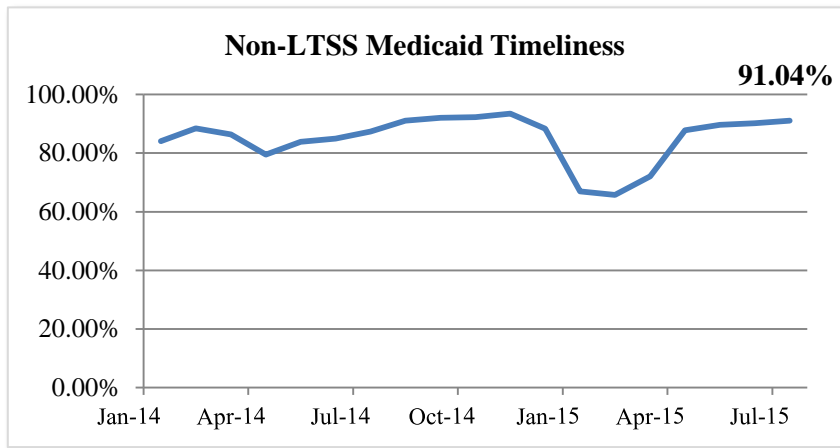


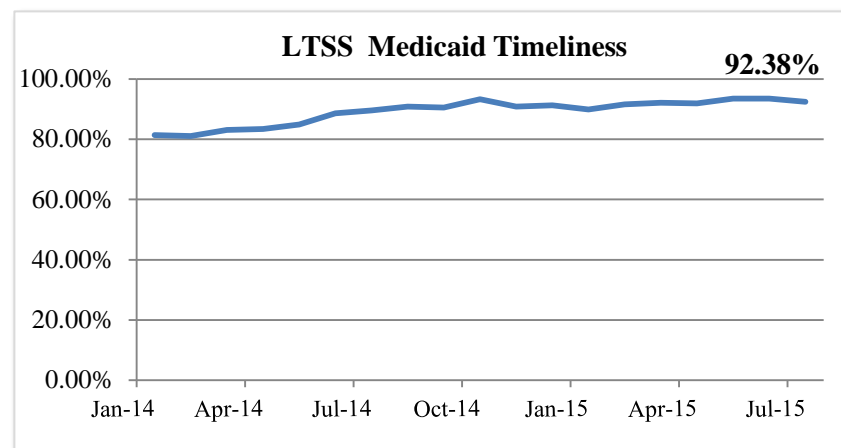
**DSS Eligibility Process  
Improvement Update  
January 8, 2016**

- Field Operations: A Year in Review
- Online Accomplishments
- January 2016 Dashboard

