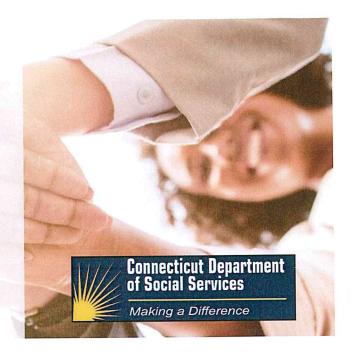
# Social Services Agency Transforms Program Administration Through Digitization



## 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.