

Social Services Agency Transforms Program Administration Through Digitization

Connecticut Department of Social Services

Making a Difference

Background

The Connecticut Department of Social Services (CT DSS) delivers and funds a wide range of programs and services and acts as the state's health and human services agency. CT DSS serves about 1 million residents, supporting the basic needs of children, families, older adults, and persons with disabilities. Services are delivered through 12 field offices, central administration, and online and phone access options.

Challenge

CT DSS processes millions of applications each year. Since 2012, the number of application submissions had risen significantly. As a result, the agency was struggling to keep up with the increasing volume. This situation reached a critical point where CT DSS was in danger of missing federal funding deadlines, which could have a devastating impact on their state residents.

CT DSS needed a new system to handle the increasing demands of their community. While they knew an online portal was a logical next step, they realized there was a significant portion of their constituency that might not have access to this portal and would still need a hard-copy method to submit applications.

Solution

CT DSS partnered with Scan-Optics to digitize, index, and categorize existing applications and documents and then port them into their system. To handle future paper applications and documents coming into the agency, Scan-Optics also established a Digital Mailroom, where

snail mail is immediately scanned, categorized, and indexed into their online system.

Thanks to Scan-Optics, CT DSS has a much-improved system for accepting applications, accessing information, and administering Medicaid, SNAP, and cash benefits. Scan-Optics was an integral part to getting documents digitized and put into the ConneCT system and improving overall departmental efficiencies.

Bottom-Line Results



CT DSS increased its national ranking from 52 to 2 for response time processing SNAP benefits



Application processing time decreased from over 7 days to an average of 2-3 days



Dramatic increase in client satisfaction, due to quicker administration of benefits



Employees' efficiency rates increased significantly with the ability to locate client applications through an online portal.