**Non-LTSS Medicaid** has remained above 90% for the past 2 months.

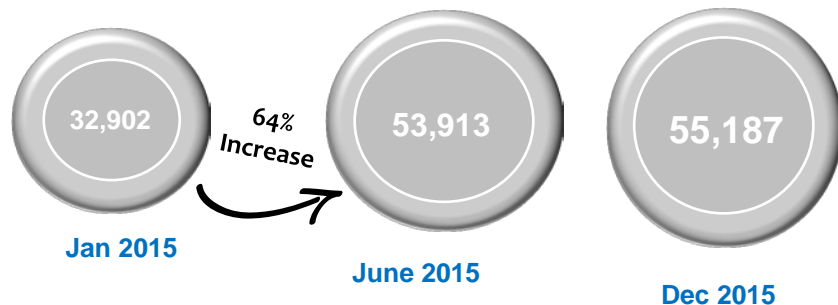


**LTSS Medicaid** has remained above 90% for the last twelve reporting months.

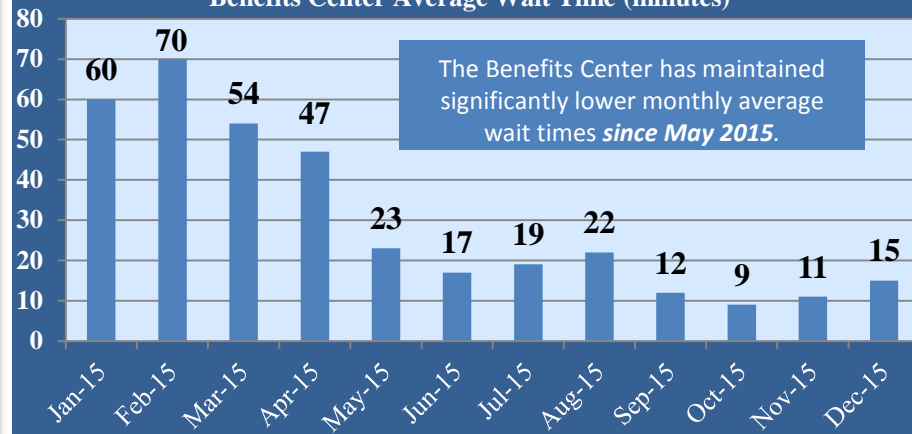


DSS served **487,993** walk-ins to our Service Centers state-wide in 2015

**Total Calls Answered in the Benefits Center** saw an impressive upward trend.

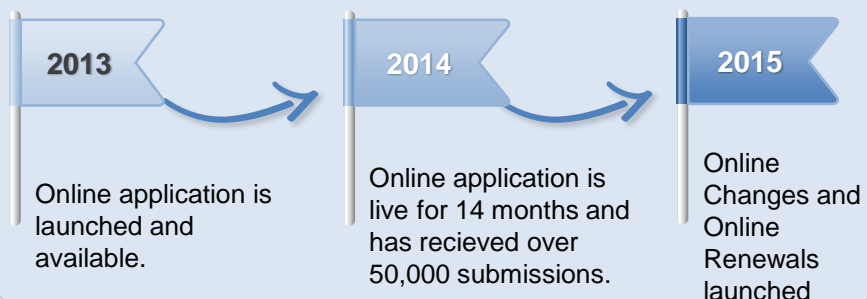


**Benefits Center Average Wait Time (minutes)**



- New technology increased agent capacity
  
- Two major office moves
  - Greater Hartford Office  
20 Meadow Road, Windsor
  - Middletown Office  
2081 South Main Street, Middletown
  
- Online Renewals and Online Changes launched 2015
  
- Partnership with SafeLink Wireless for the LifeLine program
  - No need for applicants to verify DSS benefits with SafeLink
  - Free minutes to call the main Benefits Center number **1-855-626-6632**

The ConneCT Online functionality has increased accessibility to citizens and has helped DSS process applications more efficiently than ever before.



## 1,007

total online Renewals submitted since inception  
*November 2015*

## 14,936

total online Changes submitted since inception  
*January 2015*

## 37 %

of online applications have been submitted outside of DSS normal business hours.

## Submissions To Date

# 106,000+

Online Applications Submitted

*Individual submissions often contain more than one program.*



Accessible to Clients 24/7



Available in English & Spanish

*Since implementing Online Applications October 2013*

## 34,882

**medical applications**

Total Medical applications includes LTSS and NON-LTSS

Applicants have applied for SNAP most frequently.

