

NASCIO 2019 State IT Recognition Awards

INCONNECT



Title: INConnect: Identifying Citizen Medicaid Services

Category: Digital Government: Government to Citizen

State: Indiana

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Project Initiation Date: February 2017

Project End Date: Latest Production Release in April 2019

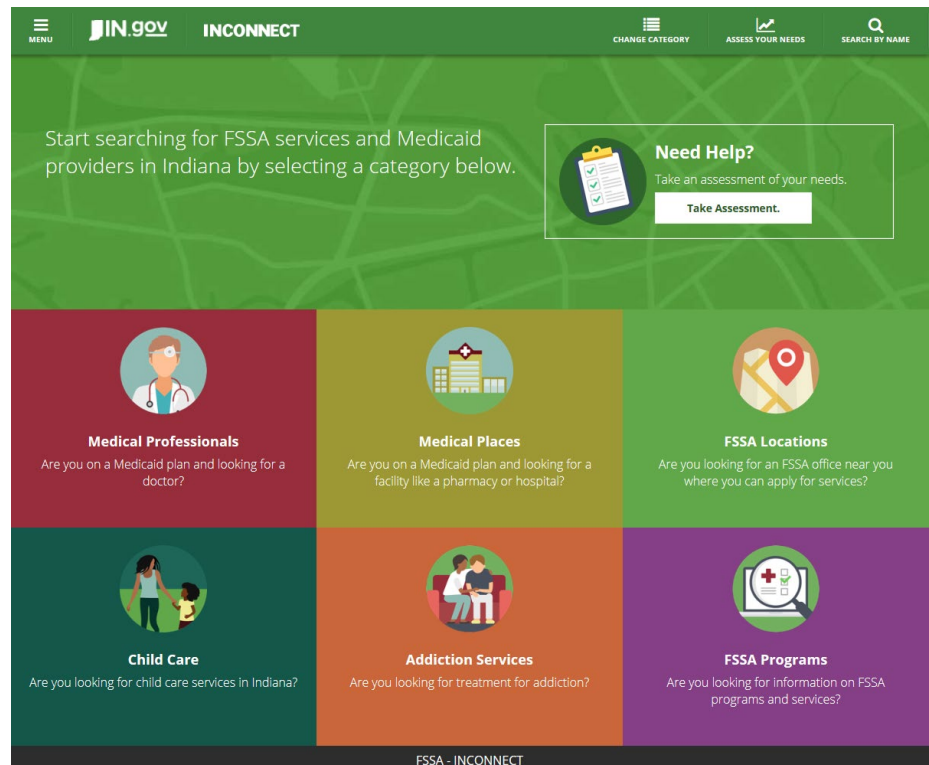
Executive Summary

INConnect is a Family & Social Services Administration (FSSA) – Indiana’s version of a Health and Human Services Agency – platform developed to improve citizen’s access to the various state resources available to them through FSSA. The application systematically aggregates data that was previously in a silo on separate

websites and databases throughout the agency. Through the data aggregation and use of mapping technologies, users can determine which programs are close by and available to them. Users can search for Medicaid providers, child care providers, find agency locations, take an assessment survey and more. In 2018 the platform was enhanced to include an addiction

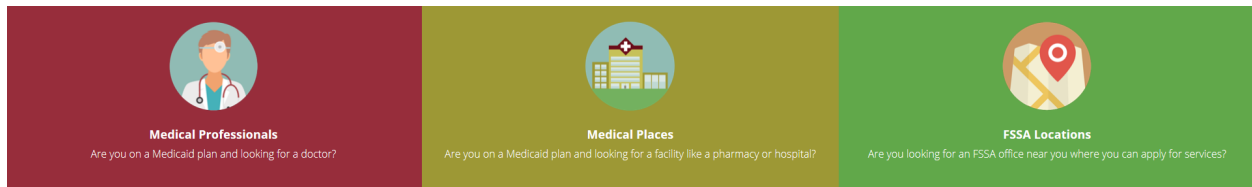
services search to assist those impacted by the opioid epidemic in locating treatment facilities.

With hundreds of thousands of visitors to the online service since its inception, INConnect has allowed users to locate services relevant to them without the barriers of determining which divisions offer the services they are in need of.



Concept

INConnect was initially referred to as Provider Search and the concept was to replace a legacy application that allowed users to search for Medicaid providers. The original Medicaid provider search application was text-based and very difficult to use. The vision for the new application was to recategorize the providers into provider types that a standard user could understand and then allow the citizens to perform a location-based search.






