



# **ConneCT Demo and Update**

**State of Connecticut  
Department of Social Services (DSS)**

April 12, 2013



# ConneCT Objectives

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- Improve Client Access
  - Anywhere/anytime access via web services.
- Achieve Better Quality Outcomes
  - Makes processes more faster and more efficient by reducing “back and forth” and generation of paper.
- Enhance Customer Service
  - Empowers workers with tools to help clients.
  - Increases the number of workers who can help a client.
- Reduce Costs
  - Reduces the need for paper (and associated storage costs).
  - More efficient retrieval of documents.
- Provide a Technological Framework for the Future
  - Integrated technologies support the business and allow for expansion.

# ConneCT Release Overview

	Functional Overview	Status / Target Date
<b>MyAccount (Client Accounts)</b>	Provides secure, anytime access to generic and case-specific information to clients via the Internet.	<b>Currently Live</b> ( <a href="http://connect.ct.gov">http://connect.ct.gov</a> ) ~3,000 Accounts Created as of 3/31/13
<b>Am I Eligible? (Pre-Screening)</b>	Allows clients to independently check for potential eligibility online without having to visit or call DSS.	<b>Currently Live</b> ( <a href="http://connect.ct.gov">http://connect.ct.gov</a> )
<b>Interactive Voice Response (IVR)</b>	Provides secure, anytime access to generic and case-specific information to clients by phone.	<b>Currently Live</b> (1-855-578-4515)
<b>Document Management and Workflow</b>	Greatly reduces the need for paper-based processing and provides centralized access to documents and visibility into document status.	<b>Currently Live</b> - Rollout Underway
<b>Benefit Center</b>	Provides a centralized, consistent enterprise system for receiving and servicing incoming calls.	June 2013 (Rollout Begins)
<b>Online Application</b>	Allows clients to apply online and provides a dynamic verification checklist to clearly explain what verification is required.	August 2013
<b>Change Reporting and Online Redeterminations</b>	Allows clients to report changes and conduct redeterminations online.	August 2013

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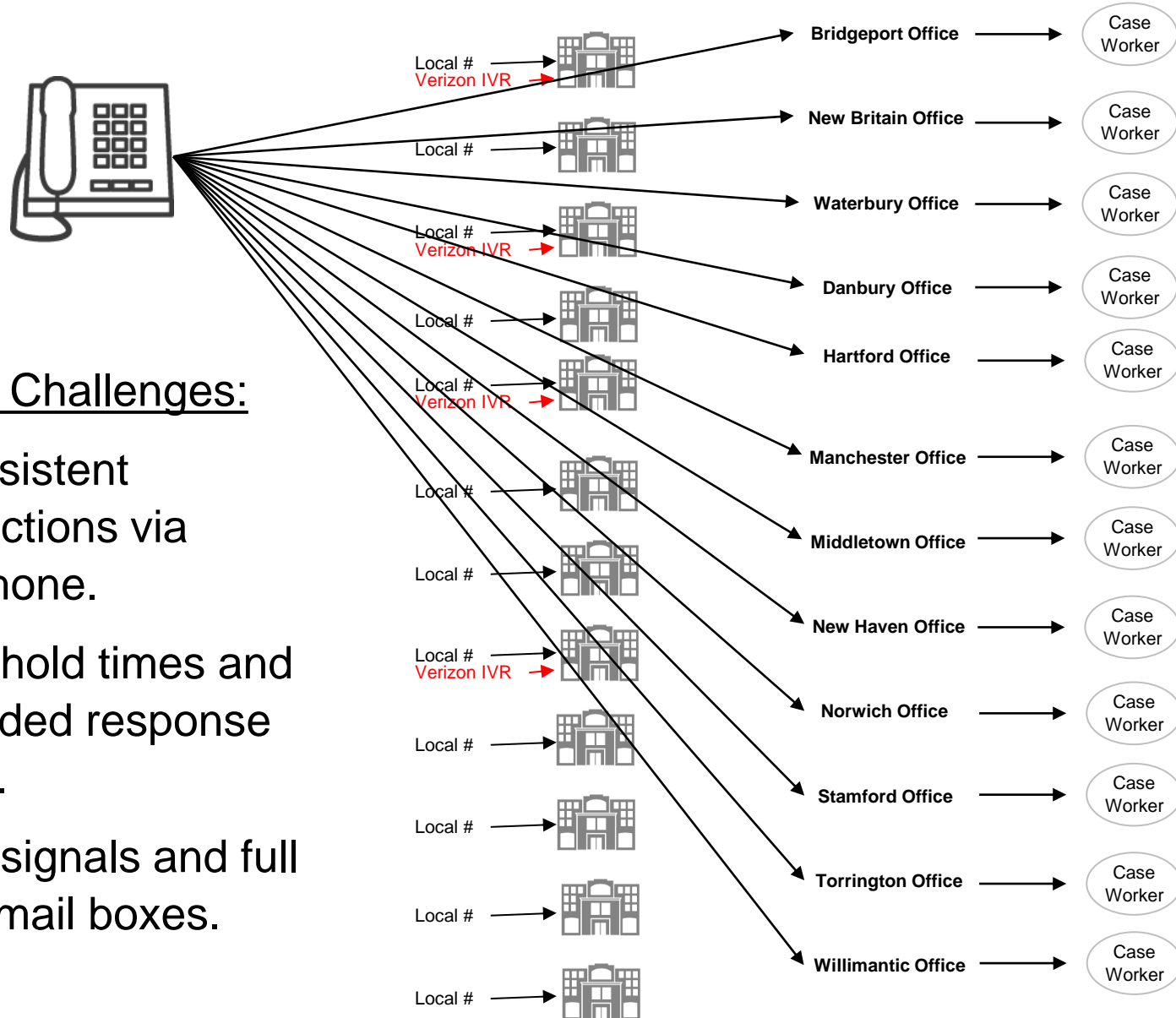
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## **Client Accounts and Pre-Screening Demo**

