

# Informational Forum Connecticut General Assembly

## DSS Service Modernization: **ConneCT is Here**

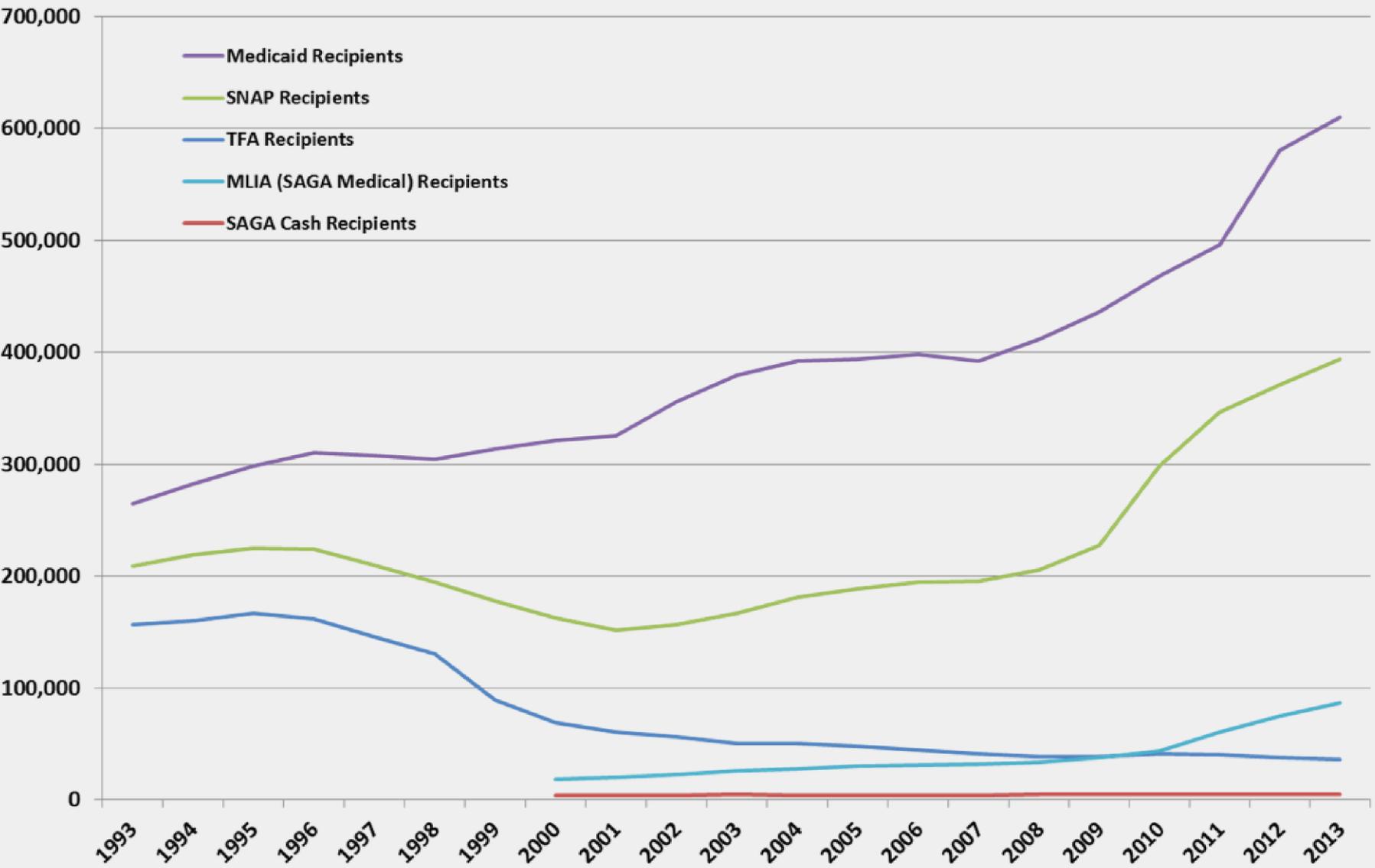
Department of Social Services

July 17, 2013

# DSS at a Glance

- DSS provides a wide array of services and supports to Connecticut children, families, elders, persons with disabilities and other adults.
- Serves approximately 750,000 Connecticut residents including nearly 650,000 with health coverage.

