



# **DSS Eligibility Enrollment Update**

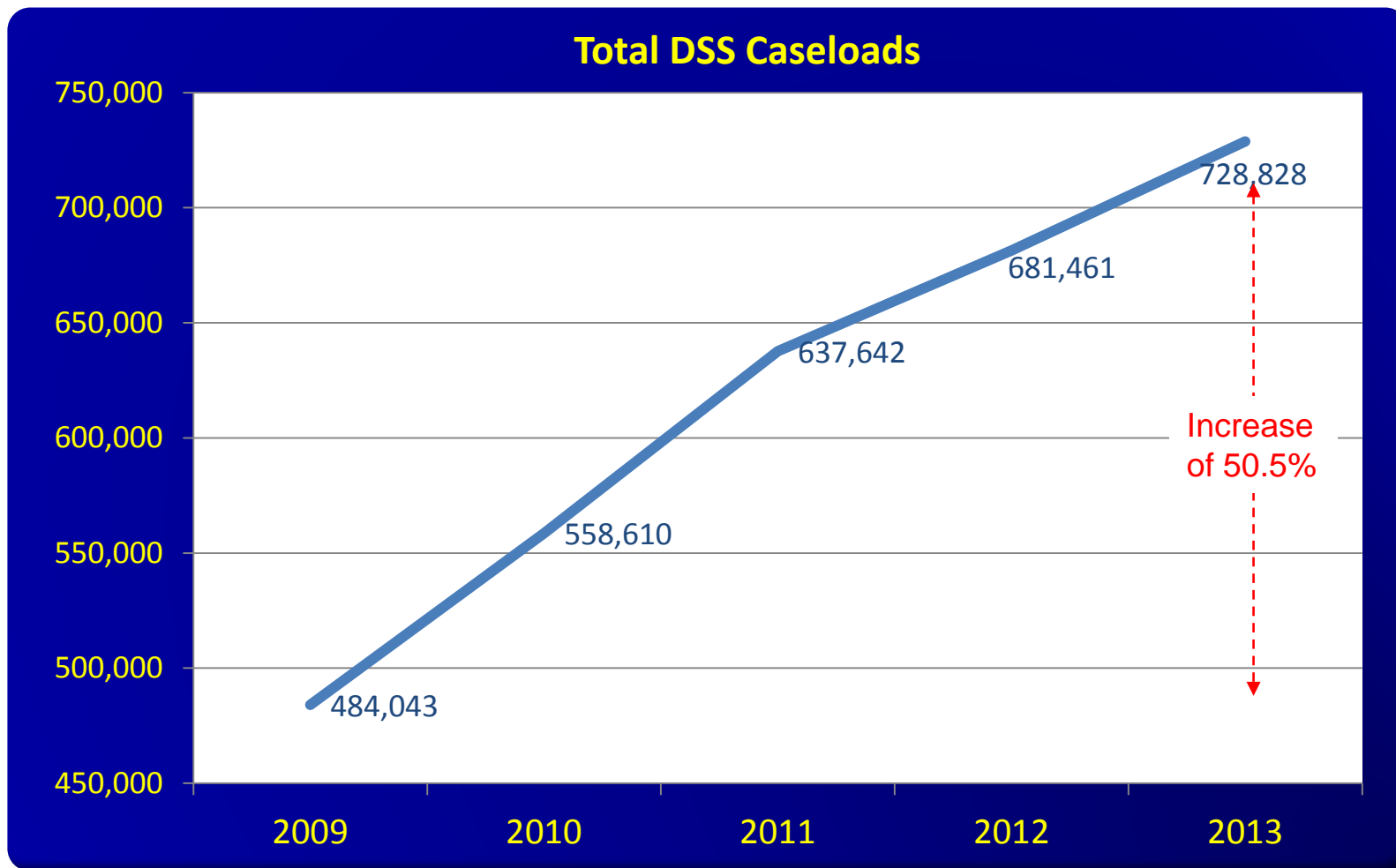
## **April 10, 2015**

- Prior State Recap
  - Pre-Connect Operations
  
- Current State
  - Overview
  - ConneCT Public Dashboard – April 2015
  
- Future State
  - ImpaCT
  - Teracore

# Prior State Recap

- Pre-ConneCT Operations:
  - Service delivery inconsistent across the 12 Field Offices
  - Caseloads exceeding 2,000 per case worker
  - Customers tied to one Field Office
  - Customers unable to independently check case status
  - 1989 mainframe system (EMS) reaching end of its capacity
  - SNAP and Medicaid timeliness among worst in the nation
  - Lack of customer confidence in DSS operations

- Increase in DSS caseloads:



- 2013 Gains:
  - Centralized document scanning
  - IVR and Benefits Center
  - Business Process Reengineering
  - LTSS Reorganization
  - “Service-In-Any-Office” Model
  - Consistent Service Center delivery
  - MyAccount and Client Information Account

