



# ConneCT Public Dashboard December 2014



# ConneCT Public Dashboard – December 2014

## Self Service

<b>Pre-Screening</b>	<b>88,484</b>	Screenings completed since implementation 3.8% growth from previous month																		
<b>Online Applications</b>	<b>47,005</b>	Applications submitted since soft launch 10/13 8.7% growth from previous month																		
<b>MyAccount</b>	<b>101,258</b>	Online client accounts created since implementation 07/08/13 3.6% growth from previous month																		
<b>Client Information Line</b>	<b>145,778</b>	Client accounts created over the phone since implementation 07/08/13 2.1% growth from previous month																		
<b>ConneCT Online Status</b>	<b>99%</b>	<table border="1"> <thead> <tr> <th></th> <th>November 2014</th> <th>October 2014</th> <th>September 2014</th> </tr> </thead> <tbody> <tr> <td>Total Hours Available</td> <td>99%</td> <td>97%</td> <td>100%</td> </tr> <tr> <td>Full Days Available</td> <td>98%</td> <td>96%</td> <td>100%</td> </tr> <tr> <td>Total Hours Interruption</td> <td>7</td> <td>9</td> <td>0</td> </tr> </tbody> </table>				November 2014	October 2014	September 2014	Total Hours Available	99%	97%	100%	Full Days Available	98%	96%	100%	Total Hours Interruption	7	9	0
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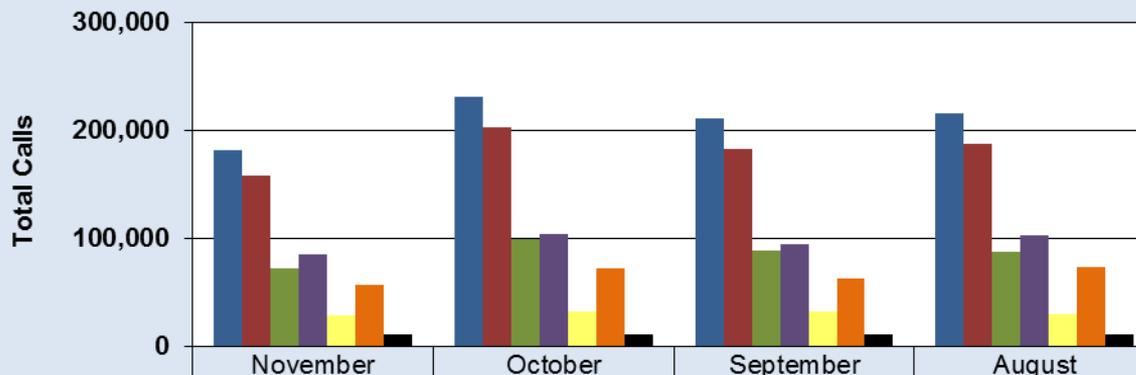
## DSS Processing & Outcomes

<b>DSS Work Items</b>	<b>7,559,343</b>	Total Documents Scanned since implementation: 7,559,343														
		<table border="1"> <thead> <tr> <th></th> <th>November 2014</th> <th>October 2014</th> <th>September 2014</th> </tr> </thead> <tbody> <tr> <td>Incoming</td> <td>379,391</td> <td>441,223</td> <td>443,725</td> </tr> <tr> <td>Processed</td> <td>439,127</td> <td>484,218</td> <td>470,042</td> </tr> </tbody> </table>				November 2014	October 2014	September 2014	Incoming	379,391	441,223	443,725	Processed	439,127	484,218	470,042
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<b>Service Centers</b>	<b>34,695</b>	<table border="1"> <thead> <tr> <th></th> <th>November 2014</th> <th>October 2014</th> <th>September 2014</th> </tr> </thead> <tbody> <tr> <td>Walk-Ins</td> <td>34,695</td> <td>44,456</td> <td>40,572</td> </tr> </tbody> </table>				November 2014	October 2014	September 2014	Walk-Ins	34,695	44,456	40,572				
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<b>Benefits Centers</b>	<b>31,418</b>	Total Calls Answered to Date by Benefit Centers (since 7/1/13): 668,610														
		<table border="1"> <thead> <tr> <th></th> <th>November 2014</th> <th>October 2014</th> <th>September 2014</th> </tr> </thead> <tbody> <tr> <td>Average Wait Time (mins)</td> <td>67</td> <td>75</td> <td>66</td> </tr> <tr> <td>Calls Answered</td> <td>28,078</td> <td>31,418</td> <td>31,461</td> </tr> </tbody> </table>				November 2014	October 2014	September 2014	Average Wait Time (mins)	67	75	66	Calls Answered	28,078	31,418	31,461
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# ConneCT Public Dashboard – December 2014