# Program Recipients -- DSS History



# Where We Were One Year Ago . . .

- Record Application Volume
- Obsolete Core Technology
- Insufficient Human Resources
- Outdated Business Processes

# Where We Are Today . . .

- Sustained Public Demand
- Key Technology Upgrades
- Staffing Reinforcements
- Business Process Re-engineering

# ConneCT - Goals

*Expands Access*

*Quality Focused*

*Customer Centered*

*Adaptability with  
Technology*

*Outcome Driven*

*Efficient Deployment of  
Resources*

**ConneCT**

*Communication*

*Accountability*

*Service*

# ConneCT - Objectives

- **Improve Customer Access**
  - Anywhere/anytime access via web and telephone services.
- **Achieve Better Quality Outcomes**
  - Makes processes faster and more efficient by reducing “back and forth” and generation of paper.
- **Enhance Customer Service**
  - Empowers workers with tools to help clients.
  - Increases the number of workers who can help a customer.
- **Reduce Costs**
  - Reduces the need for paper (and associated storage costs).
  - More efficient retrieval of documents.
- **Provide a Technological Framework for the Future**
  - Integrated technologies support the business and allow for ‘no wrong door’ access

# ConneCT - Release Overview

	Functional Overview	Status / Target Date
<b>MyAccount (Client Accounts)</b>	Provides secure, anytime access to generic and case-specific information to clients via the Internet.	<b>Currently Live</b> (connect.ct.gov) ~22,854 accounts created as of 7/15/13
<b>Am I Eligible? (Pre-Screening)</b>	Allows clients to independently check for potential eligibility online without having to visit or call DSS.	<b>Currently Live</b> (connect.ct.gov)
<b>Statewide Client Information line</b>	Provides secure, anytime interactive voice response (IVR) access to generic and case-specific information to clients by phone.	<b>Currently Live</b> (1-855-6-CONNECT) ~23,820 IVR accounts created as of 7/15/13
<b>Benefits Center</b>	Provides a centralized, consistent enterprise system for receiving and servicing incoming calls.	<b>Currently Live</b>
<b>Document Management and Workflow</b>	Greatly reduces the need for paper-based processing and provides centralized access to documents and visibility into document status.	<b>Currently Live</b> ~312,857 Documents Scanned and Indexed as of 7/15/13
<b>Online Application</b>	Allows clients to apply online and provides a dynamic verification checklist to clearly explain what verification is required.	2013
<b>Change Reporting and Online Redeterminations</b>	Allows clients to report changes and conduct redeterminations online.	2013

# ConneCT – Major Components

- Web Services
  - Access to information: “Am I eligible?” “What is the status of my case?” “I’d like to apply.”
- Telephony: IVR and Benefit Centers
  - Access to help: “What is the status of my case?” “Did DSS receive my paperwork?” “I have a question.”
- Document Management and Workflow
  - DSS staff have immediate access to e-documents & case information; eligibility work is assigned as it is ready to process: “Yes, we did receive your paperwork and it has been worked.”

# ConneCT – Web Services

*Expands Access*



- Pre-screening – Am I eligible?
- My Account – What is the status of my case?
- Online Redetermination – It is time to renew my benefits.
- Access anytime.
- Access to support for PIN and password resets or navigation questions.
- Change Reporting- I am working.
- Online Application – I would like to apply.

# ConneCT - Enabling Real-Time Status Updates



## MyAccount

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### Case Information

Client Name: [REDACTED]	Client ID: [REDACTED]
Client Address: [REDACTED]	Office Address: New Britain 30 Christian Lane New Britain, CT 06051 General Information: 1-866-723-2591 
Home Phone: [REDACTED]	
Cell Phone:	

### Benefits Summary

Food Benefits	Head of Household	Details
SNAP	[REDACTED]	

Medical Benefits	Head of Household	Details
Family Medicaid	[REDACTED]	

### Recently Received Documents

Below are the documents we have recently received from you. Please note: Documents that have been reviewed may not impact your case status right away.

Document Type	Document Category	Document Status
U-SSC	Child Support	Received
		Received
U-SSC	Child Support	Reviewed
		Reviewed
W-1E	Authorization, R&R, etc.	Received

# ConneCT –

## *Bridgeport Production Test Feedback*

- We worked with 24 customers in Bridgeport to setup their accounts.
- After using ConneCT, we asked each participant to independently complete a brief survey about their experience:
  - All individuals thought using ConneCT was 'Very Easy' (91%) or 'Easy' (8%). No one indicated that ConneCT was 'Difficult' or 'Very Difficult' to use.
  - All individuals thought ConneCT provided the information that they needed about their benefits.
  - All individuals indicated that they would use ConneCT again.
  - All but one respondent said they would use ConneCT instead of coming in person or calling DSS.