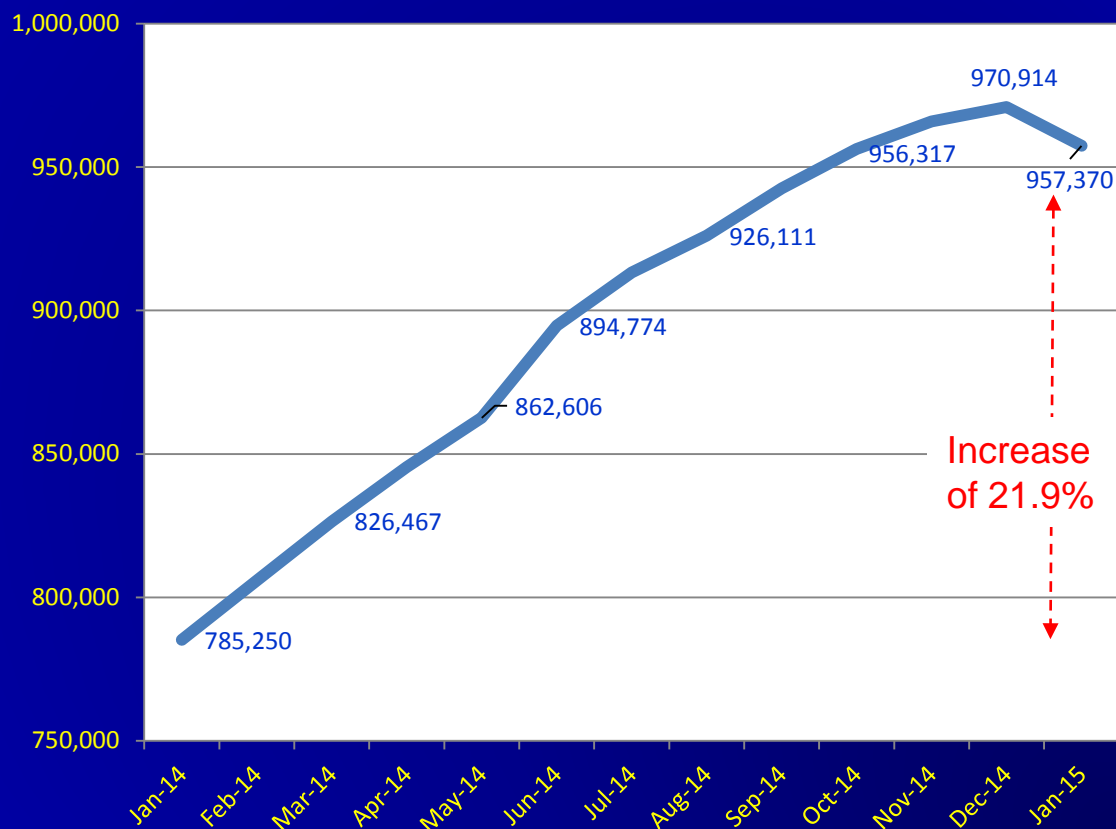
- Post-ConneCT Implementation Challenges:
  - Over 200,000 unprocessed paper work items at go-live
  - Scanning Center volume and indexing issues
  - System performance issues
  - Increased Benefits Center call volume and wait times
  - Increased client base
  - Introduction of Affordable Care Act

# Current State



- DSS serves over 950,000 recipients:

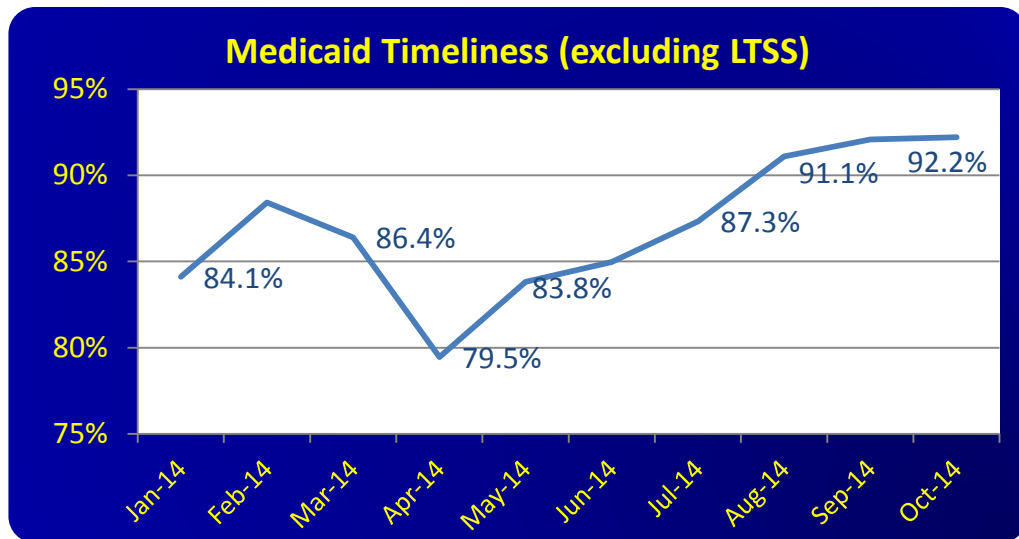
## Unduplicated Total Active Recipients



- Over 1 in 4 Connecticut residents served
- Data represents recipients for the 15 major programs that DSS field staff administer

