



State of Connecticut Department of Social Services (DSS)

CCKF Coalition Meeting - June 19, 2017

Agenda

- Status Overview
- Updated Implementation Plan
- Training
- Implementation Support
- Questions

ImpaCT Status Overview

- The ImpaCT implementation timeline has been realigned and extended slightly to support a 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
 - **Wave 4** (June 2017) – Norwich, Waterbury offices

Updated Implementation Plan

Wave 5

Bridgeport
Summer 2017

Wave 6

New Haven
Later Summer 2017

Training Status

□ IMPACT training

- 66 total eligibility training sessions between August 2016 and May 2017
- 14 Long Term Services and Supports (LTSS) training sessions
- Each session 8 days long
- 860 Total Eligibility Staff

□ Wave training complete

□ Refresher training in progress

□ Training team currently assessing ongoing & advanced topic training needs

Implementation Support

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

Questions