

IT INVESTMENT CAPITAL FUND PROJECT STATUS REPORT

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: Louis Polzella, IT Director, DSS

AGENCY/PROJECT NAME: DSS / ConneCT

PROJECT MANAGER: Louis Polzella

REPORTING PERIOD: 01/01/2014 – 06/30/2014

Total Funds Requested: \$8,550,041

Bond Commission Approval(s):	Date: Feb. 2013	Amount: \$ 6,946,683
	Date: Jan. 2014	Amount: \$1,603,358

Accumulative Total Capital Fund Expenditures to Date: \$ 7,058,896

Brief Project Description/Summary:

The DSS ConneCT project will modernize the agency's existing infrastructure with the implementation of a Modernization of Client Service Delivery (MCSD) solution utilizing three (3) specific technologies: Internet-based Client Access and Web Services, Document Scanning and Work Flow Management, and Interactive Voice Response (IVR) and Call Center Services. These technologies will be integrated with our existing eligibility legacy system known as EMS. These functionalities will increase the efficiency and effectiveness in how DSS serves its customers.

Progress Achieved to Date:

ConneCT is in a Maintenance and Operations Mode. ConneCT Release 4.0.3 went into Production on July 17, 2014. Release Summary: A new SNAP work pool has been created for all non-expedited SNAP applications. Any application where SNAP has been requested (online or mail-in) and the household does not meet the expedited criteria will route to this queue automatically even if other programs were selected. It will help address timeliness of SNAP processing. The ability to create 1348's and general cover sheets that will go directly to this new SNAP application pool was implemented. This will be the pool to select when creating a 1348 on a SNAP application or when printing a general cover sheet for a pending SNAP applicant. Additionally, this pool will be available, when needed, in the drop down box for rerouting work items from other queues. There is also a new drop down function in the Work Item Inbox. This function provides for the pulling of items directly from specific work pools without local management needing to reconfigure unit priorities.

Issues and Risks:

none

Next Steps & Project Milestones:

July 8, 2014, marked the one-year anniversary of ConneCT's implementation. DSS, BEST, and Deloitte are currently working on the next big ConneCT deployment, 4.1 which is schedule for implementation in October 2014. The release will provide much needed integration with the Access Health CT application.

