



**ImpaCT Update and  
DSS Public Dashboard  
March 9<sup>th</sup> 2018**



## ImpaCT Update

# ImpaCT Overview

- ❑ Statewide Implementation achieved August 14, 2017
- ❑ Premium Payment Module implemented February 23, 2018
  - ❑ ***New functionality*** to support invoicing and payment processing for CHIP (HUSKY B) and Medicaid for Employees with Disabilities (S05) premiums
- ❑ Over 1 million active and recently closed clients have been converted from the legacy system (EMS) to ImpaCT
- ❑ System performance is stable
- ❑ Additional regulatory changes, interfaces, and functionality planned or in progress

## Realized Benefits

- ☐ Online tools to promote convenient, self-service options (applications, renewals, and changes)
- ☐ Client Benefits Account provides immediate, 24/7 access
- ☐ Optional email notification, replacing paper
- ☐ Advanced tools to enhance program integrity and improve payment accuracy

# Staff Training

- ☐ All DSS staff fully trained in ImpaCT
- ☐ Premium Payment Module training complete
- ☐ Training team currently conducting advanced topic training covering 11 key areas



## DSS Public Dashboard

## DSS Public Dashboard – March 2018

### Self Service

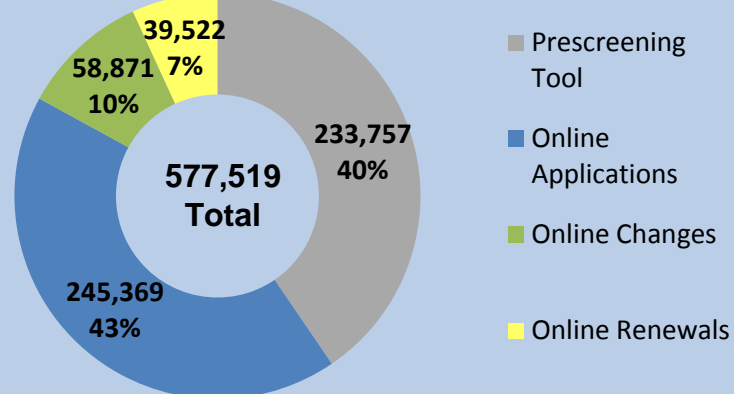
**249,298**
*MyAccounts*

*Client accounts created over the phone since implementation 2013*

**282,418**
*Secure PINs*

*Online accounts created over the phone since implementation 2013*

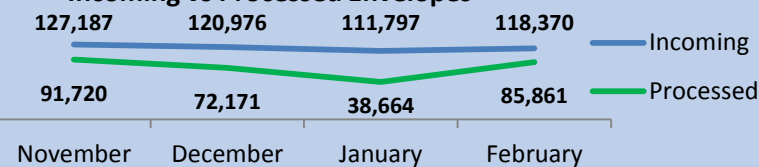
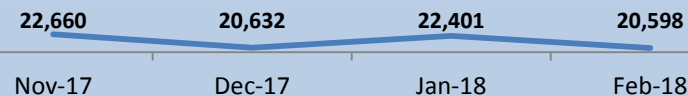
### MyAccount Activity



### DSS Processing & Outcomes

**DSS Work Flow**
**20,440,953**
*Total Documents Scanned*

### Incoming vs Processed Envelopes


**Service Centers**
**State-Wide Total Walk-Ins**

**Benefits Centers**
**2,440,953**
*Total Calls Serviced*

	Nov-17	Dec-17	Jan-18	Feb-18
Calls Resolved By IVR	62,265	79,240	162,238	166,510
Average Wait Time (mins)	74	77	100	106
Calls Serviced	34,619	33,324	30,813	23,659

