

GeorgiaOne Briefing

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Presentation to: Keith Horton, DHS Commissioner
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Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.

The Business Operations Planning (BOP)

The scope of the BOP Implementation project is to:

- Ensure that Regional management is provided information and direction on all known process standards and technology, so that they can make the transition toward standardized and equalized workloads across the State in preparation for GeorgiaOne.

What is GeorgiaOne?

- Standardized processes
- Equalized work loads

What is BOP?

- An Implementation Process
- A Reorganization of OFI
- Implementation of Document Imaging (DIS)
- Implementation of Call Center Technology
- Promotion of client self-service and consultation on lobby set up
- Development and dissemination of the OFI Data Tool
- Post-roll out development of Standardized Data Management

BOP...

Why?

- Increased caseloads
- Decrease in staff
- Inadequate eligibility system

BOP Achievements...

GeorgiaOne Regions:

1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 14