

Field Operations Update

06.09.17

- Business Procedures
- Benefits Center
- Processing Center
- Service Center
- ImpaCT Status Overview
- Centers for Medicare and Medicaid Services (CMS) & Food and Nutrition Services (FNS) Communication
- Training Status
- Implementation Support



Waterbury



Bridgeport



New Britain



Benefits Center



Service Centers



Processing Centers



Hartford



Manchester



Danbury



Middletown



New Haven



Norwich



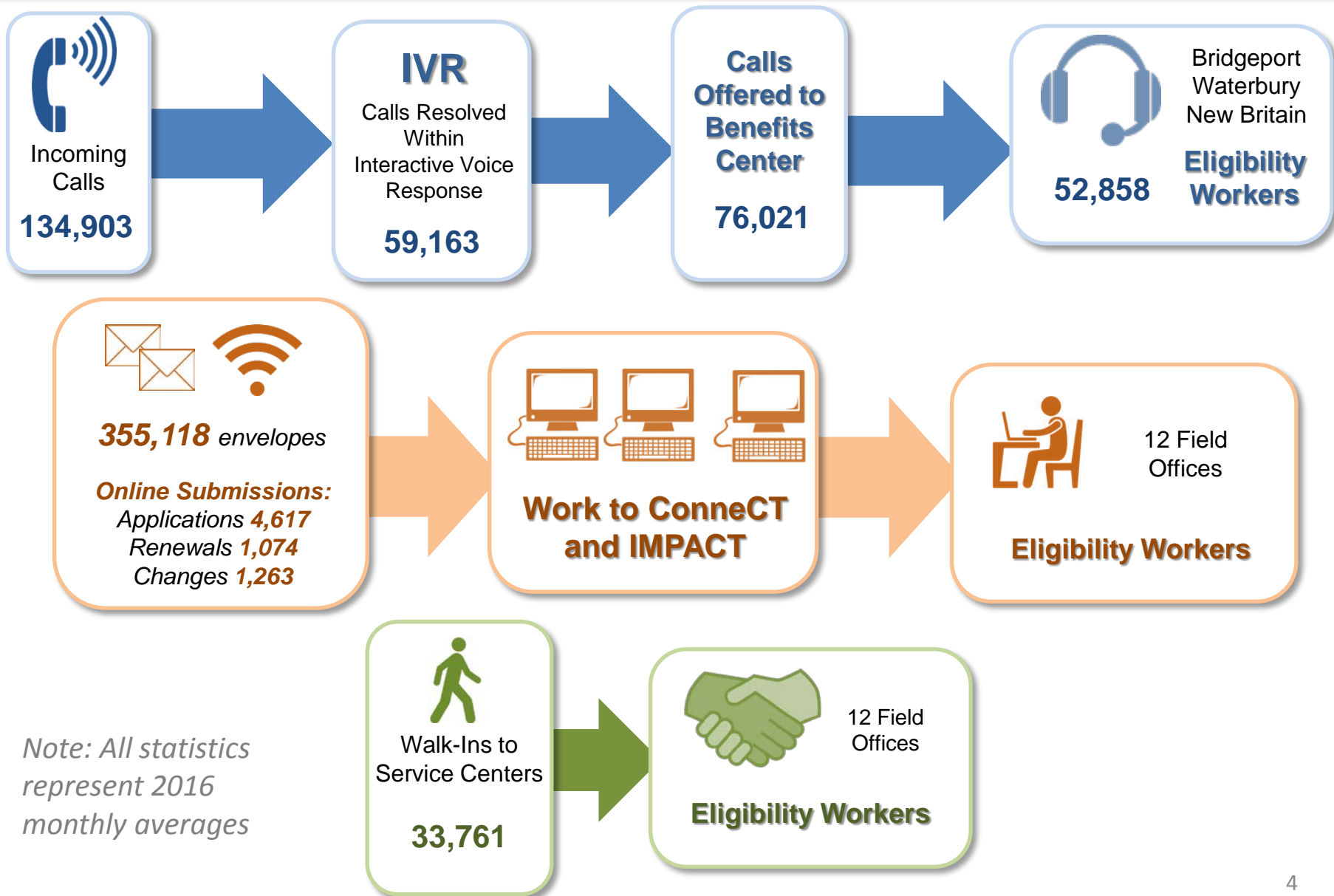