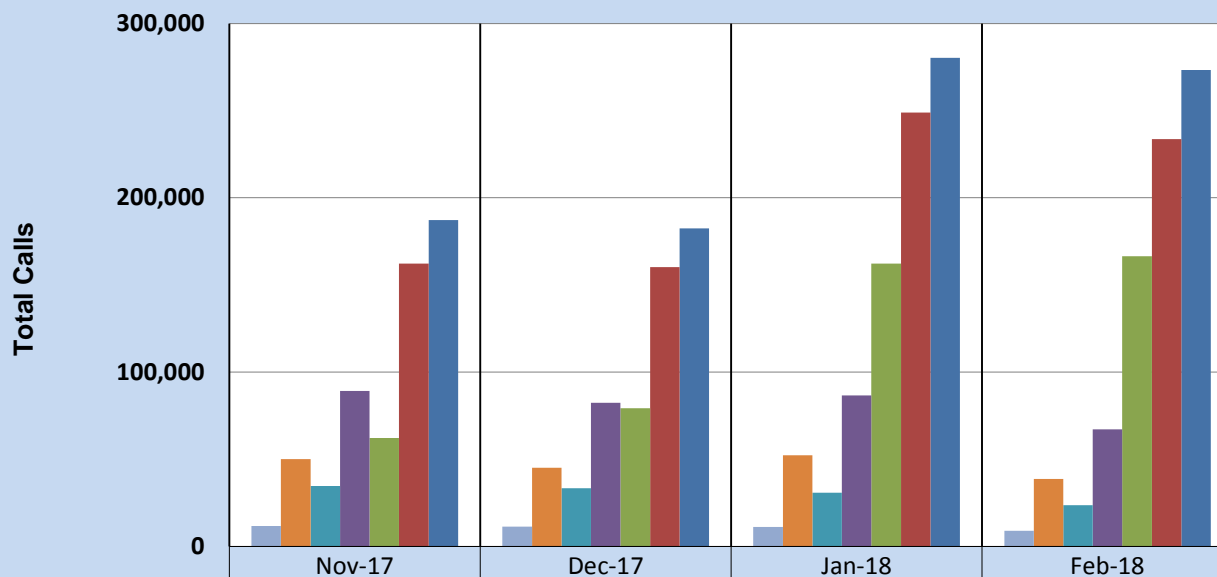
## Special Notice Mailings

### *December 2017 through January 2018*

Notice Type	Target Population	Date of Mailing	Approx Volume
<b>NEMT</b>	Medicaid recipients who have used medical transportation in last year	12/4/2017	53,000
<b>MSP Reduction</b>	MSP households potentially affected	12/12/17 - 12/14/17	140,000
<b>CHIP Closure</b>	HUSKY B	12/15/2017	20,000
<b>CHIP Closure</b>	HUSKY B	1/3/2018	20,000
<b>Dental Change</b>	MA	12/5/2017	350,000
<b>COLA</b>	Social Security benefit recipients	12/4/17 & 12/11/17	90,000
<b>HUSKY A Reductions</b>	HUSKY A	11/13/2017	13,300
<b>HUSKY A Reductions</b>	HUSKY A	12/1/17 - 12/4/17	13,300
<b>SNAP ABAWD</b>	SNAP recipients in 9 towns, ABAWDs	12/22/2017	2,892
<b>CFC Program Changes</b>	CFC Recipients	1/3/2018	5,000
<b>Standard Utility Allowance (SUA) Mass Modification</b>	SNAP recipients affected by modification	1/13/2018	67,000
<b>MSP Extension</b>	MSP households potentially affected	1/22/2018	140,000
<b>CHIP Reauthorization</b>	HUSKY B	1/30/2018	20,000
		<i>Total</i>	<i>934,492</i>