Number of Calls Placed to the Benefits Center: August - November 2014



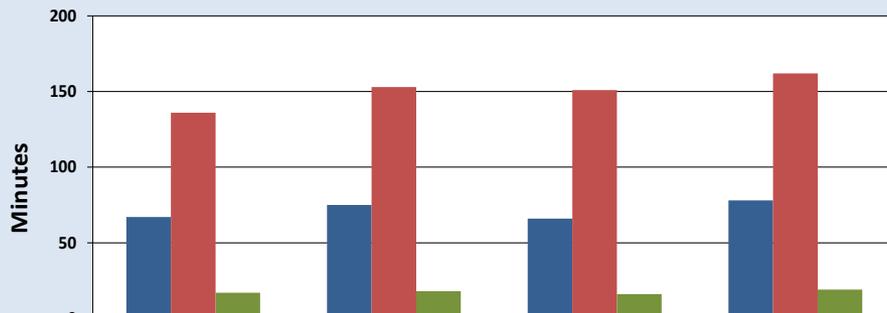
	November	October	September	August
■ Total Calls to the IVR (24 hours period)	181,410	230,668	210,587	215,222
■ Total Calls to the IVR (Business hours)	157,341	202,155	182,693	187,483
■ Total Calls Resolved by the IVR	72,312	99,038	88,489	87,220
■ Total Calls Transferred to the BC	85,029	103,117	93,999	102,619
■ Calls Answered By the BC	28,250	31,418	31,461	29,965
■ Calls Abandoned in BC Queue	56,579	71,685	62,722	72,639
■ Interviews Conducted	10,245	10,842	10,365	10,557

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



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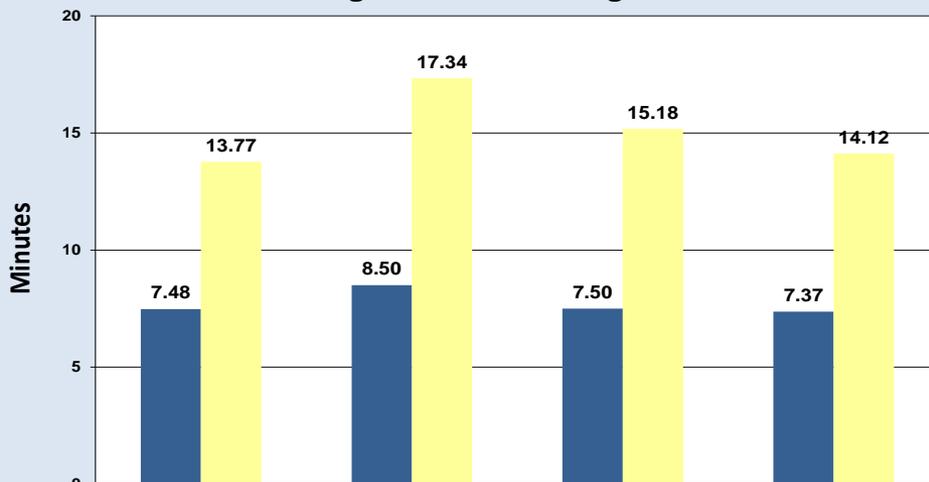
**Benefits Center Wait/Abandon Times**



	November	October	September	August
Average Wait Time	67	75	66	78
Max Wait in Queue	136	153	151	162
Average Time Before Abandoned	17	18	16	19

