Information Technology Capital Investment Program

Project Status Report

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

From: Vance Dean, IT Director DSS

Email: Mike.Gilbert@ct.gov

Agency: Department of Social Service

Project: ImpaCT System - Integrated

Project Manager: Anand Dhinakaran

Reporting Period: Project Inception through 12/

Total Funds Requested: $54,700,480

Total Funds Allotted to Agency: $54,700,480

Accumulative Total Capital Fund Expenditures to Date: $49,899,163

Brief Project Description/Summary:
The Department of Social Services Integrated Eligibility System project will replace the Department's existing 26-year-old Eligibility Management System (EMS). The integrated eligibility platform, once designed, developed, and implemented, will provide a seamless eligibility and enrollment process for Medicaid, CHIP and the CTHIX, and will ultimately be used to determine eligibility for other social service programs (e.g., SNAP, TFA). Specifically, the planned integrated eligibility function will initially address federal requirements for eligibility determinations for advance premium tax credits and reduced cost sharing through the Exchange, MAGI-based eligibility for Medicaid, complete individual responsibility exemption determinations, and coordinate enrollment. This project was divided into Tiers. Tier 1 was standing up the Access Health CT client and worker portals to handle eligibility and enrollment for MAGI Medicaid, MAGI CHIP, QHP, and APTC. Tiers 2 and 3 are directly related to replacing DSS' legacy eligibility system known as EMS. Tier 4 will utilize the existing infrastructure and platforms built in Tiers 1-3 to integrate other CT HHS agencies to achieve an enterprise solution.

Summary of Progress Achieved to Date:
DSS, BEST, and Access Health CT have been working with the Systems Integrator, Deloitte, to continue Tier 1 deployments to extend and refine current functionality and ready the software for integration with Tier 2 and Tier 3 functionality. There have been a number of deployments throughout the first half of 2016, including a March 4, 2016 release to further automate Adult FMAP determinations, include Transitional Medical Assistance (TMA) functionality, implement an Enterprise Master Person Index (EMPI), and to develop much of the functionality required for the integration with Tiers 2 and 3. Another release was deployed in June, 2016 to enhance the system's core legal notices and to leverage concepts and language from the CMS model notices.

Tiers 2 and 3 work, the eligibility system replacement known as ImpaCT, is currently in the implementation phase. There are multiple State teams, Trading Partners, and vendors working in conjunction with Deloitte to design, develop, test, and deploy the ImpaCT system. Significant progress has been realized in the past 6 months including approval of multiple business and technical deliverables and the completion of several key milestones related to Design, Development, Testing, and Training. Specifically, this has included completing the final Business Systems Design and near-completion of all original and extended Design activities, the review and approval of numerous Security

deliverables required for Pilot, the successful completion of many environment builds, and the completion of the majority of system development activities. Currently, the team is also nearing completion of the first-pass of User Acceptance Testing (UAT) and is approaching the completion of Conversion testing activities. Further, the training team has approved the Training curriculum, completed the revised Implementation Plan, and completed train-the-trainer activities. Interface testing is planned to conclude in August and the team is preparing for a mock run of system functionality. Below is a brief overview of the current areas of focus including conversion, interfaces, and testing.

Conversion Integration Testing (CIT) is expected to conclude by early August. The team is nearing completion of CIT Phase 2 testing and is finalizing validation of penalty data, along with the Case Merge Request Functionality. For CIT Phase 3 the team is finalizing work related to Day Zero interfaces, Interim conversion, and Renewals. Conversion testing will be completed by Mid-August.

Interface Integration Testing (IIT) is also in progress and targeted to complete in August. The team continues to identify mitigation strategies to address challenges with scenario execution and defect remediation. They are progressing with test preparation and data set-up for the remaining interfaces and are developing the EMS changes and infrastructure enhancements necessary to complete the automated end-to-end connectivity testing between ImpaCT/EMS and the Trading Partners.

The UAT team is focused on completing the execution of scenarios for all code received by July, 31st. Currently, 99% of over 6,600 scenarios have been executed with a pass rate of 93%. Defect remediation will continue through the month of August as will testing with Converted data and regression testing. Defects are prioritized and reviewed on a weekly basis.

A critical goal of DSS is to improve health and well-being of Connecticut's low income and disadvantaged populations by making it easy for individual clients and families to be enrolled in the most appropriate and advantageous HHS programs. As we move to a technology solution that will assist DSS to meet this need, it is equally important that we insure that the solution is well designed, tested, and is operational. Therefore, the ImpaCT team works closely with DSS leadership and reports to the Executive Steering Committee (ESC) on a frequent basis with regard to status and performance. The ImpaCT team also submits weekly updates to our Federal Partners at CMS & FNS and is currently working with an Independent Verification and Validation (IV&V) vendor to secure additional oversight. Operationally, the team has an active risk management process in place and monitors the work plan on a weekly basis to prioritize work, make decisions, and keep forward progress on track to go live with Pilot on October 11th.

December 2016 Update:

The ImpaCT team successfully deployed the ImpaCT system on 10/11/2016 as planned. To date, there have been 12 builds to the ImpaCT system to address defects and required changes. Manual efforts and resources remain required across several areas; drawing on resources needed for Wave 1. This has led to Wave 1 being pushed back from January to February, however, there is limited downstream impact on additional waves given Wave 2 was originally planned for March. There are also system challenges leading to a high volume of daily Database Change Requests (DCRs) as captured in Issue CTIE-60320, and a number of open High defects. There also remains additional work regarding the disposition of converted cases per Risk CTIE-58370. The push back of Wave 1 will allow additional time for the teams to continue to address these areas.

June 2017 Update:

Tiers 2 and 3 work, the eligibility system replacement known as ImpaCT, is currently in the final stages of the implementation phase. There are multiple State teams, Trading Partners, and vendors working in conjunction with Deloitte to deploy the ImpaCT system. The ImpaCT project schedule was adjusted from the original plan to allow optimization of system performance, to separate phases to better disperse benefit centers, and to allow sufficient system stabilization between deployment waves. Significant progress has been realized in the past year including the deployment of ImpaCT in all DSS offices. Specifically, this has included deployment of the ImpaCT Pilot in the Middletown office in October 2016, Wave 1 in Stamford and Torrington in February 2017, Wave 2 in Hartford and Danbury in March, Wave 3 in New Britain, Manchester and Willimantic in April, Wave 4 in Norwich and Waterbury in June, Wave 5 in Bridgeport in July, and Wave 6 in New Haven in August.   To date, there have been 1,019,446 clients converted from EMS to ImpaCT and there are 116,104 unconverted clients remaining in EMS following statewide implementation.

Some interfaces components remain outstanding. Thirty-three post-pilot interfaces were originally scheduled during the re-alignment to be deployed to production in April, but incremental deliveries were required to complete all post pilot interfaces. In addition, some Change Requests will be re-planned for post statewide deployment. Performance tuning and optimization were performed during the months of June and July, and have had a positive effect on batch run times as the ImpaCT caseload has increased with each Wave deployment. Performance monitoring will continue

through project completion. The team has also prioritized the identification, triage, and fixing of defects through ongoing minor releases deployed in between the Waves.

