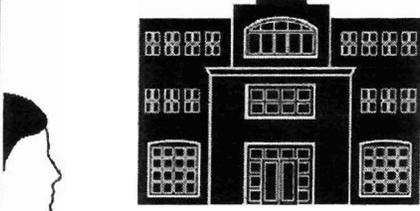


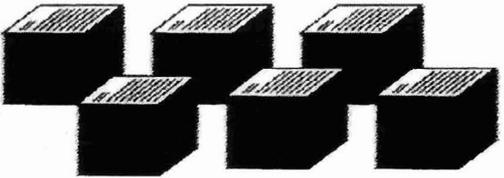
# The Benefits of ConneCT

## An Enhanced Client and Worker Experience

### DSS CLIENTS

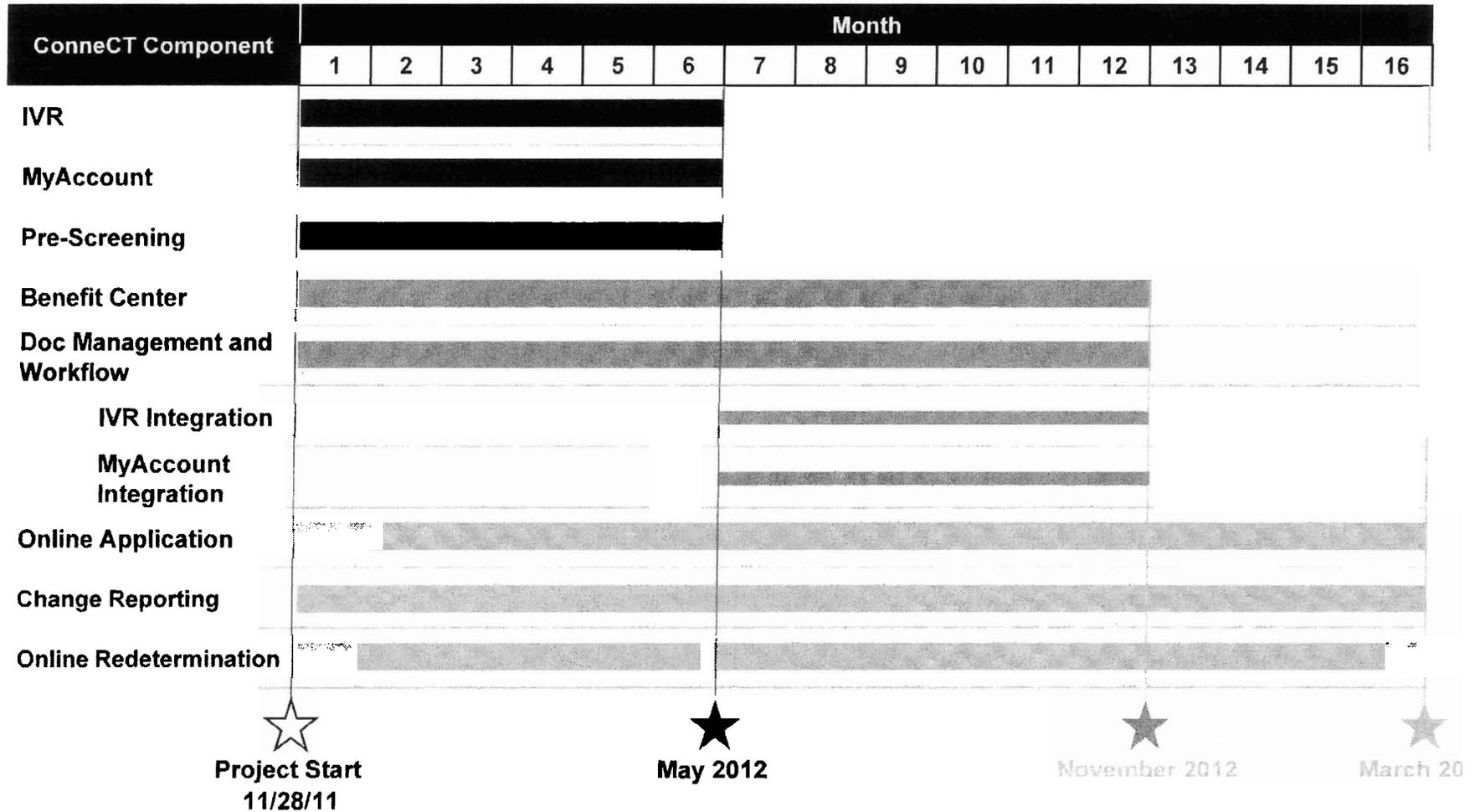
Current	Future
 <p>Office Visits</p>  <p>Paper Applications Paper Change Forms Paper Renewals/Redeterminations</p>	 <p><b>Access via the Web:</b></p> <ul style="list-style-type: none"> <li>■ Pre-Screening</li> <li>■ Online Application</li> <li>■ My Account</li> <li>■ Change Reporting</li> <li>■ Online Redetermination</li> </ul> <p><b>Access via Phone:</b> IVR System (General and Case-Specific Information)</p>
<p><b>ConneCT Opens Access Channels and Improves Information Flow to Clients</b></p> 	

### DSS CASE WORKERS

Current	Future
<p>Eligibility Management System (EMS) and ConneXion</p>  <p>Paper Documents and Physical Case Folders</p> 	<p>Eligibility Management System (EMS) and ConneXion</p>  <p><b>Telephony Tools:</b></p> <ul style="list-style-type: none"> <li>■ Integrated Benefits Center</li> </ul> <p><b>Worker Portal:</b> Task Management Structured Workflow Document Repository</p> 
<p><b>ConneCT Empowers Case Workers and Managers</b></p> 	

# Project Release Schedule

## *An Accelerated Schedule to Modernize Client Service Delivery*



**ConneCT will be delivered incrementally in three deployments.**







# Deployment 3

## Opening Electronic Submission Channels

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ConneCT Component	Month																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
Online Application																	
Change Reporting																	
Online Redetermination																	

### Functionality and Benefits:

#### Online Application

- Allows clients to apply online through an easy to use online application.
- Dynamic verification checklist helps clients clearly understand exactly what is required.
- Reduces paper and related logistical issues (mailing delays, lost paper, etc.).

#### ■ Change Reporting

- Allows clients to report changes online which improves timeliness.
- Dynamic verification checklist helps clients clearly understand exactly what is required.
- Reduces paper and related logistical issues (mailing delays, lost paper, etc.).

#### Online Redeterminations

- Allows clients to conduct redeterminations online which improves timeliness.
- Dynamic verification checklist helps clients clearly understand exactly what is required.
- Reduces paper and related logistical issues (mailing delays, lost paper, etc.).