# ConneCT – *Interactive Voice Response (IVR)*

**One statewide toll-free number:  
1-855-6-CONNECT**

- Provides IVR system for secure, anytime access to generic and case-specific information to customers by phone.
- Information is safe and secure using a confidential PIN number along with DSS client authentication.
- Workers trained to screen for callers with disabilities requiring extra help or special accommodation.

# ConneCT – *Benefits Centers*

Three Benefits Centers – Bridgeport, New Britain, and Waterbury

## Access to Eligibility Workers over the phone

- If a person wants to speak with an eligibility worker, they will be transferred to a Benefits Center.
- Eligibility Workers in Benefits Centers:
  - Answer questions, process change requests, mail applications and other paperwork, and provide information regarding other resources.
  - Work on the issue or process as far as they can on that given occasion – e-documents readily available
  - Identify any outstanding issues and create the necessary electronic process for follow-up or completion of the action.

# ConneCT – *Benefits Centers*

## *Customer Centered*

- Access to an eligibility worker over the phone.
- Eligibility workers have access to all e-documents and case information to provide support.
- A customer centered solution if a person does not want to come to a DSS building.

## *Quality Focused*

- Ability to track how long callers wait.
- Able to redeploy resources to the benefits center based upon data.
- Knowledge of average lengths of calls and resolution.

# ConneCT – *Document Management and Workflow*

- Provide tools so eligibility staff can manage volume, process work timely, and focus on quality.
- Documents are indexed and scanned into the ConneCT system and accessible to any worker, regardless of location.
- All documents received will be accessible electronically within 24 hours.
- Access to data to make staffing and other resource decisions.

*Adaptability*

*Efficient Deployment of Resources*

*Outcome Driven*

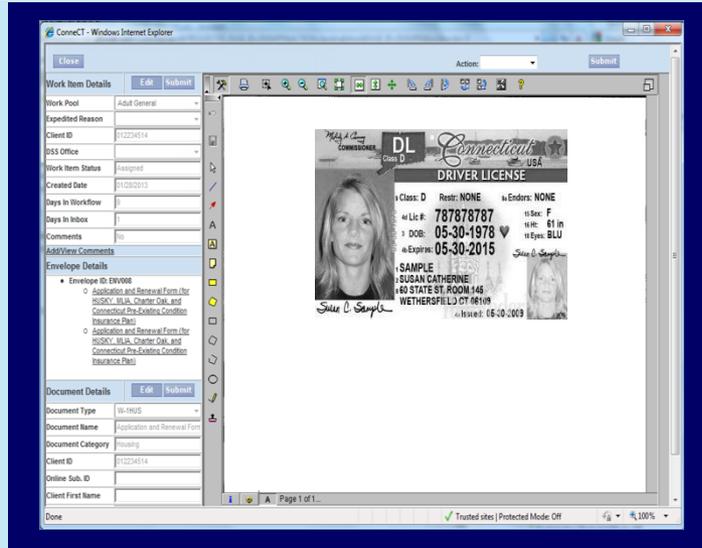
# ConneCT – *Document Management and Workflow*

- Statewide Document Imaging Center
  - Incoming documents scanned at a central location and electronically transmitted to statewide worker portal
- Processing Centers located across the state.
  - Eligibility workers dedicated to processing work received via document management, online, & through systems interfaces.
- Service Centers located in every office.
  - Eligibility workers dedicated to seeing people who come to a DSS office.
- Benefits Centers located in 3 offices.
  - Eligibility workers dedicated to respond to people over the phone.