The ImpaCT project has been highlighted in several best practice presentations to Federal and State audiences, including as a presenter at CMS Zone webinars and at the FNS SNAP NERO conference on PMO practices. The ImpaCT team was also recently awarded the 2017 NSDTA Quality Program Award for excellence in training.

December 2017 Update:

DSS, BEST, and Access Health CT have been working with the Systems Integrator, Deloitte, to continue Tier 1 deployments to extend and refine current functionality as needed. There was one planned Tier-1 Access Health CT release this period (Release 22.2), which was a collection of fixes and enhancements in preparation for Open Enrollment 2018. The DSS focus has been in prioritizing smaller maintenance type releases for defect fixes, changes required due to the uncertainty of the CHIP funding reauthorization, the reduction in the State's FPL threshold for the Medicaid Parents and Caretaker group, and a defect in the determination of the Adult FMAP. The Tier 2 (ImpaCT) Medicaid and CHIP Premium Module has a Tier-1 CHIP component and the development and testing is well underway; the implementation has moved from Q4 and is now targeted for February 2018.

Tiers 2 and 3 work, the eligibility system replacement known as ImpaCT, has entered the stabilization phase. There are multiple State teams, Trading Partners, and vendors working in conjunction with Deloitte to stabilize the ImpaCT system and complete the final interfaces. The ImpaCT project schedule was extended until September 2018 to complete several agency priorities, including the Premium Payment Module and the New Medicare Card Replacement Project. There are also a number releases scheduled to resolve defects and incorporate priority change requests, and dedicated conversions to move the remaining clients from the legacy EMS system to ImpaCT. Significant progress has been realized since system inception, including the deployment of ImpaCT in all DSS offices. To date, there have been 1,019,446 clients converted from EMS to ImpaCT and approximately 45,000 clients remain in EMS pending conversion.

There are 80 active interfaces in Production, four interfaces (ICD's 45, 58, 87 and 179) are being tested and one interface (ICD 137) is on hold. Of the five newly identified interfaces, one (ICD 194) was implemented, (ICDs 22, 191, 193,) are in development as part of the Department Of Labor CTHires and DSS's Premium Payment Module enhancements, and ICD 80 has not yet started development. In addition, approximately 670 Change Requests are in various stages of Change Control Board approval. The Change Control Board meets weekly to prioritize these Change Requests.

A critical goal of DSS is to improve health and well-being of Connecticut's low income and disadvantaged populations by making it easy for individual clients and families to be enrolled in the most appropriate and advantageous HHS programs. As we move to a technology solution that will assist DSS to meet this need, it is equally important that we ensure that the solution is well designed, tested, and is operational. Therefore, the ImpaCT team works closely with DSS leadership and reports to the Executive Steering Committee (ESC) on a frequent basis with regard to status and performance. The ImpaCT team also submits weekly updates to our Federal Partners at CMS & FNS and conducts detailed monthly meetings on overall project health with these partners as well. The team also receives reports from the Independent Verification and Validation (IV&V) vendor. Operationally, the team has an active project management process in place and monitors the work plan on a weekly basis to prioritize work, make decisions, and promote forward progress. The project schedule is analyzed on a weekly basis for late, slipping, upcoming and critical tasks, as well as any date changes, and all findings are shared with DSS leadership. Program dashboards are created and reviewed weekly with the full ImpaCT project management team and detailed KPI reports are produced on the incidents and defects. Additionally, production incidents and defects, batch performance, and work-in-progress items are tracked and reported on weekly. The ImpaCT project has been highlighted as a best practice by Federal oversight entities, including being highlighted as a presenter at CMS Zone webinars on PMO and Benefits Center approaches and at the FNS SNAP NERO conference on PMO practices. The ImpaCT team was also awarded the 2017 NSDTA Quality Program Award for excellence in training.

June 2018 Update:

Multiple system change requests have been generated since ImpaCT's initial October 2017 pilot office implementation. System change requests are captured in the Project's incident tracking tool, JIRA, and evaluated and weighted for priority and impact. Some functional changes were determined critical to Go Live and, as such, were designed, developed, tested and implemented as part of the original October 2017 Pilot Office automation; an additional 100

developed, tested and implemented as part of the original October 2017 Pilot Office automation, an additional 100 CR's, deemed high-priority for post pilot offices, external stakeholders, and/or DSS senior management, were automated in the ten months following; between August 2017 and August 2018, 163 CR's have been automated across all program types and system functionality.

Creating new or modifying existing system interfaces requires a tremendous planning, development, coordination, communication and testing lift. The ImpaCT interface team DSS also worked tenaciously and has delivered the five following seven system interfaces, between August 2017 and June 2018:

1. CTHIRES Online (Change Request CTIE-44395) – Web service interface for real time verification that applicants for benefits meet minimum criteria such as participation in Employment and Training (E&T) programs. _ **COMPLETED**

2. CTHIRES Daily Batch (Change Request CTIE-64426) – Daily batch interface for reconciliation to ensure that applicants for benefits meet minimum criteria such as participation in Employment and Training (E&T) programs. _ **COMPLETED**

3. NEMT (Change Request CTIE-60943) – DSS is in the final stages of negotiating a three year contract for NEMT services with a new vendor effective January 1, 2018. The program is being restructured based on a capitated payment system. This new interface will replace the existing interface with the incumbent vendor. _ **COMPLETED**

4. Premium Lockbox (Change Request CTIE-60263) – The new ImpaCT Premium Module consolidates enrollment and payment tracking for CHIP and SO5 clients to minimize delays in providing benefits. The Premium Lockbox portion of the Premium Module provides the interface with the financial institution trading partner for premium payment information. _ **COMPLETED**

5. SSNRI (Change Request CTIE-43085) – The Social Security Number Removal Initiative requires multiple new interfaces with CMS, MMIS and six ImpaCT ASOs to transfer and reconcile HICN and MBI data system wide. _ **COMPLETED**

December 2018 Update:

DSS, BEST, and Access Health CT have been working with the Systems Integrator, Deloitte, on additional Tier 1 deployments to extend and refine current functionality in line with State needs. A significant milestone of this reporting period was the elimination of the residual interface with the legacy eligibility system; all MAGI Medicaid and CHIP enrollments are now sent directly to the new eligibility system (ImpaCT). There were fourteen (14) planned Tier-1 Access Health CT Hotfixes this reporting period (Release 24.0.1 through 24.1.10). Hotfixes included eliminating the copy-forward of non-ESI coverage data, and the update of FPLs in the rules tables. The State also enhanced its CMS CARTS and SEDS reporting capabilities to be more fully compliant with CMS requirements. During this reporting period the State designed and implemented two (2) releases (Release 24 and Release 24.1). Release 25 was under development during this period and is planned for implementation in the following reporting period.