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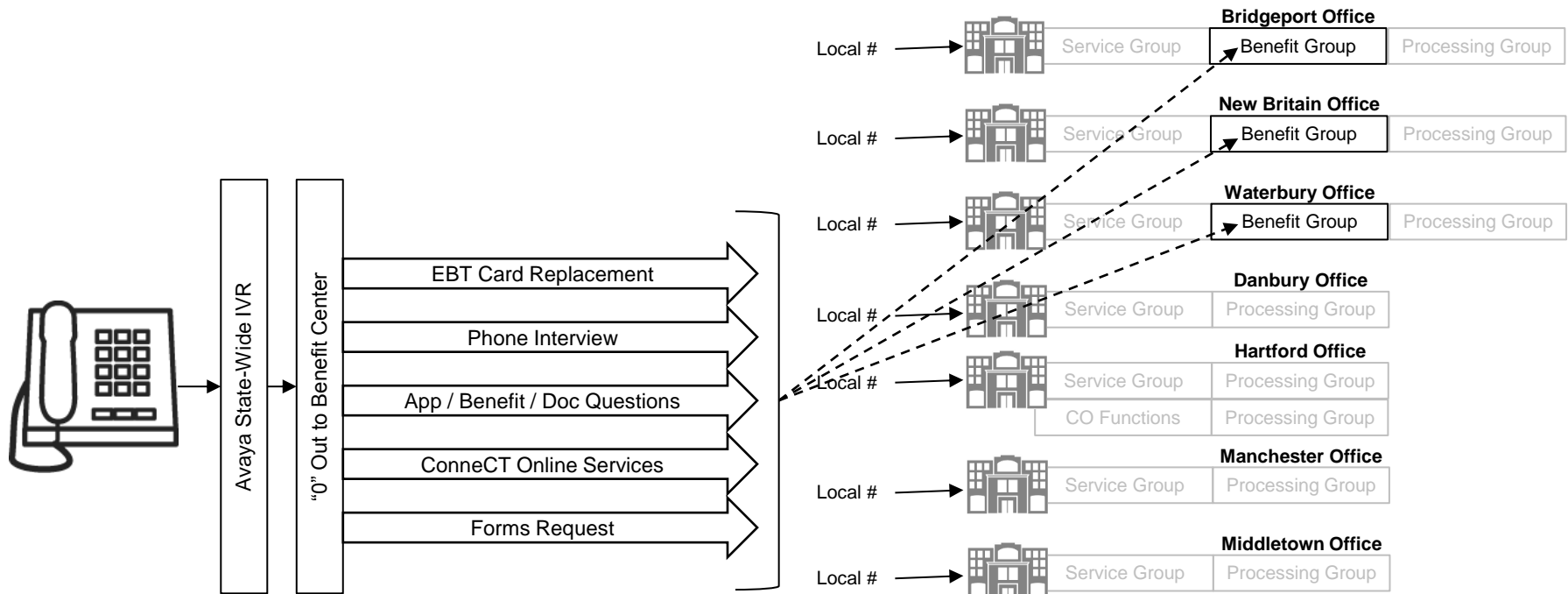
# Telephony Setup – Current State



## Key Challenges:

- Inconsistent interactions via telephone.
- Long hold times and extended response times.
- Busy signals and full voicemail boxes.

