



DSS
Serving Connecticut
June 2018



DSS Public Dashboard – June 2018

Self Service

262,977

MyAccounts

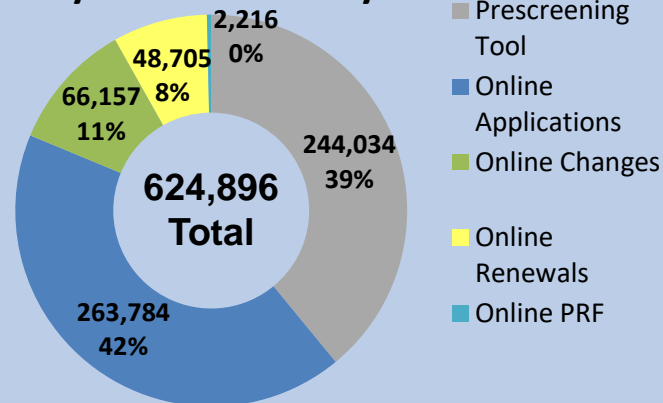
Client accounts created over the phone since implementation 2013

291,498

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



DSS Processing & Outcomes

DSS Work Flow

22,061,472

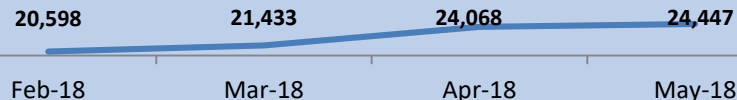
Total Documents Scanned

Incoming vs Processed Envelopes



Service Centers

State-Wide Total Walk-Ins



Benefits Centers

2,518,035

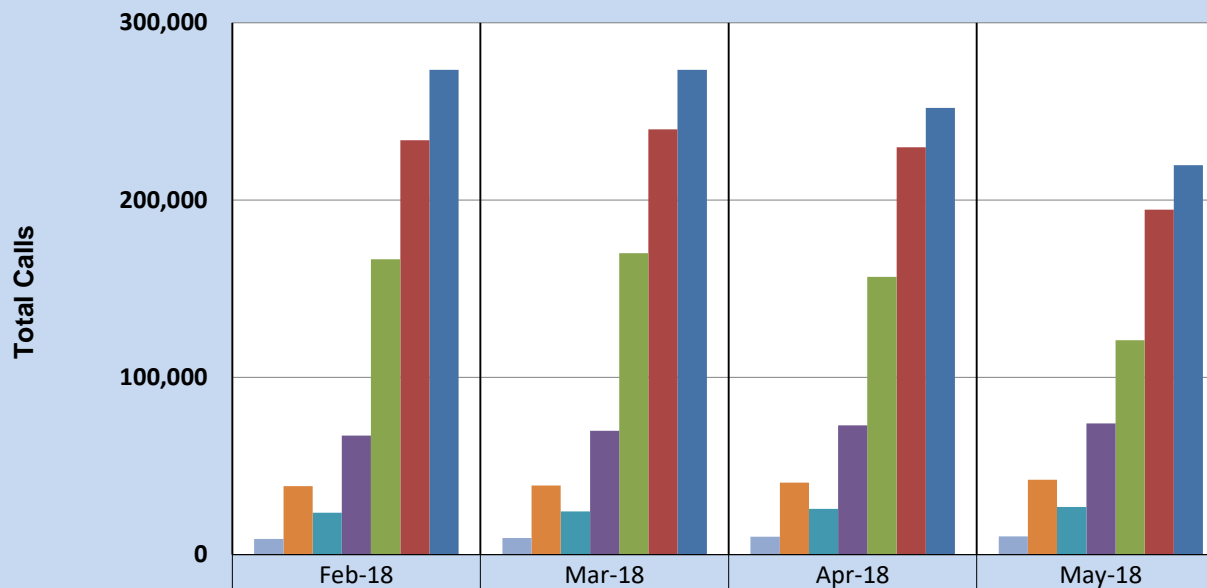
Total Calls Serviced

	Feb-18	Mar-18	Apr-18	May-18
Calls Resolved By IVR	166,510	169,953	156,721	120,920
Average Wait Time (mins)	106	107	105	96
Calls Serviced	23,659	24,327	25,860	26,895



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Client Information Line:
February - May 2018



