

Dear Attorney Potter,

Thank you for your letter dated October 24, 2013, expressing concern for *Raymond* clients and others scheduled to close at the end of the month. You have raised several issues that we are aware of and are working to address.

Before addressing your concerns, it is important to recognize that the technical problems that led to our decision to extend benefits in August have been resolved. In August, the first full month after our statewide rollout of the document management component of ConneCT, our scanning vendor (Scan-Optics) fell behind and some documents that we received were not available to be worked by the month-end cut-off date. As a one-time solution given the very limited time between when we became aware of the problem and the need to resolve it, we provided an automatic extension of benefits to clients.

Scan-Optics is currently performing in a timely manner. System performance has improved significantly since ConneCT was released statewide, and we are continuing to make the necessary refinements that are inherent in the early stages of all complex IT projects. The new access points to the department are making a difference for our clients in general. As of October 25, nearly 230,000 calls had reached Benefits Center workers; over 40,000 online and 70,000 phone/IVR accounts had been created, and over 2.6 million incoming documents had been scanned. The department is currently testing the online application and change reporting function, with a goal of implementation by January 1, 2014.

With that noted, we are aware that phone access can be a particularly difficult barrier for clients with disabilities, and we want to assure you that our clients with accommodation requests will not have benefits closed at the end of October unless we have provided an appropriate accommodation and closure is warranted. We are able to identify our clients who have requested accommodations and who are scheduled to close at the end of the month, and their cases will be reviewed prior to month end to ensure that they are not closed unless warranted.

Regarding termination notices, we are aware that some clients are currently receiving incorrect warning notices that their benefits are terminating when in fact they are not. As we have discussed with you in the past, EMS and the document management component of ConneCT comprise two separate computer systems that are not integrated. Even though we may have received a document and the document is available for worker review in ConneCT, EMS does not know this until a worker enters the information into EMS. The termination warning notices are automatically generated by EMS and, despite efforts to minimize incorrect notices, in some cases notices are sent when we in fact have documentation in ConneCT. We are continuing our work to improve this process within the limitations of EMS until the replacement EMS system is completed.

You also request that we identify all cases where redetermination paperwork has been received and scanned and ensure that those cases are extended pending processing. We currently are unable to automate that process. We can tell you that we have already reviewed most of the redetermination documents that were timely submitted and will continue to review and process those documents through the end of the month. In the event that a client is inadvertently closed

when their documents were in fact timely submitted then we will ensure that they retroactively receive any benefits that were improperly denied.