# Telephony Setup – Future State



## Key Benefits:

- More consistent experience via telephone.
- Co-located workforce and decreased reliance on a single case-worker.



# IVR Demo

## **1010 MAINMENU**

Calls may be recorded for quality assurance purposes. The Department of Social Services also offers this information online at [connect.ct.gov](http://connect.ct.gov). Persons with speech or hearing difficulties can contact DSS at TTD / TTY 1 800-842-4524.

To check a ConneCT EBT card balance or to replace a lost, stolen or damaged EBT card, press 1.

To check the status of an application or to check benefit information, press 2.

To request forms such as applications, redeterminations or SNAP periodic review forms, press 3.

To get office information or basic information about benefit programs, press 4.

To reach Child Support, Protective Services for the Elderly, Social Work, Fair Hearings, Fraud reporting, and other community services, press 5.

To get help with ConneCT online services including user id and password help, please hang up and call 877-874-1612. That number again is 877-874-1612.

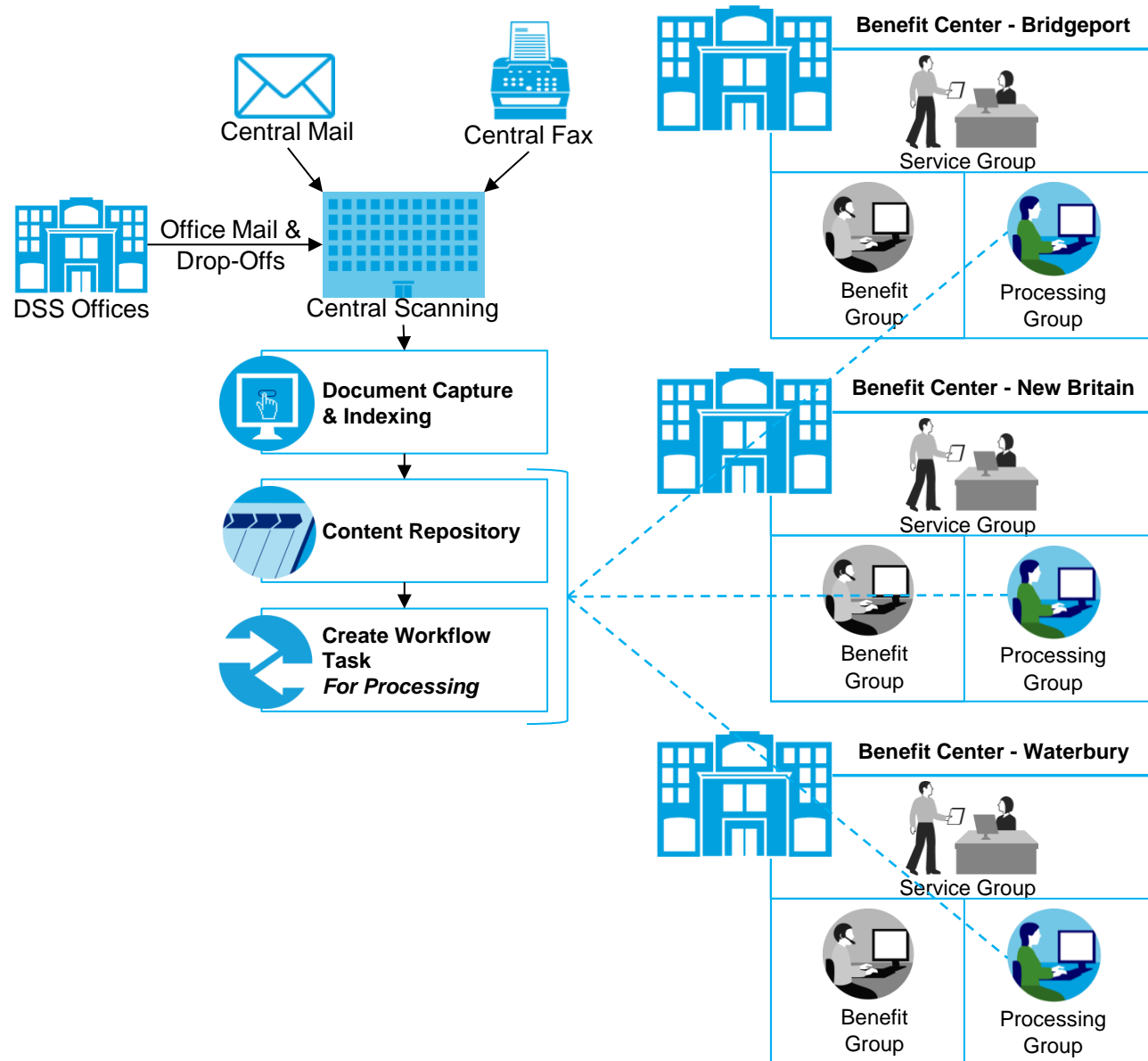
To repeat this information, press the 'pound' key.