Stamford



Torrington

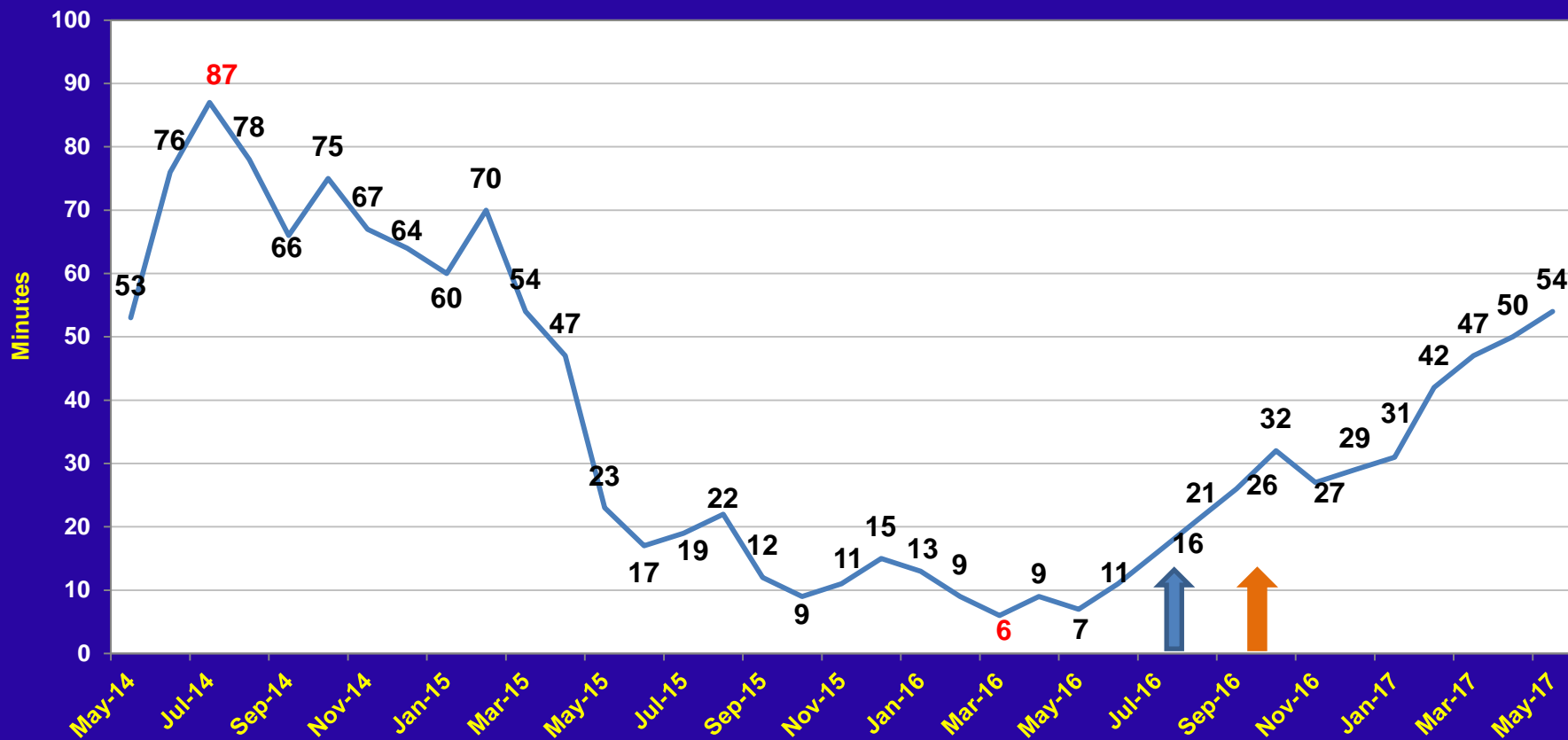


Willimantic



Note: All statistics represent 2016 monthly averages

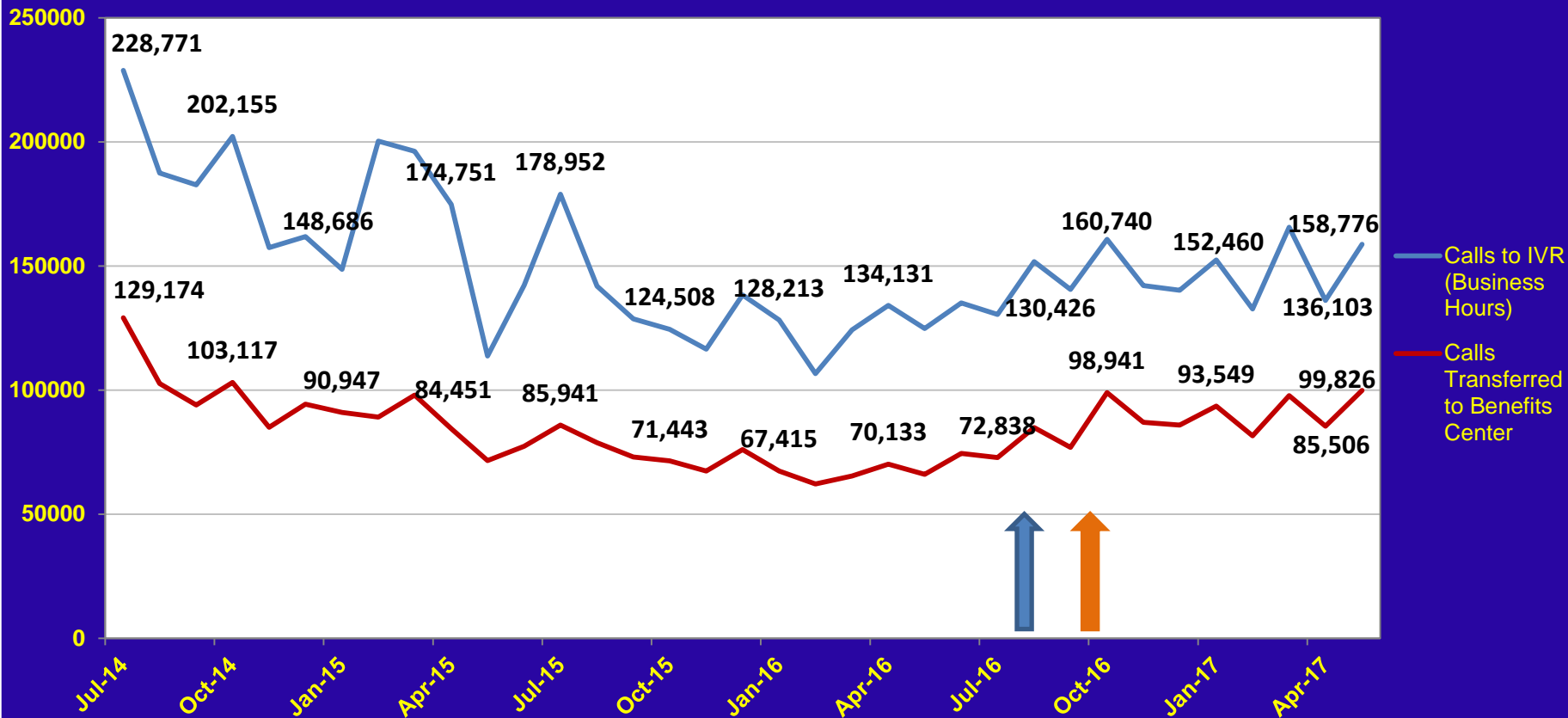
Benefits Center Average Wait Time (minutes)



