



# Public Dashboard – June 2014

“My Account”



77,936

Online client accounts created since implementation  
 ↑ 2.1% growth from previous month

Pre-Screening



65,866

Screenings completed since implemented  
 ↑ 3.0% growth from previous month

IVR Phone Account



127,922

Phone client accounts created since implementation  
 ↑ 1.0% growth from previous month

Service Centers



Walk-ins

	Jun-14	May-14	Apr-14	Mar-14
Walk-ins	39,792	39,660	46,061	35,663

Processing Centers



Work Items Incoming  
 Work Items Processed

	Jun-14	May-14	Apr-14	Mar-14
Work Items Incoming	379,803	402,138	433,013	419,599
Work Items Processed	452,940	400,787	455,554	426,007

Benefits Center



Total Calls Answered to date by Benefit Centers (since 7/1/13) 515,763

Average Wait time  
 Calls Answered

	Jun-14	May-14	Apr-14	Mar-14	Feb-14
Average Wait time	76 m	53 m	54 m	39 m	1 h 13 m
Calls Answered	31,781	37,846	40,050	38,945	27,041

ConneCT Online Status



Total Hours Available  
 Full Days Available  
 Total Hours Interruption

	Jun-14	May-14	Apr-14	Mar-14	Feb-14
Total Hours Available	100%	100%	97.5%	81.9%	86.8%
Full Days Available	100%	100%	96.7%	61.9%	56.3%
Total Hours Interruption	0	0	6	38	25

Document Scanning



5,689,810

Documents scanned since implementation. Zero backlog.

Online Applications

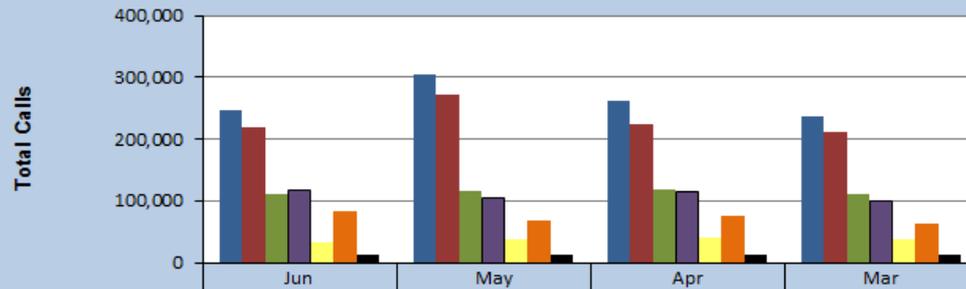


26,248

Applications submitted since soft launch 10/13

# Public Dashboard – June 2014

Number of Calls Placed to the Benefits Center: March-June 2014



	Jun	May	Apr	Mar
Total Calls to the IVR (24 hours period)	246,921	303,275	261,618	237,519
Total Calls to the IVR (Business hours)	218,062	272,273	223,487	211,084
Total Calls Resolved by the IVR	110,640	115,128	118,008	110,728
Total Calls Transferred to the BC	115,847	104,060	115,128	100,395
Calls Answered By the BC	31,781	37,846	40,050	38,945
Calls Abandoned in BC Queue	84,050	66,832	75,152	63,079
Interviews Conducted	11,632	12,498	12,054	11,483

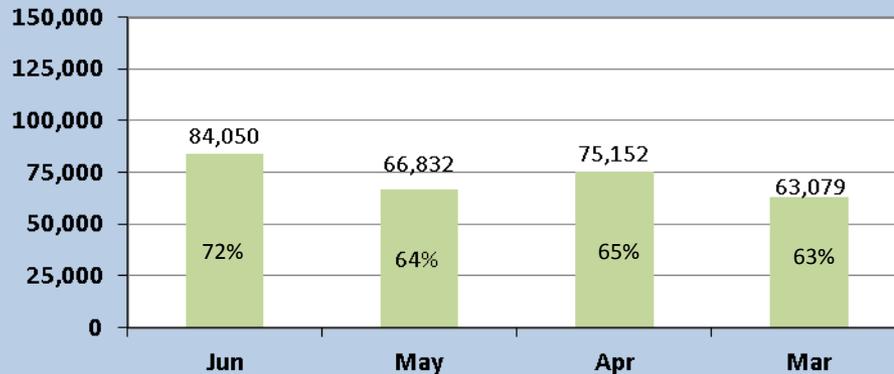
- Calls placed to the Benefit Center across all programs, including SNAP/food stamps, Medicaid/HUSKY Health, Temporary Family Assistance, State Supplement Program, Medicare Savings Programs, and other services