# ConneCT - DSS Worker View



ConneCT Worker Portal



EMS Eligibility System



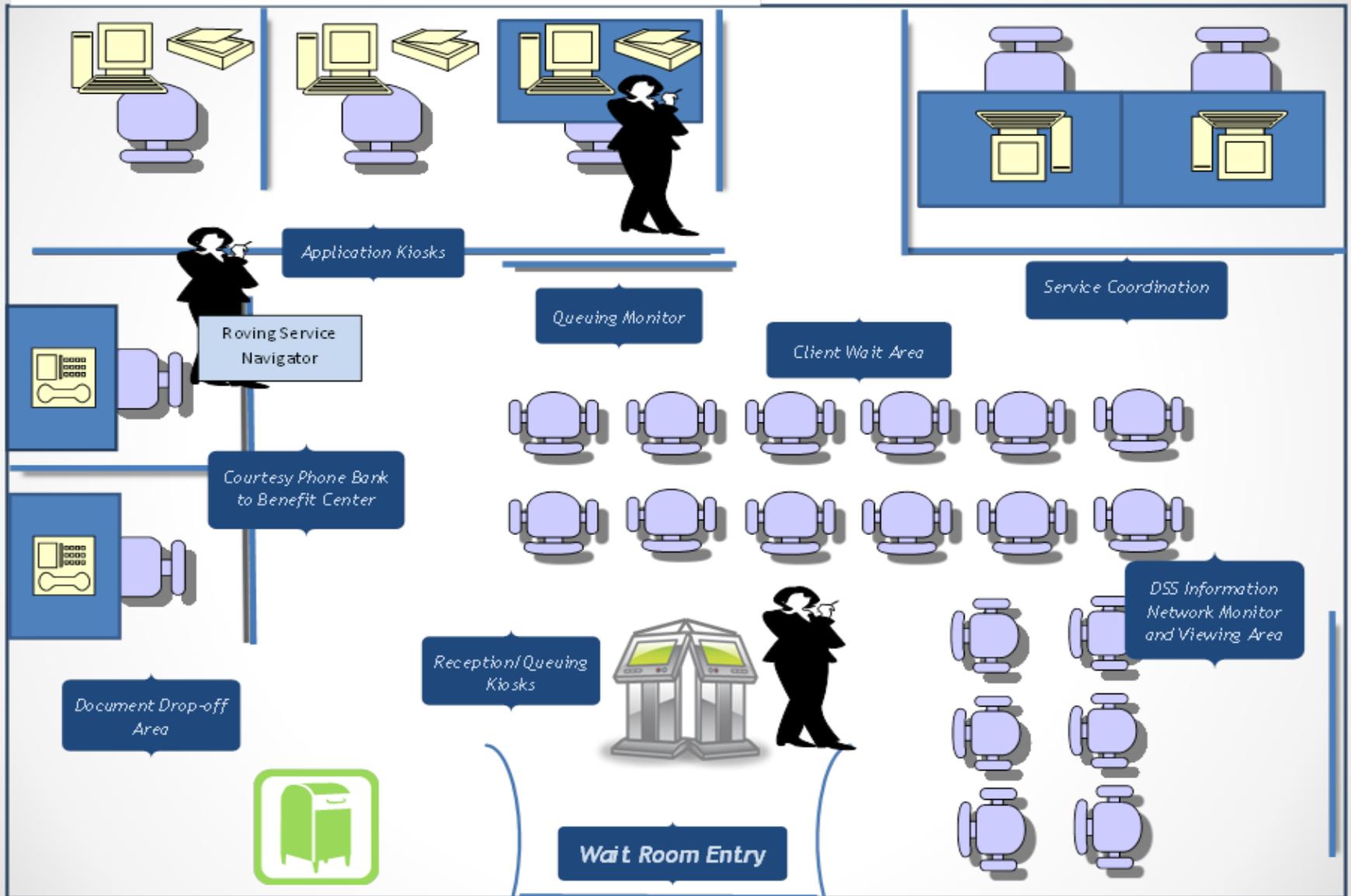
# ConneCT – *Service Centers Office Access*

- Redesign of offices to Service Centers.
- Utilize principles of Universal Design.
  - Electronic queuing, accessible interview booths, noise reduction surfaces, open aisles, accessible seating.
- Focused on creating a quality service experience for visitors.
- A person can go to any DSS office in the state.
- Use of technology and physical plant enhancements.

*Quality Focused*

*Customer Centered*

# DSS Service Center - Concept Design (Not to scale)



# ConneCT – *Redesigning the Business*

- “LEAN” eligibility processes.
- Redesigned the “caseload” concept to be able to process eligibility more quickly and efficiently.
- Maintain specialty areas in certain programs like long term care to insure consistent handling of complex eligibility determinations.
- Redesigning agency forms for ADA requirements, “plain language,” and bar codes for document imaging.