To return to the previous menu, press the 'star' key.

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# Document Management and Workflow – Business Overview



# DSS Worker View



DSS  
Processing  
Workers

## ConneCT Worker Portal

ConneCT - Windows Internet Explorer

Close Submit

Work Item Details Edit Submit

Work Pool: Adult General

Expedited Reason:

Client ID: 11224514

DSS Office:

Work Item Status: Assigned

Created Date: 11/03/2013

Days in Workflow: 1

Days in Inbox: 1

Comments: No

Add/View Comments

Envelope Details

- Envelope ID: E1W06
- Application and Renewal Form for SUSY, WAU, Charter Day, and Connecticut Pre-Existing Condition Insurance Plan
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Document Details Edit Submit

Document Type: M-1605

Document Name: Application and Renewal Form

Document Category: Housing

Client ID: 11224514

Online Sub ID:

Client First Name:

Done

Page 1 of 1

Trusted sites | Protected Mode Off | 100%

**DL Connecticut DRIVER LICENSE**

Class: D Rest: NONE Ex Endorse: NONE

DL #: 787878787

DOB: 05-30-1978

Expires: 05-30-2015

SAMPLE SUSAN CATHERINE

40 STATE ST ROOM 145 WETHERFIELD CT 06109

Issue: 06-01-2009

## EMS Eligibility System

PERMD040 Age: 54 PERPD040

Name: MAP, EDM SSN: 255-25-2255

----- SELECT ONE -----

Country: Entry Date:

Born US Citizen: Y/N Date Status Awarded:

Citizen or National: Y Battery/Abuse:

Deportation Withheld: Granted Asylum:

Conditional Entrant: Refugee:

Legal Permanent Resident: Granted Parole:

Native American/Canadian: Prucol:

Veteran or on Active Duty: Amerasian:

Spouse/Depn of Vet or AD: Cuban/Haitian:

Victim Sevr Trafficking: Afghan Special Immigrant:

Other, explain below: Iraqi Special Immigrant:

Verified: N

Reset: Tier

\*Not Ver Cit/Imm Nts: + \*Not Ver Identity Nts: +

\*Cit/Imm Source: \*Cit/Imm Ver Type:

\*Identity Source: \*Identity Ver Type:

# ConneCT Worker Portal – A Closer Look...

ConneCT - Windows Internet Explorer

Close Action: Submit

### Work Item Details

Edit Submit

Work Pool	Adult General
Expedited Reason	
Client ID	012234514
DSS Office	
Work Item Status	Assigned
Created Date	01/28/2013
Days In Workflow	9
Days In Inbox	1
Comments	No

[Add/View Comments](#)

### Envelope Details

- Envelope ID: ENV008
  - Application and Renewal Form (for HUSKY, MLIA, Charter Oak, and Connecticut Pre-Existing Condition Insurance Plan)
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### Document Details

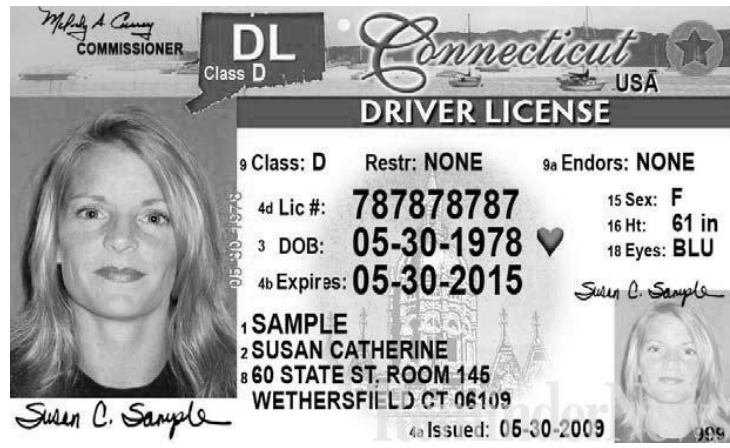
Edit Submit

Document Type	W-1HUS
Document Name	Application and Renewal Form
Document Category	Housing
Client ID	012234514
Online Sub. ID	
Client First Name	

Done

Page 1 of 1...