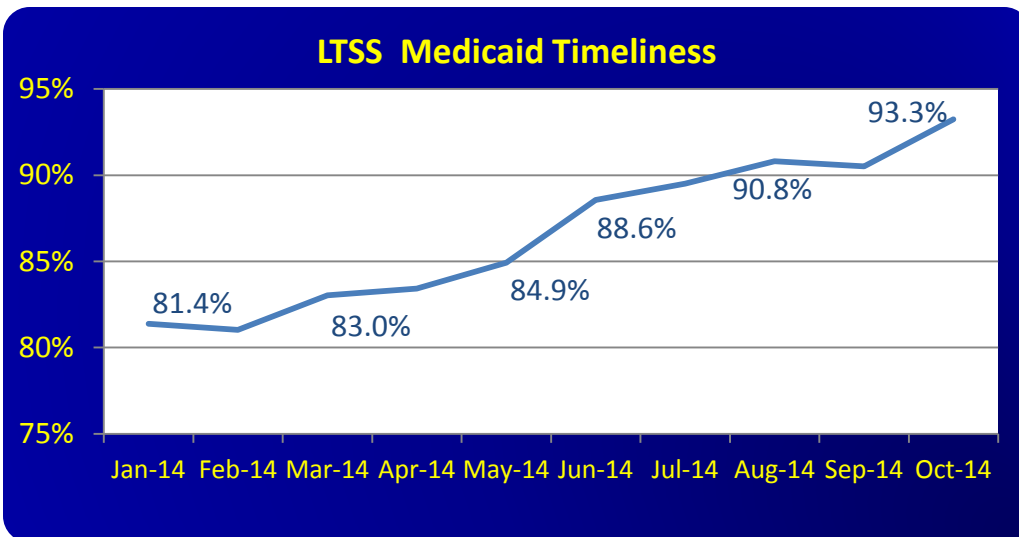
- Overview (non-MAGI):
  - Improved timeliness and reduced payment error rates
  - Steady growth in MyAccounts and Pre-Screenings
  - Online applications and change reporting
    - Link: <https://connect.ct.gov>
  - Document scanning is current
  - Benefits Center Business Process Reengineering (Teracore)
  - Elimination of unprocessed ConneCT paper work items

## Increased timeliness of Medicaid Application processing:



### Medicaid (excluding LTSS):

- Non-LTSS Medicaid timeliness has remained above 90% since August 2014
- Overall non-LTSS timeliness was 78% in July 2013 and 93% in November 2014, an overall increase of 15%
- Timeliness continues to increase

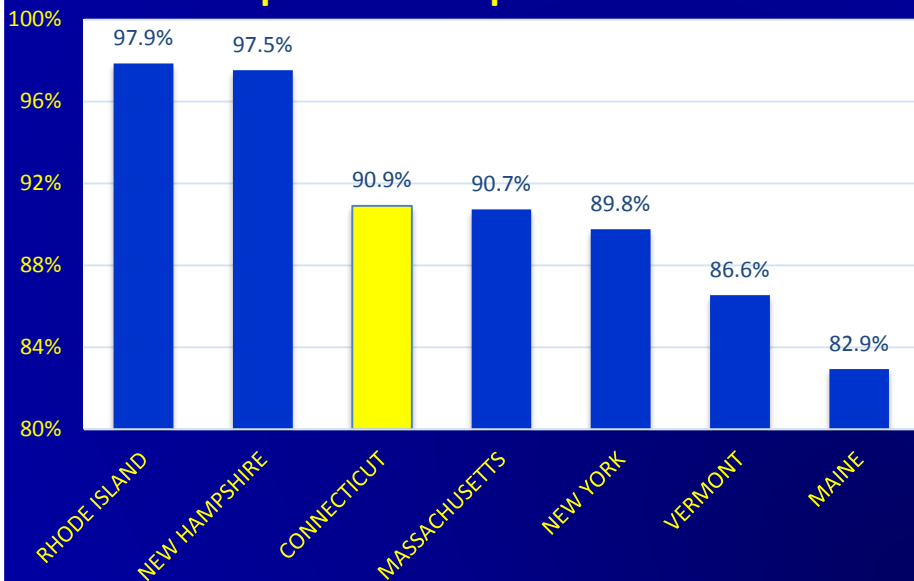


### LTSS:

- LTSS Medicaid timeliness continues an upward trend past 92%

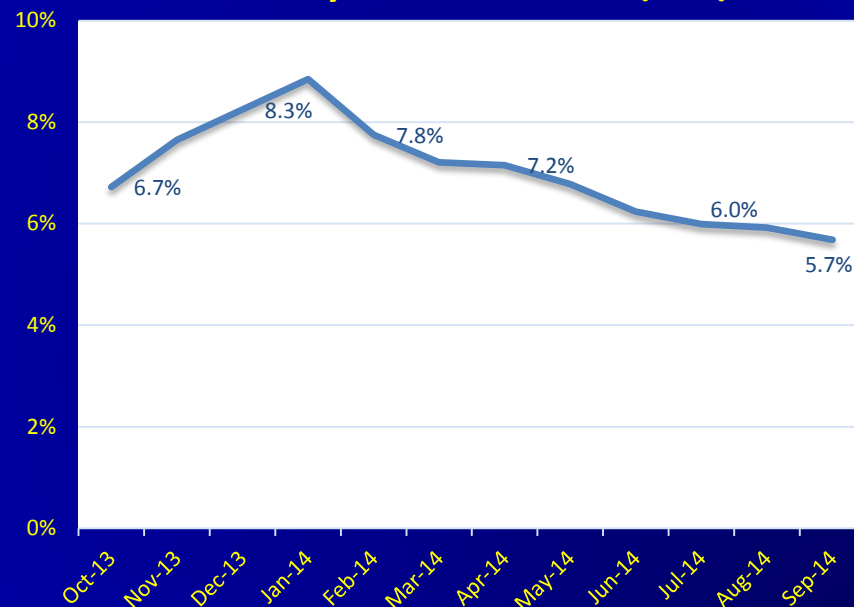
- Increased timeliness of processing SNAP applications;
- Decreased SNAP payment error rate:

### Timeliness By State April 2014 - September 2014



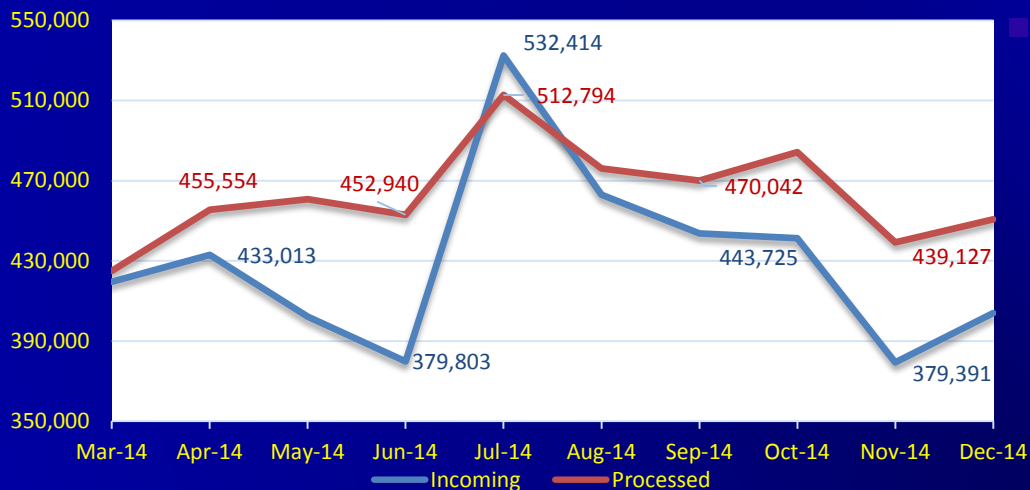
- April 2014 to September 2014 - Connecticut was in third place
- Oct 2013 to March 2014 - Connecticut was last in the northeast for SNAP timeliness

### SNAP Payment Error Rate (PER)



- FY 2015 cumulative error rate currently trending at 0.89%
- Started FY 2014 with a 9% error rate and finished at 5.68%

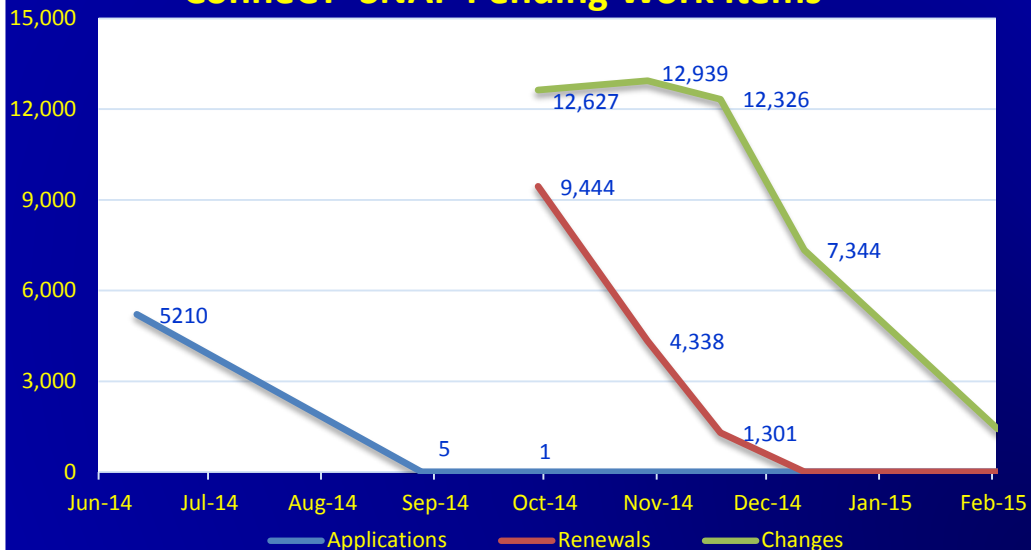
### ConneCT Work Items



Decreasing unprocessed electronic work items among DSS Core Programs:

- Processing more work items than are incoming

### ConneCT SNAP Pending Work Items



- The SNAP pending work items in ConneCT have been significantly reduced

**Self Service**

**Pre-Screening**

**106,138**

*Screenings completed since implementation  
3.4% growth from previous month*

**Online Applications**

**65,708**

*Applications submitted since soft launch 10/13  
7.7% growth from previous month*

**MyAccount**

**118,935**

*Online client accounts created since implementation 07/08/13  
3.8% growth from previous month*

**Client Information Line (IVR)**

**165,041**

*Client accounts created over the phone since implementation 07/08/13  
2.9% growth from previous month*