## DSS Public Dashboard – March 2018

Client Information Line:  
November 2017 - February 2018



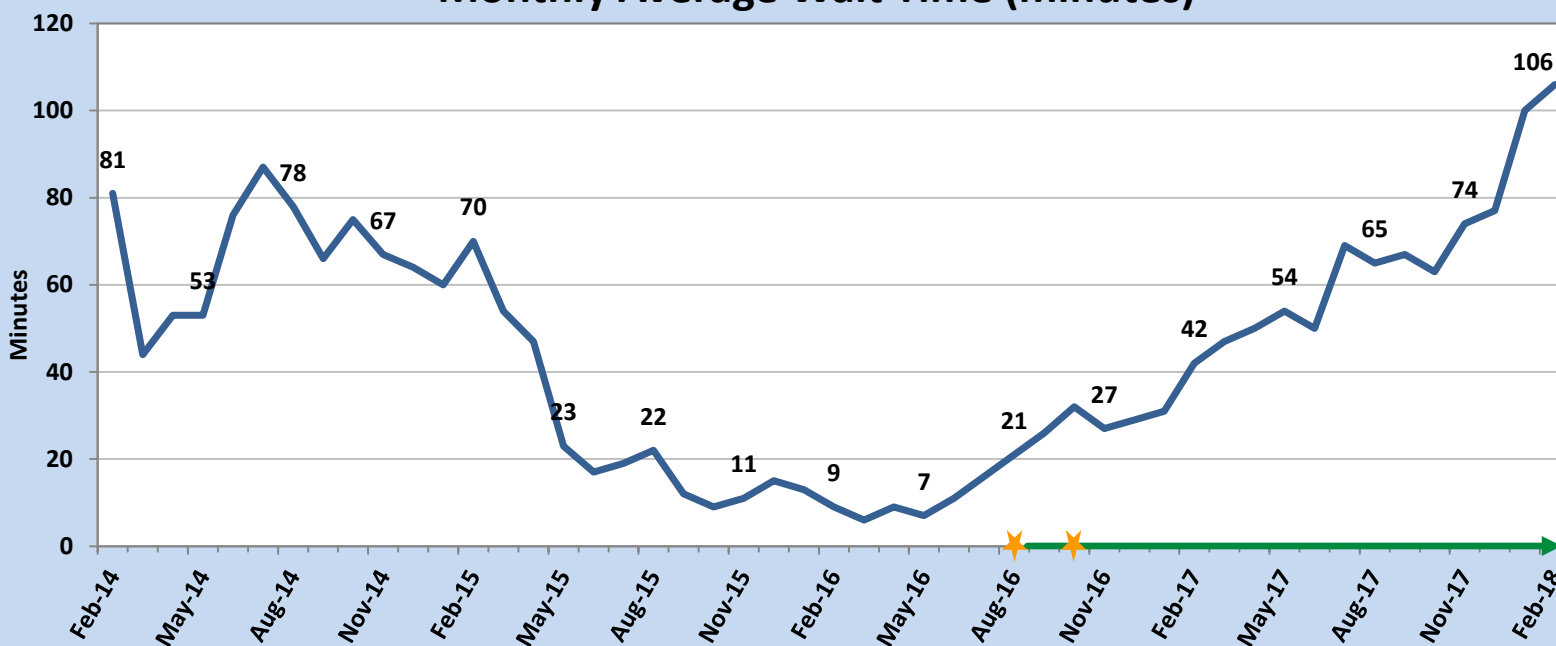
- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance
- Several factors contributed to a notable increase in call volume during January 2018, particularly the first week of the month.

Total Calls to the IVR (24 hours period)	187,225	182,460	280,219	273,385
Total Calls to the IVR (Business hours)	162,248	160,225	248,920	233,747
Total Calls Resolved by the IVR	62,265	79,240	162,238	166,510
Total Calls Transferred to the BC	89,103	82,325	86,681	67,238
Total Calls Answered in the BC	34,619	33,324	30,813	23,659
Calls Abandoned in BC Queue After Threshold	50,130	45,086	52,284	38,639
Interviews Conducted	11,696	11,428	11,248	8,900

Note: IVR stands for Interactive Voice Response System, while BC is the Benefits Center.  
Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)

