



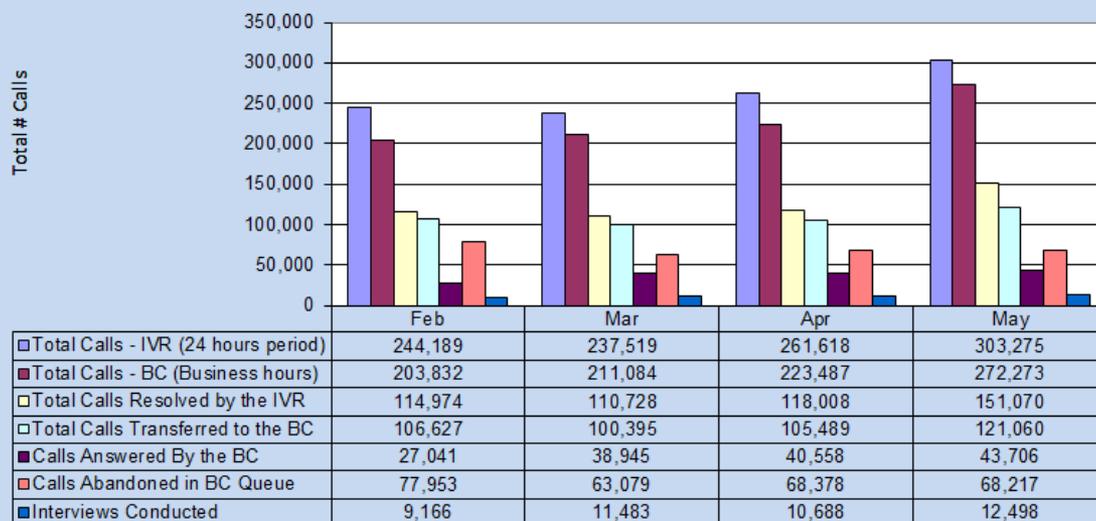
ConneCT Public Dashboard – May 2014

MyAccount		76,305	Online client accounts created since implementation 2.8% growth from previous month																					
Pre-Screening		63,972	Screenings completed since implementation 7.8% growth from previous month																					
IVR Phone Account		126,626	Phone client accounts created since implementation 1.0% growth from previous month																					
Service Centers		<table border="1"> <thead> <tr> <th></th> <th>May 2014</th> <th>April 2014</th> <th>March 2014</th> </tr> </thead> <tbody> <tr> <td>Total Walk-ins</td> <td> 39,660</td> <td>46,061</td> <td>35,663</td> </tr> </tbody> </table>				May 2014	April 2014	March 2014	Total Walk-ins	39,660	46,061	35,663												
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Benefits Center		Total Calls Answered to date by Benefits Centers: 483,982 (since 7/1/13) <table border="1"> <thead> <tr> <th></th> <th>May 2014</th> <th>April 2014</th> <th>March 2014</th> <th>February 2014</th> </tr> </thead> <tbody> <tr> <td>Average Wait Time</td> <td> 53 m</td> <td>54 m</td> <td>39 m</td> <td>1 h 13m</td> </tr> <tr> <td>Calls Answered</td> <td> 43,706</td> <td>40,050</td> <td>38,945</td> <td>27,041</td> </tr> </tbody> </table>				May 2014	April 2014	March 2014	February 2014	Average Wait Time	53 m	54 m	39 m	1 h 13m	Calls Answered	43,706	40,050	38,945	27,041					
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Document Scanning		5,398,147	Documents scanned since implementation. Zero backlog.																					
Online Applications		21,796	Applications submitted since soft launch 10/13																					