Tiers 2 and 3 work, the eligibility system replacement known as ImpaCT, remains in the stabilization phase. Multiple State teams, Trading Partners, and vendors continue to work in conjunction with Deloitte on stabilization efforts for the ImpaCT system by addressing remaining defects and prioritizing and incorporating system change requests. In parallel, the ImpaCT team also continues to target functional releases to respond to state and federal requests and program changes, to respond to business priorities, and to draw down on the backlog of change requests. Between June 2018 and December 2018, the ImpaCT team delivered three (3) Major Releases, including the successful Child Care deployment, three (3) Minor Releases, and a total of 8 Hot Fix Releases. These releases and hot fixes resolved over 400 defects and 127 Change Requests. Despite these efforts, as of 12/31/2018, there are 739 outstanding Change Requests and 463 unresolved defects, of which 226 are in the production environment. Based on current projections, there will likely be over 500 change requests and 400 defects outstanding at the anticipated March 31st, 2019 project end date. There are also ongoing conversion efforts required to move the remaining clients from the legacy EMS system into ImpaCT. Wave 1 Archive Conversion was executed in the production environment on 8/11/18, successfully converting 378,000 clients into ImpaCT with a 98.6% conversion success rate. However, based on the initial performance test results, DSS changed the original plan to convert all archive clients to ImpaCT to instead use an archive database approach. Due to technical challenges that arose, the archive database approach was tabled and the conversion approach was reverted back to the original approach leveraging prior work. These conversion activities remain in progress and are now targeted to be completed by March 2019.

progress and are now targeted to be completed by March 2019.

June 2019 Update:

DSS Eligibility system replacement project ImpaCT (Tier 2 and 3 work) continued to operate in stabilization phase. During this period DSS continued to work with system Integrator vendor Deloitte and other supporting vendors to implement multiple system enhancement changes to address federal and state mandates, program changes, business priorities and enhance operational efficiencies. Between Jan 2019 thru June 2019, ImpaCT team planned and implemented two major releases, four minor releases and six hot fixes. These releases addressed close to 90 system enhancement change requests (CRs) and around 260 defects.

Few of major system enhancements accomplished are listed below.

- The Eligibility Authorization page functionality was modified to prevent the user from authorizing the TBA EDG closure if the on-going SNAP EDG is pending

- Second party reviews set to "some" will be updated to a configurable number of cases. A new field was added to the Build/Maintain Employee page to calculate the number of cases routed for second party review. If a user accesses a case that has already been marked for supervisor review, the system will trigger a validation message

- Validation messages will display based on security role access to update /change issuance status.

- The Referral – Details page and Update Referral page were modified to change display conditions for Legally Liable Relative information section

- Various changes, including W-0650 compliance are made on the Cash Work Exemption- Details page

- In order to minimize toggling between pages within cases and the Interfaces Module, an interface button ('IN') was added to the right hand navigation on every Data Collection page. Upon click of this button, a new, separate pop-up will open with all of the Interface options within the Interfaces Module available as hyperlinks, so that the user does not need to toggle away from the case in order to request, search, and view interface data. A magnifying glass was added to all Interface search pages so that a user is able to search for an individual's data necessary to assist with the interface search

- For all Types of Assistance, all verification types are made an acceptable verification so that a VCL is not sent for information not needed to determine eligibility

- Changes to the AREP Details page, Issuance Method page and the logic for EBT card and correspondence generation

- A new SNAP notice for clients who have requested 4 or more EBT replacement cards in a 12 month period

- Ability to identify SOFA's for different clients on the SOFA Search Screen

- Modifications to the eligibility decision tables that address living arrangement so that each household member's living arrangement is assessed for SNAP eligibility

- Recoupment Hierarchy Changes for Overpayments

- Changes to create a single pending EDG for Medical programs

- Annual SUA $ changes to align with the Federal Fiscal Year

- Ability to edit or delete specific historical Medicare data before sending to MMIS

- Additional Verification Requests for all programs except SNAP

- ImpaCT changes to allow multiple FMAP segments for ahCT TOAs

- Changes to MSP verification logic

- Functionality for OP Repayment Form Information capture to indicate PPM and delinquency date

- Asset Transfer Penalty Changes

- Changes to TFA rules to pend eligibility if NCP information is not provided

- Field Changes to the Shelter Expense Details page and DT required to reduce a TFA Benefit when a household is living in Public Housing

- Changes to Address validation rules

- Changes regarding averaging of weekly hours worked in partial months affecting the non-financial eligibility determination for SNAP

- Changes around TFA Denial Reason, EBT fragments for Cash and SNAP in NOA

- Changes for hearings

- New fields added and other changes made to the Loss of Employment Details section on the Earned Income – Details page

- Changes to eligibility rules to handle multiple emergency medical periods in a single month

- Automated Summer EBT benefit issuance process

In addition to functional changes the underlying software products for the ImpaCT, ConneCT and BIP applications have been upgraded to the latest compatible versions. The software updated includes: WebSphere Application Server ND, IBM HTTP, ServerWebSphere Enterprise Service Bus, Adobe LiveCycle, Corticon Business Rules, JRE 1.6 (Batch Runtime), IBM Rational Application Developer(RAD) and SQL Server Upgrade.

Despite multiple releases, as of 6/30/2019 there are have 718 outstanding Change Requests of which 601 are ImpaCT CRs and 117 are Child Care CRs. The top 3 functional areas having more CRs are Eligibility (186), Financial Management, Hearings & Referrals (95) and Management Reporting & Correspondence (66). Also we have 492 outstanding Prod defects of which 474 are ImpaCT defects and 18 are child care defects. Out of 492, 60 are high priority, 324 are medium priority and 108 are low priority defects. The top 3 functional areas having more defects are Eligibility (151), Interfaces and Quality control (62) and Correspondence (62).

As part of archive conversion of client from EMS to ImpaCT, 3 additional archive waves were executed. As of June 2019, there are around 117 active clients remaining in EMS that need to be converted into ImpaCT. Additional conversion related activities were planned for next 3-4 months before making EMS in read only mode.

 Major progress was made on the ongoing transition to state ownership of additional core tasks and activities to prepare for the downsizing of active teams. Several knowledge sharing sessions are planned from April to first week of September to enrich in-house knowledge.

Based on current projections, there will likely be over 700 change requests and 600 defects outstanding at the end of calendar year.

Dec 2019 Update:

DSS Eligibility system replacement project ImpaCT (Tier 2 and 3 work) continued to operate in stabilization and Maintenance phase. During this period DSS continued to work with system Integrator vendor Deloitte and other supporting vendors to implement few system enhancement changes to address federal and state mandates, program changes, business priorities and enhance operational efficiencies. Between July 2019 thru December 2019, ImpaCT team planned and implemented three minor releases and four maintenance/hot fix releases. These releases addressed close to 32 system enhancement change requests (CRs) and around 203 defects and performance optimization improvements.

