



**ImpaCT Update and
DSS Public Dashboard
March 9th 2018**



ImpaCT Update

ImpaCT Overview

- ❑ Statewide Implementation achieved August 14, 2017
- ❑ Premium Payment Module implemented February 23, 2018
 - ❑ ***New functionality*** to support invoicing and payment processing for CHIP (HUSKY B) and Medicaid for Employees with Disabilities (S05) premiums
- ❑ Over 1 million active and recently closed clients have been converted from the legacy system (EMS) to ImpaCT
- ❑ System performance is stable
- ❑ Additional regulatory changes, interfaces, and functionality planned or in progress

Realized Benefits

- ❑ Online tools to promote convenient, self-service options (applications, renewals, and changes)
- ❑ Client Benefits Account provides immediate, 24/7 access
- ❑ Optional email notification, replacing paper
- ❑ Advanced tools to enhance program integrity and improve payment accuracy

Staff Training

- All DSS staff fully trained in ImpaCT

- Premium Payment Module training complete

- Training team currently conducting advanced topic training covering 11 key areas



DSS Public Dashboard



DSS Public Dashboard – March 2018

Self Service

249,298

MyAccounts

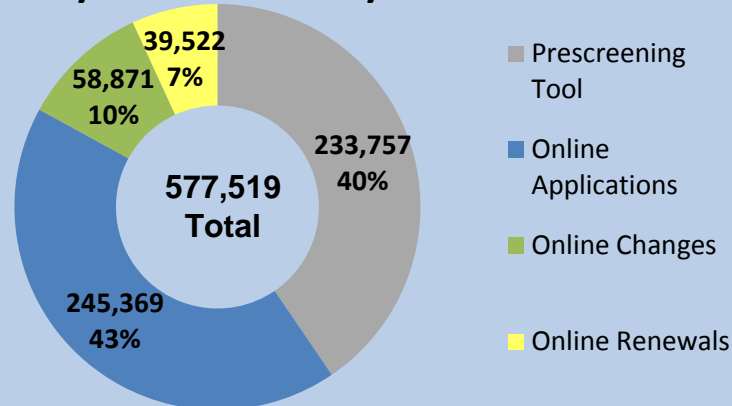
Client accounts created over the phone since implementation 2013

282,418

Secure PINs

Online accounts created over the phone since implementation 2013

MyAccount Activity



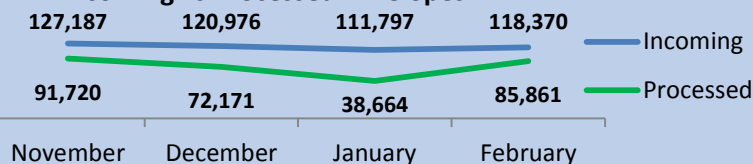
DSS Processing & Outcomes

DSS Work Flow

20,440,953

Total Documents Scanned

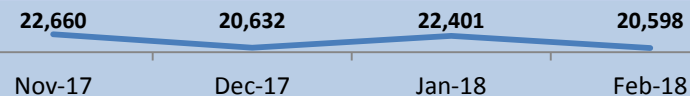
Incoming vs Processed Envelopes



Service Centers

22,401

State-Wide Total Walk-Ins



Benefits Centers

2,440,953

Total Calls Serviced

	Nov-17	Dec-17	Jan-18	Feb-18
Calls Resolved By IVR	62,265	79,240	162,238	166,510
Average Wait Time (mins)	74	77	100	106
Calls Serviced	34,619	33,324	30,813	23,659