## Benefits Center Wait Times: Since February 2014

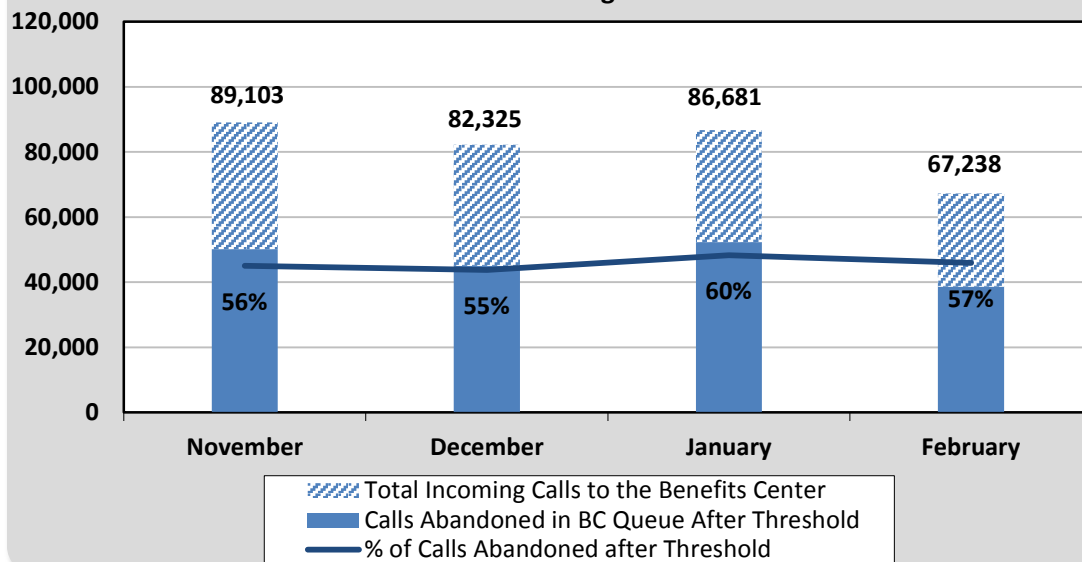
Monthly Average Wait Time (minutes)



- Benefits Center Go-Live July 2013
- ★ August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
- ★ October 2016 ImpaCT Pilot implemented
- October 2016 through August 2017 state-wide phased rollout of ImpaCT
- October 2017 through January 2018 over 900,000 special notices mailed
- SNAP Mass Modification
- MSP Income Limit Reductions
- Dental Program Changes
- Transportation Vendor Change

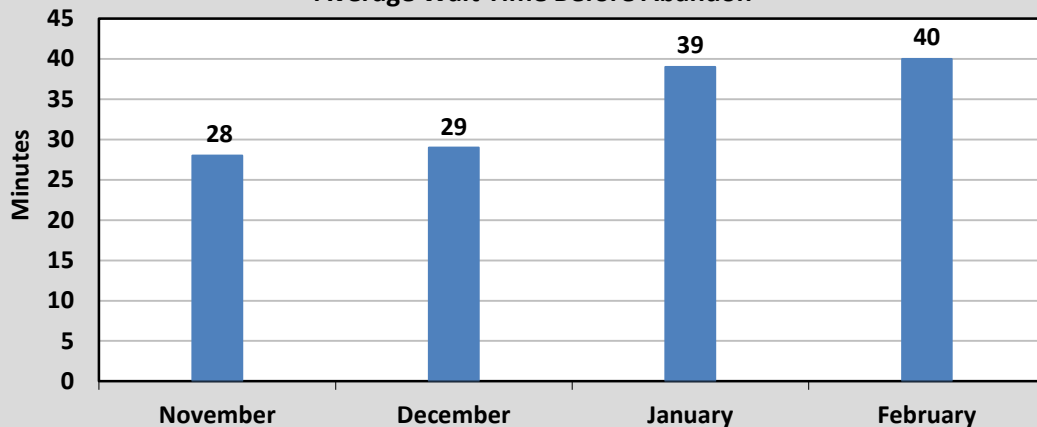
## DSS Public Dashboard – March 2018

Number and Percentage of Abandoned Calls



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon



- 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



**Thank You**