Few of major system enhancements accomplished are listed below.

- Changes to reflect the revised Funeral Benefit Amount

- NAFCC and Associate Degree rate change implementation

- Retro Manual Payments, Manual Payment type, Report, Remittance implementation

- Addition of Subscriber(s) to ACH Notification

- Identifiers in screens for inbound documents for processing status and dates were added to "View Documents". Security was updated to all worker to access this screen across the application.

- New Vendor Summary screen in Search module and Vendor id hyperlink in some child care specific screens were added to system.

- System functionality has been updated to prevent overpayments by comparing the provider charge, approved

rate and the PPA rate.

- The commissioner's name and signature have been updated to that of Commissioner Deidre S. Gifford.

- Rounding rules in reports 850 and 870 were implemented.

- Update made to the PRF warning notice to reflect the same due date that displayed on the PRF.

- Changes to Task Unit Configuration Page to improve operational efficiencies. A new screen, "Map Unit-Task Configuration to Multiple Units" were added to the Task Configuration module.

- Changes to REP-228 and REP-229 were implemented. In addition, two new reports, REP-249 'Summer EBT No Redemption Report – Daily' and REP-250 'Summer EBT Screening & Exemption Report – Daily' were implemented.

- The trigger for the notice D2.3-CO-COR-092 Nursing Home Client Status Notification has been updated to prevent the notice from being sent to ICF Facilities that are not Medicare certified based on the Provider File that the Interfaces receives and the "LTSS Authorization Date" title has be updated to "LTC Authorization / Pick-Up Date".

- REP-022 Renewal Report has been redesigned

- Changes to Notice of Administrative Hearings Fax Numbers & Wording Changes to Administrative Disqualification Hearings Notices were made

- Changes to Closure of Inactive Spend-downs

- Changes for manually created Child Care alerts to be assigned to the user ID specified on the screen rather than the case owner

- Enrollment Vendor Rate screen, Payment Screens, Payment Batch, Certificate and Remittance Notice, Expenditure Exception Batch were modified to support registration fee changes.

- Child Care- CC-RP-RPT-019 – Active_Caseloads_Report was updated

- Implemented a new Interface with e-license.

- New financial report to Detail Payments and Incentives (accreditations) was implemented

- Changes to Task Management Module to allow authorized users to map override configuration to multiple units at the same time was implemented.

- ImpaCT has been updated to include determining eligibility for the Homeless Shelter Deduction for SNAP households who meet the expanded definition of homeless based on legislative mandate requirement.

- Modified REP-221 Medicaid Backlog Report

- Changes to support that the W-1471 no longer need be attached to the W-1348 Request for Proofs and will no longer be listed as part of the Verification List of acceptable proof for education-related income and expenses.

- Additional validation messages were added to Vendor Rates Information Screen.

- Updates have been made to allow for the selection of multiple tasks/alerts at once on the "Pending Casework" page.

- CC Activity Summary Report (REP 830) was enhanced

- Application and redetermination for benefits to include a consent statement in which applicants acknowledge that DSS may disclose to the OEC confidential information about their DSS benefits in order to determine OEC benefits and administer the child care program was implemented

Despite multiple releases, as of 1/6/2020 there are 742 outstanding Change Requests of which 634 are ImpaCT CRs and 108 are Child Care CRs. The top 3 functional areas having more CRs are Eligibility (195), Financial Management, Hearings & Referrals (109) and Management Reporting & Correspondence (65).

All active clients from EMS were successfully converted to ImpaCT as of 9/19/19. The one remaining task is for all clients remaining in EMS that did not need to be converted must be flagged in the EMPI as converted and inactive. This will allow the client to be processed in ImpaCT if they return to DSS for services. DSS is working on scheduling this activity. Development is complete and validation is underway.

Major progress was made on the ongoing transition to state ownership of additional core tasks and activities to prepare for the downsizing of active teams. Several knowledge sharing sessions are planned and executed.

Based on current projections, there will likely be over 700 change requests outstanding at the end of calendar year 2020.

June 2020 Update:

The Department has been able to secure additonal federal support for additional project efforts. The following accomplishments have occured since the prior update:

- The IAPD approval from CMS and FNS was secured.
- The DDI vendor SOW was reviewed with CMS and FNS and executed by DSS.
- DSS has been working on a Human-Centered Design (HCD) approach to gather end user needs and pain points for the system development and enhancement efforts.
- Implemented a theme based scope approach for the ImpaCT 2.0. As part of this work, 600+ CRS in JIRA were reviewed and assigned to logical themes. The top themes were assessed for prioritization.
- Re-evaluated the templates for the Deliverable Expectations Document (DED) for Requirements and the BSD Deliverables.
- Review in progress of Deliverable Expectation documents (DED) for Technical Design document and System Integration document.
- Due to COVID-19 activities taking priority, the initial planned release runway for the DDI activity is being reassessed.
- Review in progress of Project Work Plan for ImpaCT 2.0.
- Assessed the project support needs in PMO, BA, QA, QM, Technical and IV&V areas and developed Request for Quote SOW to solicit quotes from vendors for a competitive procurement.
- Instituted ImpaCT 2.0 governance model and weekly Project Management Team meeting is scheduled to support it.

Dec 2020 Update:

EOM Activities:
DSS Eligibility system replacement project ImpaCT (Tier 2 and 3 work) continued to operate in stabilization and Maintenance phase. During this period DSS continued to work with EOM vendor Deloitte and other supporting vendors to implement few system enhancements changes to address federal and state mandates, program changes, business priorities and enhance operational efficiencies as part of EOM Contract. DSS implemented 3 major releases, 8 minor releases, 2 maintenance releases and 2 hot-fix releases during 2020 as part of EOM. DSS also upgraded IBM DB2 database to HADR architecture.
COVID-19 Activities:
Beginning March 2020 thru December 2020, ImpaCT team planned and implemented several COVID-19 related changes. The ImpaCT team continues to support ongoing COVID-19 activities as well. Below are some of the COVID-19 related activities accomplished.

·   Medical coverage related to COVID-19 for uninsured and ineligible immigrants or undocumented population. Generating a report of individuals denied coverage in Access Health and establishing processes in ImpaCT where coverages are granted and sent to MMIS.
·   Pandemic EBT (P-EBT) benefits, which allow access to benefits for children who would receive free or reduced-price meals at school, if not for school closures due to COVID-19.
·   Medicaid reinstatement process in ImpaCT for Medicaid Recipients who were closed effective 4/1/2020 and provide capability to add override on cases, reinstate and authorize
·   Implemented Connecticut Housing Engagement and Support Services (CHESS) Waiver to support individuals served by Medicaid in accessing and retaining stable housing and meaningfully engaging with their health goals.
·   Implemented system changes to extend the SNAP eligibility period, previously 24 months, to 36 months in alignment with the ESAP waiver approved by FNS and eliminate PRF for such cases.
·   Implemented changes in the ImpaCT System to enhance the Department of Labor (DOL) file layout as per DOL's updated guidelines. This change extends the Payment Amount field to accommodate $600 in additional stimulus payments
·   Additional program level changes to support COVID-19 based on policy changes and CMS/FNS guidelines.

