



# ImpaCT Briefing

## Covering Connecticut's Kids & Families

3/24/2017

# Agenda

- ImpaCT Overall Status
- Upcoming ImpaCT Production releases
- Additional Wave Schedule
- Field Office Update

# ImpaCT Overall Status

- Pilot implemented 10/11/16:
  - Included the Middletown office
  - 60,083 of 72,505 clients converted at an 83% conversion readiness rate
  - Benefit match rate was 97.37% and 1,736 AUs had mismatches
- Wave 1 implemented 2/14/17:
  - Included the Stamford and Torrington offices
  - 75,923 of 102,576 clients converted at a 74% conversion readiness rate
  - Benefit match rate was 97% and 1,794 AUs had mismatches
- Wave 2 implemented 3/13/17:
  - Included the Hartford and Danbury offices
  - 107,932 of 237,098 clients converted at a 72% conversion readiness rate
  - Benefit match rate was 97.03% and 5,569 AUs had mismatches
- Wave 3 Planned for 4/10/17:
  - Will include New Britain, Manchester and Willimantic
  - Will include the first Benefit Center
- Releases: Update releases are planned bi-weekly to address enhancements to the platform

# Upcoming ImpaCT Production Releases

- Production Release Schedule - Releases are planned approximately every other weekend

Release #	Date
1.15.0	4/1
<b>Wave 3: Go Live – 4/10 (Monday)</b>	
1.16.0	4/22
1.17.0	5/6
<b>Wave 4: Go Live – 5/15 (Monday)</b>	
1.18.0	5/20
1.19.0	6/10
<b>Wave 5: Go Live – 6/19 (Monday)</b>	

# Additional Wave Planning

- All Future waves replicate the testing approach across the four (4) Tracks
- Three-week Cycle to execute all tasks per Wave
- Includes Conversion tests and Dry Runs
- Current roll out plan:

<b>Wave 1</b> <b>2/14/2017</b>	<b>Wave 2</b> <b>3/13/2017</b>	<b>Wave 3</b> <b>4/10/2017</b>	<b>Wave 4</b> <b>5/15/2017</b>	<b>Wave 5</b> <b>6/19/2017</b>
Stamford Torrington	Hartford Danbury	New Britain Manchester Willimantic	New Haven Waterbury	Bridgeport Norwich

# Field Office Update

- Waves 3 and 4 training schedule finalized and in process
- Review incidents to update Training materials
- Continually update business processes
- Each Field Office Has:
  - Creative Communications
  - Daily Huddles
  - Readiness Checklists
  - Job Aids
  - Assurance Strategies
  - Standardized Escalation & Support Process
- State-Wide Support Includes:
  - Daily ImpaCT Implementation News
  - Daily Conference Calls
  - Field Office Support Line
  - On-Going Training

Thank You