**ConneCT Online Status**

**99%**

	Mar-15	Feb 2015	Jan 2015
Total Hours Available	99%	99%	99%
Full Days Available	99%	99%	97%
Total Hours Interruption	1	3	19

**DSS Processing & Outcomes**

**DSS Work Items**

**8,733,141**

**Total Documents Scanned since implementation: 8,733,141**

	Mar-15	Feb 2015	Jan 2015
Incoming	421890	347,982	357,412
Processed	436815	331,655	377,714

**Service Centers**

**45,000**

	Mar 2015	Feb 2015	Jan 2015
Walk-Ins	45,000	35,295	36,969

**Benefits Center**

**40,485**

**Total Calls Serviced to Date by Benefits Center staff (since 7/1/13): 806,649**

**806,649**

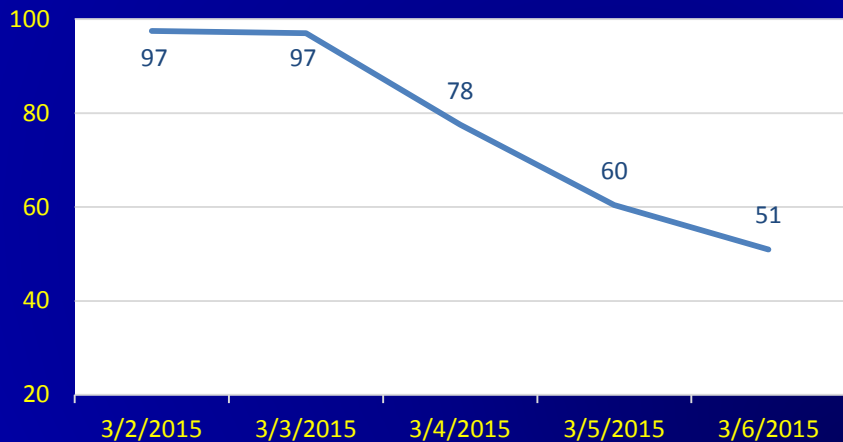
	Mar 2015	Feb 2015	Jan 2015
Calls Resolved By IVR	99,084	74,768	62,212
Calls Serviced By DSS Staff	40,865	31,391	32,902
Average Wait Time (min)	54	70	60

## Benefits Center Activities

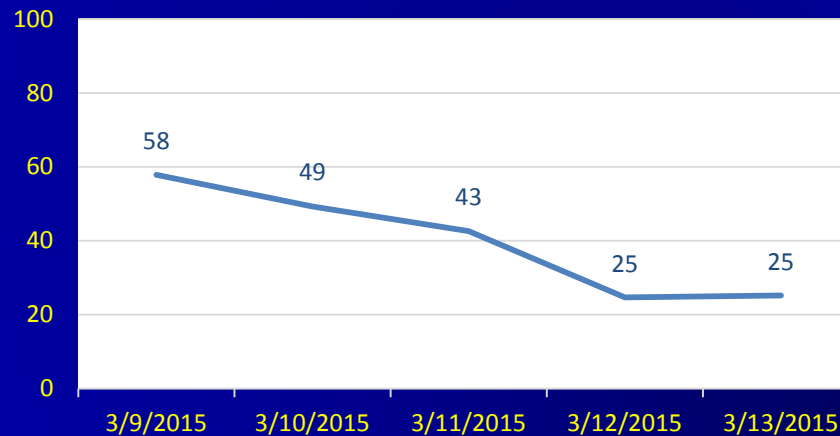
- Altura Assessment of Call Back Functionality ✓
- Updated Business Procedures ✓
- Benefits Center Frontline Workgroup ✓
- Agent Skillset Standardization ✓
- System Training (Managers/Supervisors) ✓
- National Consultation of BC Functionality **In Progress**
- Connecticut Career Trainees (CCT) Training **In Progress**
- Dropped Call and Supervisor Call Review **In Progress**

## March 2015 Benefits Center Wait Times

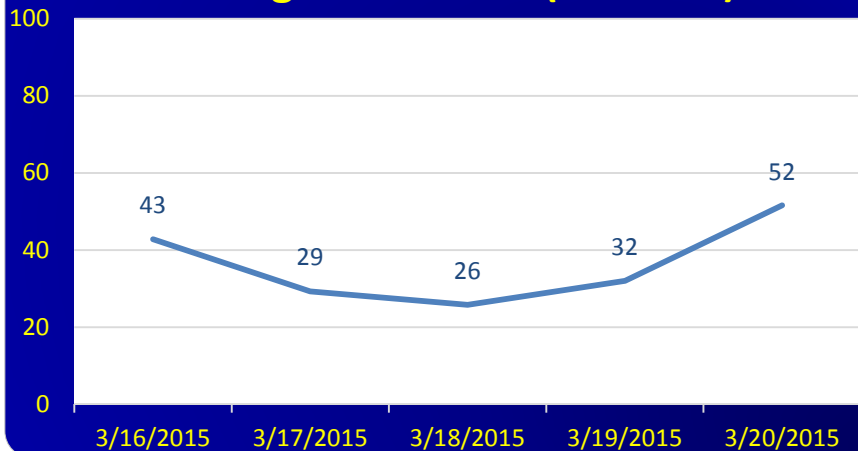
### Average Wait Time (Minutes)