Program	Activity performed to support COVID
Medical, Cash and SNAP	Extension of renewal end dates for Medical, SNAP and Cash programs

SNAP	SNAP ABAWD work requirements in support of COVID
Essential Services	Extension of certification dates for Essential Services EDGs affiliated with the CBS Program
TFA	Handling of TFA Jobs First and Federal clock counters in support of COVID-specific requirements
SNAP and Cash	Suspension of open overpayments for all SNAP and Cash for a period of 60 days (month of April and May)
SNAP	Execution of SNAP supplemental issuances for March 2020 to September 2020
SNAP	Auto completion of PRF for SNAP
Medical	Perform Pre-ImpaCT process for MA (MAGI and Non-MAGI)
Medical	Waive closures due to non-payment of premiums for S05 and HUSKY B
Cash	Changes to Refugee Cash Assistance Clients

Robotics Process Automation (RPA) initiative:

DSS automated certain manual data entry process done by Field Office staff by leveraging RPA technology. The objective of DSS RPA initiative is to automate the data entry and verifications of online Renewals from ConneCT into ImpaCT to Increase DSS client's satisfaction and to tackle increased operations load due to COVID. As part of RPA initiative DSS implemented two use cases (Change Renewal automation and No Change Renewal automation).

ASSET VERIFICATION SYSTEM (AVS) initiative:

DSS has entered into a contract with SI vendors PCG and Deloitte to integrate Asset Verification system within ImpaCT and also enable passive renewal functionality. AVS project provides below ability to workers and enhances operation effectiveness.
- Automated requests to AVS during Renewal (No touch or click needed by the workers).
- Ability to add additional banks to the request / conduct smart search / on-demand request.
- Ability to request for real property and enhanced address match logic for Real property between the AVS and Impact Address.
- Passive Renewal functionally extended to other Medical Programs reducing the manual renewal tasks.
- Making the system compliant with CMS regulation by sending a New Passive Renewal Notice to customers listing the information used to passively renew them.
- New reports to prioritize cases to be processed timely.
- Revised workflows regarding issuing W-36 correspondence to banks.

ImpaCT 2.0 DDI Activities:

DSS continued to work with our federal partners CMS and FNS and SI vendor Deloitte and planned 4 major DDI releases from Aug 2020 thru Oct 2021. As part of this DDI activity DSS plan to implement system enhancements changes to address federal and state mandates, program changes, business priorities and enhance operational efficiencies. We grouped similar functional changes into themes and scoped each release with a group of themes based on priority, complexity. As part of ImpaCT 2.0 project below functional changes are planned to be implemented.

Enhance Task Management workflow to reduce task backlog and improve on-time processing.

Enhance TFA program compliance for cases handling.

Enhance SPEND-DOWN logics for workers to have greater flexibility.

Enhance Benefit Recovery functionality to ensure all functions/features from EMS (legacy system) are migrated over to ImpaCT.

Enhance FISCAL & FINANCIAL MANAGEMENT module for enhanced tracking and improving efficiencies.

Enhance PREMIUM PAYMENT module

Streamline ELIGIBILITY SNAP, PRF & RENEWALS process

Enhance BOARDING HOME module

Enhance ADMIN HEARING module

Enhance ConneCT application to perform auto case association

Support EMS downsizing activities

Enhance MA NEW COVERAGE GROUP & SUSPENSION, Retro Medical, Front Office, Notices, Interfaces modules

Issues and Risks:
Current Tier 1 risks constitute the coordination of future deployments with the Tiers 2 and 3 implementation, while ensuring a successful Open Enrollment 2017.

The ImpaCT Tiers 2 and 3 risks and issues are tracked in a reporting system (JIRA) on a daily basis, and updated frequently. The risks are highlighted to DSS leadership on a weekly basis and reviewed with CMS & FNS on a monthly basis. Listed below is a representative sampling of current risks and issues from the ImpaCT project:
o CTIE-47094 – Not all functionality delivered to UAT R5 by 6/6.
o CTIE-46869 - Legacy EMS resources unavailable.
o CTIE-46775 - Lack of testing resources for ConneCT/ImpaCT integration.
o CTIE-23645 - The ImpaCT project schedule is late in many areas and there is limited slack remaining.
o CTIE-46291 - IIT testing delays could jeopardize the targeted 8/5/16 interface completion date.

Mitigations are regularly discussed at the weekly Project Management Meeting and vetted by the project team. Mitigations are then updated and recorded in JIRA and operationalized in work plans. Updates are provided to project leadership on a weekly basis.

December 2016 Update:

The ImpaCT continues to manage an mitigate is currently addressing the following risks:

- o CTIE-58361: Two key project deliverables remain outstanding.
- o CTIE-45304: ConneCT refresh at risk for Wave 2 due to unapproved design.
- o CTIE-51792: UAT first pass execution beyond planned end date (7/31/2016).
- o CTIE-55895: Not all functionality tested as planned In Test Run deployment.
- o CTIE-47263: EMS data extracts / ImpaCT transition.
- o CTIE-45323: Paper form analysis/revisions for ImpaCT has not been completed.
- o CTIE–58728: Manual Notice review using excessive resource time.
- o CTIE-58370: Disposition of converted cases with benefit mismatch.
- o CTIE-43965: Backlog of Work In Progress (WIP).
- o CTE-58257: Production defect remediation being slowed to Production due to UAT throughput.
- o CTIE-58369: Interim Conversion request pass rate is considerably lower than
- o CTIE-60073: Production Environment does not currently support persistent sessions.
- o CTIE-60320: The volume of DCRs and affected client records has been high and experienced an increase the week of 12/12.

Mitigations are regularly discussed at the weekly Project Management Meeting and vetted by the project team. Mitigations are then updated and recorded in JIRA and operationalized in work plans. Updates are provided to project leadership on a weekly basis.

June 2017 Update:

Current Tier 1 risks constitute the coordination of future deployments with the Tiers 2 and 3 implementation, while ensuring a successful Open Enrollment in 2017. The team is also monitoring delays to the Premium Payment module. These risks and issues are tracked via a reporting system (JIRA) on a daily basis, and updated frequently. Listed below is a representative sampling of the current risks and issues from the Tier 1 integration efforts:

- o CTIE-69478 - Delay in design confirmation puts Premium Module delivery at risk.