Data restated to conform with calendar month. Prior data reflected four week cumulative total.

Example : Previous Reports March - Sunday, Marcy 2<sup>nd</sup> - Saturday, March 29<sup>th</sup>  
 Current Reports March - Saturday, March 1<sup>st</sup> - Monday, March 31<sup>st</sup>

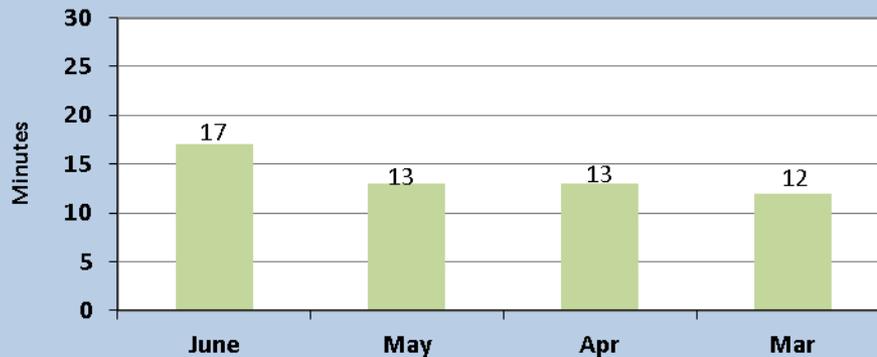
## Public Dashboard – June 2014

### Abandoned Calls and Rates



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

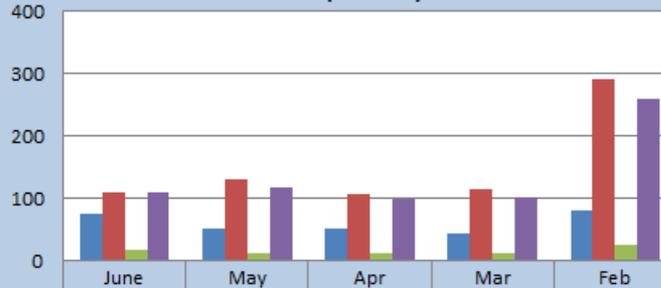
### Average Wait Time Before Abandon



- 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

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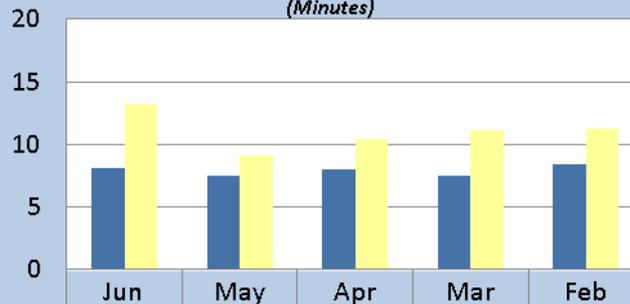
**Benefits Centers Wait Time/Abandoned Time**  
(Minutes)



	June	May	Apr	Mar	Feb
Average Wait Time	76	53	53	44	81
Max Wait in Queue	109	131	106	114	292
Average Time Before Abandoned	17	13	13	12	26
Max Wait Time Before Abandon	109	117	100	101	259

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

**February -June 2014 Talk and Processing Times**  
(Minutes)



	Jun	May	Apr	Mar	Feb
Average Talk Time	8.1	7.5	8.0	7.5	8.4
Average Processing Time	13.2	9.1	10.4	11.2	11.3

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