

Making a Difference – Examples of Our Internal DSS Lean Projects

- Child Support Order Establishment Process
- Protective Services for Elders Intake Process
- Returned Mail
- ConneCT
- ImpaCT
- Purchasing and Procurement
- Purchase of Service Contract Execution Process
- Person Centered Planning Tools
- Medicaid Long Term Care Eligibility Determination Process
- Creation of Human Resources Intranet/Internet Page
- Human Resources Reorganization
- Centralization of Human Resources Files
- Automated Time and Attendance
- Establishing Payment Sources for New Positions
- Lean the Eligibility Fair Hearing Process
- Home and Community Based Services Realignment Workgroup
- Consolidated Eligibility Policy Unit Workgroup
- TFA Medical/Clinical Reviews

Making a Difference – Examples of Our Interagency Collaborative Lean Projects

- Core Standardized Assessment for Community Medicaid Services – now Universal Assessment effort that is a part of the Balancing Incentive Program (BIP)
 - ✓ DMHAS
 - ✓ DDS
 - ✓ Access Agencies

- Waterbury Veterans’ Support Pilot Project – now being piloted in Bridgeport
 - ✓ DOL
 - ✓ VA
 - ✓ Community Partners

- Nursing Home Enrollment, Re-enrollment and Change in Ownership Process
 - ✓ DPH
 - ✓ HP

- Medicaid Provider Enrollment Process
 - ✓ DMHAS
 - ✓ DDS

- Medicaid Eligibility Determination for Shared Population
 - ✓ DOC
 - ✓ DMHAS