The ImpaCT Tiers 2 and 3 risks and issues are also tracked in the same reporting system (JIRA) on a daily basis, and updated frequently. The risks are highlighted to DSS leadership on a weekly basis and reviewed with CMS & FNS on a monthly basis. Listed below is a representative sampling of current risks and issues from the ImpaCT project:
- o CTIE-68302 – ImpaCT open defects continue to remain steady despite regular releases.
- o CTIE-60073 – Production environment does not currently support persistent sessions.
- o CTIE-63289 - The Post-Pilot interface deployment schedule continues to slip due to capacity issues.
- o CTIE-60320 - The volume of DCRs and affected client records is high.
- o CTIE-66867 – State ImpaCT resources are not scheduled on ImpaCT project through SFY 2018

December 2017 Update:

Current Tier 1 risks constitute the coordination of future deployments with the Tiers 2 and 3 implementation. The team is also monitoring delays to the Premium Payment module. These risks and issues are tracked via a reporting system (JIRA) on a daily basis, and updated frequently. Listed below is a representative sampling of the current risks and issues from the Tier 1 integration efforts:

- o CTIE-77581 - Conversion for Premium Module - premium benefit history extracts with med-cutover discrepancies.
- o CTIE-69478 - Delay in design reviews and sign-off puts Premium Module delivery at risk (S05 notice).

The ImpaCT Tiers 2 and 3 risks and issues are also tracked in the same reporting system (JIRA) on a daily basis, and updated frequently. The risks are highlighted to DSS leadership on a weekly basis and reviewed with CMS & FNS on a monthly basis. Listed below is a representative sampling of current risks and issues from the ImpaCT project:

- o CTIE-75989 - ImpaCT project may be unable to realize all requested functionality and enhancements by October 2018.
- o CTIE-75990 - Several scheduled releases have missed planned delivery dates, requiring re-planning and ongoing adjustments to delivery schedule.
- o CTIE-77909 - ImpaCT teams and resources required to support related ongoing DSS initiatives creating capacity concerns.
- o CTIE-68302 – ImpaCT open defects continue to remain steady despite regular releases.
- o CTIE-60320 - The volume of DCRs and affected client records is high.
- o CTIE-65112 - There are many Change Requests remaining post statewide implementation.

Mitigations are discussed at the tri-weekly Project Management Meeting and vetted by the full project team. Mitigations are then updated and recorded in JIRA and operationalized in work plans. Updates are provided to project leadership on a weekly basis. Risks and issues are also presented to CMS and FNS on a monthly basis and detailed progress reports are shared across multiple areas.

June 2018 Update:

The DSS project team continues to adhere to internal processes to manage and mitigate risk. DSS Project Management, KPMG, First Data, and Deloitte closely monitor progress on the known risk areas and watch influences on other areas that could potentially impact the system or client service.

December 2018 Update:

Currently, the Tier I team is working on the implementation of Release 25, scheduled for March 22, which includes a version upgrade of the Federal Data Services Hub (FDSH) Verify Lawful Presence (VLP) interface and implementation of Step 2 and Step 3 of this interface. The risks and issues are tracked via the project reporting system JIRA, and are updated as needed.

The ImpaCT Tiers 2 and 3 risks and issues are also tracked in JIRA on a daily basis, and updated weekly and often multiple times per week as progress is made. The risks are presented to DSS leadership on a weekly basis and reviewed with CMS & FNS in detail on a monthly basis. Listed below is a representative sampling of current risks and issues from the ImpaCT project active from July 1 – December 31 2018:

- o CTIE-75990: Several scheduled releases and hot fixes have missed their planned delivery dates, requiring re-planning and ongoing adjustments to delivery schedule.
- o CTIE-88388: Environment issues reported across multiple environments impacting in-flight activities.
- o CTIE-83473: ImpaCT project may be unable to convert all remaining EMS clients within original timeline.

- CTIE-65112: There are many Change Requests remaining post statewide implementation.
- CTIE-77909: ImpaCT teams and resources required to support related ongoing DSS initiatives creating capacity concerns.
- CTIE-65110: Technology resource constraints (human and technical) continue to impact in-flight releases.
- CTIE-89010: The quality of deliverable submissions has resulted in a greater number of submissions per deliverable and longer review times.
- CTIE-68302: ImpaCT open defects continue to remain steady despite regular releases.
- CTIE-61265: There has been a consistently high volume of defects assessed as 'high' by DSS.
- CTIE-60320: The volume of DCRs and affected client records remains steady.

Mitigations are continually updated and recorded in JIRA by the PMO and operationalized in work plans following DSS approval of new approaches and work.

June 2019 Update:

ImpaCT Risks and Issues are tracked in JIRA tool. DSS leadership and project team closed multiple Issues and Risks during this reporting period. Current Open Issues and Risk are listed below and being monitored closely.

CTIE-60320 - The Volume of DCRs and Affected Client Records Remains Steady
CTIE-96519 - There are multiple challenges with report accuracy and usability identified by the Business
CTIE-95579 - Sporadic instances observed of notices not transmitting to Exela
CTIE-94514 - Generic LDAP connectivity issue
CTIE-73382 - ImpaCT Help Desk Resource Levels Are Not Adequate to Meet Demand and Sustain User Support
CTIE-94721 - DSS Needs To Identify a Resource Strategy to Support the Required ImpaCT-Related Work Post-March 31st
CTIE-95204 - Challenges Have Resulted Due To Documentation Gaps in BSD Deliverables
CTIE-75990 - Several Scheduled Releases and Hot Fixes Have Missed Their Planned Delivery Dates, Requiring Re-Planning and Ongoing Adjustments to Delivery Schedule
CTIE-65112 - There are many Change Requests remaining post statewide implementation
CTIE-65109 - The number of unprocessed tasks in ImpaCT remains high

Dec 2019 Update:

ImpaCT Risks and Issues are tracked in JIRA tool. DSS leadership and project team closed multiple Issues and Risks during this reporting period. Current Open Issues and Risk are listed below and being monitored closely.

CTIE-60320 - The Volume of DCRs and Affected Client Records Remains Steady
CTIE-96519 - There are multiple challenges with report accuracy and usability identified by the Business
CTIE-95579 - Sporadic instances observed of notices not transmitting to Exela
CTIE-94514 - Generic LDAP connectivity issue
CTIE-73382 - ImpaCT Help Desk Resource Levels Are Not Adequate to Meet Demand and Sustain User Support
CTIE-94721 - DSS Needs To Identify a Resource Strategy to Support the Required ImpaCT-Related Work Post-March 31st
CTIE-99588 – Challenges with Testing Process
CTIE-102229 - Delay in IAPD Submission for ImpaCT 2.0 (Integrated Eligibility Solution (IES) Optimization)
CTIE-95204 - Challenges Have Resulted Due To Documentation Gaps in BSD/TDD/ICD and other deliverables
CTIE-75990 - Several Scheduled Releases and Hot Fixes Have Missed Their Planned Delivery Dates, Requiring Re-Planning and Ongoing Adjustments to Delivery Schedule
CTIE-65112 - There are many Change Requests remaining post statewide implementation
CTIE-65109 - The number of unprocessed tasks in ImpaCT remains high

June 2020 Update:
The Department submitted and received approval of an APD funding request to federal authorities to continue to address systems changes. Efforts to move forward have temporarily slowed appreciably as a result of high prioroty COVID-related systems work that was required.