As news of the successful online service spread, the vision for Provider Search began to morph into INConnect, a single solution to connect Indiana Hoosiers to the services available to them. This resulted in the next addition, FSSA Locations, which allows users to find a physical location close to them to obtain assistance.

Naturally, the next phase of the project was a more user-friendly way for a user to not only find the services they need, but to also find the services that could be provided. INConnect provides services searches for the following needs in Indiana:

- Aging
- Disability
- Early Childhood
- Family Resources
- Long-Term Care
- Mental Health and Addition

The team built an online assessment of 9 easy-to-answer questions that provides a listing of services across all service categories based on the provided answers.

 **IN.gov** **INCONNECT**  SEARCH BY NAME

[← Return to category search](#) 

Please answer the following questions to help determine which services you may be eligible to receive. If you are searching on behalf of someone else, please assume that 'you' refers to the person who is seeking services.

Are you looking for health coverage?

Yes No

1 2 3 4 5 6 7 8 9 **RESULTS** [← PREVIOUS](#) [NEXT →](#)

In coordination with the Office of Early Childhood and Out-of-School Learning (OECOSL), a major update to INConnect was the ability to search for child care across the state. As with the Medicaid search, the child care search was in need of an updated interface. INConnect and its user-friendly search tools was selected by OECOSL. The child care search allows users to locate child care by age group, hours of operation, provider type, programs accepted, and more. Additionally, each provider has inspections, complaints, and enforcements listed to educate users about the facility.

One of the most innovative features of the child care search is that a user can enter a starting address and an ending address so they can locate providers along a driving route. This feature was specifically meant for working parents/guardians who were looking for child care along their path to and from work.

MENU

 INCONNECT

 CHANGE CATEGORY
 SEARCH BY NAME
YOUR LOCATION

PRINT VIEW

A PLUS CHILDCARE AND LEARNING CENTER #3 1831 W 16TH ST INDIANAPOLIS, IN 46202 PTQ Level: ●●●○ (0 mi)
DAY EARLY LEARNING STATE GOVERNMENT CENTER 100 NORTH SENATE N150 INDIANAPOLIS, IN 46204 PTQ Level: ●●●● (0.1 mi)
EAST STREET STATION, LILLY CHILD DEVELOPMENT CENTR 410 SOUTH EAST STREET INDIANAPOLIS, IN 46285 PTQ Level: ●●●● (0.3 mi)
DAY EARLY LEARNING 575 NORTH PENNSYLVANIA ST STE 113 INDIANAPOLIS, IN 46204 PTQ Level: ●●●● (0.5 mi)
I.U.P.U.I. CENTER FOR YOUNG CHILDREN 321 LIMESTONE STREET INDIANAPOLIS, IN 46202 PTQ Level: ●●●○ (0.7 mi)
WING WALKERS, LILLY CHILD DEVELOPMENT CENTER 20 EAST MCCARTY STREET, DC0318 INDIANAPOLIS, IN 46225 PTQ Level: ●●●● (0.9 mi)
IOY'S HELPING HAND CHILD CARE

Showing 7 Result(s)

The most recent addition to INConnect was the addition of the addiction services search. This search allows those impacted by addiction to locate a facility for treatment. Users are able to search by the treatment options and specialty populations. Once a user locates a facility they are able to view their website, see what payment options they have, view what populations they serve, and get driving directions to the facility. First responders in Indiana often use this feature in the field to help people find the treatment they need.



Significance

The Family & Social Services Administration is one of the largest agencies within Indiana – comprising 12 percent of the state’s workforce – and contains the following divisions:

- Medicaid
- Family Resources
- Mental Health and Addiction
- Disability and Rehabilitation Services
- Early Childhood and Out-of-School Learning
- Aging

For many years, each of these divisions has focused on their primary customer through their own online services and resources. Many users may only interact with one division, while others may interact with all divisions. Prior to INConnect, users would not only have to determine which division they needed, they would also have to navigate each one individually using the separate tools to get the assistance they needed.

The significance of INConnect is that there is officially ‘no wrong door’ into the Family & Social Services Administration. Users are able to answer a few questions to determine what resources they have available, or navigate directly to the resource they need, without searching multiple websites and online resources.

Impact

Visited by hundreds of thousands of users since it was deployed, INConnect has been recognized nationally for its innovation and service to the Hoosiers of Indiana over the past two years. In 2019, nearly 20,000 visitors begin a search at the INConnect site each month. As a platform that has entrenched itself into the agency, INConnect will continue to grow and expand with additional features over the years.