

Information Technology Capital Investment Program
Project Close Out Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Michael Gilbert

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Agency: Department of Social Services

Project: Balanced Incentive Program (BIP)

Project Start Date: 4/1/2014



Project End Date: 12/31/2016



Project Manager: Dawn Lambert

Total Funds Requested: \$1,114,726

Total Funds Allotted to Agency: \$1,114,726

Accumulative Total Capital Fund Expenditures to Date: \$1,114,726

Brief Project Description/Summary:

The Balancing Incentive Program – Automation of Long Term Services and Supports No Wrong Door and Universal Assessment (BIP Project) will streamline the process through which individuals who need Long Term Services and Supports (LTSS) apply for and receive those services, resulting in improved access to community-based, as opposed to, nursing facility care. LTSS are services and supports that help people with functional limitations care for themselves, providing help with things like bathing, dressing, eating, preparing meals, managing medications, walking, housework, and managing finances.

List Project Goals and Deliverables Completed:

(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)

Connecticut's long-term support and service system lacked integration with the eligibility management system prior to implementation of activities funded under this EAPD. The lack of integration between functional eligibility and financial eligibility often led to delay in the service delivery system and occasionally unnecessary institutionalization. In addition, the functional eligibility system was further fragmented by five distinct functional eligibility systems. Many of the functional systems were totally paper based. The functional systems were not coordinated, utilized different tools, and utilized different definitions and criteria to determine eligibility.

The major accomplishments as described above resulted in implementation of a single automated functional eligibility system integrated with the financial eligibility and with the public facing application system. A single automated tool was implemented replacing the five paper-based systems. Common definitions and decision-making criteria led to the implementation of new rules across the system. Additionally, the transfer of data from the CSA management system to the University of Connecticut resulted in a strong data analytics capability which supports data driven decision making.

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)

This tool was specifically designed to be utilized by all State agencies who provide long-term support and services to Medicaid clients (DSS, DDS and DMHAS).

Key Lessons Learned:

(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)

This project would have benefited from a greater dedication of full-time resources to support ongoing design, project management and coordination activities. The need for designated resources versus the utilization of existing staff (without a commensurate reduction in their other duties) made completion and oversight more challenging.