## 81,655

**snap applications**

**Self Service**

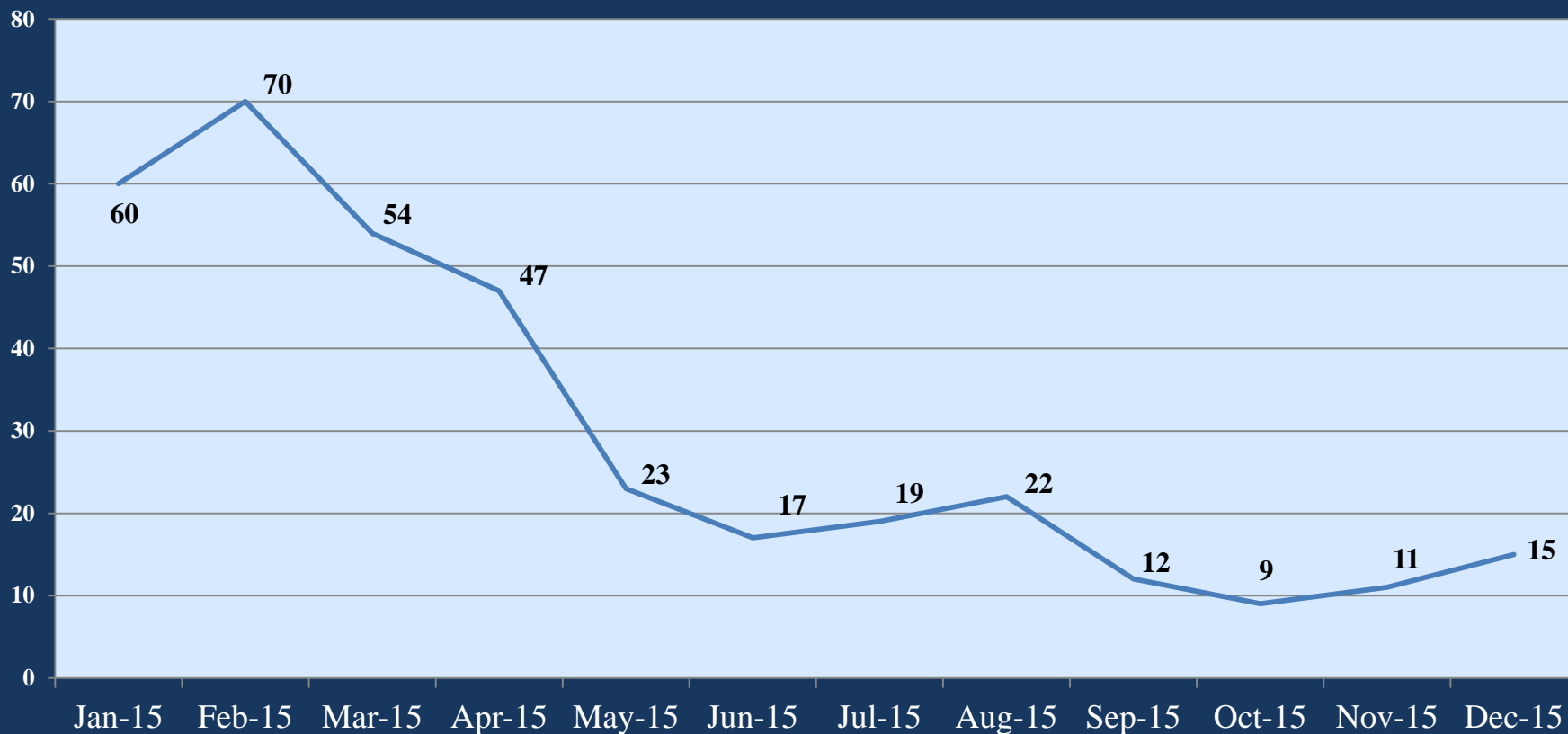
<b>Pre-Screening</b>	<b>136,690</b>	Screenings completed since implementation 2.4% growth from previous month																							
<b>Online Applications</b>	<b>106,645</b>	Applications submitted since soft launch 10/13 4.4% growth from previous month																							
<b>Online Changes</b>	<b>14,936</b>	Changes submitted since inception 01/13/15 7.2% growth from previous month																							
<b>Online Renewals</b>	<b>1,007</b>	Renewals submitted since inception 11/20/15 488.9% growth from previous month																							
<b>MyAccount</b>	<b>148,949</b>	Online client accounts created since implementation 07/08/13 2.2% growth from previous month																							
<b>Client Info Line (IVR)</b>	<b>198,172</b>	Client accounts created over the phone since implementation 07/08/13 1.8% growth from previous month																							
<b>ConneCT Online Status</b>	<b>99%</b>	<table border="1"> <thead> <tr> <th></th> <th>Sep-15</th> <th>Oct-15</th> <th>Nov-15</th> <th>Dec-15</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>100%</td> <td>98%</td> <td>99%</td> <td>99%</td> </tr> <tr> <td>Full Days Available</td> <td>100%</td> <td>98%</td> <td>96%</td> <td>99%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>0</td> <td>16</td> <td>8</td> <td>2.5</td> </tr> </tbody> </table>					Sep-15	Oct-15	Nov-15	Dec-15	Total Hours Available	100%	98%	99%	99%	Full Days Available	100%	98%	96%	99%	Total Hours Interruption	0	16	8	2.5
	Sep-15	Oct-15	Nov-15	Dec-15																					
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Total Hours Interruption	0	16	8	2.5																					