ConneCT Public Dashboard – May 2014

Number of Calls Placed to the Benefits Center: February - May 2014

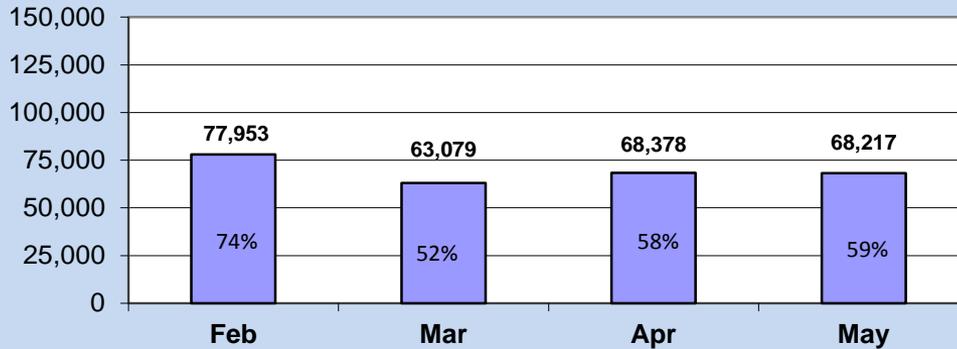


- Calls placed to the Benefit Center



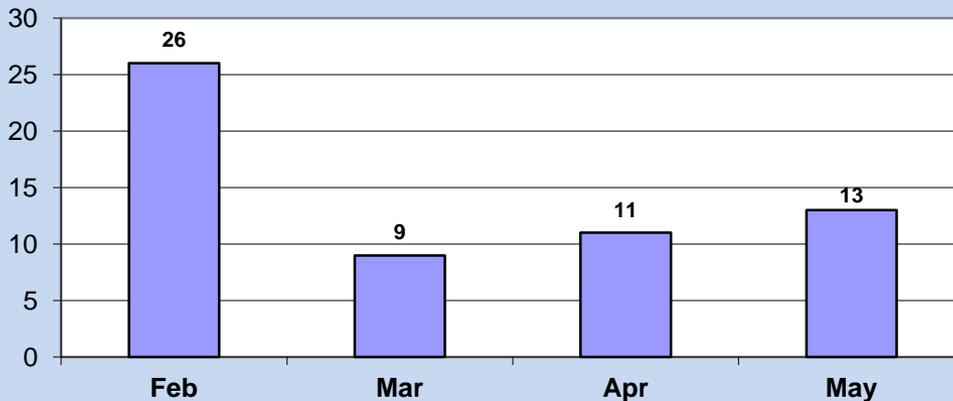
ConneCT Public Dashboard – May 2014

Abandoned Calls and Rate



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

Average Wait Time Before Abandon

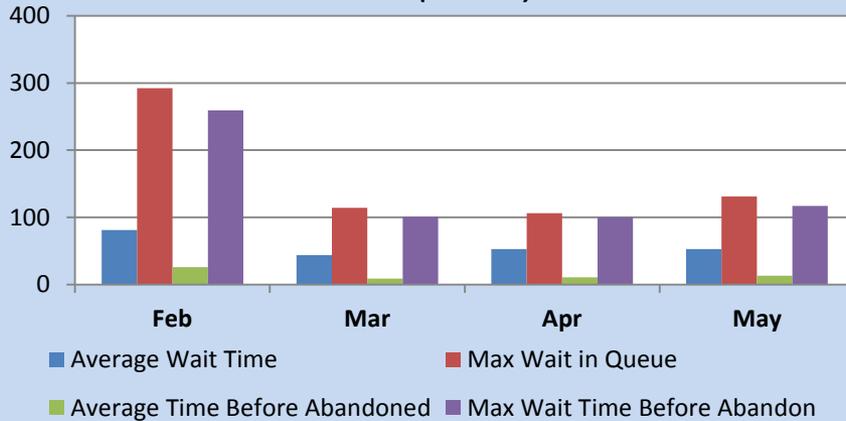


- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded



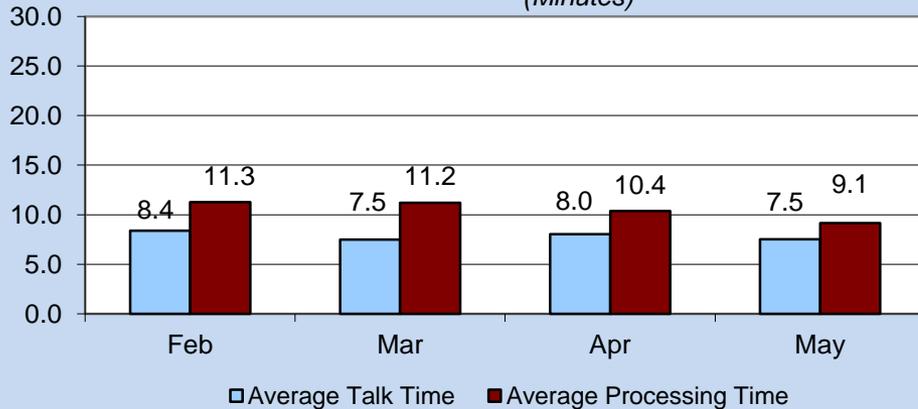
ConneCT Public Dashboard – May 2014

Benefits Centers Wait Time/Abandoned Time (Minutes)



- The average wait time for those who entered the queue to speak to a worker and did not

Dec 2013-May 2014 Talk and Processing Times (Minutes)



- Average length of time workers talk to caller
- Average length of time workers take to process a case after speaking with caller