
ImpaCT



**State of Connecticut
Department of Social Services (DSS)**

6/15/16

Let's Talk About ImpaCT

- What is it
- What are the benefits
- What is the implementation plan

ImpaCT – What is it

- ❑ New Eligibility Management System
- ❑ Replace our outmoded eligibility management system (EMS)
- ❑ Offer a user-friendly, web based system utilizing check boxes, drop down menus, scroll bars, and pre-filled fields and other helpful navigation features
- ❑ Includes our modern ConneCT document management system and online application and renewal functions

ImpaCT - Benefits

- Utilizes a cascading system logic for eligibility determinations and benefits calculation to select the appropriate programs and benefits
- Utilizes a vendor platform but designed by DSS staff
- Incorporates interfaces to facilitate inter-agency information access for eligibility processing

ImpaCT - Benefits

- ❑ Makes correspondence, notices and letters easier to read and more helpful to applicants and enrollees
- ❑ E-correspondence is an option
- ❑ Supports compliance with federal guidance for health and human services integrated notices

ImpaCT Readiness

- Testing – UAT, Interface, Conversion, Production
- Biweekly reporting to FNS and CMS
- Business Process Development
- Change Management – communications developed and scheduled
- Training

ImpaCT Implementation

- The pilot is set for October of 2016
- This pilot is a test of the system to insure that it will provide the critical functionality necessary to serve DSS clients
- Once ImpaCT meets all key performance indicators in the pilot the remaining offices are scheduled to be up and running by Spring 2017

ImpaCT Implementation

- Additional offices will be go live in Waves
- Wave 1 - January - Bridgeport, Stamford, New Haven, Danbury, & Torrington
- Wave 2 – March - Hartford, Manchester, New Britain, Norwich, Waterbury, & Willimantic
- Wave 1 must meet key performance indicators prior to Wave 2 Go Live

ImpaCT Implementation

- Beginning in October our staff will be newly working in the ImpaCT system so we expect eligibility reviews to take additional time
- We will not be closing offices for implementation
- Business processes in place to assist in reducing wait times in the offices and on our benefit center lines
- Key communications to stakeholders of the transition

ImpaCT Implementation

- Training for external partners that have access to ImpaCT
- Key communications for stakeholders will be released
- ImpaCT update on the DSS webpage