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*Department of Social Services*

*Impa***CT**

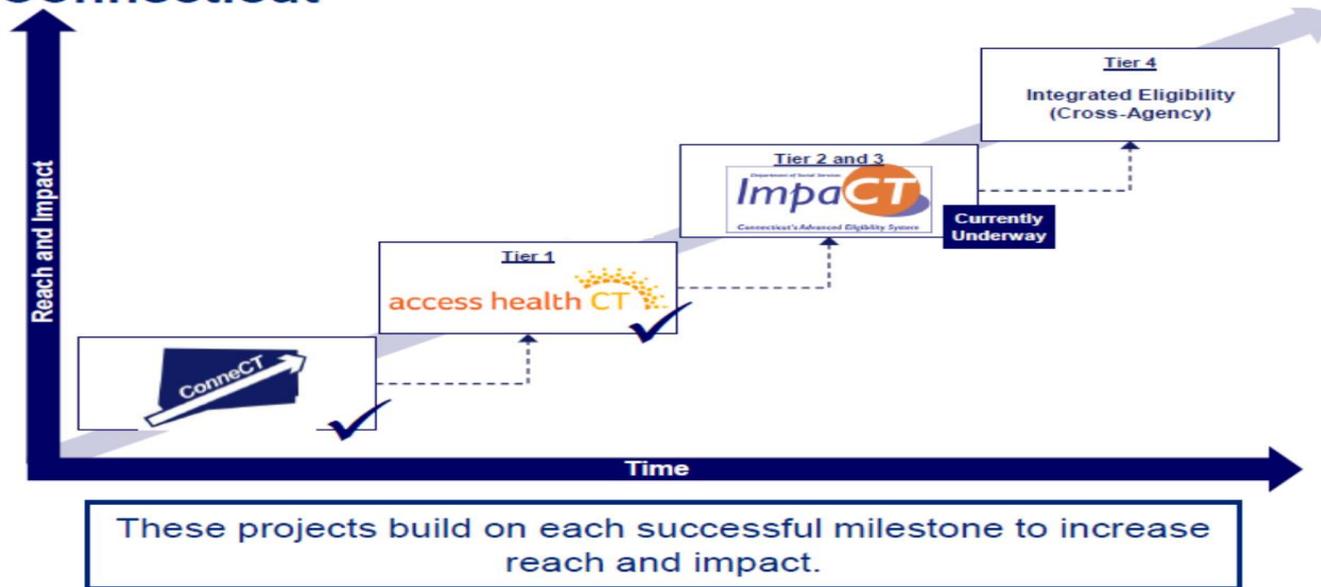


***Connecticut's Advanced Eligibility System***

# Building Blocks to Improved Service

- ImpaCT, DSS's state-of-the-art, web-based, Advanced Eligibility System, will be the foundation that provides Connecticut's residents with optimal services.

## Building on Incremental "Wins" for Connecticut



# ImpaCT Overview

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## **EMS Legacy System**

- ❑ Mainframe Cobol System
- ❑ “Green Screen”
- ❑ Difficult to customize and maintain
- ❑ Limited Interfaces
- ❑ Complex and difficult to revise notices

## **ImpaCT Advanced System**

- ❑ Web-Based System
- ❑ Intuitive design
- ❑ Flexible and extensible architecture
- ❑ Enhanced interfaces with collateral contacts
- ❑ Simplified and easier to revise notices

# ImpaCT's Key Functions

## Navigation

- Individual information is shared across programs/cases
- Case actions and driver flows guide workers through the system
- Provides access to the electronic case file through data collection

## Prevention of Duplicate Issuances

- User-friendly error handling
- Use of EMPI to obtain “single best record” of a person

## Accommodations

- Reminds worker when these needs are known to the system
- Helps clients get the accommodations / language assistance they need

# Getting Ready for ImpaCT

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- Through **change management** efforts, **training**, and **communication**, we are preparing for an easy transition to ImpaCT for our staff, community partners, and customers.



# Technology for the Future

← EMS System

SCREENING      APPLICANT NAME AND ADDRESS - NAME      NAME

Town      DO 99      EW ID 6135      Client ID      Prev DO  
HOH F Name ?      MI      L Na

Prim Lang E      Impairments

Residential Address  
Address Line 1  
Street Number Dir      Name  
?      ?  
City ?      ST CT

Mailing Address  
Address Line 1  
Street Number Dir      Name  
?      ?      SAME      ST

Message 0013      0155  
0013 REQUIRED FIELDS ARE IDENTIFIED B

The screenshot displays the ImpaCT web application interface. At the top, there is a navigation bar with the ImpaCT logo and a user profile for John Smith, Hartford Regional Office, with 100 Alerts and Recent Cases. Below the navigation bar, there are tabs for 'Inbox', 'Application Registration', 'Scheduling', 'Data Collection', 'Eligibility Determination', and 'Others'. The 'Data Collection' tab is active, and within it, the 'Non Financial' sub-tab is selected. The main content area shows the 'Person Household Status' form for John Smith 34M. The form includes sections for 'PERSON INFORMATION' (Name: John Smith 34M) and 'PERSON HOUSEHOLD STATUS'. The 'Household Status' dropdown is set to 'In the Household'. Other fields include 'Household Verification', 'Absence Reason?', 'Absence Verification?', 'Intend to return?', 'Estimated Date of Return' (MM/DD/YYYY), 'Number of days in a month the individual resides in the household (average over the next 12 months):' (30), 'Is person living with someone who is not listed in the household?', and 'Relationship?'. A sidebar on the left contains a list of menu items: Questions, ABAWD, Insurance Policy Information (selected), Summary, Details, Employer/Union Address, Person Household Status, Coverage Details, Casuality Information, SNAP Work Registration, and Domestic Violence. On the right, there is a 'CASE INFO' section with details for John Smith 34M, Case #: 716311, Case Status: Pending, and Case Action: Case Change. Below this are links for Case Notes, Last Updated By, Print (w/ Preview), Page Help, and View Documents. At the bottom right, there is a 'SEARCH' section with an 'APPLICATION' dropdown and a 'GO' button.

ImpaCT System →



# Improved Support for DSS Partners

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- ❑ Open lines of communication
- ❑ Updates on the DSS website
- ❑ Training materials, as appropriate, to individual stakeholders
- ❑ ImpaCT Portal – for external partners to access information needed to support the DSS applicants and recipients that they serve, in accordance with HIPAA and privacy standards





# Improved Support for Individuals and Families

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- ❑ Online applications for all programs
- ❑ Streamlined renewal process
- ❑ Improved access through a consumer portal
- ❑ Improved communication through the restructuring of DSS notices

# Project Status

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- ImpaCT is designed and in **final stages of development**
- Implementation of the Middletown pilot office is scheduled for **Fall of 2016**
- ImpaCT is scheduled to be fully operational in **Spring of 2017**



# What Is Being Done to Insure Success

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- Testing
  - We are testing ImpaCT to insure that eligibility rules are applied correctly
- Conversion
  - We are converting our data from EMS to ImpaCT to insure that our clients are known to the new system, that benefits match and that we can process any new eligibility
- Training
  - We are training users of the ImpaCT system to insure they can do their work
- Pilot and Incremental Implementation
  - We are implementing the ImpaCT system in a pilot office and insuring it is operational before we deploy to other parts of the state

# ImpaCT Support of DSS Vision

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- Improved access to DSS programs and services
- Optimal efficiency in service delivery, including timeliness and accuracy of benefits
- A further step in DSS's progression toward ***World Class Service***



Stay tuned for new information and updates!