**DSS Processing & Outcomes**

<b>DSS Work Items</b>	<b>11,868,486</b>	<b>Total Documents Scanned since implementation: 11,868,486</b>				
			Sep-15	Oct-15	Nov-15	Dec-15
		Incoming	405,894	380,797	353,435	389,101
	Processed	387,262	399,167	355,725	401,909	
<b>Service Centers</b>	<b>38,744</b>		Sep-15	Oct-15	Nov-15	Dec-15
		Walk-Ins	42,357	42,157	36,545	38,744
<b>Benefits Centers</b>	<b>55,187</b>		Sep-15	Oct-15	Nov-15	Dec-15
		Calls Resolved By IVR	55,499	53,069	49,108	62,375
		Average Wait Time (mins)	12	9	11	15
		Calls Serviced	55,102	56,494	51,024	55,187
	<b>1,273,684</b>	<b>Total Calls Serviced to Date by Benefits Centers staff (since 7/1/13): 1,273,684</b>				

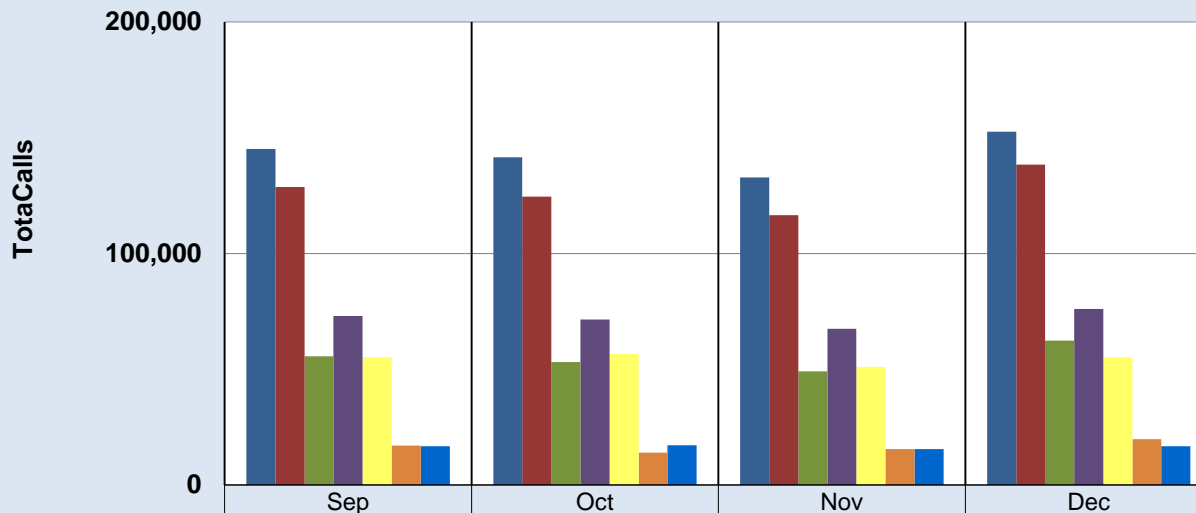
## Benefits Center Wait Times: Past 12 Months

Benefits Center Average Wait Time (minutes)