- Due to COVID-19 activities taking priority, there is a delay in kick starting the ImpaCT 2.0 core development

activities.
- Re-assessment of the Release schedule for ImpaCT 2.0 and appropriate communication to CMS and FNS and necessary approval is needed.
- Resource constraints to support different phases of project SDLC due to ongoing support need for COVID-19 activities.

Dec 2020 Update:

ImpaCT Risks and Issues are tracked in JIRA tool. DSS leadership and project team closed multiple Issues and Risks during this reporting period. Current Open Issues and Risk are listed below and being monitored closely.

CTIE-95579   - Sporadic instances observed of notices not transmitting to Exela
CTIE-94514   - Generic LDAP connectivity issue
CTIE-60320   - The Volume Of DCRs and Affected Client Records Remains Steady
CTIE-112444 - Pandemic EBT (PEBT) Enhancement Request
CTIE-112046 - Summer EBT and BI - Delay in SEBT scope finalization for Release 16.0 due to funding gap and BI   design completion
CTIE-111370 - RPA Delay in completing the RPA project by Dec 2020 especially Use Case # 2 (Change Renewal)
CTIE-110630 - Microsoft will end support for Internet Explorer 11 across its Microsoft 365 apps and services in Aug   2021.
CTIE-110612 - RPA Process Design Document (PDD) updates made based on findings from Dev and SIT
CTIE-109803 - AVS design delays are jeopardizing the implementation schedule and Coronavirus Relief Funding
CTIE-109760 - Lack of Subject Matter Experts for ImpaCT 2.0
CTIE-105763 - Current In-flight and Planned Future Releases and Key Activity Collisions
CTIE-102229 - Delay in IAPD Submission for ImpaCT 2.0 (Integrated Eligibility Solution (IES) Optimization)
CTIE-95204   - Challenges Have Resulted Due to Documentation Gaps In BSD/TDD/ICD and other deliverables
CTIE-65112   - There are many Change Requests remaining post statewide implementation.
CTIE-65109   - The number of unprocessed tasks in ImpaCT remains high.

Next Steps & Project Milestones:
Tier 1 will continue with several planned deployments. Release 20 is planned for August 12, 2016 to address issues and enhance functionality in time for Open Enrollment 2017. An additional Release is tentatively planned for September 23, 2016 to activate the functionality necessary for Tier 1 to communicate with Tiers 2 and 3 in real time.

The ImpaCT Pilot is on track for a go-live date of October 11th, 2016. In the interim, there are numerous upcoming milestones that the team will realize including the completion of UAT testing and defect resolution, completion of IIT Testing and defect resolution, establishing connectivity with Trading Partners and securing sign-off, completion of performance testing, AHCT switch activation, completion of a full mock run, ConneCT moving to production, providing Go-No-Go decision to CMS and finally, the ImpaCT move to production. Additionally, the team will prepare for onsite visits from CMS & FNS. ImpaCT Wave 1 and Wave 2 will follow from 1/10/2017 through 3/1/2017 and from 3/14/2017 through 4/3/2017, respectively.

December 2016 Update:

During upcoming period, the ImpaCT team will continue to focus on system and production support, and Field Office support. In addition, the team will continue to plan, test and deploy releases and patches as necessary to fix defects. Additionally, efforts will continue with regard to planning and implementing Wave 1 and with elaborating work plan tasks and activities for future planned waves. The ImpaCT team will also work toward finalization of a number of deliverables including:

- D.1.9.c - Implementation Review
- D.3.4.g.iv - Database Vulnerability Assessment Report
- D.3.4.g.v - Network Level Vulnerability Assessment Report
- D.4.5 - Operations and Maintenance Manual
- D.7.a IIT Test Support Completion
- D.ImpaCT-003 Database Monitoring Test Summary Report
- D.ImpaCT-007-04 Database Monitoring Deployment Guide
- D.ImpaCT-007-05 Database Monitoring Operations Playbook.

June 2017 Update:

Tier 1 will continue with several planned deployments. This will include Release 22 in the fall of 2017 which will be focused on AHCT functionality. Next, in January of 2018 the team is targeting Release 23 which will focus on the Premium Payment module. Currently, there is also an interim release being discussed for September that will help set the Stage for Release 22.
In ImpaCT, following the Wave 6 deployment, there are approximately 116,104 unconverted clients remaining in EMS. The project team is working on a plan to convert these remaining individuals in a series of catch-up waves. They will also define a strategy and schedule to disposition all cases with a Benefit Mismatch, complete outstanding change requests, implement remaining interfaces, implement Premium Module, and work toward an integrated HHS system.

December 2017 Update:

Tier-1 will implement Release 23 in February 2018, which has a focus on the components needed to support the ImpaCT 5.0 Premium Payment module. Tier-1 teams will also continue to support the reduction in Tier-1 (MAGI) clients that are sent to the legacy systems versus being sent to the new ImpaCT eligibility system. As of January 2018 around 95% of the MAGI population has been converted and the plan is to sunset the legacy CHIP system in March 2018 (post the deployment and stabilization of the ImpaCT Premium Payment Module). The FDSH RIDP interface will be upgraded in February 2018 and plans are being developed to upgrade to the latest version of the FDSH VLP interface.

In ImpaCT, Release 5.0.0 to deploy the Premium Payment Module is scheduled for 2/23, followed by Release 6.0.0 on 3/23 to support the New Medicare Care Replacement Project. The project team will work on evaluating conversion rule changes to convert individuals remaining in EMS in a series of targeted interim conversions. They will also continue to prioritize defects and outstanding change requests for inclusion in future releases, work toward disposition of all cases with a Benefit Mismatch, operationalize remaining interfaces, and work toward an integrated HHS system.

June 2018 Update:

In July, the ImpaCT team will deploy Release 7.0 which will address 94 defects and 43 change requests. During upcoming months, the ImpaCT team will continue to focus on system and production support. In addition, they will test and deploy Major Release 8.0.0 and related patches as necessary to fix 156 defects and implement 58 Change Requests. They will also deploy Hot Fix 7.0.2 (expedited build requested by DSS business) to update language on the PRF notice. The team will focus on completing Summer EBT activities and scheduling and completing activities related to converting the remaining EMS clients to ImpaCT. The infrastructure team will continue work on environment automation and evaluating the timeline to perform other necessary technical upgrades, and an additional migration will be performed on the EMPI databases.

December 2018 Update:

The Tier-1 team will implement Release 25 in March 2019. Release 25 is a collection of enhancements that includes upgrading the current FDSH VLP interface to version 37, implementing VLP Steps 2 and 3, adding pregnancy as a Special Enrollment Period and updating alimony eligibility rules per the Tax Cut and Job Acts of 2017.