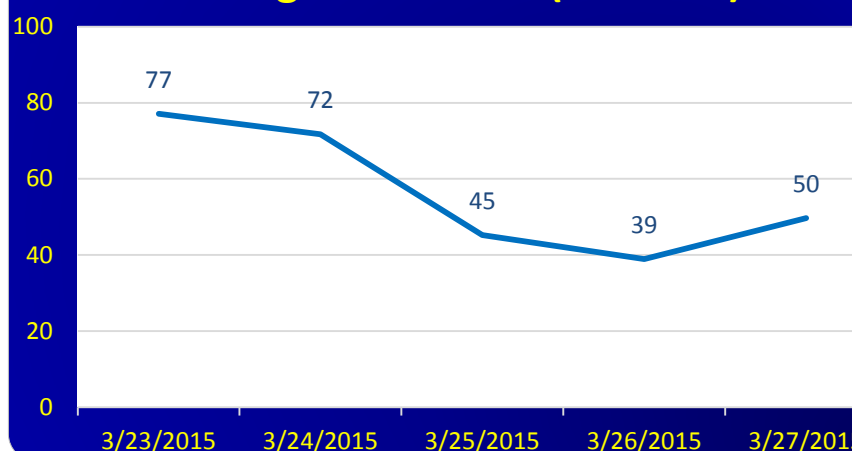
### Average Wait Time (Minutes)



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- Enhancements Needed:
  - Increase use of online options for those who can
    - Link: <https://connect.ct.gov/>
  - Address system performance and processing issues
  - Streamline work item processing
  - Increase communication between systems

# Future State

- ImpaCT: Phased rollout and replacement of EMS Legacy System:
  - Improved customer confidence in DSS processes
  - Simplified notices
  - More efficient renewal process
  - Reduced number of verification requests

- Proposed Initiatives:
  - Online eligibility determinations
  - Lifeline program
  - Mobile application
  - In-office scanning
  - Application kiosks
  - Service Center Queue Management System

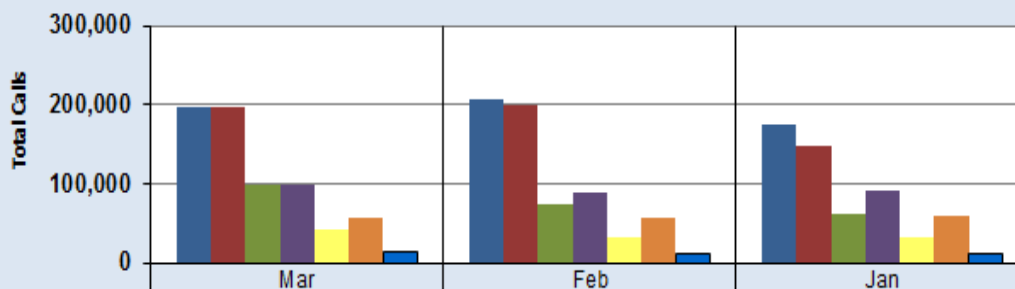
- **Teracore:**
  - **Scope:**
    - Requested by USDA Food and Nutrition Service (FNS) to assess the SNAP Program in the Benefits Center
    - Business Process Re-engineering
      - Applications, Redeterminations, Performance Review Forms and Changes
    - 10 month assessment
  - **Objectives:**
    - Assess current processes
    - Document initial challenges
    - Identify SNAP improvement opportunities
    - Support pilot implementation (1 location)

- Teracore Next Steps (for SNAP):
  - Current State Assessment
  - State-by-State Sample
  - Quick Wins
  - Change Management Plan
  - Pilot and Transition Plans

# Appendix A:

## April 2015 ConneCT Publish Dashboard - Supporting Data

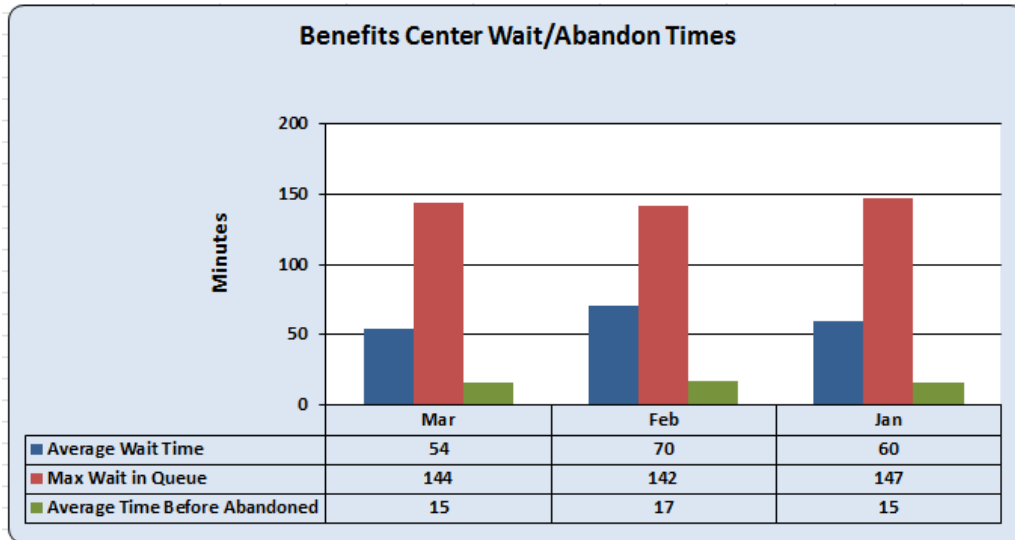
**Client Information Line:  
January-March 2015**