Special Notice Mailings

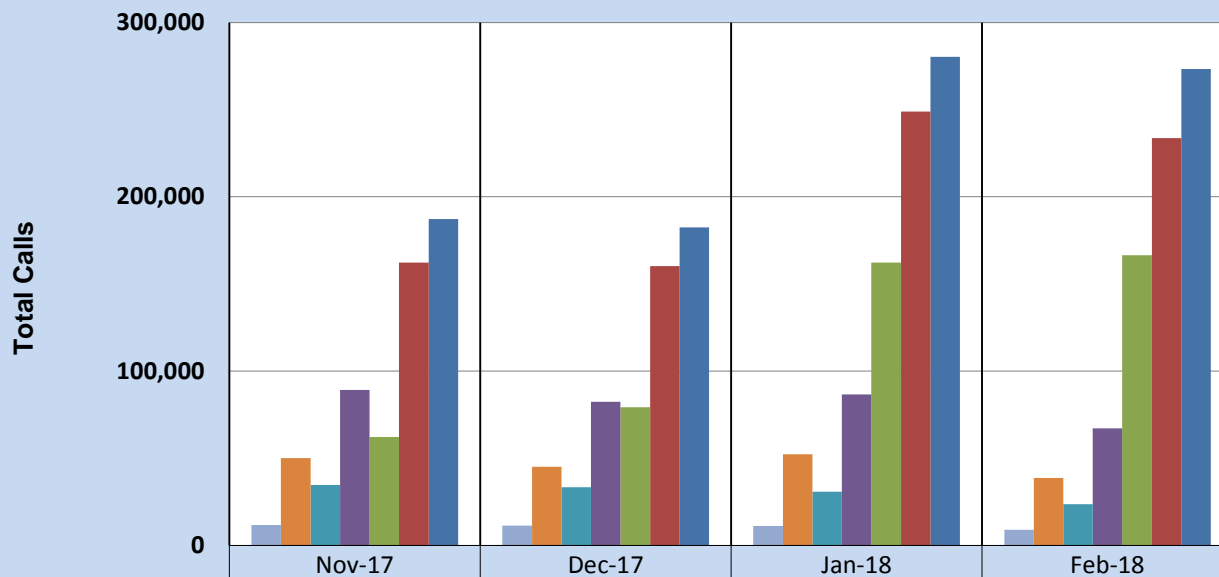
December 2017 through January 2018

Notice Type	Target Population	Date of Mailing	Approx Volume
NEMT	Medicaid recipients who have used medical transportation in last year	12/4/2017	53,000
MSP Reduction	MSP households potentially affected	12/12/17 - 12/14/17	140,000
CHIP Closure	HUSKY B	12/15/2017	20,000
CHIP Closure	HUSKY B	1/3/2018	20,000
Dental Change	MA	12/5/2017	350,000
COLA	Social Security benefit recipients	12/4/17 & 12/11/17	90,000
HUSKY A Reductions	HUSKY A	11/13/2017	13,300
HUSKY A Reductions	HUSKY A	12/1/17 - 12/4/17	13,300
SNAP ABAWD	SNAP recipients in 9 towns, ABAWDs	12/22/2017	2,892
CFC Program Changes	CFC Recipients	1/3/2018	5,000
Standard Utility Allowance (SUA) Mass Modification	SNAP recipients affected by modification	1/13/2018	67,000
MSP Extension	MSP households potentially affected	1/22/2018	140,000
CHIP Reauthorization	HUSKY B	1/30/2018	20,000
		<i>Total</i>	<i>934,492</i>



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**Client Information Line:
November 2017 - February 2018**



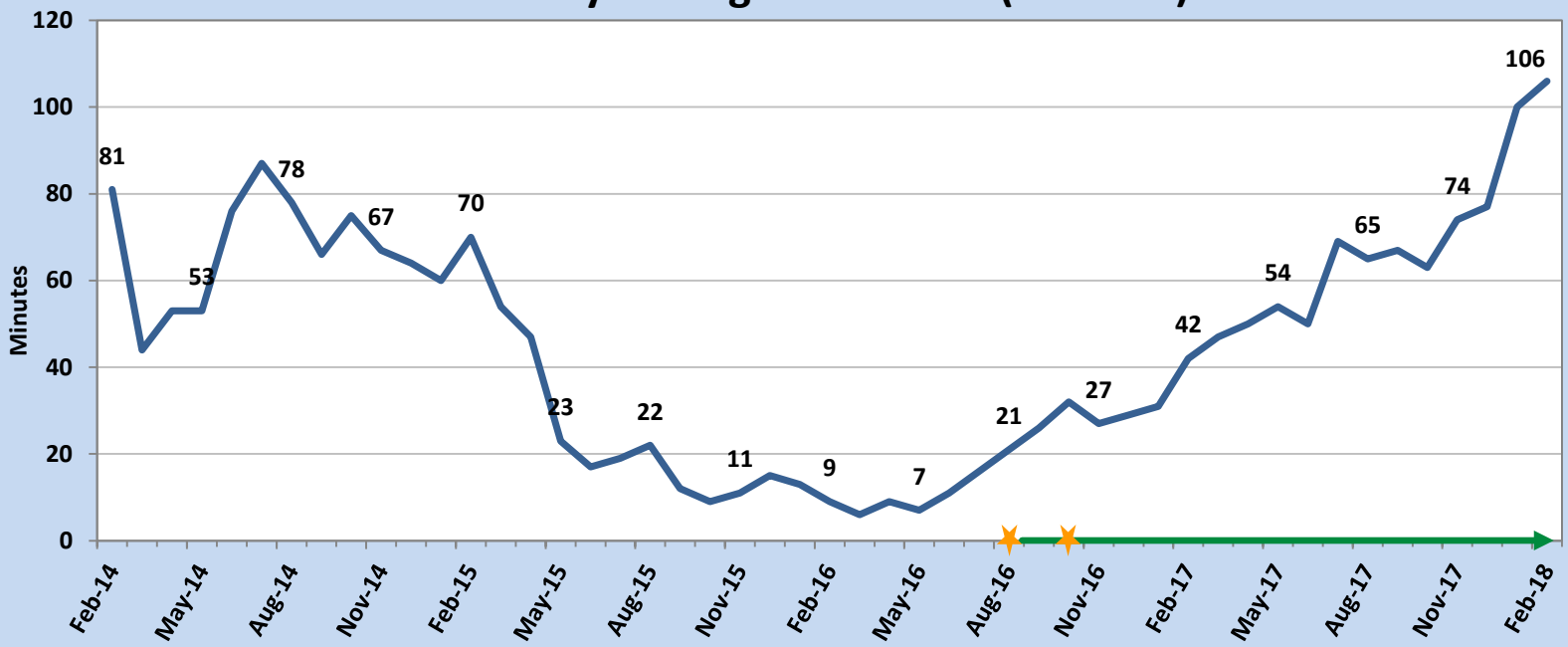
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance
- Several factors contributed to a notable increase in call volume during January 2018, particularly the first week of the month.