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

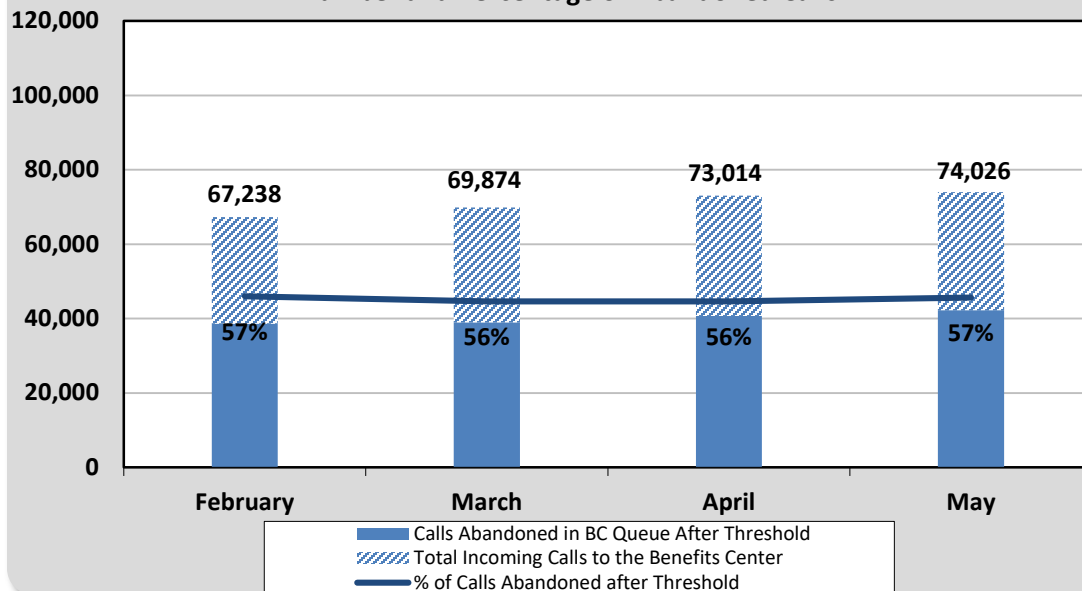
	Feb-18	Mar-18	Apr-18	May-18
Total Calls to the IVR (24 hours period)	273,385	273,476	251,958	219,586
Total Calls to the IVR (Business hours)	233,747	239,827	229,731	194,502
Total Calls Resolved by the IVR	166,510	169,953	156,721	120,920
Total Calls Transferred to the BC	67,238	69,874	73,014	74,026
Total Calls Answered in the BC	23,659	24,327	25,860	26,895
Calls Abandoned in BC Queue After Threshold	38,639	38,991	40,708	42,245
Interviews Conducted	8,900	9,336	10,075	10,277

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



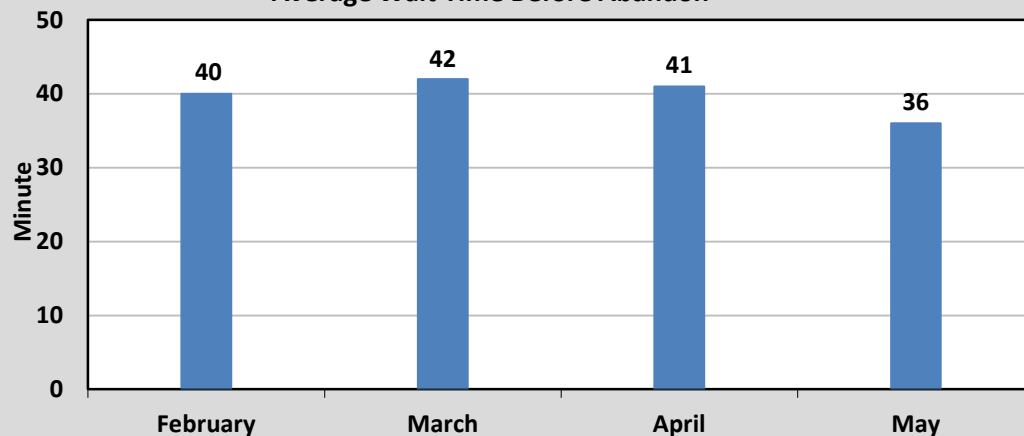
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Number and Percentage of Abandoned Calls



- 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

Benefits Center PIN Functionality

- DSS clients may access their personal information using 1-855-6-CONNECT (1-855-626-6632)
 - The Client Information Line is an Interactive Voice Response system (IVR)
 - Clients may set up a secure PIN to check on benefits status and details any time, 24/7
 - What can a client do with the PIN?
 - Check benefits status
 - Review benefit details
 - Monitor document status
 - What is needed to create a PIN?
 - Client ID
 - Date of Birth
 - Last four digits of SSN