↑ -Statewide ImpaCT Training Begins 8/2016

↑ -Pilot Implementation 10/2016

IVR and Benefits Center Incoming Calls

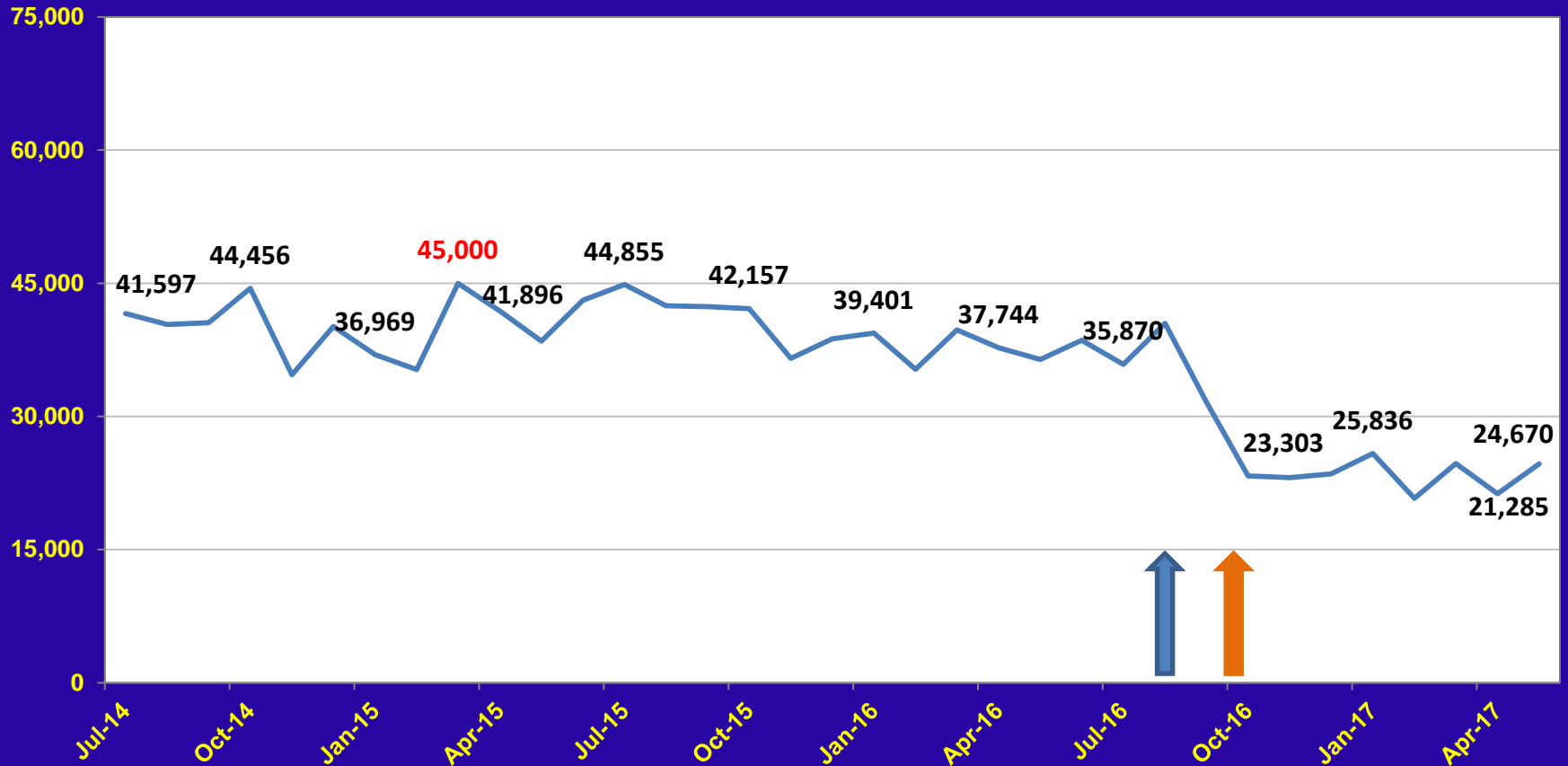


↑ -Statewide ImpaCT Training Begins 8/2016

↑ -Pilot Implementation 10/2016

- SNAP Timeliness improved dramatically from 56.7% in FFY 2011 to 94.55% in FFY 2015.
- Connecticut SNAP timeliness has remained among the highest performing states in the nation, at 100% as of the last reporting period ending in December 2016
- SNAP Payment Error Rate for November 2016 ranked 13th nationally
- Medicaid Timeliness (including Long Term Services and Supports) has averaged 94.4% timely (in 2016).

Service Center Walk-ins



↑ -Statewide ImpaCT Training Begins 8/2016

↑ -Pilot Implementation 10/2016

- The ImpaCT implementation timeline has been realigned and extended slightly to support our phased-in approach.
 - Optimizes overall system performance, including batch run times and conversion rates
 - Separate phases for Benefits Center Offices
 - Keeps the timeline abbreviated while allowing sufficient stabilization time
- The following ImpaCT waves have been successfully implemented:
 - **Pilot** (October 2016) – Middletown office
 - **Wave 1** (February 2017) – Stamford and Torrington offices
 - **Wave 2** (March 2017) - Hartford and Danbury offices
 - **Wave 3** (April 2017) - New Britain, Manchester and Willimantic offices

Updated Implementation Plan



- DSS reports regularly to CMS & FNS regarding the project schedule, system performance, risks and issues, issue resolution, and implementation efforts
- CMS & FNS continue to provide positive feedback and consider the ImpaCT project a model for other states
- DSS is assisting CMS & FNS to share best practices with other state projects by
 - presenting at CMS Zone Webinars to other states on Project Management & technical approaches
 - presenting at Northeast Regional SNAP conference on Project Management in July 2017
 - facilitating a state-to-state conference call for FNS

- **IMPACT training**
 - 66 total eligibility training sessions between August 2016 and May 2017
 - 14 Long Term Services and Supports (LTSS) training sessions
 - Each session 9 days long
 - 860 Total Eligibility Staff
- **Wave training nearing completion**
- **Refresher training in progress**
- **Training team currently researching ongoing & advanced topic training opportunities**

- Site Support provided for Wave offices post go-live
- Daily Debrief and FAQs
- Implementation Calls held 3 days per week
- Ongoing Business Process Development



Thank You