*Adaptability with  
Technology*

# *ConneCT*

## *Demonstration*

**Jordan Schneidman**

Deloitte Consulting LLP

## What's Next:

# EMS Replacement - *Transforming the Eligibility Management System*

### *Current situation:*

- People must apply for each benefit program separately.
- Duplication of effort and increased cost to the state.
- Delays in benefits.
- Lapses in benefits
- Frustration and confusion as a result of notices from EMS.

# EMS Replacement - *What the Future Holds*

- Planned integrated eligibility initiative that will create a **“single front door”** to all CT’s human service programs.
- Integrated eligibility platform
  - Facilitate cost-effective information sharing across Connecticut’s HHS enterprise, supporting improved operations and performance.
  - Flexible business rules engine and other service components will create a system that is agile.
    - Facilitates the ability for the state to respond to changing federal and state health care coverage and program eligibility policies.

# *Integrated Eligibility Determination*

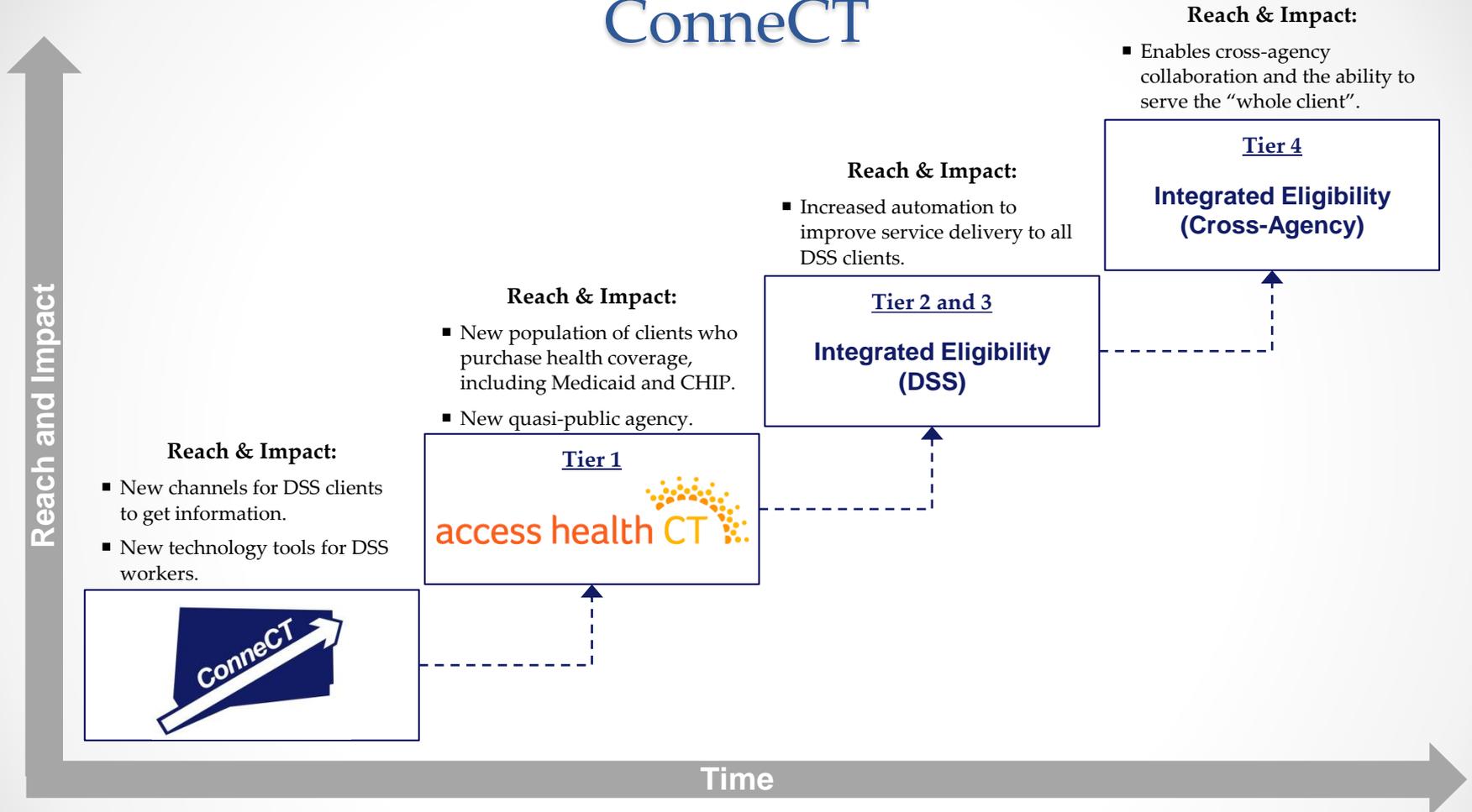
- Effective January 1, 2014, Affordable Care Act:
  - Requires states to operate a website that links the Health Insurance Exchange (Access Health CT), Medicaid, and Children's Health Insurance Program (CHIP) and permits individuals to compare available health coverage options and apply for or renew such coverage