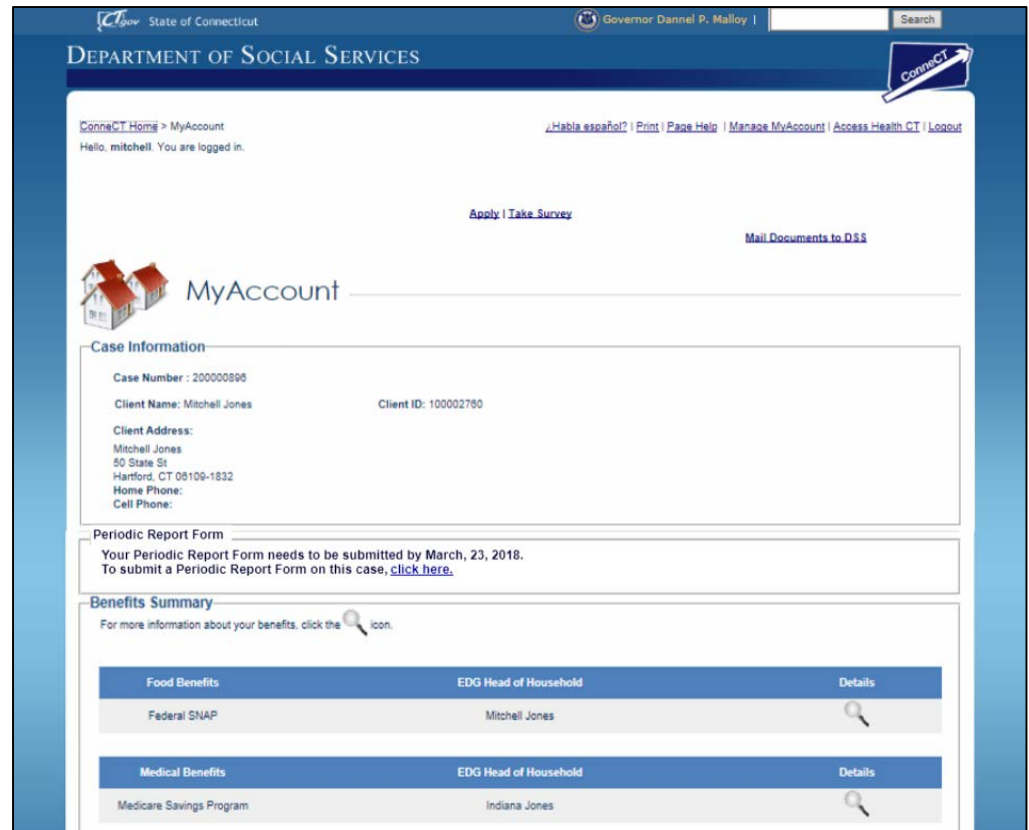


MyAccount Functionality

DSS clients may access and submit information online 24/7 through the MyAccount feature at www.connect.ct.gov

Make sure Client ID is 'Associated' to the user's Account

- Benefit Details
- Document Status
- Application
- Renewal
- Changes
- Paperless Notices
- Fair Hearing
- Periodic Review Form
- Benefit Summary Letter



The screenshot displays the MyAccount interface for a user named Mitchell Jones. The page includes a header with the State of Connecticut logo, Governor Dannel P. Malloy's name, and a search bar. The main content area shows the user's login status and navigation links. Below this, there is a 'MyAccount' section with a house icon. The 'Case Information' section provides details for Case Number 200000896, Client Name Mitchell Jones, and Client ID 100002760. It also lists the client's address in Hartford, CT, and contact information. The 'Periodic Report Form' section indicates that the form must be submitted by March 23, 2018, and provides a link to submit it. The 'Benefits Summary' section offers a magnifying glass icon for more information and lists two benefit categories: Food Benefits (EDG Head of Household) and Medical Benefits (EDG Head of Household), each with a 'Details' link and a magnifying glass icon.

Benefit Category	Benefit Name	Action
Food Benefits	EDG Head of Household	Details
Federal SNAP	Mitchell Jones	Details
Medical Benefits	EDG Head of Household	Details
Medicare Savings Program	Indiana Jones	Details



Thank You