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

**Client Information Line:  
September - December 2015**

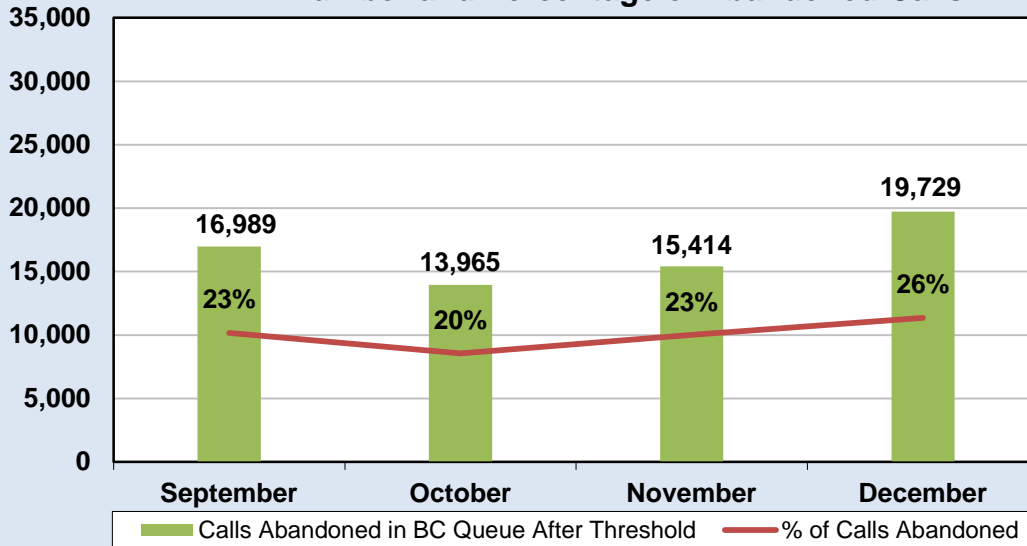


	Sep	Oct	Nov	Dec
■ Interviews Conducted	16,776	17,124	15,422	16,698
■ Calls Abandoned in BC Queue After Threshold	16,989	13,965	15,414	19,729
■ Total Calls Answered in the BC	55,102	56,494	51,024	55,187
■ Total Calls Transferred to the BC	73,025	71,443	67,397	76,016
■ *Total Calls Resolved by the IVR	55,499	53,069	49,108	62,375
■ *Total Calls to the IVR (Business hours)	128,732	124,508	116,482	138,337
■ *Total Calls to the IVR (24 hours period)	145,108	141,631	132,884	152,617

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

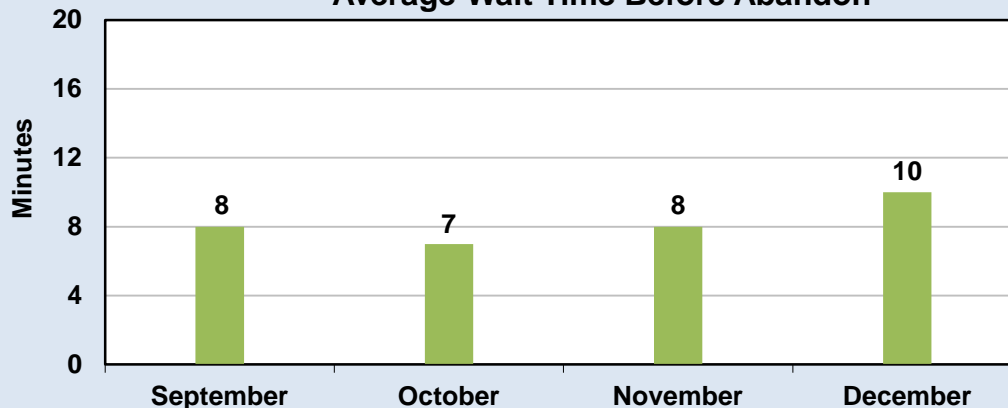


**Number and Percentage of Abandoned Calls**



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

**Average Wait Time Before Abandon**



- 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

**Thank You**