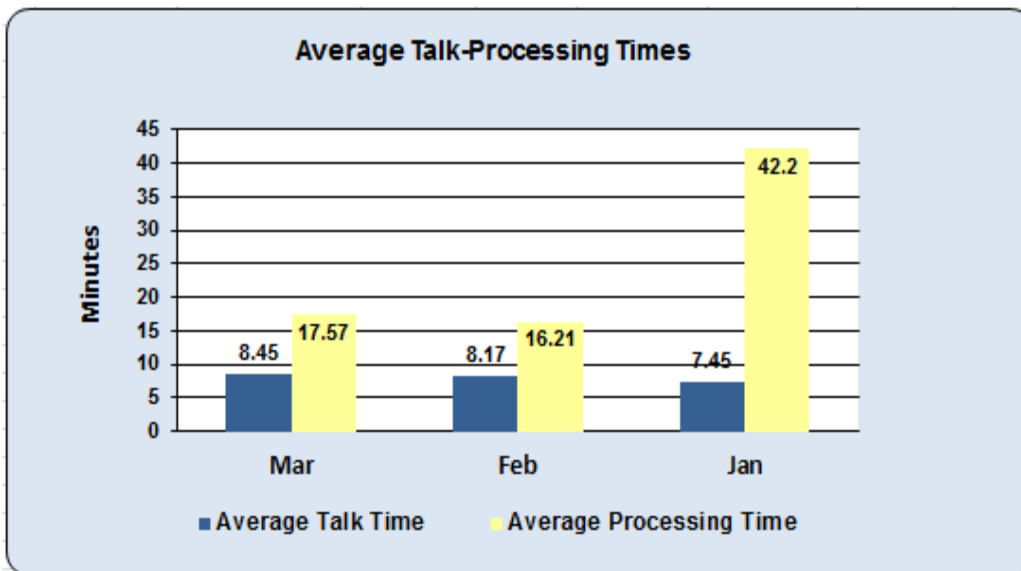
■ Total Calls to the IVR (24 hours period)	196,821	206,497	174,058
■ Total Calls to the IVR (Business hours)	196,169	200,337	148,686
■ Total Calls Resolved by the IVR	99,084	74,768	62,212
■ Total Calls Transferred to the BC	97,944	89,060	90,947
■ Total Call Answered in the BC	40,865	31,391	32,902
■ Calls Abandoned in BC Queue	57,047	57,646	57,946
■ Interviews Conducted	14,149	10,725	10,415

- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

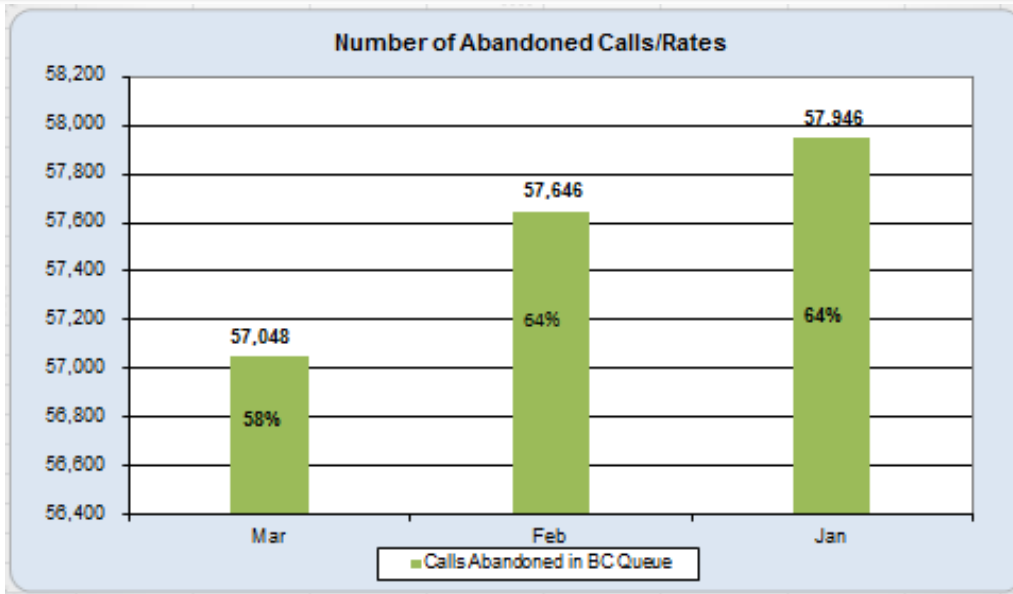




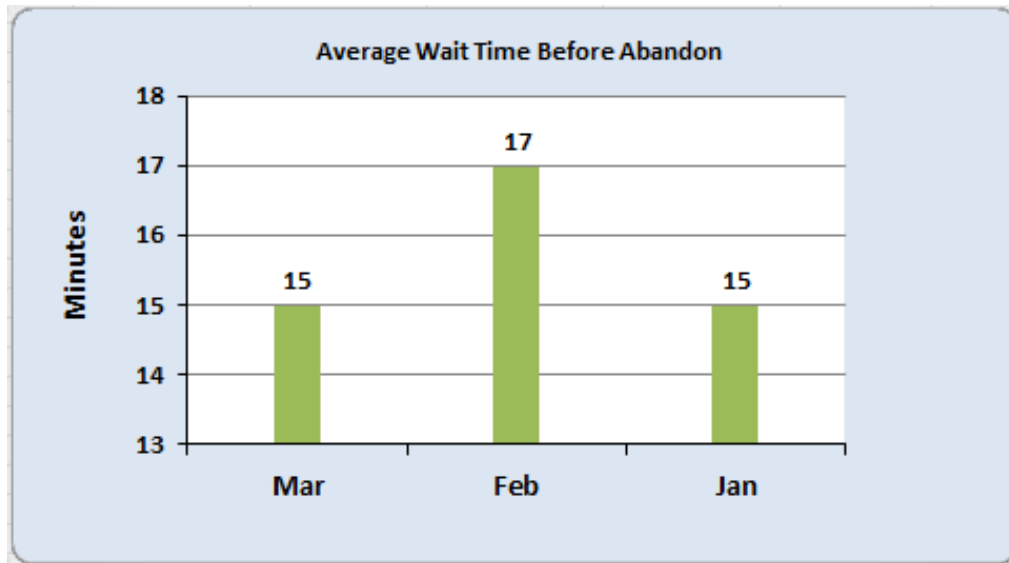
- The average wait time for those who entered the queue to speak to a worker



- Average length of time workers talk to caller
- Average length of time workers take to process a case after speaking with caller

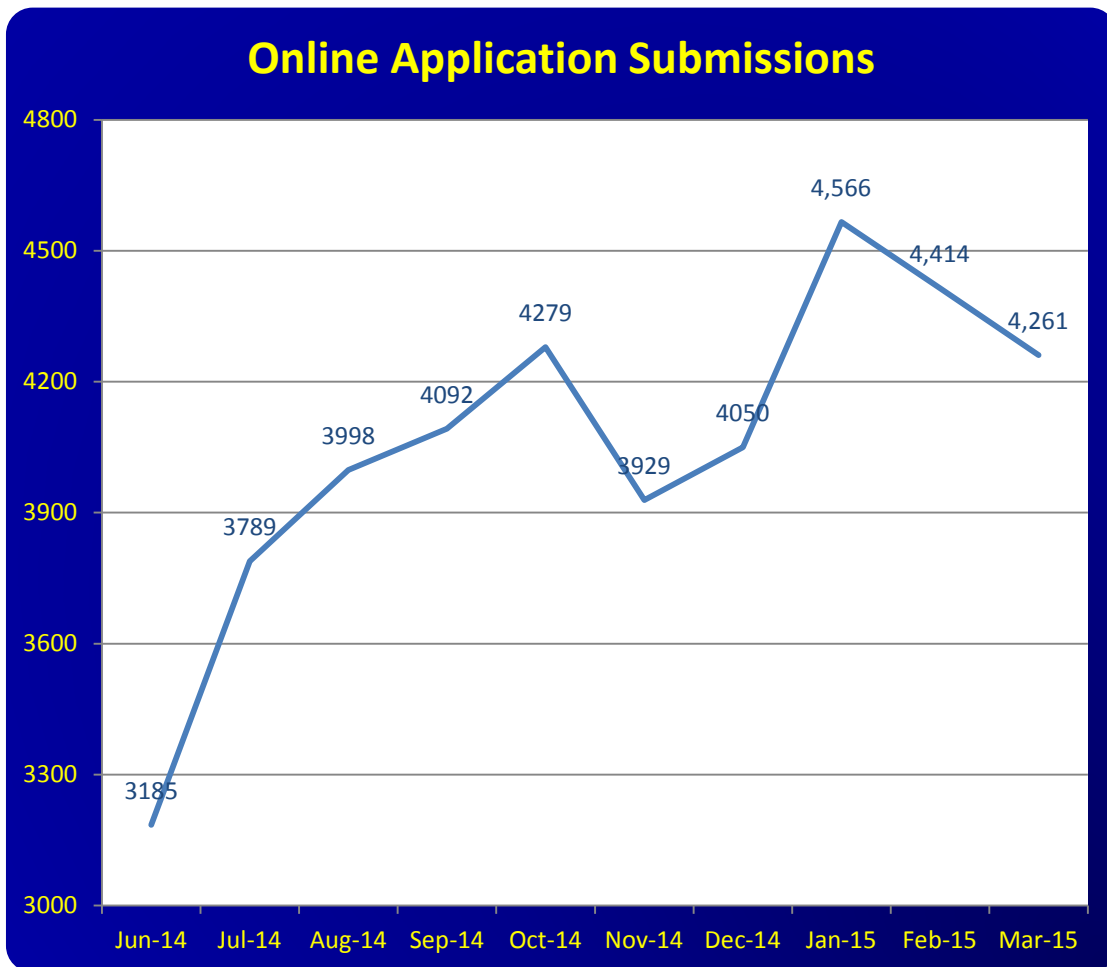


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



- 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

- Online applications:



- 33.7% increase in Online Applications from June 2014 to March 2015



**Thank You**