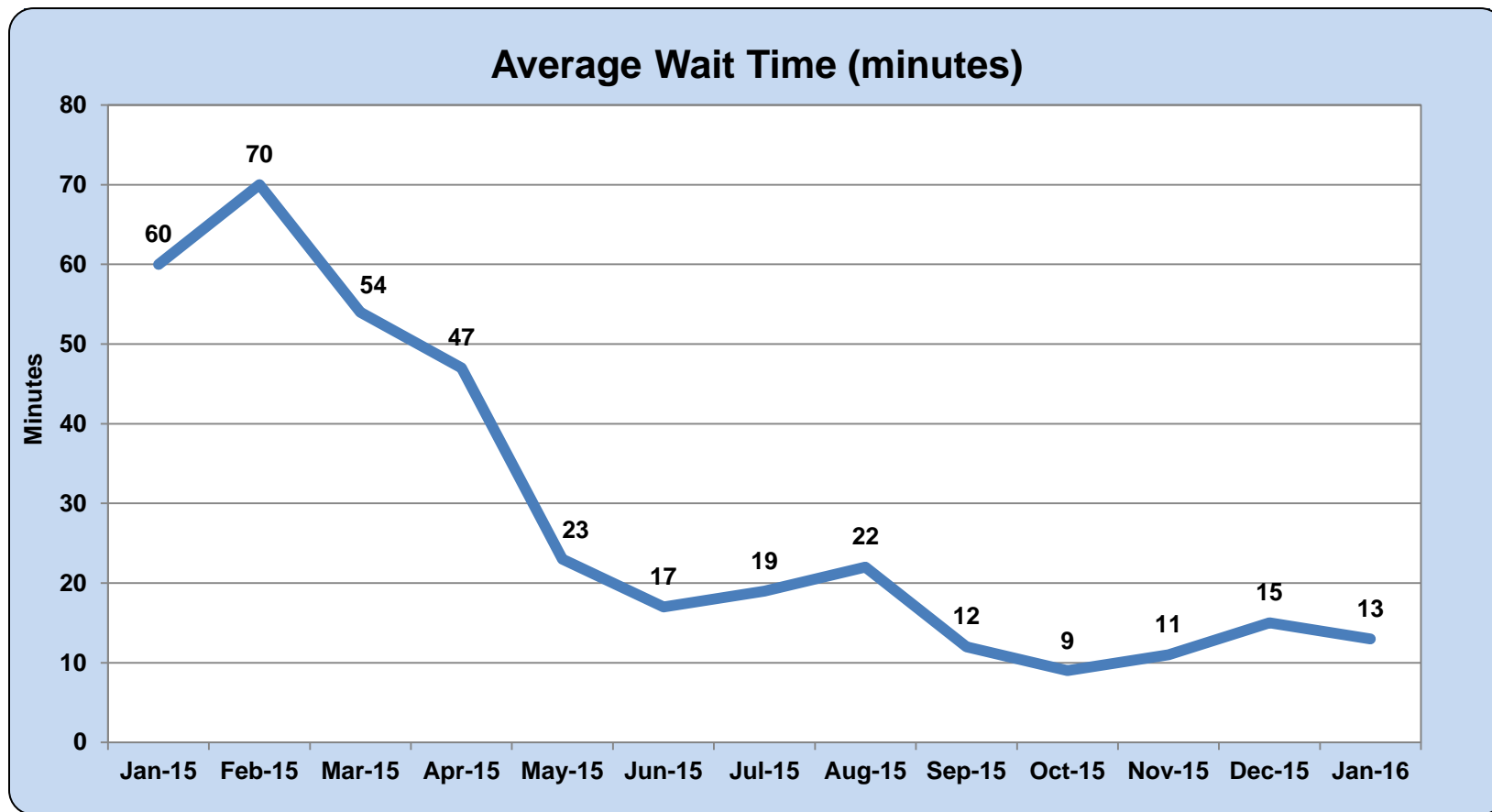


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)



- 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 13 Months



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



Thank You