



ImpaCT at a Glance

The Department of Social Services is implementing a state-of-the-art eligibility system to improve the service we provide our clients, to help us be even more efficient and timely, and to make sure that Connecticut families are getting the vital human service benefits for which they are eligible.

The need for ImpaCT is real. The current eligibility system is nearly 30 years old and can no longer provide the level of service our clients deserve. With ImpaCT, DSS will have a modern, web-based system and advanced new tools to enhance program integrity, improve the accuracy of payments, and offer more convenient, self-service options for clients.

DSS took a deliberate, phased approach in successfully launching ImpaCT on October 11, 2016, in our Middletown office, which serves about 75,000 people, or 8 percent of our client caseload. We will continue with a phased-in approach of the new system so that we can resolve any technical or training issues before the system rolls out statewide in May 2017. Our next phase will include our Bridgeport, Stamford and Torrington offices in January.

During the phases, there may be some temporary delays in service as our staff adjusts to using the new system. To avoid waiting on the phone or in an office lobby, we recommend clients go online to apply for or renew their benefits or to report any changes to their personal information (www.connect.ct.gov or www.ct.gov/dss). DSS clients with online access are also encouraged to open a Client Benefits Account ('MyAccount') to get immediate, 24/7 access to their eligibility and benefits information.

ImpaCT is the latest step in DSS's modernization process. Over the past several years, we have updated our phone system, improved the way we accept and maintain documents, and added telephone Benefits Centers. Our top priority remains providing the highest quality service to the individuals and families we serve.

Please visit our special website for additional information at www.ct.gov/dss/impact.

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