# *Integrated Eligibility Determination (cont.)*

- Connecticut plans to implement a “no wrong door” approach that will provide access to Health Insurance Exchange services as well as to non-MAGI Medicaid, SNAP, and Temporary Family Assistance (TFA)-related services and data
- This will be facilitated by a single shared eligibility service that will be used by both the Exchange and DSS to determine eligibility for Medicaid, CHIP, Advance Premium Tax Credits & Cost Sharing Reductions (APTC/CSR), as well as non-health public assistance programs such as SNAP and TFA

# Planned series of milestones, starting with

## ConneCT



**These projects build on each successful milestone to increase reach and impact.**

# ConneCT - *Early Results*

- Since statewide implementation of ConneCT (week of 7/8/13):
  - 22,757 calls answered
  - Average wait time is less than 5 minutes
  - 1,770 phone interviews conducted
- ConneCT usage to date:
  - 23,820 total IVR client accounts created
  - 22,854 active online client accounts created
  - 312,857 documents scanned and indexed
- Our three Benefits Centers (Bridgeport, Waterbury, & New Britain) are almost entirely electronic; NO PAPER.
- Hartford current in processing with highest rates of SNAP timeliness.
- Department is able to track all client and worker activity that was not available previously.

# ConneCT – *What the Future Holds*

- **Access not limited by regional boundaries.**
  - Redesign of business processes for ConneCT complete. Eligibility workers are no longer assigned to specific caseloads but share work tasks across the state.
  - Individuals have access to any worker, not just one.
- **Encourage self-service.**
  - When people come to our offices or call our benefits centers – first call or first touch resolution sought.
  - However, they will be encouraged to self serve going forward - support will be provided in creating an account, using the kiosks, and accessing information through the IVR.
- **Accessing the right support.**
  - Community services information, EBT replacement, navigation questions related to use of My Account, PIN and password resets will be managed through our partners.
  - If a person only needs these types of services, they will be redirected to the appropriate resource.



## **DSS – *Our Service Focus Now***

How can your constituents self-serve?

- DSS Client Information Line & Benefits Centers:  
**1-855-6-CONNECT**
- MyAccount and ‘Am I Eligible?’:  
**[connect.ct.gov](http://connect.ct.gov)**

# ConneCT – Customer Centric & Service Driven



Web Services  
Telephony  
Document  
Management  
and Workflow

ConneCT

Communication  
Accountability  
Service

EMS  
Replacement

# DSS Implementation Team

Patty Ostroski
CarolSue Shannon
Yecenia Acosta
Julie Risko
Greg Somers
Mary Ellen McKeon
Michele Sorbo
Judy Acosta
Nilsa Colon
Monica Milles
Jill Sweeney
Carolyn McCarthy
Jessica Potvin
Jessica Pizzutto
Lacey DosSantos
Michael Collins
James Breece
Laverne Campbell
Lee Theroux
Amy Kreidel
Nicole Litner
Julia Solano
Jennifer Stalker
Pamela Riddick-Corbin

Donna Switz
Michelle Milhacik
Charles Robinson
Mona Palomba
Susan Mc Donald
Eric Gray
Rachel Anderson
Scott McDonald
Kecia McMillian
Karen Melillo
Stacy Fappiano
Carol Walters
Joe Alexander
Heidi Warren
Margaret Diaz
Mike Roberts
Karen McDonald
Alicia Thigpen
Claudia Aguilar
Mike Briggs
Joe Gil
Tricia Morelli
Carol Montes
Heather Shortier
Kari Echevarria
Chris Meza
Antoinette Sherrod
Theresa DeAngelis