For the ImpaCT project, Release 10.0.0 to deploy 40 change requests along with 103 defects is currently scheduled to deploy into production on 2/1. Release 11.0.0 to deliver 41 change requests and 103 (92 ImpaCT and 11 Child Care) defects is also scheduled for a 3/22 deployment. Additionally, there is a minor release to automate the Summer EBT

process scheduled for 4/26, and Release 11.2.0 (Technology Product Upgrade) is scheduled for 5/3/19. The project team will continue to convert individuals remaining in EMS in a series of archive and targeted interim conversions. The project team will also conduct an affinity analysis to prioritize defects and outstanding change requests for inclusion in future releases, work toward disposition of all remaining cases with a Benefit Mismatch, and continue to work toward an integrated HHS system. The ImpaCT team will work with Agency partners on a ConneCT Refresh in February, and work to support EMPI upgrades as needed. Additionally, changes to waivers are expected that will need to be addressed by the business. The ImpaCT PMO is working with DSS leads to prepare for a Post-Operational Review required by CMS. This review will likely include an onsite visit and require the presentation of evidence across six (6) areas, and a possible system demonstration. This review is likely to be scheduled in the May time frame. Perhaps most importantly, the ImpaCT teams and PMO are conducting detailed Lessons Learned analyses as the ramp-down of project resources continues. Each ImpaCT team is also working closely with DSS to manage knowledge transition processes as the project continues the ongoing transition of numerous responsibilities and tasks to DSS and internal roles. Several transition tools have been developed and DSS is leading weekly planning meetings to prepare for additional upcoming transitions of various ImpaCT elements to DSS.

June 2019 Update:

Initial ImpaCT system enhancement activities planned as part of DDI contract with SI Deloitte is at the closeout phase. We are working on closeout of current activities. Given that there are several outstanding system enhancement change requests and production defects, DSS is currently working on an IES Optimization APD and planned to be submitted for CMS/FNS review by Aug 2019. Once approved, DSS will prioritize and strategize system enhancement implementation with system integrator Deloitte.

As part of EOM contract with Deloitte, four EOM releases were planned to be implemented between July 2019 through December 2019.

Release 11.5.0 is planned for a PROD implementation on 7/19. This is the first EOM release to address defects and CRs utilizing minor mod hours from the EOM contract. This scope of this release also includes Child Care DDI CRs. The R11.5.0 consists of 6 Child Care CRs and 92 defects (77 DSS + 15 CC).

Release 11.6.0 is planned for a PROD implementation on 9/6. The R11.6.0 release consists of 9 CRs (4 DSS + 5 Child care) and 47 defects (39 DSS + 8 CC) and 5 Performance optimization tickets.

Release 11.7.0 is planned for a PROD implementation on 10/18. The R11.7.0 consists of 13 CRs (4 DSS + 9 Child care) and proposed 30 defects (27 DSS + 3 CC) and 2 Performance optimization tickets.

Release 11.8.0 is planned for a PROD implementation on 12/06. This is the last EOM release to address defects and CRs utilizing minor mod hours from the EOM contract. The R11.8.0 consists of 5 CRs (5 DSS + 0 Child care) and proposed 28 defects (28 DSS + 0 CC). Child care scoping is in progress.

The ImpaCT team is preparing for a Post-Operational Review required by CMS. This review will likely include an onsite visit and require the presentation of evidence across six (6) areas, and a possible system demonstration. This review is likely to be scheduled toward end of the calendar year.

We are also planning to wrap up EMS to ImpaCT conversion activities by mid of October 2019.

Dec 2019 Update:

Given that there are several outstanding system enhancement change requests and production defects, DSS is currently working on an IES Optimization APD and submitted for CMS/FNS review on Nov 25 2019. Once approved, DSS will prioritize and strategize system enhancement implementation with system integrator Deloitte.

As part of the IES optimization APD, we are planning for 3 major releases for HIX (ahCT) application and 4 major releases for ImpaCT application. The DDI timeframe for all the 7 releases are planned for a duration of 14 to 18 months, once we secure CMS and FNS approval on the IAPD and SOW. We anticipate the DDI release activities will happen during Mar 2020 thru June 2021 timeframe. We will also have a warranty support of 12 months for each of the releases from the System Integrator.

As part of the newly extended EOM contract with Deloitte, five EOM releases were planned to be implemented between March 2020 through December 2020.

The ImpaCT team is preparing for a Post-Operational Review required by CMS. This review will likely include an onsite

visit and require the presentation of evidence across six (6) areas, and a possible system demonstration. This review is likely to be scheduled toward mid of the calendar year 2020.

June 2020 Update:

Plans for the upcoming six months include:

- Complete planning for monthly Human Centered Design sprints to collect end user feedback.
- Finalize the release runway for ImpaCT 2.0 and the release scope.
- Schedule theme elaboration meetings for the prioritized themes.
- Plan and Schedule Requirement and Design sessions for the releases.
- Prioritize the themes and align to ImpaCT 2.0 releases.
- Review and finalize the revised templates for Deliverable Expectation Document (DED).
- Finalize the defect reduction plan by combining the defects along with functional themes for releases.
- Review the Request for quote proposals from vendors for project support services. Negotiate and execute SOW with selected vendor and secure CMS and FNS approvals.
- Continue to support ongoing COVID-19 system activities and identify decommissioning activities that need to be completed once Public Health Emergency ends.

Dec 2020 Update:

COVID-19 Activities:

DSS will plan and provide support and application/system changes to the ongoing Public Health Emergency (PHE) due to COVID-19. Below are some of the activities currently planned. DSS will also plan and execute COVID-19 related decommissioning activities once PHE ends.

Medical, Cash and SNAP : Extension of renewal end dates for Medical, SNAP and Cash programs
SNAP : SNAP ABAWD work requirements in support of COVID
Essential Services : Extension of certification dates for Essential Services EDGs affiliated with the CBS Program
TFA: Handling of TFA Jobs First and Federal clock counters in support of COVID-specific requirements
SNAP and Cash : Suspension of open overpayments for all SNAP and Cash for a period of 60 days
SNAP : Execution of SNAP Supplemental issuances (weekly SNAP catch-up jobs)
SNAP : Auto completion of PRF for SNAP
Medical : Perform Pre-ImpaCT process for MA (MAGI and Non-MAGI)
Medical: Waive closures due to non-payment of premiums for SOS and HUSKY B
Cash : Changes to Refugee Cash Assistance Clients
TFA :   Trigger renewal notices for clients approaching TFA extension
Medical : DCR to close ahCT task
Medical : Reinstate Medical EDGs (ahct and ImpaCT TOAs) that were closed effective month end
Medical : DCR to make second spend-down period met SD period
SNAP   : Temporary % increase in SNAP benefits

ImpaCT 2.0 DDI Activities:
DSS will plan and implement the four major releases planned as part of ImpaCT 2.0 project. As part of the 4 releases we plan to implement around 100 Change Requests and also address several outstanding defects in the system.