- The average wait time for those who entered the queue to speak to a worker

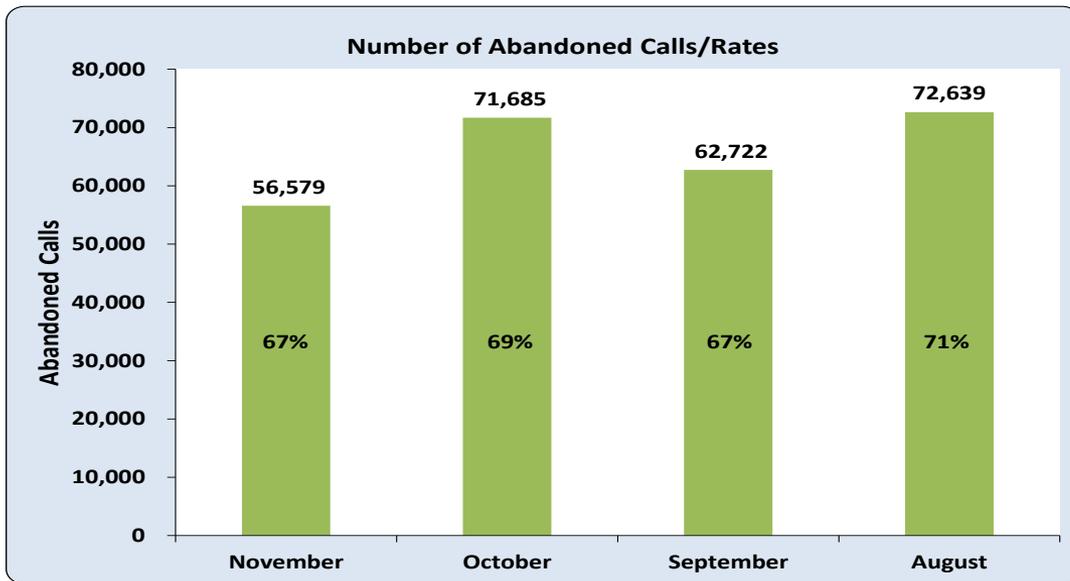
**Average Talk-Processing Times**



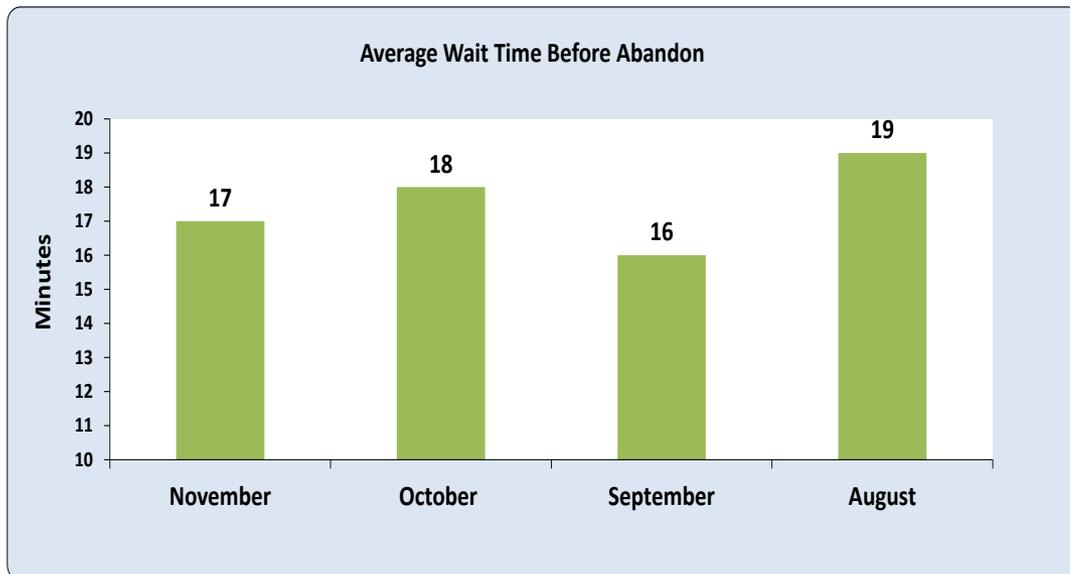
- Average length of time workers talk to caller
- Average length of time workers take to process a case after speaking with caller



## ConneCT Public Dashboard – December 2014



- 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



**Thank You**