Christine Morin
Ryann Mac Donald
Andrew Williams (Rutheven)
Chandra Goodson
Elizabeth Ciaburri
Brittany Velleca
Ed Donroe
Tonya Cook
Jerrilyn Goodwater
Ester Luong
Darien Haney
Michael Ober
Sherri Hicks
Kellee Beattie
Dolores Gonzales
Rebecca Mercer
Kristin Haggan
Elizabeth Miller
Shantice Grant
Iris Wilson
Brendan Taylor
Olga Ivenskaya
Penny Bergstron
Ralph Hyacinthe
Carmen Ferrer
Michael Thomas

# DSS Implementation Team

Laura Bongiorno
Ralph Filek
Ariel Villanueva
David Mazzone
Krista Ostaszewski
Chrystine Longley
Brenda Patterson
Meyling Real
J.J. Ambrogio
Barbara Brunner
Stacey Wencek
Theresa Polseno
Colleen Velez
Angel Branfalt
Charon Smalls
Sarah Chmielecki
Deidra Smith
Michael Reid
Reginald Timmons
Noah Cass
Tiffany N.Pierce
Mark Yeomans
Amy Wiener
Christine Pinto

Lauren DeLuca
Savath Yin
Lisa Grunigen
Paul Chase
Susan Daly
Tim Latifi
Jose Velazquez
Allan Perry
Debbie Matus
Jeffrey Nelson
Tina Anderson
Carmen Rodriguez
Katie Milkie
Joann Opperman-Stone
Chuck McKeon
Fran Freer
Marcia Willis
Bonnie Shizume
Joseph Davey
Josie Savastra
Lauren Mahoney
Valerie Winschel
Eileen Ibarra
Lourdes Torres
Michelle Anderson
Tom Sullivan
Dan Giacomi
Christopher Hosein
Fran Kula

Jenalee Gaughan
Doug Church
Laurie Filippini
Glenn Guerrero
Kaila Rubin
Eric Gamache
Tim Moffitt
Angelina Nelson
Peyton Milner
Ken Smiley
Cassandra Pearson
Patricia Cipollini
Todd Mercier
Regina Holmes
Vanessa Gervais
Millicent Fenn
Kwon Yi
Theresa Jones
Robin Waddell
Wanda Hawley
Kathy Misset
Patty Dunn
Melissa Garvin
Bernie Evans
Dawn Lambert
John Levesque
Karri Filek

# DSS Implementation Team

<b>Kat Thornton</b>
<b>Joanne Ducas</b>
<b>Julie Lutton</b>
<b>Mike Barille</b>
<b>Vanessa Soares-Bowden</b>
<b>Phil Pion</b>
<b>Dave Arena</b>
<b>Mike Gianetti</b>
<b>Jenny Trykoski</b>
<b>Deb McMullen</b>
<b>Hope Langer-Marshall</b>
<b>Alex Sirios</b>
<b>Stas Kusinski</b>
<b>Ashley Thompson</b>
<b>Pete Petrella</b>
<b>Ned Grayeb</b>
<b>Ian Newell</b>
<b>Ana Chambers</b>
<b>Laurie Ann Wagner</b>
<b>Trish Tartaglino</b>
<b>Mark Greene</b>
<b>Steve Mannetti</b>
<b>Willis Moore</b>

<b>Diana Mason</b>
<b>Ken Stellar</b>
<b>Sandy Worrell</b>
<b>Dicie Meuller</b>
<b>Greg Sheehan</b>
<b>Karl Crandall</b>
<b>Raphael Kassman</b>
<b>Quaseer Mujawar</b>
<b>Dave Gill</b>
<b>John Sullivan</b>
<b>William Spigel</b>
<b>Nick Zemanek</b>
<b>Louis Ruffino</b>
<b>John Garvin</b>
<b>Jim Olihan</b>
<b>Vatsal Desai</b>
<b>Chris Bane</b>
<b>Jordan Schneidman</b>
<b>Lorrie Taylor</b>
<b>Vance Dean</b>
<b>Lou Polzella</b>
<b>Steve Markoski</b>
<b>Diane Anton</b>
<b>Carline Capozzi</b>
<b>Office of Public Affairs</b>

# Streamlined application