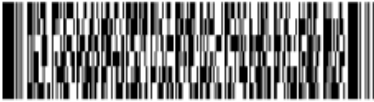
Trusted sites | Protected Mode: Off 100%



The image shows a Connecticut Driver License for Susan C. Sample. The license includes a photo of a woman with blonde hair, a signature, and the following details:

- Class: D
- Restr: NONE
- Endors: NONE
- Lic #: 787878787
- DOB: 05-30-1978
- Expires: 05-30-2015
- Sex: F
- Ht: 61 in
- Eyes: BLU
- Issued: 05-30-2009
- Address: 60 STATE ST. ROOM 145 WETHERFIELD CT 06109

# Streamlined “FastLink” Cover Sheets

 W-1348cs (Rev. 12/12)	<b>State of Connecticut</b> <b>Department of Social Services</b>  <b>FastLink</b> <small>(Form 1348 Cover Sheet)</small>	<b>Client ID:</b> 012345678
<div style="border: 1px solid black; padding: 5px; display: inline-block;">This address must display in window of return envelope. ➡</div>	<b>DSS ConneCT SCANNING CENTER</b> PO BOX 1320 MANCHESTER CT 06045-9988	
<b>IMPORTANT: YOU MUST FILL OUT AND SEND THIS COVER SHEET WITH ALL DOCUMENTS RETURNED TO DSS. FAILURE TO SEND COVER SHEET MAY RESULT IN SERVICE DELAY.</b>		
<b>Instructions:</b>  1. Please see your "Verification We Need" form and "Guide to Verification of Information for DSS Programs" brochure to know what documents to send with this cover sheet. You can check the status of your documents online after two business days here: <a href="https://connect.ct.gov">https://connect.ct.gov</a>  2. Fill out the information below: <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"><p>First Name: _____</p><p>Last Name: _____</p><p>Date: ____/____/____</p><p>Number of Pages I am returning (including this cover sheet) : _____</p></div> 3. Fold this cover sheet so that the return address (above) shows through the return envelope window. <b>OR:</b> Fax only this cover sheet and your verification documents to: [ ConneCT document fax number ]  <b>Note:</b> Please send or fax photocopies of your documents. <u>DO NOT</u> send or fax original documents.		
 <small>686f8b8a780e41c7423f4a20e0797558</small>		
Questions? Visit <a href="https://connect.ct.gov/">https://connect.ct.gov/</a> or call 855-6-CONNECT for help.		
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# Enabling Real-Time Status Updates



MyAccount

## Case Information

Client Name: [REDACTED]

Client ID: [REDACTED]

Client Address:

[REDACTED]

Office Address:

New Britain  
30 Christian Lane  
New Britain, CT 06051  
General Information: 1-866-723-2591

Home Phone: [REDACTED]

Cell Phone:

## Benefits Summary

Food Benefits	Head of Household	Details
SNAP	[REDACTED]	
Medical Benefits	Head of Household	Details
Family Medicaid	[REDACTED]	

## Recently Received Documents

Below are the documents we have recently received from you. Please note: Documents that have been reviewed may not impact your case status right away.

Document Type	Document Category	Document Status
U-SSC	Child Support	Received
		Received
U-SSC	Child Support	Reviewed
		Reviewed
W-1E	Authorization, R&R, etc.	Received

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# Bridgeport Production Test Feedback

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- We worked with 24 clients in Bridgeport to setup client accounts.
- After using ConneCT, we asked each client to independently complete a brief survey about their experience:
  - All individuals thought using ConneCT was 'Very Easy' (91%) or 'Easy' (8%). No clients indicated that ConneCT was 'Difficult' or 'Very Difficult' to use.
  - All individuals thought ConneCT provided the information that they needed about their benefits.
  - All individuals indicated that they would use ConneCT again.
  - All but one respondent said they would use ConneCT instead of coming in person or calling DSS.