■ Total Calls to the IVR (24 hours period)	187,225	182,460	280,219	273,385
■ Total Calls to the IVR (Business hours)	162,248	160,225	248,920	233,747
■ Total Calls Resolved by the IVR	62,265	79,240	162,238	166,510
■ Total Calls Transferred to the BC	89,103	82,325	86,681	67,238
■ Total Calls Answered in the BC	34,619	33,324	30,813	23,659
■ Calls Abandoned in BC Queue After Threshold	50,130	45,086	52,284	38,639
■ Interviews Conducted	11,696	11,428	11,248	8,900

Note: IVR stands for Interactive Voice Response System, while BC is the Benefits Center.
Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

Benefits Center Wait Times: Since February 2014

Monthly Average Wait Time (minutes)

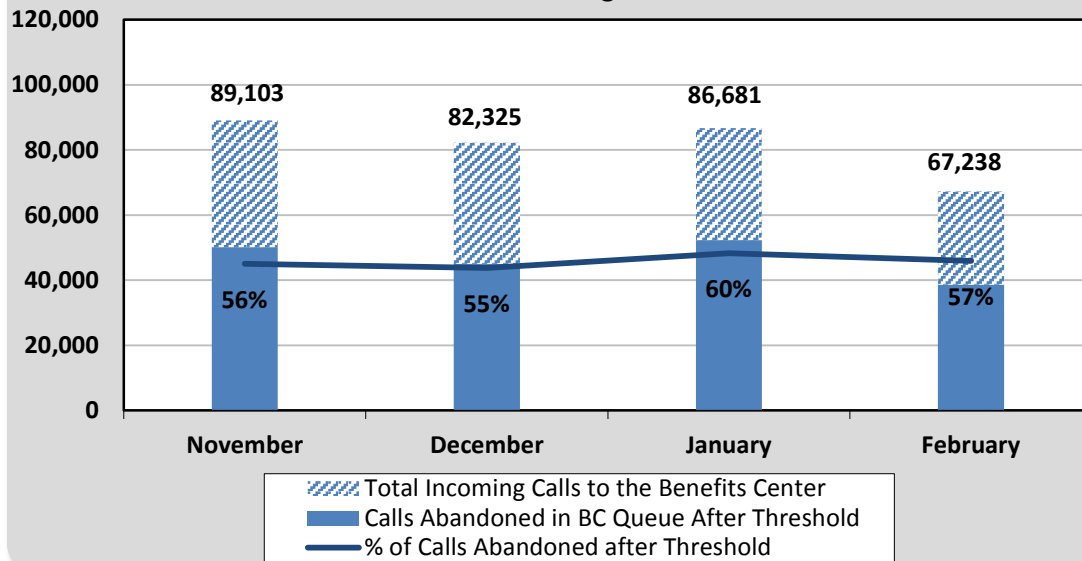


- ☐ Benefits Center Go-Live July 2013
- ★ August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
- ★ October 2016 ImpaCT Pilot implemented
- October 2016 through August 2017 state-wide phased rollout of ImpaCT
- October 2017 through January 2018 over 900,000 special notices mailed
- ☐ SNAP Mass Modification
- ☐ MSP Income Limit Reductions
- ☐ Dental Program Changes
- ☐ Transportation Vendor Change



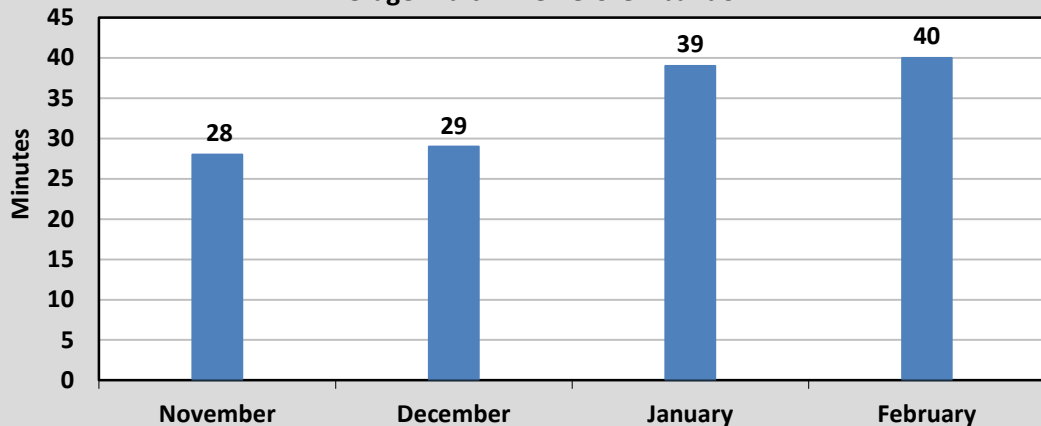
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Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded



Thank You